



State of Illinois  
Illinois Department on Aging



ILLINOIS

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

# STATE PLAN

PROGRAM YEAR 2016 – 2019

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TITLE V OF THE OLDER AMERICANS ACT AS AMENDED

## **PURPOSE OF THE SCSEP STATE PLAN**

The Senior Community Service Employment Program (SCSEP) is a federally funded employment training program targeted to low-income older Americans that is administered by the U.S. Department of Labor. The purpose of SCSEP, or otherwise known as Title V under the Older Americans Act (OAA), is to enroll eligible individuals for a maximum duration of 48 months in the aggregate (whether or not consecutive) in part-time positions and provide on-the-job training in the area where the individuals resides.

The dual goals of the SCSEP program are to provide valuable community services and to transition SCSEP participants into unsubsidized employment. Program participants receive work experience at local public or non-profit agencies and are paid minimum wage for approximately 20 hours per week while participating in community service work and other job training.

In order to receive SCSEP funds, all state grantees are required to develop a four-year State Plan that includes strategies for statewide implementation of SCSEP services. In accordance with the reauthorization of the Older Americans Act (OAA) and the Regulations (CFR Final Rule 2010, Subpart C - 641.300-360), the SCSEP State Plan is developed to outline a strategy for the statewide implementation of community service and other authorized activities for eligible SCSEP individuals. The SCSEP State Plan is also intended to promote coordination between the State Grantee, regional SCSEP Grantee, and the National Contractors within the state of Illinois with Workforce Innovation and Opportunity Act (WIOA) services in all local/regional territories.

In conjunction with SCSEP, each sub-recipient is strongly encouraged to form partnerships with local organizations and to build functional relationships with businesses in order to provide marketable training and enhance the workforce within their area. Ideally, the State Plan is developed to bridge the gap between regional SCSEP Grantee, National Contractors and the State's stakeholders to reach beyond the goals set by the U.S. Department of Labor for Illinois.

The SCSEP program has multiple goals based on the 2006 Amendments to the Older Americans Act as outlined below:

- Foster training and employment opportunities for individuals and to foster individual economic self-sufficiency;
- Offer services to the community as a whole by placing SCSEP participants in community service agencies, with the ultimate outcome of increasing the number of participants placed in unsubsidized employment;
- To serve as an advocate for all older workers seeking employment; and
- Serve as a liaison between employers seeking to hire older employees and the older worker.

The training opportunities of the program primarily focus on the community service aspect of employment that is defined as social, health, welfare and educational services; legal or other counseling services; library; recreational; conservation; maintenance and/or restoration of natural resources; and any other services that the U.S. Department of Labor may designate. Most of the community service employment opportunities in Illinois are generally offered in the form of positions in schools, hospitals, libraries, nutrition programs, senior centers, conservation/recreation projects, and adult and child day care centers.

## **ECONOMIC PROJECTIONS and IMPACT**

### ***Long-term projections for jobs in industries and occupations in the State that may provide employment opportunities for older workers. (20 CFR 641.302(d)).***

In Illinois there are several industries that have jobs and/or occupations that provide employment to the older worker. Currently, in the workforce not a single job/occupation fits all older workers in Illinois. In reviewing *The Employment Situation, March 2015: Employment Growth Slows* from the AARP Public Policy Institute, it was found that the number of older workers (55+) was 38.3% which is the same as reported in the last State Plan in September 2014. According to data provided by AARP in March 2015 unemployment rates amongst workers over 55 is 4.1% compared to the overall population of with a rate of 4.9%. Additional data cited in the above article has been broken down and defines the steady reduction in unemployment nationally for those individuals 55+. In February 2015 unemployment was at 4.7%, in March 2014 it was at 4.3%, and in March 2015 it was at 3.9% (source: Figure 2. BLS, Labor Force Statistics from the Current Population Survey. Retrieved: 2015, April 3). This reduction in unemployment for the older worker provides a snapshot of the gradual shift of possible employment for those older workers who are 55+.

As the State Grantee, the Illinois Department on Aging's main goal of administering SCSEP is to focus on placing qualified individuals into viable community service assignment sites and in turn to unsubsidized employment. In order to effectively achieve this goal the State Grantee must pay close attention to current trends in the labor market. Various employment sectors are targeted and explored when providing employment opportunities for the older worker in Illinois. The following are designated as the fastest-growing occupations for the older worker:

### **The 30 Fastest-Growing Occupations for Older Workers**

- Primary, secondary, and special education teachers
- Registered nurses
- Home health aides
- Personal and home care aides

## **The 30 Fastest-Growing Occupations for Older Workers** (continued)

- Nursing aides, orderlies, and attendants
- Medical assistants
- Licensed practical and vocational nurses
- Business operations specialists
- General and operations managers
- Child care workers
- Teacher assistants
- Receptionists and information clerks
- Medical and health service managers
- Clergy
- Social and human service assistants
- Maids and housekeeping cleaners
- Educational, vocational, and school counselors
- Computer support specialists
- Office clerks
- Managers
- Social and community service managers
- Mental health and substance abuse social workers
- Accountants and auditors
- Rehabilitation counselors
- Medical and public health social workers
- Bookkeeping, accounting, and auditing clerks
- Administrative services managers
- Lawyers
- Computer systems analysts
- Human resources, training, and labor relations specialists

Source: Jobs for 50 and Over. Retrieved from <http://www.americanjobexchange.com/career-advice/older-workers-jobs-02/08/2016>.

Multiple long-term jobs and/or occupations that lead to unsubsidized employment for older workers in Illinois are found in Education, Health Care, Business Services, Social Service Sector, Nutrition/Food Service Sector, Maintenance/Janitorial Services, and/or Retail.

- The Education sector is utilized by the regional SCSEP Grantee by placing the participant in the local education system. Whether it is in a training position as a teacher's assistant/aide, on-site monitor, office staff, food service and/or janitorial services; the participant is allowed to further their qualifications through this type of site training.
- The Health Care system is a growing training field in Illinois as the SCSEP participant is a viable employee in this service sector. Many SCSEP participants are currently receiving job training in personal assistance and/or work experience in the health care field. The employment shift towards in-home personal care, respite,

and/or general assistance is the wave of the future due to the aging of the baby boomers and the SCSEP participant will find employment opportunities in these employment categories. The clerical field is also a viable training sector that many of the SCSEP participants already have some experience in and/or want to continue to update and improve their work skills during their time in SCSEP. Some of the most common clerical training positions are in the realm of an administrative assistant and information and assistance staff at local senior centers, Comprehensive and Satellite One-Stop Centers, and WIOA affiliated centers, etc.

- The Business Services sector is utilized by the regional SCSEP Grantee by placing the participant in local not-for-profit offices, home care sites, libraries, etc. either in the front-line or back-line of the office. This enables the participant to receive direct training of the services specialized in the office, as well as exposure to general office activities/management.
- The Social Service sector matches the Community Service aspect of the SCSEP program. Most regional SCSEP Grantees utilize this sector to assist the participant in understanding the functions of assisting others in various roles in an agency where the participant may be placed during their time in SCSEP.
- The Nutrition/Food Service Programs in Illinois are also an important component in the SCSEP program. Several regional SCSEP Grantee projects have participants receiving job training in local congregate/home delivered meal programs, hospitals/nursing facilities, Adult Day Care programs, and/or educational schools. Additionally, many participants (specifically in the Cook County region) are able to obtain a Food Service and Sanitation Certification/License at the regional SCSEP Grantee's expense which further assists in the individual participant's employability in this employment sector.
- Maintenance/Janitorial services in various sectors are also job training options for many SCSEP participants. SCSEP participants are completing training in a sector they may have experience in or want to further develop their work skills. A few examples are some SCSEP participants are obtaining on-the-job training in housekeeping positions at offices, local businesses, or hotels, others are placed at local parks, recreational sites with grounds-keeping duties, and are learning the horticulture profession in the process.
- Retail is another viable sector that many SCSEP participants receive training during their time in SCSEP. Most of these positions fall under the provision of On-the-Job-Experience (OJE) Training that the Illinois Department on Aging is allowed to authorize within the regional SCSEP Grantee projects.

In addition to the *Fastest Growing Occupations* previously cited, the following occupations are the most employable positions, classified as “the best jobs”, with minimal on-the-job training for individuals 50 years of age and older:

| <b>Key Jobs for 50+ Years of Age</b> |   |
|--------------------------------------|---|
| <b>Job Title</b>                     | <b>Training or Certification</b>                  |
| Medical Assistant                    | No Formal Training but Certification available    |
| Patient Advocate                     | Training and Certification Available              |
| Personal Care Aide/Home Health Aide  | No special training/Learn On-The-Job              |
| Bookkeeper/Secretary                 | *specific to Medical Secretaries                  |
| Tax Preparer                         | Training and Continuing Education Required        |
| Contract Worker                      | Depending on expertise in any given profession    |
| College/Vocational Instructor        | Career Oriented Degrees, Certifications, Training |
| Convention Meeting or Event Planner  | No Special Degree Necessary                       |

Source: Singer, Linda (2013, October 22 Forbes Personal Finance ). The Best Employers And Jobs For Workers Over 50. Retrieved from <http://www.forbes.com/sites/nextavenue/2013/10/22/the-best-employers-and-jobs-for-workers-over-50>

Most of the older workers in Illinois gain experience and ultimately obtain unsubsidized employment in positions that focus on retail sales, office/administrative support and food preparation services. Unfortunately, older workers do not always have the same earning potential as other individuals who fall below fifty-five (55) years of age due to their education and/or previous work experience. Older workers seem to fall under the prospective employers’ radar because they are sometimes considered “over qualified” or their previous salary exceeds what the employer wants to pay as a starting salary. It is important that prospective employers must be reminded that older workers have invaluable experience in the workforce and can bring many resourceful qualities to a job position. Older workers can learn about career opportunities in critical skill shortage occupations in healthcare, manufacturing, and transportation.

The Illinois Department on Aging encourages mentor-style programs that allow recently retired (older) workers to impart their years of experience to younger workers. The older/younger worker mentor-style approach creates an on-the-job cross-training environment. Whereas not only does the younger individual learn historical information in a position, the older worker learns new key responsibilities of a position that is evolving in the current labor market.

The following charts provide a snapshot of possible occupations, available positions within Illinois, and the entry wage versus experienced wage.

## Illinois Occupations with the Most Openings Each Year

These tables list occupations expected to have the most job openings each year. "Best Bet" occupations (indicated below by a ♦) combine a high growth rate with a large number of annual openings and pay well for the level of training or education. For a complete listing of occupations, wages and skills information, visit the IDES website at <http://www.ides.illinois.gov/careers>.

### Short-Term On-the-Job Training

| Occupational Title                         | Annual Openings | Hourly Wages |             | Skills*   | Description   |
|--|-----------------|--------------|-------------|---|---|
|  |                 | Entry        | Experienced |   |   |
| Cashiers                                   | 6,948           | \$8.79       | \$10.37     | Mathematics, Service Orientation, Speaking                      | Receive and disburse money in establishments other than financial institutions.   |
| Retail Salespersons                        | 6,231           | \$8.80       | \$13.92     | Active Listening, Mathematics, Speaking                         | Sell merchandise, such as furniture, motor vehicles, appliances, or apparel in a retail establishment.  |
| Combined Food Prep. & Serving Workers      | 5,610           | \$8.76       | \$9.49      | Active Listening, Speaking, Instructing                         | Perform duties which combine both food preparation and food service.  |
| Waiters & Waitresses                       | 4,968           | \$8.73       | \$10.93     | Active Listening, Speaking, Service Orientation                 | Take orders and serve food and beverages to patrons at tables in dining establishment.  |
| Laborers/Freight/Stock & Material Movers ♦ | 4,857           | \$9.10       | \$14.38     | Active Listening, Equipment Selection, Operation & Control      | Manually move freight, stock, or other materials or perform other unskilled general labor.  |
| General Office Clerks ♦                    | 3,465           | \$9.62       | \$16.65     | Active Listening, Reading Comprehension, Speaking               | Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures.               |
| Janitors/Cleaners, Ex. Maids/Housekeepers  | 3,182           | \$8.99       | \$14.20     | Equipment Maintenance, Repairing, Troubleshooting               | Keep buildings in clean and orderly condition.  |
| Stock Clerks & Order Fillers               | 1,902           | \$8.81       | \$12.98     | Active Listening, Reading Comprehension, Mathematics            | Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. |
| Home Health Aides                          | 1,888           | \$9.53       | \$11.83     | Service Orientation, Social Perceptiveness, Active Listening    | Provide routine, personal healthcare, such as bathing, dressing, or grooming, to elderly, convalescent, or disabled persons in the home of patients or in a residential care facility.    |
| Landscaping & Groundskeeping Workers ♦     | 1,862           | \$9.18       | \$14.30     | Equipment Selection, Operation & Control, Equipment Maintenance | Landscape or maintain grounds of property using hand or power tools or equipment.   |

\* Top three required skills from O\*NET ([www.ONETcenter.org](http://www.ONETcenter.org))  
 ♦ "Best Bet" Occupation

Source: 2010-2020 Long-term Occupational Projections and 2012 Annual Wages, Illinois Department of Employment Security, Economic Information and Analysis Division

## Illinois Occupations with the Most Openings Each Year

These tables list occupations expected to have the most job openings each year. "Best Bet" occupations (indicated below by a ♦) combine a high growth rate with a large number of annual openings and pay well for the level of training or education. For a complete listing of occupations, wages and skills information, visit the IDES website at <http://www.ides.illinois.gov/careers>.

### Moderate-Term On-the-Job Training

| Occupational Title                        | Annual Openings | Hourly Wages |             | Skills*   | Description   |
|---|-----------------|--------------|-------------|---|---|
|   |                 | Entry        | Experienced |   |   |
| Customer Service Representatives          | 3,714           | \$10.91      | \$19.71     | Active Listening, Speaking, Writing                               | Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.   |
| Sales Reps, Wholesale/Manufacturing ♦     | 2,162           | \$15.69      | \$39.44     | Speaking, Social Perceptiveness, Persuasion                       | Sell goods for wholesalers or manufacturers to businesses or groups of individuals.   |
| Truck Drivers, Heavy & Tractor-Trailer ♦  | 1,946           | \$13.86      | \$24.79     | Operation & Control, Equipment Maintenance, Reading Comprehension | Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 GVW, to transport and deliver goods, livestock, or materials in liquid, loose, or packaged form.                          |
| Team Assemblers                           | 1,383           | \$9.20       | \$16.87     | Active Listening, Reading Comprehension, Speaking                 | Work as part of a team having responsibility for assembling an entire product or component of a product.  |
| General Maintenance & Repair Workers      | 1,232           | \$11.68      | \$23.57     | Equipment Maintenance, Repairing, Troubleshooting                 | Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, of an establishment in repair.  |
| Bookkeeping/Accounting/Auditing Clerks    | 1,127           | \$11.63      | \$20.39     | Mathematics, Reading Comprehension, Writing                       | Compute, classify, and record numerical data to keep financial records complete.  |
| Sales Reps, Services, All Other ♦         | 1,038           | \$14.16      | \$39.41     | Speaking, Social Perceptiveness, Persuasion                       | Sell goods for wholesalers or manufacturers to businesses or groups of individuals.   |
| Secretaries, Ex. Legal/Medical/Executive  | 1,018           | \$10.80      | \$18.36     | Active Listening, Reading Comprehension, Time Management          | Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. |
| Executive Secretaries & Adm. Assistants ♦ | 991             | \$14.95      | \$26.19     | Reading Comprehension, Writing, Coordination                      | Provide high-level administrative support by conducting research, preparing reports, handling information requests, and performing clerical functions.  |
| Construction Laborers                     | 862             | \$9.24       | \$24.17     | Equipment Selection, Operation & Control, Mathematics             | Perform tasks involving physical labor at building, highway, and heavy construction projects, tunnel and shaft excavations, and demolition sites.   |

\* Top three required skills from O\*NET ([www.ONETcenter.org](http://www.ONETcenter.org))  
 ♦ "Best Bet" Occupation

Source: 2010-2020 Long-term Occupational Projections and 2012 Annual Wages, Illinois Department of Employment Security, Economic Information and Analysis Division

Based on findings by the Illinois Local Workforce Investment Areas (LWIA), and by the Local WIOAs across the state, there are numerous occupations in healthcare, manufacturing, transportation/distribution/logistics and information technology that have a shortage of skilled workers. The regional SCSEP Grantee continually strives to identify the medium to high growth industries in their areas so that they can more efficiently identify the training needs and requirements for their SCSEP participants.

***Description of how the long-term job projections discussed in the economic analysis section of strategic plan relate to the types of unsubsidized jobs for which SCSEP participants are trained and the types of skills training to be provided. (20 CFR 641.302(d))***

It is no surprise that older workers are remaining in the labor market longer due to several factors. According to the American Job Exchange in 2016, over 40% of individuals over 55 years of age are remaining in the workforce. These factors include, but are not limited to, the larger aging population, the economic downturn, increases in health care costs, and/or a need to remain engaged after exiting an established career. Routinely the SCSEP participant has acquired multiple skills during a previous career in a certain sector of the workforce. These skills are accounted for and evaluated by each regional SCSEP Grantee when they assess, develop, and/or update the participant's Individual Employment Plan (IEP). A participant's IEP is generated by their work history, employment interest, and the current labor market (availability of viable occupations). The regional SCSEP Grantee focuses on the high growth areas of employment relative to each local sector in Illinois.

The Illinois Department on Aging strongly recommends that the regional SCSEP Grantee work in conjunction with the Workforce Innovations and Opportunity Act (WIOA) partners at the Comprehensive One-Stop Center(s) in their local areas to assist them in identifying the most current viable training opportunities, training resources, and/or web-based resources to enable the participants to obtain effective job searching skills that result in unsubsidized employment.

On-the-Job training that focuses on the employment needs of individual SCSEP participants is an important factor in enabling an individual to achieve unsubsidized employment. Several strategies have been incorporated into the participant's IEP to assist them with marketability. Some examples are assisting participants with obtaining Food Service and Sanitation Certificates/Licenses, educational certificates/licenses in the specific job sectors, and/or basic or advanced computer and web-based training. In the years to come, the Illinois Department on Aging will continue to place emphasis on building the technology skills of SCSEP participants in Illinois. This exposes the SCSEP participant to current and upcoming technology, specifically in the form of various computer programs and/or web-based resources (e.g., job search sites, training/employment data sites, resume completion/submission, etc.).

***Current and projected employment opportunities in the State (such as by providing information available under §15 of the Wagner-Peyser Act (29 U.S.C. 491-2) by occupation), and the types of skills possessed by eligible individuals. (20 CFR 641.325(c)).***

There are several factors that influence SCSEP participants and their individual marketability in the current workforce. The Illinois Department on Aging/regional SCSEP Grantee continually oversees each participant’s marketable skills by continually assessing and updating their IEPs and making adjustments to the plan and/or shifting the host agency. The SCSEP sub-recipient utilizes the Comprehensive (and satellite) One-Stop Center(s) to expose participants to opportunities that may lead to unsubsidized employment. Additionally, the regional SCSEP Grantee and participants are utilizing the Illinois JobLink system. The Illinois JobLink system is a web-based network utilized by all age groups. Specific to SCSEP, it can be utilized by regional SCSEP Grantee, participants, host agencies, and/or employers. Once an individual is registered on this web-based system they have the ability to conduct job-searches (in any region of the State) and access multiple job-training resources (e.g., resume building tasks/on-line application activities, basic to complex interactive on-the-job training activities, etc.).

Several occupations that have been projected to grow nationally in upcoming years are identified in the chart below. As identified some of these specifically correspond with Illinois targeted employable positions for the older worker:

| <b>Fastest-Growing Jobs (Projected by 2018)</b>  | <b>Required Training</b>          |
|--|-----------------------------------|
| Home health aide   | short-term on-the-job training    |
| Personal and home care aide  | short-term on-the-job training    |
| Computer software engineer   | bachelor’s degree                 |
| Medical assistant  | moderate-term on-the-job training |
| Network systems and data communications analyst  | bachelor’s degree                 |
| Dental assistant   | moderate-term on-the-job training |
| Self-enrichment education teacher  | work experience                   |
| Compliance officer (except agriculture, construction, health and safety, and transportation) | long-term on-the-job training     |
| Dental hygienist   | associate degree                  |
| Veterinary technologist and technician   | associate degree                  |
| Physical therapist assistant   | associate degree                  |
| Physical therapist aide  | short-term on-the-job training    |
| Skin care specialist   | postsecondary vocational award    |
| Biomedical engineer  | bachelor’s degree                 |
| Financial Examiner   | bachelor’s degree                 |

Source: Towner, Betsy (2011, June 22 AARP Bulletin). 50 Jobs for a Second Career. Retrieved from <http://www.aarp.org/work/working-after-retirement/info-06-2011/jobs-for-a-second-career>

In order to achieve successful on-the-job training for a SCSEP participant the regional SCSEP Grantee must conduct a thorough evaluation during the participant assessment and IEP process. There are multiple characteristics that assist in the development of a successful participant IEP, including the background of participants. The following chart summarizes various participant demographics for the Illinois Department on Aging (State Grantee), as well as the National Contractors in Illinois for PY 2014:

| <b>Program Year 2014</b>                             |              |             |           |           |              |                              |             |            |            |
|--|--------------|-------------|-----------|-----------|--------------|------------------------------|-------------|------------|------------|
| <b>Participant Characteristics</b>                   | <b>State</b> | <b>AARP</b> | <b>ES</b> | <b>EW</b> | <b>NAPCA</b> | <b>NAPCA<br/>(set-aside)</b> | <b>NCBA</b> | <b>SER</b> | <b>SSA</b> |
| <b>Gender</b>  |              |             |           |           |              |                              |             |            |            |
| Male   | 32%          | 27%         | 39%       | 37%       | 30%          | 50%                          | 34%         | 53%        | 38%        |
| Female   | 67%          | 73%         | 61%       | 63%       | 70%          | 50%                          | 66%         | 47%        | 61%        |
| <b>Age at Enrollment (years)</b>                     |              |             |           |           |              |                              |             |            |            |
| 55-59  | 36%          | 58%         | 40%       | 46%       | 51%          | 33                           | 51%         | 44%        | 44%        |
| 60-64  | 32%          | 27%         | 33%       | 22%       | 26%          | 34                           | 34%         | 31%        | 30%        |
| 65-69  | 22%          | 12%         | 17%       | 15%       | 12%          | 20                           | 9%          | 15%        | 15%        |
| 70-74  | 5%           | 2%          | 6%        | 9%        | 7%           | 10                           | 4%          | 7%         | 6%         |
| 75+  | 5%           | 1%          | 4%        | 8%        | 4%           | 3                            | 1%          | 4%         | 6%         |
| <b>Education</b>                                     |              |             |           |           |              |                              |             |            |            |
| 8th Grade & under                                    | 4%           | 0%          | 12%       | 3%        | 4%           | 14%                          | 1%          | 5%         | 4%         |
| 9 <sup>th</sup> Grade – 11 <sup>th</sup> Grade       | 10%          | 5%          | 13%       | 16%       | 11%          | 27%                          | 8%          | 20%        | 13%        |
| HS Diploma/or equivalent                             | 38%          | 38%         | 33%       | 40%       | 30%          | 17%                          | 41%         | 32%        | 36%        |
| 1-3 years College                                    | 24%          | 28%         | 24%       | 22%       | 26%          | 22%                          | 34%         | 29%        | 27%        |
| Post-Secondary Certificate                           | 1%           | 1%          | 0%        | 2%        | 0%           | 0%                           | 0%          | 0%         | 2%         |
| Associate's Degree                                   | 5%           | 3%          | 2%        | 5%        | 12%          | 0%                           | 3%          | 1%         | 4%         |
| Bachelor's Degree                                    | 13%          | 16%         | 10%       | 7%        | 11%          | 15%                          | 11%         | 10%        | 9%         |
| Some Grad School                                     | 2%           | 0%          | 2%        | 1%        | 5%           | 1%                           | 0%          | 1%         | 1%         |
| Master's Degree                                      | 2%           | 9%          | 4%        | 3%        | 0%           | 4%                           | 0%          | 1%         | 3%         |
| Doctoral Degree                                      | 0%           | 0%          | 0%        | 0%        | 2%           | 0%                           | 0%          | 0%         | 0%         |
| <b>Family Income<br/>(at or below poverty level)</b> |              |             |           |           |              |                              |             |            |            |
|  | 83%          | 91%         | 90%       | 87%       | 86%          | 88%                          | 95%         | 68%        | 89%        |
| <b>Disabled</b>                                      |              |             |           |           |              |                              |             |            |            |
|  | 15%          | 13%         | 10%       | 12%       | 4%           | 3%                           | 7%          | 31%        | 17%        |
| <b>Severely Disabled</b>                             |              |             |           |           |              |                              |             |            |            |
|  | 1%           | 5%          | 14%       | 0%        | 0%           | 3%                           | 4%          | 0%         | 8%         |
| <b>Veterans (or spouses)</b>                         |              |             |           |           |              |                              |             |            |            |
|  | 11%          | 10%         | 8%        | 11%       | 5%           | 0%                           | 16%         | 20%        | 11%        |

Source: SCSEP Performance and Results QPR System (SPARQ) Final QPR Results (Program Year 2014). Retrieved: <http://www.sparq.doleta.gov/qpr>

**Localities and populations for which projects of the type authorized by Title V are most needed (20 CFR 641.325(d))**

Beginning August 1, 2014 the Illinois Department on Aging has a total of seven (7) sub-recipients that administer the SCSEP program throughout most of the 102 counties in Illinois. All but three (3) of the seven (7) sub-recipients are affiliated with an Area Agency on Aging (AAA). Currently, the Illinois Department on Aging provides SCSEP services to 40 of the 102 counties in Illinois (reference: [www.SCSEPED.org](http://www.SCSEPED.org)). Additionally, Illinois has seven (7) National Contractors that administer the program either in mutual counties with the Illinois Department on Aging or in counties that the Illinois Department on Aging does not provide SCSEP services at this time.

*See Attachment A for a listing of the regional SCSEP Grantees and National Contractors.*

Illinois is currently the most populous state (12,830,632 individuals) in the Midwest region according to the 2014 ACS 5-Year Estimate and it is the fifth most populous state in the U.S. One reason is due to Chicago, which is located in Cook County. Currently, Cook County is the largest county in Illinois; it contains 1,252,827 individuals, and contains more than 40% of the state's residents.

Unemployment in Illinois has decreased since the beginning of the recession, but still remains at a low level for those individuals 55+ years. As of September 2014 the unemployment rate for the older workers 55+ is 4.0% for males and 3.9% for females in Illinois (reference: Table 2 of *The Employment Situation, September 2014: Better News for Older Workers* from the AARP Public Policy Institute).

As a state, Illinois identifies significant barrier(s) to employment which is classified as 'Persistent Areas of Unemployment'. This measures the annual average for two out of the last three years of the counties in the state that have persistent areas of unemployment. The following depicts the current counties that meet this most-in-need threshold. Most of these counties are located in rural areas or urban areas that have lost manufacturing jobs.

| ILLINOIS COUNTY             | Persistent Areas of Unemployment | Years 2012 – 2014 |
|-----------------------------|----------------------------------|-------------------|
| Adams County - Illinois     | NO                               |                   |
| Alexander County - Illinois | YES                              |                   |
| Bond County - Illinois      | NO                               |                   |
| Boone County - Illinois     | YES                              |                   |
| Brown County - Illinois     | NO                               |                   |
| Bureau County - Illinois    | NO                               |                   |
| Calhoun County - Illinois   | YES                              |                   |
| Carroll County - Illinois   | NO                               |                   |
| Cass County - Illinois      | NO                               |                   |
| Champaign County - Illinois | NO                               |                   |
| Christian County - Illinois | YES                              |                   |
| Clark County - Illinois     | YES                              |                   |

| <b>ILLINOIS COUNTY</b>       | <b>Persistent Areas of Unemployment</b> | <b>Years 2012 – 2014</b> |
|------------------------------|---|--------------------------|
| Clay County - Illinois       | YES                                     |                          |
| Clinton County - Illinois    | NO                                      |                          |
| Coles County - Illinois      | NO                                      |                          |
| Cook County - Illinois       | NO                                      |                          |
| Crawford County - Illinois   | NO                                      |                          |
| Cumberland County - Illinois | NO                                      |                          |
| De Witt County - Illinois    | NO                                      |                          |
| DeKalb County - Illinois     | NO                                      |                          |
| Douglas County - Illinois    | NO                                      |                          |
| DuPage County - Illinois     | NO                                      |                          |
| Edgar County - Illinois      | NO                                      |                          |
| Edwards County - Illinois    | NO                                      |                          |
| Effingham County - Illinois  | NO                                      |                          |
| Fayette County - Illinois    | YES                                     |                          |
| Ford County - Illinois       | NO                                      |                          |
| Franklin County - Illinois   | YES                                     |                          |
| Fulton County - Illinois     | YES                                     |                          |
| Gallatin County - Illinois   | YES                                     |                          |
| Greene County - Illinois     | NO                                      |                          |
| Grundy County - Illinois     | YES                                     |                          |
| Hamilton County - Illinois   | NO                                      |                          |
| Hancock County - Illinois    | NO                                      |                          |
| Hardin County - Illinois     | YES                                     |                          |
| Henderson County - Illinois  | NO                                      |                          |
| Henry County - Illinois      | NO                                      |                          |
| Iroquois County - Illinois   | NO                                      |                          |
| Jackson County - Illinois    | NO                                      |                          |
| Jasper County - Illinois     | NO                                      |                          |
| Jefferson County - Illinois  | YES                                     |                          |
| Jersey County - Illinois     | NO                                      |                          |
| Jo Daviess County - Illinois | NO                                      |                          |
| Johnson County - Illinois    | YES                                     |                          |
| Kane County - Illinois       | NO                                      |                          |
| Kankakee County - Illinois   | YES                                     |                          |
| Kendall County - Illinois    | NO                                      |                          |
| Knox County - Illinois       | NO                                      |                          |
| Lake County - Illinois       | NO                                      |                          |
| LaSalle County - Illinois    | YES                                     |                          |
| Lawrence County - Illinois   | NO                                      |                          |
| Lee County - Illinois        | NO                                      |                          |
| Livingston County - Illinois | NO                                      |                          |
| Logan County - Illinois      | NO                                      |                          |
| Macon County - Illinois      | YES                                     |                          |
| Macoupin County - Illinois   | NO                                      |                          |
| Madison County - Illinois    | NO                                      |                          |
| Marion County - Illinois     | YES                                     |                          |
| Marshall County - Illinois   | NO                                      |                          |
| Mason County - Illinois      | YES                                     |                          |
| Massac County - Illinois     | NO                                      |                          |
| McDonough County - Illinois  | NO                                      |                          |
| McHenry County - Illinois    | NO                                      |                          |
| McLean County - Illinois     | NO                                      |                          |
| Menard County - Illinois     | NO                                      |                          |
| Mercer County - Illinois     | NO                                      |                          |
| Monroe County - Illinois     | NO                                      |                          |

| ILLINOIS COUNTY               | Persistent Areas of Unemployment | Years 2012 – 2014 |
|-------------------------------|----------------------------------|-------------------|
| Montgomery County - Illinois  | YES                              |                   |
| Morgan County - Illinois      | NO                               |                   |
| Moultrie County - Illinois    | NO                               |                   |
| Ogle County - Illinois        | YES                              |                   |
| Peoria County - Illinois      | YES                              |                   |
| Perry County - Illinois       | YES                              |                   |
| Piatt County – Illinois       | NO                               |                   |
| Pike County – Illinois        | NO                               |                   |
| Pope County – Illinois        | YES                              |                   |
| Pulaski County - Illinois     | YES                              |                   |
| Putnam County - Illinois      | YES                              |                   |
| Randolph County - Illinois    | NO                               |                   |
| Richland County - Illinois    | NO                               |                   |
| Rock Island County - Illinois | NO                               |                   |
| Saline County - Illinois      | YES                              |                   |
| Sangamon County - Illinois    | NO                               |                   |
| Schuyler County – Illinois    | NO                               |                   |
| Scott County – Illinois       | NO                               |                   |
| Shelby County – Illinois      | NO                               |                   |
| St. Clair County – Illinois   | NO                               |                   |
| Stark County – Illinois       | YES                              |                   |
| Stephenson County - Illinois  | YES                              |                   |
| Tazewell County – Illinois    | NO                               |                   |
| Union County – Illinois       | YES                              |                   |
| Vermilion County – Illinois   | YES                              |                   |
| Wabash County - Illinois      | NO                               |                   |
| Warren County - Illinois      | NO                               |                   |
| Washington County - Illinois  | NO                               |                   |
| Wayne County - Illinois       | NO                               |                   |
| White County - Illinois       | NO                               |                   |
| Whiteside County - Illinois   | NO                               |                   |
| Will County - Illinois        | NO                               |                   |
| Williamson County - Illinois  | NO                               |                   |
| Winnebago County – Illinois   | YES                              |                   |
| Woodford County - Illinois    | NO                               |                   |

A specific breakdown of Illinois most-in-need measures is important when analyzing the overall make-up of SCSEP participants in the State. Specific areas/counties are available on the SPARQ system in the form of each regional SCSEP Grantees QPR report. In addition to the thirteen (13) barriers to employment the following chart identifies other measures that are taken into consideration when evaluating the State’s outcomes for Program Year (PY) 2014:

| Program Year 2014 State Grantee Outcomes  |                     |
|---|---------------------|
| Most-In-Need Measure                      | Illinois Population |
| Individuals w/Disabilities                | 15%                 |
| Individuals w/Limited English Proficiency | 7%                  |
| Individuals w/Low Literacy Skills         | 5%                  |
| Individuals in Rural Areas                | 12%                 |

| <b>Most-In-Need Measure</b>                          | <b>Illinois Population</b> |
|--|----------------------------|
| Individuals w/Low Employ Prospects                   | 85%                        |
| Individuals who failed employment after WIOA         | 15%                        |
| Individuals >75 years old                            | 7%                         |
| Individuals who are homeless/risk of homelessness    | 43%                        |
| Displaced homemakers                                 | 7%                         |
| Veterans (or spouse)                                 | 11%                        |
| Individuals receiving public assistance              | 74%                        |
| Individuals w/severe disability                      | 1%                         |
| Frail Individuals                                    | 0%                         |
| Individuals old enough, not receiving SS (Title II)  | 1%                         |
| Individuals w/severely LEP in areas of persistent UE | 13%                        |

Source: SCSEP Performance and Results QPR System (SPARQ) Final QPR Results (Program Year 2014). Retrieved: <http://www.sparq.doleta.gov/qpr>

### **SSERVICE DELIVERY and COORDINATION**

#### ***Actions to coordinate activities of SCSEP grantees with WIOA title I programs, including plans for using the WIOA one-stop delivery system and its partners to serve individuals 55 and older (20 CFR 641.302(g), 641.325(e))***

The coordination of activities with other employment programs, initiatives, and entities offered throughout Illinois is vital to the success of SCSEP. The WIOA (previously known as WIA) is a key component and was enacted in January 2015 with the goal of bringing the workforce development system together nationwide. The WIOA system is comprised of sixteen (16) partner programs, including SCSEP. The four (4) core partner programs include: Title IB - WIOA Adult, Dislocated Worker Youth Programs; Title II - Adult Education; Title III - Wagner-Peyser; and Title IV - Vocational Rehabilitation Services, which are the driving force behind implementing and monitoring WIOA in Illinois.

Since SCSEP is one of the sixteen (16) partner programs under WIOA, the Illinois Department on Aging is an active member representing older workers in the WIOA Interagency Work Group. This Interagency Work Group has been diligently meeting since January 2015 to coordinate joint planning around the vision, principles, goals, and strategies outlined in the Illinois Unified State Plan. The Interagency Work Group is made up of State agency partners who explore various avenues of Illinois' workforce activities, including the strengths, weaknesses, and future challenges of the workforce.

Over the past year each partner program had a voice in what their programs (and agency) role is under WIOA Law and Regulation. The Interagency Work Group has been focusing on the key components of WIOA regarding the Infrastructure Costs and the Memorandum of Understanding (MOU) Agreement. An open dialog regarding both of these aspects under WIOA are the key focus and what it means for all partner programs, individually and collectively.

The Illinois Department on Aging (regional SCSEP Grantees) and National Contractors are required to fulfill the coordination of services with WIOA activities in each applicable

SCSEP service area. The Illinois Department on Aging requires that each regional SCSEP Grantee negotiate an active MOU Agreement that outlines the required contribution(s) that the SCSEP program is required to make as a partner program. These contributions are mandated and defined under the WIOA Infrastructure Costs (further defined in the Act) and in the Governor's Guidelines for the MOU Agreement and Shared Cost Negotiations. Local Illinois regional SCSEP Grantees currently contribute funds to the local Comprehensive One-Stop Centers and/or make contributions by staffing the local site with a SCSEP participant in lieu of funds (i.e., in-kind services).

In correlation with the in-kind services as outlined in the MOU Agreement, the Illinois Department on Aging is actively exploring the WIOA requirement of "access" to SCSEP services. Under WIOA it is defined that all partner programs provide "access" to their program/projects and services for on-site inquiries. "Access" is defined as either having program staff physically present at a location (alternatively having a partner program staff physically present at the comprehensive one-stop centers, appropriately trained to provide information to customers about the programs, services, and activities available through partner programs) or providing direct linkage through technology to program staff who can provide meaningful information or services. "Direct linkage" is defined as providing direct connection at a comprehensive one-stop center, within a reasonable time (e.g., by telephone or through a real-time web-based communication) to a program staff member who can provide program information or services to the inquiring individual. Therefore, SCSEP programs are attempting to implement this requirement among their individual projects; this includes the Illinois Department on Aging's regional SCSEP Grantees, as well as the seven (7) National Contractors in Illinois.

Currently under WIOA, a SCSEP participant has access to the Comprehensive (and satellite) One-Stop Centers, and/or other available training employment centers. Beyond having SCSEP participants on-site on a part-time basis (the in-kind services), several projects managed by the National Contractors in Illinois have SCSEP staff housed at the Comprehensive One-Stop Centers on a full-time basis (specifically in the Chicagoland area). These projects have SCSEP staffs that are available "on-demand" at any time during the Center(s) operational hours. Additionally, at times, the Illinois Department on Aging (regional SCSEP Grantee) and/or National Contractor (staff) are co-located at Comprehensive One-Stop Center(s), which makes the WIOA "access" requirement easier to achieve by the SCSEP program.

The Comprehensive One-Stop Centers provide access to information and services online via the Illinois JobLink system. As a requirement in the State SCSEP project, all eligible SCSEP participants must register in the Illinois Job Link system upon enrollment in the SCSEP program. It is strongly encouraged that during the time of active enrollment in SCSEP, the participant continues to utilize the available resources at the Center(s) and the Illinois JobLink system for job search, resume building, submitting job applications, on-the-job training classes, etc.

***Actions to coordinate activities of SCSEP grantees with the activities to be carried out in the State under the other titles of the Older Americans Act (OAA).(20 CFR 641.302(h))***

Currently, Illinois has many available programs funded under the Older Americans Act (OAA) that are easily accessible to the older worker. Some of the OAA programs available in Illinois administer multiple activities that provide assistance to the older individual under the program or as a supportive service. Several programs/supportive services are offered statewide, while others are offered only in selected areas of the state. Statewide OAA programs include: Information and Assistance, Transportation, Nutrition Services (Home Delivered Meals and Congregate Meals), Legal Assistance, Continuum of Care Network (HUD Housing), and Health Promotion. Other programs which are funded and offered only in selected areas of the state are: Outreach, Adult Day Care, Chore Housekeeping, Friendly Visiting, Home Health, Home Care Aide, Respite Care, Residential Repair, Telephone Reassurance, Counseling, Education, Health Screening, Housing Assistance, VITA (low-income tax services), Senior Center Activities/Services, Nutrition Education, Recreation, Family Caregiver Services (Information and Assistance, Counseling, and Supplemental Services), Access Assistance, and Gap Filling.

Aging Network partnerships will provide opportunities for referrals to SCSEP and Aging Network services and designation of Aging Network sites as host agencies. Illinois routinely utilizes both public and private entities to administer programs that fall under In-Home Services, Community Services, and/or Family Caregiver Services. The Illinois Department on Aging, hence the regional SCSEP Grantee can reach additional older individuals with these services in order to gain access to the benefits of the various programs combined. This will hopefully improve the older individuals overall well-being and create a stable environment for him/her to become more involved and proactive within the community.

***Actions to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. (20 CFR 641.302(i))***

Partnerships formed at the local level in the sectors of faith-based organizations, Centers for Independent Living, community colleges, rehabilitation services/centers, veteran's residential centers, and senior centers benefit the community they serve. Such partnerships form strong alliances with the community which allows the older individual to benefit from all types of programs that may be available in his/her geographical area. Additionally, these partnerships will provide opportunities for cross referrals and designation of these organizations as host agencies.

As required by the SCSEP regulations, SCSEP provides priority of service to those most-in-need which includes individuals with disabilities. Regional SCSEP Grantees have formed partnerships with Aging and Disability Resource Centers and Centers for Independent Living which provide opportunities for cross referrals and designation of these organizations as host agencies. The Aging and Disability Resource Center is frequently

utilized primarily to linkages and referrals to the older worker (60 and older) who is “in-need” of services.

Additionally, the Department on Aging utilizes an On-The-Job Employment (OJE) option, which is defined under a specific company and participant contract that enables us to form partnerships with multiple for-profit entities, e.g., CVS, Walgreens, Walmart, Lowe’s Home Improvement Store, etc. The OJE option not only allows the SCSEP participant to obtain valuable training within a specific company, it routinely leads to employment within that company after a designated amount of time if the participant has achieved the expected skill set.

***Actions to coordinate SCSEP with other labor market and job training initiatives. (20 CFR 641.302(j).)***

The Illinois Department on Aging’s main focus is to develop and manage a constantly evolving plan that defines ways to effectively and efficiently prepare all SCSEP participants for marketable employment opportunities (i.e., long-term or short-term job positions). The regional SCSEP Grantees attempt to tap into their local resources, but it is always beneficial to explore what common practices and opportunities are going on in the surrounding areas as well. This may assist the SCSEP administrator in expanding SCSEP in their local area by learning about these other practices and/or opportunities. Facilitating good working relationships between the SCSEP participant and prospective employers creates a strong bond that most often continues after employment in the form of a mutually beneficial supportive work relationship.

Multiple resources are available throughout Illinois under the guidance of state and local agencies, foundations, employers, community-based organizations or other entities that assist in the success of SCSEP and its participants. Various agencies assist in directing the success of SCSEP by linking the regional SCSEP Grantee with the local resources that enhance the already viable service to the older individual. Partnerships may be formed through local chamber of commerce contacts, in-home care associations, non-profit foundations, etc. Resources that are readily available to the regional SCSEP Grantee must be utilized so that the maximum number of older individuals in an area can be reached through SCSEP.

***Actions to ensure that SCSEP is an active partner in the One-Stop delivery system and the steps the state will take to encourage and improve coordination with the One-Stop delivery system. (20 CFR 641.335)***

Illinois regional SCSEP Grantees and National Contractors currently place SCSEP participants as program aides at the local Comprehensive and Satellite One-Stop Centers and at the Illinois Department of Employment Security (IDES) offices as greeters, Information & Assistance (I&A) Specialists, receptionists, and administrative office staff. These individuals primarily assist job applicants (all ages) in completing forms and to make contact with job specialists and potential employers. Additionally, a coordinated effort is made by SCSEP staff and the local WIOA offices to include:

- Staffing the Comprehensive and Satellite One-Stop Centers resource rooms.
- Performing assessments of SCSEP “client progress” and referrals to and from the Comprehensive and Satellite One-Stop Centers.
- Facilitating discussions and site visits with Resource Coordinators; review job advertisements; participate in the Comprehensive and Satellite One-Stop Centers partners meetings.
- Serving as board members (where applicable) for LWIBs.
- Maintaining a regular presence at the local Comprehensive and Satellite One-Stop Centers.
- Promoting joint sponsorship of job fairs and participation at the job fair(s).
- Assisting in developing strategic workforce plans.
- Performing Illinois JobLink referrals.
- Referring SCSEP participants to classroom and/or web-based training.
- Contacting local businesses, employers, potential host agencies.
- Monitoring and transferring of long-time participants.
- Sponsoring the co-development of Job-Readiness Seminars.
- Coordinating and making referrals to other state sub-recipients or National Contractors.

The resources that are available through the WIOA service system enable the Illinois Department on Aging, regional SCSEP Grantee, and National Contractor staff the opportunity to tap into resources that would not have otherwise been readily available. The coordination of SCSEP with the WIOA service system allows each area to communicate specific needs and attainable goals that will benefit both entities. In most areas of Illinois, the Illinois Department on Aging (regional SCSEP Grantees) and the National Contractors routinely share a common WIOA work site. With a coordination of services at the local WIOA site, the two entities are able to assist one another with the referral system and outreach efforts in conjunction with all SCSEP services in an area.

***Efforts the State will make to work with local economic development offices in rural locations.***

The Illinois Department on Aging encourages continued participation with the local economic offices located in the rural areas of Illinois. Interagency task forces and work groups have formed in several rural areas to address the specific needs of the applicable area(s). During these meetings the work groups are actively seeking additional resources that may be available or ‘how to’ obtain a resource in the future based on level of need in the area.

As an active member of interagency work group meetings, many obstacles revolve around the technology aspect of trainings and/or employment. During the local meetings the regional SCSEP Grantee collaborates with the rural offices and analyzes the level of need for technological resources in the applicable area(s). The regional SCSEP Grantee will

continue to build upon these relationships and work together in conjunction with the rural economic offices to obtain the most efficient and up-to-date resources in each area.

***Describe the long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. (20 CFR 641.302(e))***

There are several dynamics that lead to creating successful strategies that will ultimately increase participant placement in unsubsidized employment and employer outreach. The Illinois Department on Aging has several goals and strategic methods that coincide with the U.S. Department of Labor's Standard Performance/Common Measures that are established annually.

Increased participant placement in unsubsidized employment strategies can be successfully executed in many ways. In Illinois, the Illinois Department on Aging and regional SCSEP Grantees utilize several strategies that include, but are not limited to:

- Utilizing the participant's Assessment and Individualized Employment Plan (IEP) to indicate overall general job training, as well as, specialized training, that a participant has achieved versus what is needed to enhance the participant's current attributes.
- Creating partnerships with current host agencies to conduct job fairs and to hire current participants that are receiving training.
- Developing strong relationships with local college job placement centers and local businesses that alert the regional SCSEP Grantee when applicable employment opportunities arise within the community.
- Utilizing a standard time limitation that a participant is allowed to remain enrolled in SCSEP and at a host agency site before being relocated to obtain additional training opportunities elsewhere (prior to the standard duration of being enrolled in SCSEP expires).
- Networking with fellow job developers and continuing the "open line" of communication between the regional SCSEP Grantee and the job developer to ensure notification of all available training opportunities, hence ultimately achieving participant placement into unsubsidized employment.

General training is conducted in Illinois to target a participant's existing skills and build on those skills to further enhance their marketability within the community. The Illinois Department on Aging/regional SCSEP Grantee conducts training or provides resources linking the participant to training in areas such as:

- Basic adult education (e.g., GED preparation, offering alternative language classes in several languages, etc.).
- Basic or more advanced computer skills (depending on the current skill level of the participant).

- Basic or more advanced web-based skills (depending on the current skill level of the participant).
- Job-Readiness Training and/or Job-Placement Services.
- Education classes in a specialized field that a participant has existing experience or background in a field the participant wants to explore during the time they are enrolled in SCSEP (the participant must be enrolled in training that will lead to obtainable employment).
- General etiquette or hospitality training to enable success in working with the public sector (e.g., public speaking-relation classes, self-improvement classes, etc.).
- Incumbent Worker training provided with WIA Title I funding through the LWIB.
- 'Soft-Skills' training (to address the basic self-preparation skills to effectively seek on-the-job training and/or employment).

Employment opportunities that lead to unsubsidized employment are the key to successful participant training. Participants are routinely placed in training sectors at host agencies that allow the individual to obtain specific training that will enhance the likelihood that they will find unsubsidized employment. The regional SCSEP Grantee regularly select host agencies that provide training opportunities that correspond with the individual participant's existing skills to enhance what is already known, as well as providing them with training in areas where they may want to improve or learn new skills. However, all sub-recipients stress the importance that a participant must learn new skills that are vital to the ever-changing needs of the workforce (i.e., technology changes, systemic changes, etc.).

Currently, Illinois Department on Aging/regional SCSEP Grantees have found that utilizing host agencies that develop skills in the sectors of administrative business services, health services, retail, and the food service industry provide the most successful types of training and possibility for advancement (either during enrollment of SCSEP or during unsubsidized employment). Some older workers enrolling in SCSEP are not looking to develop a new career. However, the sub-recipient is fully aware that the choice of the host agency in any area should be based on the probability that SCSEP participants after exiting the program will remain in the workforce for at least ten (10) years. State or municipality sectors are also identified as a marketable training resource in Illinois for SCSEP participants. These types of host agencies have a low rate in providing unsubsidized employment, but the training provided at these sites is invaluable to a SCSEP participant. This type of host agency training, in conjunction with other host agency training while enrolled for the standard time limitation of the program tends to lead to unsubsidized employment elsewhere.

The maximum time limitation provision of SCSEP is utilized to motivate and ultimately benefit the participant in finding unsubsidized employment. Additionally, some regional SCSEP Grantee and National Contractors formally will rotate a participant based on the individuals Assessment and IEP progress.

The Illinois Department on Aging/regional SCSEP Grantees must identify local employment opportunities, in their areas and communities in various ways to reach the employer. Efforts to reach employers are undertaken by the sub-recipient to assure that a diverse mixture of training is available to the SCSEP participant in each applicable service area. Continuous outreach is conducted by the Illinois Department on Aging/regional SCSEP Grantee to obtain the most favorable specialized training opportunities for SCSEP individuals who can be most effectively matched with a selected employer.

The Illinois Department on Aging/regional SCSEP Grantee seeks out and provides marketable training to all SCSEP participants that will enable each individual to exit SCSEP for unsubsidized employment. On-The-Job training (OJE) is an option that some regional SCSEP Grantees utilize at the present time. With the ability to work and obtain specialized training in a for-profit environment, OJE allows the regional SCSEP Grantee access to additional training opportunities for their SCSEP participants. This practice seems to have increased entry into employment in most areas where it has been utilized, and in turn promotes the success of SCSEP.

Most unsubsidized placements are currently made in social service agencies, private eldercare agencies, in maintenance and custodial-like positions, or in the business and food service sectors. Regional SCSEP Grantees attempt to periodically keep in touch with employers in order to know what their hiring requirements are and what their specific plans are to hire individuals so that placement can be maximized throughout the year. One key component is to have a part-time SCSEP representative at the local Illinois American Job Centers to maintain a listing of current notices of employment opening that can be shared with SCSEP participants.

The Illinois Department on Aging is continually working with the other regional SCSEP Grantees and National Contractors to effectively share and promote practices that improve the overall success of SCSEP. The regional SCSEP Grantees in Illinois have not experienced issues in meeting its SCSEP placement performance measure. In Program Year 2013, the regional SCSEP Grantees achieved a 34.7% placement rate, which was the goal for that program year. The Illinois Department on Aging is actively collecting data through the U.S. Department of Labor, other grantees (National Contractors), and various Illinois Department on Aging's practices that may assist in improving the areas in need. Within the next several years, the Illinois Department on Aging will continue to collect applicable data and provide technical assistance to other State Grantees, regional SCSEP Grantees, and National Contractors that will benefit the programmatic functions, as well as assist in the success of SCSEP.

***Describe the long-term strategy for serving minority older individuals under SCSEP. (20 CFR 641.302 (c))***

The Illinois Department on Aging and its regional SCSEP Grantees strive to enroll minority individuals into SCSEP. By utilizing aggressive outreach and recruitment strategies, Illinois hopes to reach those older individuals who are not familiar with the

SCSEP program. In PY 2014, Illinois' SCSEP program served a much higher percentage of minorities overall. In comparing PY 2014 and the current year-to-date PY 2015 quarter 2 final results, it seems that the American Indian or Alaska Native (2%) Asian (2%) population continues to be underserved in Program Year 2015.

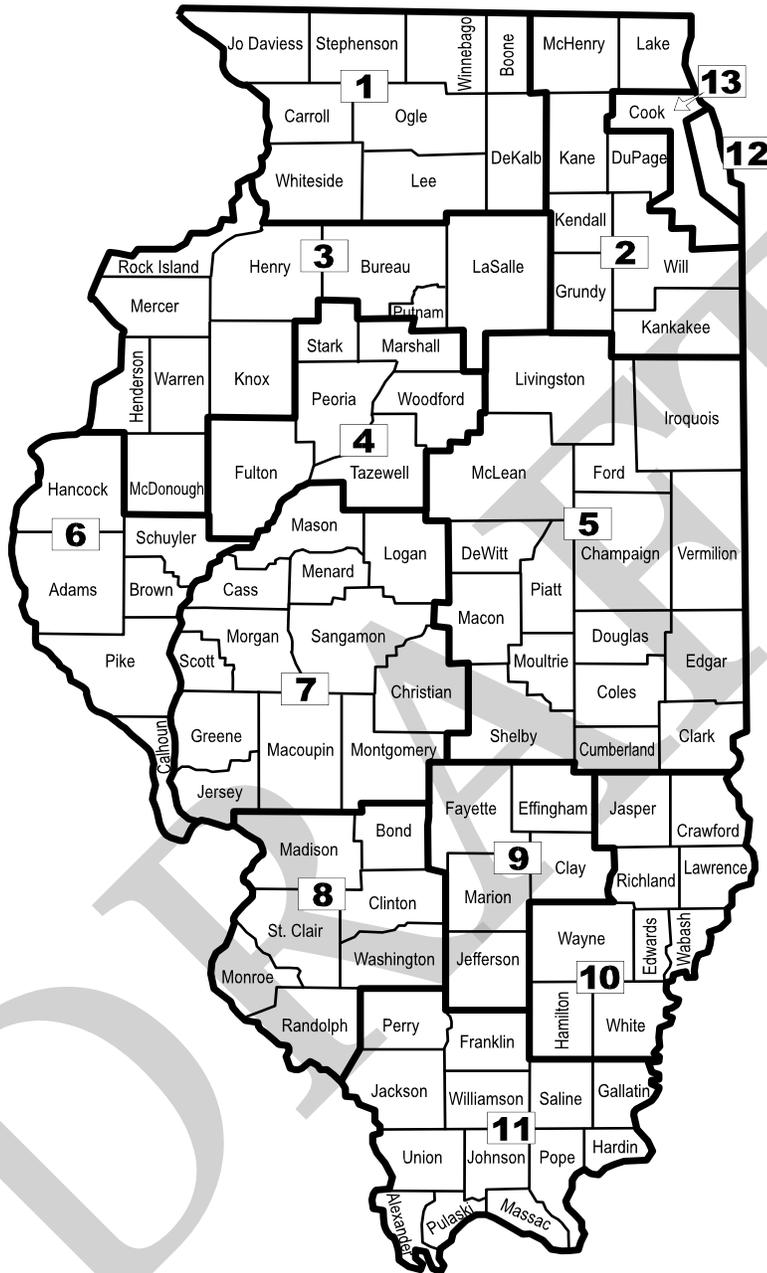
| <b>Minorities Served</b> |  | <b>PY 2014</b> | <b>PY 2015 QPR<br/>2<sup>nd</sup> Quarter Final</b> |
|--------------------------|--|----------------|---|
| <b>Minority</b>          |  | <b>67.59%</b>  | -   |
| <b>Non-Minority</b>      |  | <b>32.40%</b>  | -   |
| <b>Ethnicity</b>         |  |                |   |
|                          | <b>Hispanic, Latino or Spanish origin</b>      | <b>11%</b>     | <b>9%</b>   |
| <b>Race</b>              | <b>American Indian or Alaska Native</b>        | <b>2%</b>      | <b>2%</b>   |
|                          | <b>Asian</b>                                   | <b>2%</b>      | <b>2%</b>   |
|                          | <b>Black or African American</b>               | <b>57%</b>     | <b>61%</b>  |
|                          | <b>Native Hawaiian or<br/>Pacific Islander</b> | <b>0%</b>      | <b>0%</b>   |
|                          | <b>White</b>                                   | <b>35%</b>     | <b>33%</b>  |
|                          | <b>Two or More Races</b>                       | <b>1%</b>      | <b>0%</b>   |

Source: QPR Final SPARQ PY 2014 and PY 2015 Quarter2 - SCSEP-Analysis of Service to Minority Individuals PY 2014-2015. Retrieved: <http://www.sparq.doleta.gov/qpr>

Additionally, in Illinois the Aging Network's service areas are broken into thirteen (13) separate regions. These are called Planning and Service Areas 1-13 (Cook County broken into PSA 12 - Cook County only and PSA 13 - Suburban Cook County); the regions are broken into applicable counties located in each sector of Illinois.

*On the following page is the mapping of PSAs as identified for Illinois.*

# Illinois Planning and Service (PSA) Area Map



## 2010 U.S. CENSUS BUREAU INFORMATION (Race / 55+)

| County       | Total 55+      | White Non-Hispanic | Total Minority | Black         | Hispanic      | Am. Indian Alaska Native | Asian         | Hawaiian PI | Other         | 2 or more    |
|--------------|----------------|--------------------|----------------|---------------|---------------|--------------------------|---------------|-------------|---------------|--------------|
| PSA 01       | 15,734         | 12,207             | 3,527          | 1,672         | 941           | 25                       | 292           | 0           | 390           | 207          |
| PSA 02       | 45,369         | 30,626             | 14,743         | 4,456         | 4,639         | 174                      | 3,045         | 26          | 1,875         | 528          |
| PSA 03       | 11,208         | 9,700              | 1,508          | 675           | 477           | 59                       | 69            | 10          | 185           | 33           |
| PSA 04       | 8,522          | 6,808              | 1,714          | 1,303         | 157           | 41                       | 84            | 0           | 53            | 76           |
| PSA 05       | 16,979         | 13,512             | 3,467          | 2,378         | 259           | 60                       | 249           | 0           | 192           | 329          |
| PSA 06       | 3,608          | 3,348              | 260            | 170           | 27            | 8                        | 7             | 0           | 22            | 26           |
| PSA 07       | 10,050         | 8,978              | 1,072          | 768           | 121           | 24                       | 47            | 8           | 14            | 90           |
| PSA 08       | 14,876         | 9,957              | 4,919          | 4,409         | 168           | 62                       | 55            | 0           | 50            | 175          |
| PSA 09       | 3,668          | 3,418              | 250            | 196           | 11            | 15                       | 0             | 0           | 0             | 28           |
| PSA 10       | 3,183          | 3,103              | 80             | 32            | 15            | 6                        | 1             | 0           | 12            | 14           |
| PSA 11       | 9,126          | 7,885              | 1,241          | 940           | 113           | 39                       | 20            | 0           | 18            | 111          |
| PSA 12 & 13  | 152,995        | 52,582             | 100,413        | 61,579        | 18,840        | 545                      | 9,279         | 43          | 8,365         | 1,762        |
| <b>TOTAL</b> | <b>295,318</b> | <b>162,124</b>     | <b>133,194</b> | <b>78,578</b> | <b>25,768</b> | <b>1,058</b>             | <b>13,148</b> | <b>87</b>   | <b>11,176</b> | <b>3,379</b> |

Source: 2014 Estimate, U. S. Census Bureau, American Community Survey, Sex by Age, B17001(A-I)

*The above Census information was pulled and compiled per the age and origin of each race per the Illinois older individual (55+) per PSA.*

The U.S. Census Bureau American Community Survey (ACS) 2014 5 year estimate defines the Minority population in Illinois as steadily growing with the exception of Hawaiian or Pacific Islander that remains at a zero individual count. According to the 2014 ACS Black or African American individuals 55+ are the largest group with Hispanic individuals coming in as the second largest population 'to be served' by the SCSEP program. The Illinois Department on Aging continually targets all minority individuals. However, a focus has been on the Black or African American and Hispanic older populations who are located in densely populated areas in hopes to target these demographic groups and provide the SCSEP program and its services to the low-income minority individuals.

In correlation with the U.S. Census Bureau 2014 ACS information, the Illinois Department on Aging found that according to the most recent Analysis of the Service to Minority Individuals in SCSEP PY 2013 Minority Report (data taken from report that was released April 6, 2015), the following minorities were served in Illinois during PY 2012 versus PY 2013:

| SCSEP Minority : Race                      | PY 2012       | PY 2013      |
|--|---------------|--------------|
| Black or African American                  | 53.56%        | 53.7%        |
| Hispanic, Latino or Spanish origin         | 12.45%        | 13.1%        |
| American Indian                            | 1.53%         | 1.5%         |
| Asian                                      | 2.17%         | 2.0%         |
| Native Hawaiian or Pacific Islander        | 0.0%          | 0.0%         |
| <b>Overall Minority Individuals Served</b> | <b>70.16%</b> | <b>70.7%</b> |

Source: 2015, April 6 Analysis of the Service to Minority Individuals in SCSEP PY 2013 Minority Report

According to the SCSEP PY 2013 Minority Report, Illinois provided on-the-job training through the SCSEP program to 70.7% of the state’s minority population. Specifically, Black or African American minority was the most served (at 53.7%), as Hawaiian or Pacific Islander minority was not served (0.0%) by SCSEP in PY 2013.

Overall the goal of SCSEP is to achieve unsubsidized employment or the performance measure defined as Entered Employment (EE). The SCSEP Minority Report includes additional data relevant to the success of this measure for the State Grantee (and National Contractors). A comparison of the Illinois Department on Aging’s last two PY’s is cited below.

| <b>SCSEP Entered Employment Race</b>       | <b>PY 2012</b> | <b>PY 2013</b> |
|--|----------------|----------------|
| <b>White</b>                               | 33.3%          | 35.3%          |
| <b>Black or African American</b>           | 36.6%          | 33.9%          |
| <b>American Indian</b>                     | 100%           | 33.3%          |
| <b>Asian</b>                               | 33.3%          | 50%            |
| <b>Hispanic, Latino or Spanish origin</b>  | 44.4%          | 27.8%          |
| <b>Native Hawaiian or Pacific Islander</b> | 0.0%           | 0.0%           |

Source: 2015, April 6 Analysis of the Service to Minority Individuals in SCSEP PY 2013 Minority Report

As outlined the SCSEP program in Illinois had some changes in EE over the two PYs. Decreases in the minority groups classified as Black or African American, American Indian, and Hispanic, Latino or Spanish origins have occurred while an increase in EE for White and Asian groups occurred (when Hawaiian or Pacific Islander remained the same).

The Illinois Department on Aging recognizes that even though participant enrollment was up in PY 2013 (specifically in the Black or African American and Hispanic, Latino, or Spanish origin minority groups) the decrease in EE may be attributed to statewide changes in enrollment and outcomes due to overall minority enrollment levels. In order to increase minority enrollments and entered employment levels in Illinois, the Illinois Department on Aging will complete more effective outreach activities and increase the use of minority regional SCSEP Grantees in the City of Chicago. The Illinois Department on Aging will focus on working more closely with the two (2) regional SCSEP Grantees who specifically manage the SCSEP program in the City of Chicago, suburban Cook County, and the collar counties. Additionally, they will be encouraged to use similar outreach and recruitment activities to assist the under-served American Indian and Asian populations, with recognition of the Native Hawaiian or Pacific Islander population that seems to be non-existent in the SCSEP program over the past years.

The Illinois Department on Aging will continue to take steps to address any under-served minorities or disparities in outcomes for minorities. The regional SCSEP Grantees work with organizations focused on serving minority groups. In addition to this, regional SCSEP Grantees utilize various resources and/or organizations to recruit and serve minority individuals. This includes, but is not limited to, the following: LaVos Latina, Booker Washington Center, and Rock Valley College’s Immigrant and Refugee

Program (sub-recipient IL001), Coalition of Limited English Speaking Elderly (CLESE) and Casa Central (sub-recipient IL012).

The regional SCSEP Grantee will focus on targeting faith-based minority organizations, churches, senior subsidized housing complexes, food banks, homeless shelters, senior centers and congregate meal sites located in minority neighborhoods in order to reach this specific population. Additionally, the regional SCSEP Grantees coordinate with Comprehensive and satellite One-Stop Centers, IDES offices, Care Coordination Units, Senior Centers, and/or affiliated social service agencies to have SCSEP materials of various languages distributed to minority populations.

To ensure that minority participants achieve outcomes similar to those achieved by non-minority participants, individuals receive on-the-job training while enrolled in the SCSEP program to increase employment prospects. Examples of training received include adult education, computer literacy, and hospitality skills. Additionally, regional SCSEP Grantees maintain contact with participants once in unsubsidized employment. The trainings and long-term communication help to improve the employability and job retention for SCSEP participants.

On a continual basis, the Illinois Department on Aging recommends that regional SCSEP Grantees identify their specific strategies within their service region(s) that will alleviate any existing barriers. By identifying the barriers within their local regions it provides the regional SCSEP Grantees a better understanding of what avenues need to be pursued in order to be successful in the recruitment and enrollment of minority individuals in the SCSEP program. Outreach is a key component to ensure the ability to reach the minority population in each local area. Several regional SCSEP Grantees reach out to the local migrant council in order to provide accurate referrals, education, available training courses, public speaking opportunities, as well as sending out public relation notices (e.g., brochures, flyers, etc.) to advertise on-the-job training (SCSEP or other) and/or employment opportunities. Additionally, posters and flyers are displayed in various public facilities (e.g., local DHS offices, outreach offices, public housing, laundromats, grocery stores, etc.) to reach minority individuals, veterans, and other most-in-need populations.

The Illinois Department on Aging regional SCSEP Grantees continue to engage various organizations that provide services specifically to minority groups throughout the state. Focusing on partnering with agencies that provide social services directly or indirectly to potential SCSEP participants is a driving force of accessing and serving minority individuals. Routinely the Illinois Department on Aging engages host agencies or agencies that become viable host agencies once the partnerships are established. These partnerships assist in opening the lines of communication for referrals, follow-up, and community activities that are available in each region of the state. NOTE: Some have established working agreements with such organizations to benefit their efforts with assisting and recruiting minority individuals. Additionally, the regional SCSEP Grantees utilize multiple web-based databases to reach minority groups throughout Illinois.

Additionally, the Illinois Department on Aging (regional SCSEP Grantees) and National Contractors will continue efforts to serve minorities in Illinois by attending functions sponsored by minority leaders, utilizing agencies that work with minorities, conduct presentations to local civic and faith-based organizations that serve minorities, distribute SCSEP flyers/brochures/SCSEP Fact Sheets within the communities, and/or continually accept outreach from the Workforce Centers, Comprehensive One-Stop Centers, minority agencies, and community-based in the form of referrals.

***A list of community services that are needed and the exact places where these services are most needed. Specifically, the plan must address the needs and location of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330)***

The SCSEP participants are placed in community service assignments at host agencies, after completion of their orientation, assessment, and Individual Employment Plan. Community service assignments are with state and local government agencies and non-profit organizations.

In Illinois, the following are organizations that participants are referred to for their community service assignment:

- American Red Cross
- Area Agencies on Aging
- Anti-Poverty Organizations
- Adult Day Care Centers
- Community Action Agencies
- Care Coordination Units
- Comprehensive Community Centers/ Community Care Centers
- Re-Entry Support Centers/Ex-Offender Agencies (Safer Foundation, Greencorps)
- Goodwill Industries
- Government Offices (Town, City, County, State)
- Home Health Care Agencies
- Housing Resource Centers (Housing Authority Offices)
- Illinois Central Blood Bank
- Independent Living Centers
- Mental Health Community-Based Agencies
- Non-Residential Service and Advocacy Organizations (SCIL)
- Nutrition Programs
- Ombudsman Program
- Parks Services
- Public Libraries
- Public School Systems
- Salvation Army
- Senior Centers
- United Way Agencies

In Illinois, a variety not-for-profits and local governments are in need of community services. For instance, many senior centers, nutrition programs, home health and adult day care programs have experienced inadequate funding due to the decline in economic support. This downturn has prevented the centers from hiring, training, and retaining adequate staff for the provision of their services. Additionally, ombudsman programs, youth activity centers/programs, teacher aide programs, after school programs, mentoring and youth court supervision programs are in need of additional staff and/or volunteers.

Several community service agencies in various areas throughout Illinois require services to be provided in order to successfully serve the targeted localities and populations such as: assisting with senior activity programs, assisting staff in locating resources for organizations or for individuals who require emergency help, assistance in scheduling free community mediations, assistance with at-risk children programs, and general office assistance. At the neighborhood schools, several positions assist in the success of building a strong community service sector. The positions needed include, but are not limited to office assistance, daycare support and janitorial support. Other community service needs in Illinois include: receptionist support, mentors, tutors, janitorial assistance, food pantry assistance, and general office assistance. This is a condensed synopsis of the community service projects and agencies that are in need throughout Illinois.

SCSEP supports community service programs and assignments in each area by enhancing and supplementing these agencies' services. Community service assignments in these sectors allow for community needs to be met. The Illinois Department on Aging/regional SCSEP Grantee must continually be proactive in choosing appropriate community service programs in their areas so that the SCSEP participant is able to fully benefit from the training provided in such an environment.

The Illinois Department on Aging SCSEP/regional SCSEP Grantee is responsible for identifying positive community service assignments that meet the needs of and positively impact the community. Additionally, the community services assignment should prepare a participant for an unsubsidized work environment. Prospective host agencies are also screened to assure they offer access to the proposed work site that is a safe and clean working environment for the SCSEP participant(s).

SCSEP participants are assigned a host agency on the basis of agency need, the amount of training the agency offers, the type of community service assignment, geographical location and the suitability of the position for the participant. Additionally, the host agency must be a certified 501(c) 3 nonprofit agency or an agency established by authority of local, state or federal statute or executive order.

A viable resource that is becoming more prevalent is the SCSEP programs involvement in local Chamber of Commerce or local town/county sponsored activities (including luncheons, dinners, and festivals). These activities expose the SCSEP program and the participant to local businesses that otherwise may not have been accessible during routine outreach activities.

Each year, the Illinois Department on Aging will monitor the needs of Illinois' communities through the other grantees and the regional SCSEP Grantees. Monthly conference calls and annual meetings will be conducted where a general assessment of each grantee and sub-recipients' community needs will be addressed. Through these discussions, key community resources will be identified and appropriate host agencies will be enlisted to fulfill the recognized community needs, but specifically based on the need of the participant.

***Describe the state's long-term strategy to improve SCSEP services, including planned longer-term changes to the design of the program within the State, and planned changes in the use of SCSEP grantees and program operators to better achieve the goals of the program. This may include recommendations to the Department as appropriate. (20 CFR 641.302(k))***

The Illinois Department on Aging foresees several attainable strategies that will continue to improve the SCSEP program in Illinois. The SCSEP program could improve collaborations between the regional SCSEP Grantees projects and National Contractors within the state. Both entities have the same goal to successfully administer and expand services under the SCSEP program with limited amount of access (i.e., available slots per counties). The Illinois Department on Aging's regional SCSEP Grantee routinely support and advocate on behalf of the SCSEP program. In some areas there are barriers that prohibit the National Contractor(s) from coordinating with one another and/or the Illinois Department on Aging's regional SCSEP Grantee. Whether these barriers are due to past practices or the apprehension of an individual Grantee's performance measures being jeopardized, the fact is these barriers can be eliminated by coming together and exploring options in working together toward the same overall outcome.

The Illinois Department on Aging's focus is to break down and eliminate the barrier(s) between the regional SCSEP Grantee and National Contractors in each local area. A result of this collaboration would be the development of a strong mutually beneficial relationship between the entities that are in co-enrolled areas. This collaboration can only enhance the success of the SCSEP program to better serve all areas/counties in Illinois.

Some additional four-year strategies and suggestions that may improve the SCSEP program in Illinois will be explored at meetings, conferences, and conference calls in the years to come may include, but are not limited to the following:

- State regional SCSEP Grantees and National Contractors in the same geographic location shall collaborate and communicate a waiting list to remedy the shortage of available positions (slots).
- State regional SCSEP Grantees and National Contractors in the same geographic location shall collaborate and communicate where there are under or over enrollment issues and how to eliminate them.
- State regional SCSEP Grantees and National Contractors collaborate when one has a job lead but no one appropriate to fill it and the other has someone to fill it.

Referrals should keep the employers motivated to keep contacting SCSEP staff as jobs are made available.

- State regional SCSEP Grantees and National Contractors share “best practices” and assist in advocating the success of SCSEP.
- State regional SCSEP Grantees and National Contractors expand supportive services to include the ability to meet local transportation needs by collaborating with other agencies serving the aging individual. Focusing on basic transportation resources in rural areas and mass transportation services (e.g., bus passes) in urban areas.
- State regional SCSEP Grantees and National Contractors coordinate with other labor market and on-the-job training initiatives in each local area (as available).
- State regional SCSEP Grantees and National Contractors become active members of Participant Advisory Councils (PAC) and Business Advisory Councils (BAC) in the areas their projects are located in (even if co-location exists).
- State regional SCSEP Grantees and National Contractors continue to be an active partner in the WIOA network, hence the Comprehensive One-Stop Centers.
- Upon participant registration in the Illinois JobLink system, actively utilize the Illinois JobLink system to aid in accurately matching the participants’ work needs and skills to a position.
- State regional SCSEP Grantees ability to obtain Administrator access (case manager role) on the Illinois JobLink system to eliminate the current paper/hard-copy monthly job-search verification system. This would allow the sub-recipient access to verify all active participant job-search activities via the web-based system at any time.
- State regional SCSEP Grantees and National Contractors provide services for disabled individuals through the host agency assignment and potential employment (focus on working with other programs that serve disabled individuals like Vocational Rehabilitation Services).
- State regional SCSEP Grantees and National Contractors collaborate with community colleges and adult learning centers to provide basic computer training for aging individuals.
- State regional SCSEP Grantees and National Contractors continue to target employers who are interested in older workers, market the benefits of the older worker as an employee.
- State regional SCSEP Grantees utilize On-The-Job Experience (OJE) training for those sub-recipients and National Contractors that do not currently utilize the training option.
- State regional SCSEP Grantees and National Contractors advocate for state funds so that SCSEP sub-recipients can hire full-time job developers to work with both SCSEP participants and employers.
- Generate more funding to assist in SCSEP advertisement, public relations, and general job promotion activities.
- Move SCSEP towards a more self-sufficient program whereas on-the-job training resources and/or activities are available beyond just eligibility/enrollment.

- Create incentives for SCSEP participants that maintain unsubsidized employment every 60-90 days; e.g., award receptions, programs, and dinners.
- Further share coordination and strategy endeavors to enhance the success of subsequent SCSEP State Plans, including revisions as applicable.

Additionally, while the Illinois Department on Aging agrees with the need for program compliance, the continual and frequent changes in the web-based reporting system (SPARQ) and Data Validation system are challenging at times to the success of the program. Excessive time utilized on these aspects of SCSEP limit a regional SCSEP Grantees/National Contractor's available time to effectively work with the participant out in the field or advocating on behalf of the SCSEP participant to locate unsubsidized employment. Due to the budget impasse in Illinois, SCSEP's public relation activities (Information and Assistance) have decreased this program year because the additional funding provided under the State's General Revenue Funds (GRF) have yet to be released for FY2016/PY 2015. These GRF funds assist with SCSEP Public Relations (PR) activities like Job Fairs, interagency activities, networking and referral systems.

Ultimately, the Illinois Department on Aging (regional SCSEP Grantees) and National Contractors will focus on SCSEP's primary goal, which is to assist the older individuals that are most-in-need, assist those who have the most difficulty finding on-the-job training and/or employment due to minimum education, and assist those who have limited skills. The Illinois Department on Aging (regional SCSEP Grantees) and the National Contractors will focus on the basic functional goals of the program and what strategies can be implemented over time to achieve the core mission of SCSEP.

***Describe the state's strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA Section 513(a)(2)(E)(ii). (20 CFR 641.302(f))***

The Illinois Department on Aging is continually striving to meet, if not exceed, the set goals of performance for SCSEP. Several strategies have been put into place to accomplish this task. The Illinois Department on Aging continually informs the regional SCSEP Grantees of all current and impending requirements and/or changes involved with the SCSEP program.

In order to effectively monitor and improve the SCSEP program performance, the Illinois Department on Aging has implemented the following strategies to ensure that we accomplish (or exceed) the established goal(s):

- The Illinois Department on Aging completes on-site monitoring visits of the regional SCSEP Grantees projects are conducted by the Illinois Department on Aging at least once during a three (3) year period/grant cycle (unless otherwise required due to programmatic issues, staff turnover, per request, etc.);
- Programmatic policies and/procedures are continuously revised to validate changes with the program;

- Monthly regional SCSEP Grantees conference calls are facilitated by the Illinois Department on Aging in order to keep a continuous line of communication open between all parties;
- Annual face-to-face SCSEP meetings facilitated by the Illinois Department on Aging with the regional SCSEP Grantees - during these meetings training includes current program year 'hot topics', problematic areas, supportive services available through the Aging network, resources/programs available, items per request by sub-recipients, etc.;
- The Illinois Department on Aging generates (at minimum) Quarterly Reports and evaluates each projects performance – specifically monitoring each individual sub-recipient's six (6) performance measures (in addition to volunteerism and post-911 veteran provisions) NOTE: data is pulled on a quarterly basis per the SPARQ system and if performance in a measure falls below the 80% requirement during the program year the Illinois Department on Aging contacts the applicable regional SCSEP Grantees to remedy the targeted issue(s);
- The Illinois Department on Aging coordinates tutorial sessions for new regional SCSEP Grantee staff, and provides a mentor-like program for those who need assistance with day-to-day direct services of the SCSEP program; and
- All Illinois Department on Aging regional SCSEP Grantees are required to participate in specialized SCSEP/training program meetings, teleconferences, webinars, interactive web-based training sessions, LWIA and LWIB Board Meetings, Training/Employment Advisory Councils, and other applicable activities that are available and located in their service area of the state and/or online via the U.S. DoL, WIOA, DCEO, IDES sites.
- The Illinois Department on Aging requires the regional SCSEP Grantees to monitor monthly job search activities by the participant (to further benefit the possibility of employment in the community);
- The Illinois Department on Aging requires the regional SCSEP Grantees to attend and monitor the participants' attendance at local Job Fairs (i.e., to supply the local community access to SCSEP resources and participants the ability to seek open positions in the local workforce);
- The Illinois Department on Aging requires the regional SCSEP Grantees to recruit Host Agencies or viable on-the-job training sites that will provide marketable skills needed within high growth industries and occupations in the workforce; and
- The Illinois Department on Aging encourages the regional SCSEP Grantees to explore the option of OJE in each project area where it can be a service to the participant (in the years to come this will be further explored and utilized by the State project).

## **LOCATION and POPULATION SERVED, including EQUITABLE DISTRIBUTION**

***Describe localities and populations for which projects of the type authorized by Title V are most needed:***

The Department on Aging recognizes that providing SCSEP services to the populations with one or more of the most-in-need factors are a key component to the success of the program. Often the urban areas are the ones that require the most focus due to the fact of the condensed population in any given urban area within the state. In Illinois Cook county is a prime example of the urban area due to the highly populated area versus the limited amount of slots available under in SCSEP program. Populations that are authorized by the SCSEP program and are identified as the most-in-need within the state include:

- Veterans, Spouses of Veterans (as identified in the regulations, and Post 9/11 Veterans.
- Homelessness
- At Risk for Homelessness
- Disabled
- Severe Disability
- Frailness
- Failure to find employment when in WIOA Title I Program
- Eligible for, but does not receive Title II Social Security Act
- Low Literacy
- Limited English Skills
- Lack of Substantial Employment History or Basic Skills
- Low Employment Prospects
- Rural areas as identified by Census
- Areas of Persistent Unemployment as identified by Department of Labor
- Severely limited employment prospects in area of persistent unemployment
- Displaced Homemaker
- Over 75 years of age.
- Recruitment and enrollment activity will focus on those with:
- Greatest social need
- Low-employment prospects
- Failed to find employment using WIOA

***List the cities and counties where the SCSEP project will take place. Include the number of SCSEP authorized positions and indicate if and where the positions change from the prior year.***

The Illinois Department on Aging and the seven (7) National Contractors are authorized to administer the SCSEP program in Illinois. The changes for PY 2016 (prior to the national RFP competition) impact two (2) of the National Contractors: AARP and SER. The (projected) slot shifts in a Grantee's overall ED Share are: AARP decreased to 66 from 67 slots (-1 slot in Macoupin County) and SER increased to 183 from 168 slots (+3 slots in Kane County, +7 slots in Lake County, and +5 slots in McHenry County). The following EDR chart verifies the authorized slot location in the applicable counties in Illinois.

| PY 2016 - SCSEP Equitable Distribution Report per USDOL |                     |                 |       |      |              |                  |       |      |     |     | PY 2016 |            |
|---|---------------------|-----------------|-------|------|--------------|------------------|-------|------|-----|-----|---------|------------|
| County  | Distribution Factor | Equitable Share | State | AARP | Easter Seals | Experience Works | NAPCA | NCBA | SER | SSA | Totals  | Difference |
| Adams County, IL  | 0.0097              | 12              | 3     |      |              | 9                |       |      |     |     | 12      | 0          |
| Alexander County, IL                                    | 0.0019              | 3               | 2     |      |              |                  |       |      |     | 1   | 3       | 0          |
| Bond County, IL   | 0.0021              | 3               | 1     |      |              | 2                |       |      |     |     | 3       | 0          |
| Boone County, IL  | 0.0024              | 5               | 2     |      |              | 3                |       |      |     |     | 5       | 0          |
| Brown County, IL  | 0.0008              | 1               | 0     |      |              | 1                |       |      |     |     | 1       | 0          |
| Bureau County, IL                                       | 0.0032              | 6               | 0     |      |              | 6                |       |      |     |     | 6       | 0          |
| Calhoun County, IL                                      | 0.0008              | 1               | 1     |      |              |                  |       |      |     |     | 1       | 0          |
| Carroll County, IL                                      | 0.0021              | 3               | 1     |      |              | 2                |       |      |     |     | 3       | 0          |
| Cass County, IL   | 0.0015              | 2               | 0     |      |              | 2                |       |      |     |     | 2       | 0          |
| Champaign County, IL                                    | 0.0084              | 17              | 0     |      |              | 17               |       |      |     |     | 17      | 0          |
| Christian County, IL                                    | 0.0046              | 7               | 0     |      |              | 7                |       |      |     |     | 7       | 0          |
| Clark County, IL  | 0.0021              | 3               | 0     |      |              | 3                |       |      |     |     | 3       | 0          |
| Clay County, IL   | 0.0028              | 4               | 0     |      |              |                  |       |      |     | 4   | 4       | 0          |
| Clinton County, IL                                      | 0.0030              | 4               | 0     |      |              |                  |       |      |     | 4   | 4       | 0          |
| Coles County, IL  | 0.0053              | 6               | 0     |      |              | 6                |       |      |     |     | 6       | 0          |
| Cook County, IL   | 0.4759              | 832             | 222   |      | 158          |                  | 39    | 157  | 78  | 152 | 806     | -26        |
| Crawford County, IL                                     | 0.0026              | 4               | 0     |      |              |                  |       |      |     | 4   | 4       | 0          |
| Cumberland County, IL                                   | 0.0012              | 2               | 0     |      |              | 2                |       |      |     |     | 2       | 0          |
| De Kalb County, IL                                      | 0.0040              | 7               | 1     |      |              | 6                |       |      |     |     | 7       | 0          |
| De Witt County, IL                                      | 0.0017              | 2               | 0     |      |              | 2                |       |      |     |     | 2       | 0          |
| Douglas County, IL                                      | 0.0018              | 3               | 1     |      |              | 2                |       |      |     |     | 3       | 0          |
| Du Page County, IL                                      | 0.0349              | 59              | 18    |      |              |                  |       |      |     | 40  | 58      | -1         |
| Edgar County, IL  | 0.0027              | 3               | 0     |      |              | 3                |       |      |     |     | 3       | 0          |
| Edwards County, IL                                      | 0.0009              | 1               | 0     |      |              |                  |       |      |     | 1   | 1       | 0          |
| Effingham County, IL                                    | 0.0032              | 5               | 0     |      |              | 5                |       |      |     |     | 5       | 0          |
| Fayette County, IL                                      | 0.0031              | 5               | 0     |      |              | 5                |       |      |     |     | 5       | 0          |
| Ford County, IL   | 0.0016              | 2               | 1     |      |              | 1                |       |      |     |     | 2       | 0          |
| Franklin County, IL                                     | 0.0070              | 11              | 0     |      |              |                  |       |      |     | 11  | 11      | 0          |
| Fulton County, IL                                       | 0.0047              | 6               | 1     |      |              | 5                |       |      |     |     | 6       | 0          |
| Gallatin County, IL                                     | 0.0013              | 2               | 0     |      |              |                  |       |      |     | 2   | 2       | 0          |
| Greene County, IL                                       | 0.0024              | 3               | 0     |      |              | 3                |       |      |     |     | 3       | 0          |
| Grundy County, IL                                       | 0.0025              | 4               | 0     |      |              | 4                |       |      |     |     | 4       | 0          |
| Hamilton County, IL                                     | 0.0017              | 2               | 0     |      |              |                  |       |      |     | 2   | 2       | 0          |
| Hancock County, IL                                      | 0.0024              | 4               | 1     |      |              | 3                |       |      |     |     | 4       | 0          |
| Hardin County, IL                                       | 0.0009              | 1               | 0     |      |              |                  |       |      |     | 1   | 1       | 0          |
| Henderson County, IL                                    | 0.0009              | 2               | 0     |      |              | 2                |       |      |     |     | 2       | 0          |
| Henry County, IL  | 0.0049              | 7               | 0     |      |              | 7                |       |      |     |     | 7       | 0          |
| Iroquois County, IL                                     | 0.0034              | 5               | 2     |      |              | 3                |       |      |     |     | 5       | 0          |
| Jackson County, IL                                      | 0.0057              | 9               | 0     |      |              |                  |       |      |     | 9   | 9       | 0          |
| Jasper County, IL                                       | 0.0012              | 2               | 0     |      |              |                  |       |      |     | 2   | 2       | 0          |
| Jefferson County, IL                                    | 0.0063              | 8               | 0     |      |              |                  |       |      |     | 8   | 8       | 0          |
| Jersey County, IL                                       | 0.0022              | 4               | 1     |      |              | 3                |       |      |     |     | 4       | 0          |
| Jo Daviess County, IL                                   | 0.0021              | 4               | 2     |      |              | 2                |       |      |     |     | 4       | 0          |
| Johnson County, IL                                      | 0.0017              | 2               | 1     |      |              |                  |       |      |     | 1   | 2       | 0          |
| Kane County, IL   | 0.0163              | 35              | 10    |      |              |                  |       |      | 27  |     | 37      | 2          |
| Kankakee County, IL                                     | 0.0094              | 18              | 0     |      |              |                  |       |      |     | 17  | 17      | -1         |
| Kendall County, IL                                      | 0.0015              | 5               | 0     |      |              | 5                |       |      |     |     | 5       | 0          |
| Knox County, IL   | 0.0058              | 11              | 3     |      |              | 8                |       |      |     |     | 11      | 0          |
| Lake County, IL   | 0.0255              | 50              | 0     |      |              |                  |       |      | 56  |     | 56      | 6          |
| La Salle County, IL                                     | 0.0110              | 16              | 3     |      |              | 12               |       |      |     |     | 15      | -1         |
| Lawrence County, IL                                     | 0.0024              | 3               | 0     |      |              |                  |       |      |     | 3   | 3       | 0          |
| Lee County, IL  | 0.0036              | 5               | 1     |      |              | 4                |       |      |     |     | 5       | 0          |

| County                 | Distribution Factor | Equitable Share | State      | AARP      | Easter Seals | Experience Works | NAPCA     | NCBA       | SER        | SSA        | Totals      | Difference |
|------------------------|---------------------|-----------------|------------|-----------|--------------|------------------|-----------|------------|------------|------------|-------------|------------|
| Livingston County, IL  | 0.0045              | 5               | 0          |           |              | 5                |           |            |            |            | 5           | 0          |
| Logan County, IL       | 0.0029              | 3               | 1          |           |              | 2                |           |            |            |            | 3           | 0          |
| Mc Donough County, IL  | 0.0031              | 6               | 2          |           |              | 4                |           |            |            |            | 6           | 0          |
| Mc Henry County, IL    | 0.0082              | 18              | 0          |           |              |                  |           |            | 22         |            | 22          | 4          |
| Mc Lean County, IL     | 0.0069              | 12              | 5          |           |              | 7                |           |            |            |            | 12          | 0          |
| Macon County, IL       | 0.0116              | 17              | 3          |           |              | 13               |           |            |            |            | 16          | -1         |
| Macoupin County, IL    | 0.0066              | 7               | 2          | 4         |              |                  |           |            |            |            | 6           | -1         |
| Madison County, IL     | 0.0225              | 31              | 3          | 27        |              |                  |           |            |            |            | 30          | -1         |
| Marion County, IL      | 0.0060              | 9               | 0          |           |              |                  |           |            | 9          |            | 9           | 0          |
| Marshall County, IL    | 0.0013              | 2               | 0          |           |              | 2                |           |            |            |            | 2           | 0          |
| Mason County, IL       | 0.0019              | 2               | 0          |           |              | 2                |           |            |            |            | 2           | 0          |
| Massac County, IL      | 0.0032              | 3               | 1          |           |              |                  |           |            |            | 2          | 3           | 0          |
| Menard County, IL      | 0.0010              | 2               | 1          |           |              | 1                |           |            |            |            | 2           | 0          |
| Mercer County, IL      | 0.0016              | 3               | 0          |           |              | 3                |           |            |            |            | 3           | 0          |
| Monroe County, IL      | 0.0019              | 2               | 0          |           |              |                  |           |            |            | 2          | 2           | 0          |
| Montgomery County, IL  | 0.0047              | 5               | 1          |           |              | 4                |           |            |            |            | 5           | 0          |
| Morgan County, IL      | 0.0043              | 6               | 2          |           |              | 4                |           |            |            |            | 6           | 0          |
| Moultrie County, IL    | 0.0013              | 2               | 1          |           |              | 1                |           |            |            |            | 2           | 0          |
| Ogle County, IL        | 0.0040              | 6               | 0          |           |              | 6                |           |            |            |            | 6           | 0          |
| Peoria County, IL      | 0.0162              | 26              | 4          |           |              | 21               |           |            |            |            | 25          | -1         |
| Perry County, IL       | 0.0030              | 4               | 0          |           |              |                  |           |            |            | 4          | 4           | 0          |
| Platt County, IL       | 0.0011              | 1               | 0          |           |              | 1                |           |            |            |            | 1           | 0          |
| Pike County, IL        | 0.0033              | 3               | 0          |           |              | 3                |           |            |            |            | 3           | 0          |
| Pope County, IL        | 0.0006              | 1               | 0          |           |              |                  |           |            |            | 1          | 1           | 0          |
| Pulaski County, IL     | 0.0016              | 2               | 2          |           |              |                  |           |            |            |            | 2           | 0          |
| Putnam County, IL      | 0.0003              | 1               | 0          |           |              | 1                |           |            |            |            | 1           | 0          |
| Randolph County, IL    | 0.0040              | 5               | 0          |           |              |                  |           |            |            | 5          | 5           | 0          |
| Richland County, IL    | 0.0021              | 4               | 0          |           |              |                  |           |            |            | 4          | 4           | 0          |
| Rock Island County, IL | 0.0124              | 23              | 0          |           |              | 21               |           |            |            |            | 21          | -2         |
| St. Clair County, IL   | 0.0256              | 40              | 4          | 35        |              |                  |           |            |            |            | 39          | -1         |
| Saline County, IL      | 0.0050              | 7               | 0          |           |              |                  |           |            |            | 7          | 7           | 0          |
| Sangamon County, IL    | 0.0146              | 25              | 3          |           |              | 20               |           |            |            |            | 23          | -2         |
| Schuyler County, IL    | 0.0013              | 2               | 0          |           |              | 2                |           |            |            |            | 2           | 0          |
| Scott County, IL       | 0.0007              | 1               | 0          |           |              | 1                |           |            |            |            | 1           | 0          |
| Shelby County, IL      | 0.0028              | 4               | 0          |           |              | 4                |           |            |            |            | 4           | 0          |
| Stark County, IL       | 0.0008              | 1               | 0          |           |              | 1                |           |            |            |            | 1           | 0          |
| Stephenson County, IL  | 0.0048              | 8               | 2          |           |              | 6                |           |            |            |            | 8           | 0          |
| Tazewell County, IL    | 0.0098              | 14              | 0          |           |              | 13               |           |            |            |            | 13          | -1         |
| Union County, IL       | 0.0030              | 6               | 0          |           |              |                  |           |            |            | 6          | 6           | 0          |
| Vermillion County, IL  | 0.0103              | 16              | 9          |           |              | 7                |           |            |            |            | 16          | 0          |
| Wabash County, IL      | 0.0016              | 2               | 0          |           |              |                  |           |            |            | 2          | 2           | 0          |
| Warren County, IL      | 0.0016              | 4               | 0          |           |              | 4                |           |            |            |            | 4           | 0          |
| Washington County, IL  | 0.0018              | 2               | 0          |           |              |                  |           |            |            | 2          | 2           | 0          |
| Wayne County, IL       | 0.0027              | 5               | 0          |           |              |                  |           |            |            | 5          | 5           | 0          |
| White County, IL       | 0.0026              | 3               | 0          |           |              |                  |           |            |            | 3          | 3           | 0          |
| Whiteside County, IL   | 0.0050              | 8               | 0          |           |              | 8                |           |            |            |            | 8           | 0          |
| Will County, IL        | 0.0195              | 42              | 3          |           |              |                  |           |            |            | 38         | 41          | -1         |
| Williamson County, IL  | 0.0096              | 13              | 0          |           |              |                  |           |            |            | 12         | 12          | -1         |
| Winnebago County, IL   | 0.0208              | 42              | 20         |           |              | 20               |           |            |            |            | 40          | -2         |
| Woodford County, IL    | 0.0029              | 3               | 0          |           |              | 3                |           |            |            |            | 3           | 0          |
| <b>TOTALS:</b>         | <b>1.0000</b>       | <b>1680</b>     | <b>347</b> | <b>66</b> | <b>158</b>   | <b>335</b>       | <b>39</b> | <b>157</b> | <b>183</b> | <b>364</b> | <b>1649</b> | <b>-31</b> |

\* SCSEPED.org PY 2016 (proposed)

The Department on Aging continually strives to keep communication open between the regional SCSEP Grantees and the National Contractors throughout any given PY. Informal discussions (individually and collectively) occur regarding possible shifting and/or trading of SCSEP slots within any given county. These discussions include multiple key players and can affect several SCSEP providers.

***Describe any current slot imbalances and proposed steps to correct inequities to achieve equitable distribution:***

The Illinois Department on Aging recognizes that there are three outstanding counties that are currently over or under-served in Illinois. The key is to not only recognize these imbalances, but to take active steps to remedy and pro-active steps to prevent them in the future. The Illinois Department on Aging (in conjunction with the regional SCSEP Grantees) and/or National Contractor will work closely within the applicable counties to reduce and/or eliminate slot imbalances by first identifying the factors that have led to the imbalance and moving forward with an action plan to remedy it.

Strategies cited below are being utilized in the state:

- Conduct additional public relations activities: advertising within local community papers, utilizing TV PSA's, providing flyers, pamphlets and other marketing tools that will aide in educating city/county government agencies.
- Engage older individuals, host agencies, and prospective employers at local Job Fair and become known as an available resource in those communities over/under-served.
- Conduct on-site trainings that include in-person presentations and discussions with not-for-profit and for-profit agencies/employers and city/county officials, as well as community clubs and organizations whose focus is community improvement and employment for the older population.
- Conduct in-house on-the-job training seminars focused on the local job market and/or 'lunch & learn' sessions to engage and recruit eligible participants.
- Continue to recruit and contract with Host Agencies within those communities which serve those that are most-in-need and will serve as referral sources.

***The state's long-term strategy for achieving an equitable distribution of SCSEP positions within the state that:***

- ***Moves positions from over-served to underserved locations within the state in compliance with 20 CFR 641.365.***
- ***Equitably serves rural and urban areas.***
- ***Serves individuals afforded priority for service under 20 CFR 641.520. (20 CFR 641.302(a), 641.365, 641.520)***

The Illinois Department on Aging strives to achieve equitable distribution of SCSEP slots in Illinois so that all eligible individuals have the opportunity to participate in the program.

The equitable distribution process involves the State Grantee (regional SCSEP Grantees), seven (7) National Contractors in Illinois, and the U.S. Department of Labor. Continually, the Illinois Department on Aging's main goal is to achieve equitable distribution and track its progress thru the Equitable Distribution Report (EDR) either through the state or national slots in each county of the state. Due to the U.S. 2010 Census shifts in the EDR for this program year based on the 55+ and 125% of poverty rate, <1% reduction in total number of authorized slots has occurred in Illinois. There have been some major shifts in the allocations for authorized slots for various counties in Illinois (regardless if they are state or national slots). The Illinois Department on Aging identifies that some additional changes have occurred since last year and can potentially shift in PY 2016 due to the National RFP competition set to begin in spring 2016.

Currently, there are several areas of under and over-served counties per the EDR. However, since the last State Plan, Illinois has continually attempted to level out and/or improve enrollment in the under-served areas in Illinois. The following counties have been identified as the most over/under-served as of PY 2015 Quarter 2 Final (counties identified were compared to under-served status in 2014): Cook (was under-served by slots -47, now under-served by -27); DuPage County (was under-served by -12, now under-served by -8); Winnebago (was over-served by +5, now over-served by +12); and several over/under-served areas by 1-4 slots. The improvement in under-served counties in Illinois has been significant in the past few years. The Illinois Department on Aging will continue to focus on improving services in all counties with the National Contractors in hopes to move closer to the entire state achieving SCSEP slots being equitably distributed without grossly under and/or over-served areas. NOTE: Data cited located on [www.SCSEPED.org](http://www.SCSEPED.org) per EDR Over/Under Served in Illinois PY Results.

The Illinois Department on Aging is continually attempting to make efforts to minimize the gap of under-served areas while not interrupting services provided by SCSEP in the applicable areas. This entails the Illinois Department on Aging (regional SCSEP Grantees) working closely with the National Contractors in each area to strategically rectify the distribution to a zero balance in applicable locations in future years. The Illinois Department on Aging believes that the slot shifts must be conducted in a gradual manner over the next four (4) years so as not to directly affect any of the current participants enrolled in the program. Therefore, in some areas the Illinois Department on Aging, regional SCSEP Grantees, or National Contractor must wait until a slot opening occurs and not fill it in order for the shift of the slot to occur seamlessly without directly affecting a program participant.

In Illinois, 64 of the 102 counties are identified as rural. As defined in 20 CFR 641.140 Final Rule 2010 on Performance Accountability, rural is "an area not designated as a metropolitan statistical area by the Census Bureau; segments within metropolitan counties. Illinois is currently the most populous state in the Midwest region due to Chicago, which encompasses 8% of the land area of the state, but contains 40% of the state's residents.

SCSEP in rural areas is prospering. In relation to the distribution of rural counties in Illinois, slot allocation is currently equitable or in some instances over served for the rural counties.

The rural counties in Illinois are being adequately served and sufficient resources are being utilized in these areas. See the following chart that outlines the Rural Population in Illinois for the applicable age range and the previous versus the current year:

| <b>Rural Population Age 55+ in Illinois for 2010 and 2015</b> | <b>2010</b> | <b>2015</b> |
|---|-------------|-------------|
| <b>Total # of Persons 55+</b>                                 | 3,082,420   | 3,256,764   |
| Rural # of Person 55+   | 499,928     | 510,650     |
| % of Population 55+   | 16.2%       | 15.68%      |

Source: (2014 – 5 year estimate) DP05 U.S. Census Bureau, American Community Survey

In Illinois the 55+ population will become more urbanized and fewer individuals will live in rural areas of the state. A large number of individuals in this age group will leave rural counties for urban counties. The following chart that outlines the urban population in Illinois for the applicable age range and the previous versus the current year:

| <b>Urban Population Age 55+ in Illinois for 2010 and 2015</b> | <b>2010</b> | <b>2015</b> |
|---|-------------|-------------|
| <b>Total N of Person 55+</b>                                  | 3,082,420   | 3,256,764   |
| Urban N of Persons 55+  | 2,582,492   | 2,746,114   |
| % of Population 55+   | 83.8%       | 84.32%      |

Source: (2014 – 5 year estimate) DP05 U.S. Census Bureau, American Community Survey

The Illinois Department on Aging strives to provide SCSEP to all older individuals especially those who are categorized as ‘priority individuals’. This category includes those older persons having any of the following characteristics: age 65 years or older; have a disability; have limited English proficiency or low literary skills; reside in a rural area (over half of Illinois slots are located in rural areas), are a veteran or a spouse of a veteran who meets the requirement of the Jobs for Veterans Act, 38 U.S.C. sec. 4215(a)(1); have low employment prospects; have failed to find employment after utilizing services provided under WIOA; or are homeless or at risk of homelessness.

Recruitment methods in Illinois are the key to locating and enrolling older individuals in SCSEP. Recruitment focuses on applicants who meet the standard eligibility guidelines of SCSEP (Illinois resident, age 55 or older, and income at 125% of poverty level) with an emphasis on individuals who have been identified as a target population for SCSEP. Public awareness is a key factor in the success of recruitment and selection of SCSEP enrollees. Public awareness is promoted by activities and announcements at any or all of the following: Centers for Independent Living, senior centers, congregate meal sites, supermarkets, malls, quick stops, churches, job fairs, community colleges, university classes, home health agencies, volunteer centers, veterans groups, hospitals, civic organizations, prisoner re-entry programs, AARP chapter meetings, family social services, faith-based organizations, senior housing, food stamp offices, libraries, and other venues

that are instrumental in recruiting a constantly renewed group of older workers to replace the individuals that move into unsubsidized employment. These efforts are designed to reach all sectors of the eligible SCSEP population with an emphasis on the targeted population, and to afford them priority of service available through SCSEP training and employment opportunities within all areas of Illinois.

Several strategies to recruit and select targeted populations of SCSEP participants are utilized in Illinois. The regional SCSEP Grantees work closely with the local Comprehensive (satellite) One-Stop Centers and LWIA/WIOA services in their areas. When feasible, public relation activities, specifically articles featured in local newspapers are utilized to promote the accomplishments of participants to generate a positive image of older workers, and in turn SCSEP. Additionally, Illinois utilizes multiple resources of outreach to create and identify local employment positions throughout the state.

The Illinois Department on Aging focuses on populations for enrollment in SCSEP that include: individuals with the greatest economic need (income below poverty); individuals with the greatest social need; individuals with poor employment prospects; minority individuals; and individuals with limited English speaking proficiency. Many of the techniques that focus on priority individuals in regard to recruitment and selection of participants for SCSEP are also effective for “other populations.” Each regional SCSEP Grantee has to research the local dynamics and determine how to address the “other populations” as defined in 20 CFR 641.140.

***The ratio of eligible individuals in each service area to the total eligible population in the state. (20 CFR 641.325(a))***

The population estimate in Illinois is equal to 12,868,747 and is ranked the fifth largest state in the U.S. according to the U.S. Census 2010 American Community Survey 5-Year estimates (April 1, 2010 – July 1, 2015). The following chart displays the comparison of individuals age 55+ versus the eligible individuals:

| <b>Illinois Income At/Below Poverty Level (In The Past 12 months: 55+)</b> |  |
|--|--|
| <b>55+ Population</b>  | <b>55+ At/Below Poverty Level Population</b> |
| <b>3,256,764</b>   | <b>288,169</b>                               |

Source: (2014 – 5 Year Estimate) B17001 U.S. Census Bureau, American Community Survey

*See Attachment A for a listing of the Illinois Department on Aging SCSEP sub-recipients and National Contractors.*

***The relative distribution of eligible individuals who:***

- 1. Reside in urban and rural areas within the state***
- 2. Have the greatest economic need***
- 3. Are minorities***
- 4. Are limited English proficient.***
- 5. Have the greatest social need. (20 CFR 641.325(b))***

Due to the population in Illinois, it is said to be the fifth largest state in the U.S. according to the U.S. Census Bureau American Community Survey (ACS) estimate based on the 2010 Census result. In Illinois Chicago remains the largest city with the total population of the city equal to 2,695,598, and Aurora is the second largest city equal to 197,899.

Per the greater Chicago area, Cook County is the largest county in Illinois. Per the 2014 ACS 5-Year Estimate Cook County holds 5,227,827 people, of that total population 1,252,679 are 55+. DuPage is the second largest county in Illinois; with a residence of 926,485 people, of that total population 236,856 are 55+. Over half of the Illinois population can be found in just those two counties alone.

In Illinois the classification of an urban or rural area is measured by the Metropolitan Statistical Areas (MSA). An MSA consists of one or more counties that contain a city of 50,000 or more inhabitants, or contains a Census Bureau defined urbanized area (UA) and have a total population of at least 100,000 (75,000 in New England). Counties containing the principal concentration of population (the largest city and surrounding densely settled area) are components of the MSA. Additional counties qualify to be included by meeting a specified level of commuting to the counties containing the population concentration and by meeting certain other requirements of metropolitan character, e.g., a specified minimum population density or percentage of the population that is urban.

Since the last State Plan modification no shifts have occurred in regards to re-classification of rural or urban area(s). NOTE: Two (2) shifts from the urban to rural classification occurred in 2014, the shifted counties include Jackson and Williamson.

The following chart depicts where the 55+ rural and urban populations are broken out by each county per the MSA and U.S. Census Bureau, 2014 ACS 5-Year population estimates:

| <b>County</b> | <b>55+ Urban Population</b> | <b>55+ Rural Population</b> | <b>County</b> | <b>55+ Urban Population</b> | <b>55+ Rural Population</b> |
|---------------|-----------------------------|-----------------------------|---------------|-----------------------------|-----------------------------|
| Adams         | -                           | 20935                       | Livingston    | -                           | 11,360                      |
| Alexander     | 2466                        | -                           | Logan         | -                           | 8,708                       |
| Bond          | 5163                        | -                           | Macon         | 34,191                      | -                           |
| Boone         | 13208                       | -                           | Macoupin      | 15,116                      | -                           |
| Brown         | -                           | 1,678                       | Madison       | 74,826                      | -                           |
| Bureau        | -                           | 11,460                      | Marion        | -                           | 12,269                      |
| Calhoun       | 1,809                       | -                           | Marshall      | 4,435                       | -                           |
| Carroll       | -                           | 5,756                       | Mason         | -                           | 4,954                       |
| Cass          | -                           | 3,835                       | Massac        | -                           | 5,017                       |
| Champaign     | 42,367                      | -                           | McDonough     | -                           | 8,310                       |

| County     | 55+ Urban Population | 55+ Rural Population | County               | 55+ Urban Population | 55+ Rural Population |
|------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Christian  | -                    | 10,847               | McHenry              | 72,282               | -                    |
| Clark      | -                    | 5,126                | McLean               | 36,957               | -                    |
| Clay       | -                    | 4,465                | Menard               | 4,031                | -                    |
| Clinton    | 10,551               | -                    | Mercer               | 5,517                | -                    |
| Coles      | -                    | 13,901               | Monroe               | 9,602                | -                    |
| Cook       | 1,252,679            | -                    | Montgomery           | -                    | 9,340                |
| Crawford   | -                    | 6,147                | Morgan               | -                    | 10,904               |
| Cumberland | -                    | 3,427                | Moultrie             | -                    | 4,672                |
| DeKalb     | 21,321               | -                    | Ogle                 | -                    | 15,501               |
| DeWitt     | 5,181                | -                    | Peoria               | 50,763               | -                    |
| Douglas    | -                    | 5,733                | Perry                | -                    | 6,595                |
| DuPage     | 236,856              | -                    | Piatt                | 5,237                | -                    |
| Edgar      | -                    | 6,127                | Pike                 | -                    | 5,396                |
| Edwards    | -                    | 2,186                | Pope                 | -                    | 1,671                |
| Effingham  | -                    | 9,865                | Pulaski              | -                    | 2,034                |
| Fayette    | -                    | 6,407                | Putnam               | -                    | 2,062                |
| Ford       | 4,556                | -                    | Randolph             | -                    | 9,940                |
| Franklin   | -                    | 12,871               | Richland             | -                    | 5,309                |
| Fulton     | -                    | 11,763               | Rock Island          | 44,971               | -                    |
| Gallatin   | -                    | 1,982                | Saline               | -                    | 8,045                |
| Greene     | -                    | 4,308                | Sangamon             | 56,255               | -                    |
| Grundy     | 11,879               | -                    | Schuyler             | -                    | 2,548                |
| Hamilton   | -                    | 2,839                | Scott                | -                    | 1,666                |
| Hancock    | -                    | 6,799                | Shelby               | -                    | 7,556                |
| Hardin     | -                    | 1,616                | St. Clair            | 68,648               | -                    |
| Henderson  | -                    | 2,744                | Stark                | 2,166                | -                    |
| Henry      | 16,001               | -                    | Stephenson           | -                    | 16,053               |
| Iroquois   | -                    | 9,833                | Tazewell             | 40,040               | -                    |
| Jackson    | 13,748               | -                    | Union                | -                    | 5,857                |
| Jasper     | -                    | 3,072                | Vermilion            | 24,368               | -                    |
| Jefferson  | -                    | 11,749               | Wabash               | -                    | 3,893                |
| Jersey     | 6,833                | -                    | Warren               | -                    | 5,470                |
| Jo Daviess | -                    | 8,876                | Washington           | -                    | 4,631                |
| Johnson    | -                    | 4,054                | Wayne                | -                    | 5,579                |
| Kane       | 114,055              | -                    | White                | -                    | 5,121                |
| Kankakee   | 29,901               | -                    | Whiteside            | -                    | 18,647               |
| Kendall    | 20,267               | -                    | Will                 | 144,329              | -                    |
| Knox       | -                    | 17,334               | Williamson           | 20,186               | -                    |
| Lake       | 165,323              | -                    | Winnebago            | 80,636               | -                    |
| LaSalle    | -                    | 34,319               | Woodford             | 11,328               | -                    |
| Lawrence   | -                    | 4,775                |                      |                      | -                    |
| Lee        | -                    | 10,779               | <b>TOTAL 55+ Pop</b> |                      | <b>3,256,764</b>     |

Source: MSA (urban/rural classification) and (2014 - 5 year estimate) DP05 U.S. Census Bureau ACS (population totals)

There are several strategies that Illinois has acquired to assist in recruitment of eligible individuals into the SCSEP program with various factors that include the greatest economic need, social need, and/or limited English proficient. The Illinois Department on Aging utilizes the local Comprehensive and Satellite One-Stop Centers, IDES offices (e.g., resource centers, job training sites, etc.), senior and community centers, missions, shelters, breadlines, assisted living facilities, and/or other viable community programs/facilities to recruit and assist eligible individuals.

The following charts outline the percentage of eligible individuals that were assisted by the SCSEP program in PY 2014 and through quarter 2 (final) of PY 2015:

| <b>Eligible Individuals - Program Year 2014 (Final) Outcomes</b> |                    |
|--|--------------------|
| <b>Most -In-Need Measure</b>                                     | <b>% of IL Pop</b> |
| Individuals w/Disabilities                                       | 15%                |
| Individuals w/Limited English Proficiency                        | 7%                 |
| Individuals w/Low Literacy Skills                                | 5%                 |
| Individuals in Rural Areas                                       | 12%                |
| Individuals w/Low Employ Prospects                               | 85%                |
| Individuals who failed employ after WIOA                         | 15%                |
| Individuals >75 years old  | 7%                 |
| Individuals who are homeless/risk of homelessness                | 43%                |
| Displaced homemakers   | 7%                 |
| Veterans (or spouse)   | 11%                |
| Individuals receiving public assistance                          | 74%                |
| Individuals w/severe disability                                  | 1%                 |
| Frail Individuals  | 0%                 |
| Individuals old enough, not receiving SS Title II                | 1%                 |
| Individuals w/severely LEP in areas of persistent unemployment   | 13%                |

Source: SCSEP Performance and Results Quarterly (SPARQ) system statistics per the PY2014 State Final. Retrieved: <http://www.sparq.doleta.gov/qpr>

| <b>Eligible Individuals - Program Year 2015 Quarter 2 (Final) Outcomes</b> |                    |
|--|--------------------|
| <b>Most -In-Need Measure</b>   | <b>% of IL Pop</b> |
| Individuals w/Disabilities   | 20%                |
| Individuals w/Limited English Proficiency                                  | 6%                 |
| Individuals w/Low Literacy Skills  | 5%                 |
| Individuals in Rural Areas   | 12%                |
| Individuals w/Low Employ Prospects   | 85%                |
| Individuals who failed employ after WIOA                                   | 14%                |
| Individuals >75 years old  | 6%                 |
| Individuals who are homeless/risk of...                                    | 48%                |
| Displaced homemakers   | 6%                 |
| Veterans (or spouse)   | 11%                |
| Individuals receiving public assistance                                    | 78%                |
| Individuals w/severe disability  | 0%                 |
| Frail Individuals  | 0%                 |
| Individuals old enough, not receiving SS                                   | 1%                 |
| Individuals w/severely LEP in areas of persistent UE                       | 8%                 |

Source: SCSEP Performance and Results Quarterly (SPARQ) system statistics per the PY2015 Quarter 2 Final. Retrieved: <http://www.sparq.doleta.gov/qpr>

***A description of the steps taken to avoid disruptions to the greatest extent possible, when positions are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data become available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b))***

The Illinois Department on Aging attempts to coordinate with the regional SCSEP Grantees and National Contractors to prevent any disruptions in service. The main goal of this coordination is to achieve a balanced equitable distribution (ED) of allocated slots throughout all counties in Illinois. SCSEP slots in Illinois are distributed and managed at the Grantee or regional SCSEP Grantee level regardless of location. At times multiple slots may be co-authorized in one county, which may make it more difficult to manage SCSEP. When this occurs it is extremely important that the Illinois Department on Aging (regional SCSEP Grantees) and National Contractors communicate with one another and have an amicable relationship.

To avoid disruption in SCSEP services, the Illinois Department on Aging gradually shifts all allocated slots that fall under or over the median of distribution in the state. Most counties are just shy of the desired ED of slots (plus or minus a few slots). However, some counties fall far from the desired balance of equitable distribution. Cook (-27) and DuPage (-8), are the two main counties that are underserved while Winnebago (+12) remains over-served each PY. Illinois' focus is on minimizing the gap of under-served areas without disruption of SCSEP services in the applicable areas. The primary goal over the next few years is that the Grantee/sub-recipient in each area, especially those who fall short of the EDR, will be able to strategically rectify the unequal distribution.

At least one time during any given SCSEP PY, the Illinois Department on Aging will actively coordinate with the National Contractors in Illinois to evaluate the State and Nationals slot locations. During this coordinated evaluation of SCSEP slots, all parties will explore the options to shift, trade, and/or consolidate slots in the served counties. This activity will not occur unless all parties are in agreement. Additionally, changes will only be made if it benefits the state as a whole and brings us closer to equitable distribution in the over/under-served areas.

The Illinois Department on Aging believes that the slot shifts, trades, or consolidation of slots must be conducted in a gradual manner over a few years so as not to directly affect any of the current participants enrolled in SCSEP. Therefore, in some areas the SCSEP Grantee (Illinois Department on Aging/National Contractor) or regional SCSEP Grantee must wait until a slot opening occurs and not fill the opening to execute a seamless transition of the slot to another Grantee/regional SCSEP Grantee. These shifts will take time to coordinate and efficiently rectify the distribution of the state's allocated slots.

Additionally, the time limitation participation cap as referenced in the 2006 Amendments to the OAA, sec. 518(a)(3)(B)(i) that was enacted by the U.S. Department of Labor on July 1, 2007, assists in the equitable distribution of the state's allocated slots. All Grantees and regional SCSEP Grantees are to abide by a participation cap as designated by the 2006

Amendments to the OAA. The Illinois Department on Aging has developed a Time Limitation Guideline for the State's regional SCSEP Grantees.

***Supportive Services: Describe the supportive services that will be offered to help participant obtain and retain an unsubsidized job, including transportation assistance, uniform purchases, etc. (if applicable).***

Supportive services must be offered to all enrolled participants that the Grantee/regional SCSEP Grantee deems "in need" for such service(s). Documentation must include 'how' the regional SCSEP Grantee has determined the participants' need, the supportive service entity, how services will be executed (to remedy the outstanding need), and the applicable method(s) for follow-up. Each SCSEP project must have a line of funding for supportive services in their individual grant award that would cover any expenses of the service(s) to the SCSEP participant.

Over the past few years SCSEP Grantees (Illinois Department on Aging/National Contractors) have allocated supportive services in the form of transportation services (i.e., bus passes, bus tokens, discount cards applicable to passes, gas cards, minor automotive repairs, etc.); healthcare needs (i.e., dentures, eyeglasses, prescription medications, over-the-counter medicines, medical assistive items like knee/wrist/hand braces, etc.); hygienic products (i.e., denture cleaner, toothpaste/tooth brushes, hair accessories - combs/brushes/shampoo, deodorant, etc.); on-the-job uniform items (i.e., steel-toe work boots, weather suitable clothing, outerwear, etc.); housing assistance (i.e., emergency housing, rent/mortgage payments, utilities - water/electric bills, etc.); and fees in conjunction with training courses, specifically for computer courses, certification fees - CNA/teacher certificates/food sanitation certifications, and license renewals.

***Termination: Describe procedures for termination of a participant, including IEP-related reasons, IDL and for cause terminations. Provide a copy of the State's current termination procedures.***

In October 2011 the Illinois Department on Aging developed and implemented an official Termination Policy per the approval of the U.S. DOL. The Termination Policy required that the regional SCSEP Grantee must continue to comply with the termination procedures when related to any IEP-related reason(s), for cause reason(s), and/or the IDL reason (specifically citing the Individual Participant Durational Limitation Policy Guidelines that is dated August 8, 2011). NOTE: As of January 1, 2012 there are no durational limitation waivers granted for any current and new SCSEP participants enrolled in the Illinois department on Aging's project. This excludes any individual participant from requesting an extension of enrollment beyond the durational limit requirement of 48 months.

The Termination Policy clearly outlines the steps that must be taken in regards to any action toward termination of enrollment. The policy cites various reasons for a termination action and defines specifically the required documentation needed to proceed with such an action. The SCSEP participant will be given an opportunity to correct his/her behavior or conduct, or his/her failure to comply with the IEP requirements, except in

cases involving serious harm or imminent threat to health, safety, property, etc. NOTE: If at any point during enrollment the participant makes positive efforts or the issue at hand has been resolved the corrective action can be discontinued and this would be authorized by the regional SCSEP Grantee.

*See Attachment B. for the Illinois Department on Aging's Termination Policy.*

***Complaints and Grievances: Describe the State's procedures for addressing and resolving participant complaints and grievances.***

The Illinois Department on Aging bases the current complaints and State Grievance Policy and Procedures on U.S. DOL SCSEP regulations. As the State Grantee, the process for complaints and grievances are defined under the grievance policy provided to a SCSEP applicant or eligible participant upon enrollment in SCSEP. The Illinois Department on Aging's policy relates to complaints and/or grievances that the SCSEP applicant and/or participant has with the State Grantee, a regional SCSEP Grantee and/or host agency. Prior to filing an official grievance, an applicant or participant is encouraged to discuss the complaint with the regional SCSEP Grantee staff, either by telephone or in writing, within an outlined timeframe of the occurrence of the complaint. This open line of communication between all involved parties is intended to insure that complaints receive prompt attention and encourage resolution at the level where it originated. An applicant or participant has the option to begin the complaint process by filing an official grievance with the Executive Director of the regional SCSEP Grantee. Once a Grievance has been filed, the regional SCSEP Grantee is encouraged to work with the applicant or participant to provide a solution or explanation within a short timeframe. If the applicant or participant is not satisfied with the answer or resolution to the complaint from the regional SCSEP Grantee, the applicant or participant may then file an official grievance with the State Grantee or other designee.

*See Attachment C. for the Illinois Department on Aging's Grievance Policy.*

***Maximizing Enrollment: Describe the State's procedures for fully enrolling all available slots, including purposefully over-enrolling participants, and how any over-enrollments will be balanced with equitable distribution requirements.***

All regional SCSEP Grantees are required to closely monitor their individual grant award throughout the grant award period (PY) in addition to the Illinois Department on Aging's evaluation. Routinely, mid-year the regional SCSEP Grantee must project and evaluate grant funding to the end of the PY and analyze their individual grant/participant case load with the option to increase/decrease participant enrollment and/or training hours based on their current under/over spending.

Several basic management strategies have been implemented by the Illinois Department on Aging that address under enrollment or under-spending situations to ensure that all funding allocations are spent by the end of a given PY. The following are acceptable over-enrollment practices:

- Where the regional SCSEP Grantee begins a PY grossly under-enrolled and has the ability to over-enroll to achieve the adjusted slot count.
- Where the regional SCSEP Grantee has excess funding, the project must increase enrollments (“over-enrolling” is permissible if allocated funding will support an increased number of participants through the end of the PY).
- Where the regional SCSEP Grantee may over-enroll without sufficient funds to cover the enrollment through the end of the PY knowing that they will have several guaranteed exits (e.g., unsubsidized employment, IDL exits, moving from project areas/out of state, etc.).

In the above situations, all participants within an area must be treated in the same equitable way (i.e., the same hourly reduction/increase in participant hours). The regional SCSEP Grantee is required to contact the Illinois Department on Aging in writing (via e-mail or other) with such a request before implementing any participant enrollment and/or hour changes above or below the standard 20 hours per week.

***Performance: Describe the State’s current and projected performance outcome for each of the six core performance measures for each program year covered by the plan.***

The Illinois Department on Aging recognizes the following set of goals as PY 2015 Performance Measure requirements:

**Goals for PY 2015 Performance Measures**

|                      |         |
|----------------------|---------|
| Community Service    | 78.4%   |
| Entered Employment   | 37.3%   |
| Employment Retention | 61.5%   |
| Average Earnings     | \$8,506 |
| Service Level        | 119.7%  |
| Most in Need         | 2.18    |

The Illinois Department on Aging closely monitors the six (6) Core Performance Measures to ensure that each of the goals set forth in a given measure is being met throughout a PY. The Illinois Department on Aging individually monitors each regional SCSEP Grantee performance on a quarterly basis. The following is chart is the Final Performance Measures achieved for PY 2014. In PY 2014 all measures were met by the standards set by U.S. DOL and several exceeded the required goal.

| <b>Illinois Department on Aging - Performance Measures Program Year 2014 Final</b> |             |                |                           |
|--|-------------|----------------|---------------------------|
|  | <b>Goal</b> | <b>PY 2014</b> | <b>% of Goal Achieved</b> |
| <b>Community Service</b>   | 83.0%       | 85.8%          | 103%                      |
| <b>Entered Employment</b>  | 39.0%       | 39.7%          | 102%                      |
| <b>Employment Retention</b>  | 76.0%       | 64.7%          | 85%                       |
| <b>Average Earnings</b>  | \$7,562     | \$ 7,867.00    | 104%                      |
| <b>Service Level</b>   | 156.3%      | 144.6%         | 93%                       |
| <b>Most in Need</b>  | 2.50        | 2.15           | 86%                       |
| <b>Aggregate Goal Achieved</b>   |             |                | <b>95%</b>                |

During a PY the standard process is to closely monitor and evaluate performance of the measures to ensure that all goals are met by the close of the PY. The Illinois Department on Aging recognizes when performance is low (below the goal) in a measure, identifies the issue(s), and investigates the possible reason(s) why performance is below the requirement.

| <b>Illinois Department on Aging - Performance Measures Program Year 2015 2nd Quarter Final</b> |             |                |                           |
|--|-------------|----------------|---------------------------|
|  | <b>Goal</b> | <b>PY 2015</b> | <b>% of Goal Achieved</b> |
| <b>Community Service</b>   | 83.8%       | 78.4%          | 94%                       |
| <b>Entered Employment</b>  | 41.90%      | 37.3%          | 89%                       |
| <b>Employment Retention</b>  | 67.7%       | 61.5%          | 91%                       |
| <b>Average Earnings</b>  | \$ 7,317.00 | \$8,506.00     | 116%                      |
| <b>Service Level</b>   | 156.2%      | 119.7%         | 77%                       |
| <b>Most in Need</b>  | 2.56        | 2.18           | 85%                       |
| <b>Aggregate Goal Achieved</b>   |             |                | <b>92%</b>                |

Once the final outcomes of performance for a quarter are verified in the SPARQ system, the Illinois Department on Aging sends the results to the regional SCSEP Grantees and discusses the results in the monthly conference call. As identified (for example the yellow high-lighted measure above) are focused on with each regional SCSEP Grantee. The Illinois Department on Aging and the regional SCSEP Grantees have an open discussion regarding various ways to troubleshoot low performance and ‘how to’ remedy the performance in a measure (as applicable) to bring it up or exceed the 80% requirement within the remaining time of the PY. When necessary, one-on-one contact may be made between the Illinois Department on Aging and the (applicable) regional SCSEP Grantee to discuss the reason(s) as to what may be contributing to low performance in any given measure. An open dialog of the issue(s), strategies and possible final resolutions are discussed by both parties in hopes to bring up the measures to the goal requirement by the end of the PY.

The Illinois Department on Aging will continue to require that all regional SCSEP Grantees meet or exceed the set goals for each of the six (6) core performance measures within upcoming PY 2016-2019. The Illinois Department on Aging reserves the right to shift any regional SCSEP Grantee’s authorized slot allocation to another agency or a National Contractor if the regional SCSEP Grantee does not meet the minimum requirement of at least eighty percent (80%) (in the aggregate) of the required performance measures for two (2) consecutive PYs or if the regional SCSEP Grantee performance in any individual measure(s) causes the Illinois Department on Aging to not meet individual performance measures on a statewide basis.

***Administrative Costs: Describe any request for an increase in administrative costs consistent with section 502( c)(3) of the OAA:***

Not applicable.

*See Attachment D. for SCSEP State Plan Comments and Letter(s) of Support.*

**SCSEP Illinois Department on Aging Regional SCSEP Grantees**

**AREA 01:** Northwestern Illinois Area Agency on Aging  
2576 Charles St.  
Rockford, IL 61108-1605  
Telephone: 1-800-542-8402

**\*AREA 04:** Central Illinois Agency on Aging, Inc.  
700 Hamilton Blvd.  
Peoria, IL 61603-3617  
Telephone: (309) 674-2071

**AREA 05, 06, & 08:** Experience Works, Inc.  
P.O. Box 456  
103 West Cumberland  
Greenup, Illinois 65622  
Telephone: (417)345-2797

**\*AREA 07 & 08:** Area Agency on Aging for Lincolnland, Inc.  
3100 Montvale Dr.  
Springfield, IL 62704-4278  
Telephone: (217) 787-9234

**AREA 11:** Shawnee Development Council  
School St.  
P.O. Box 298  
Karnak, IL 62956-0298  
Telephone: (618) 634-2201

**\* AREA 12:** Chicago Department on Family and Support Services  
Senior Services Area Agency on Aging  
1615 West Chicago Ave, 3 West  
Chicago, IL 60622  
Telephone: (312) 746-8571

**AREA 02, 12 & 13:** National Able Network  
567 West Lake,  
Chicago, IL 60661  
Telephone: (312) 520-0364

## **SCSEP National Contractors**

### **AARP Foundation**

P.O. Box 5155  
Depere, WI 54115-5155  
Telephone: (920) 339-0090

### **Easter Seals, Inc. (ES)**

230 W. Monroe, Suite 1800  
Chicago, IL 60606  
Telephone: (312) 551-7132

### **Experience Works (EW)**

P.O. Box 414  
Buffalo, MO 65622  
Telephone: (417) 345-2797

### **National Asian Pacific Center on Aging (NAPCA)**

1511 3rd Ave. #914  
Seattle, WA 98006  
Telephone: 206-624-1221, ex.166

### **National Caucus and Center on Black Aged (NCBA)**

1220 L St. NW, Suite 800  
Washington, DC 20005  
Telephone: (202) 637-8400

### **Senior Service America, Inc. (SSA)**

8403 Colesville Rd., Suite 1200  
Silver Springs, MD 20910-3314  
Telephone: (301) 578-8900

### **SER – Jobs for Progress National**

3948 W. 26th Street, Suite 213  
Chicago, IL 60623  
Telephone: 773-542-903

**TERMINATION POLICY****Effective Date: October 5, 2011****References: Final Rule, 20 CFR, pt. 641.580 (2010)**

This policy is to be applied fairly and equitably to all SCSEP participants. Participants may not be terminated from the program solely on the basis of their age, as there is no upper age limit. SCSEP sub-grantees may not impose an upper age limit for participation in the SCSEP. No SCSEP participant shall be terminated from the program based on age.

All participant terminations must be extremely detailed and documented to the fullest extent possible in the participant's case file.

A SCSEP participant will be given an opportunity to correct his/her behavior or conduct, or his/her failure to comply with the IEP requirements, except in cases involving serious harm or imminent threat to health, safety, property, etc. NOTE: If at any point during enrollment the participant makes positive efforts or the participant's lack of action is justified, the corrective action will be discontinued.

The following steps for corrective action will be taken:

**Step 1: First Formal Warning**

If a participant displays behavior or conduct outlined in the reasons for "for- cause" terminations or refuses to comply with the IEP requirements, the participant will be given a verbal warning and counseled to correct his/her action(s). Absent extenuating circumstances, the participant will be informed in writing by the sub-recipient Employment Specialist of the requirement to correct his/her behavior or conduct.

**Step 2: Second Formal Warning**

When a participant for a second time displays behavior or conduct outlined in the reasons for "for-cause" terminations or refuses to comply with the IEP requirements, the participant will be given a verbal warning and counseled to correct his or her action(s). Absent extenuating circumstances, the sub-recipient Staff Supervisor will send the participant a written warning that he or she has 30 days from the date of the letter to correct his or her behavior or conduct. In the case of an IEP violation, the participant may be directed to complete specific IEP-related tasks. The written warning will include a statement that failure to make improvement or complete the IEP-related tasks will result in termination.

**Step 3: Termination**

When a participant does not make improvement in his or her action(s) or for a third time displays behavior or conduct outlined in the reasons for "for-cause" terminations, a letter will be sent notifying the participant that he or she will be exited 30 days from the date of the letter.

Participant terminations must be documented to include details in case notes explaining the cause and justification for the termination. Sub-recipient case notes are to be maintained in the participant file. The termination is to be reported on the SCSEP Exit Form and entered into the SPARQ system.

**Participant Terminations**

A SCSEP sub-grantee may terminate a participant for cause or otherwise. Upon enrollment in SCSEP a participant shall receive a written copy of the Termination Policy, and the policy will be reviewed during this time. In doing so, the SCSEP sub-grantee inform the participant, verbally and in writing, of the reason(s) for termination.

The SCSEP sub-grantee must give the participant written notice explaining the reason(s) for termination and must terminate the participant thirty (30) days after it has provided the participant with written notice. The SCSEP sub-grantee **is not required** to permit the participant to work at his/her community service

assignment during the 30 day notice of termination.

Participants may be terminated for the following reasons:

- Knowingly providing false information during the eligibility process;
- No longer eligible during recertification;
- Due to the 48-Month Participant Time Limitation provision;
- Obtaining employment during SCSEP enrollment; and/or
- Termination for cause.

Termination for cause may be one or more of the following provisions/actions:

- Refusal to cooperate in recertifying eligibility;
- Frequent tardiness, which consists of three (3) or more unauthorized and documented occurrences of tardiness at the host agency/training site without good cause or proper notification;
- Frequent absenteeism, which consists of three (3) or more unauthorized and documented absences from the host agency/training site without good cause or proper notification;
- Insubordination, that is, intentionally refusing to carry out an action that is provided via direction or instruction of a SCSEP representative (i.e., host agency supervisor, host agency staff member, and/or sub-grantee representative) without good cause;
- Any action associated with consuming, selling, purchasing, manufacturing, distributing, possessing or using an illegal or non-prescribed drug or being under the influence of alcohol and/or other drugs while performing the host agency training/following tasks as designated by the IEP (Legally prescribed drugs that do not affect the participant's ability to perform his/her duties as assigned by the host agency are permissible);
- Conviction of a felony or any criminal drug statute for a violation occurring in the workplace while on or off duty, or while on duty away from the workplace;
- Use of abusive, harassing, threatening and/or obscene language or behavior(s);
- Workplace harassment or discrimination on the basis of age, sex, race, color, religion, national origin, marital status, or disability;
- Theft or destruction of sub-grantee or host agency/training site property;
- Intentional loss, damage, destruction, or unauthorized use of sub-grantee or host agency/training site property;
- Intentional disclosure of unauthorized records or information;
- Participant falsifies time sheets or other official records;
- Refusal to accept a different host agency assignment and/or unsubsidized job offers or referrals \*; and/or
- Failure or refusal to abide by the IEP and/or to accept IEP-related training opportunities.

\* Refusal to accept and/or unreasonable refusal to accept a minimum of three community service assignments, job offers or job referrals to unsubsidized employment. It is up to the sub-grantee to investigate, review and determine whether or not such refusals are grounds for termination. The community service assignments and referrals to unsubsidized employment must be consistent with the IEP and there must be no extenuating circumstances that would hinder the participant from moving to unsubsidized employment.

#### **Other Terminations**

1. If, at any time, a SCSEP sub-grantee determines that a participant was incorrectly declared eligible as a result of false information knowingly given by that individual, the SCSEP sub-grantee must give the participant immediate written notice explaining the reason(s) for termination and may terminate

the participant 30 days after it has provided the participant with such written notice. The SCSEP sub-grantee shall not permit the participant to work at his/her community service assignment during the 30 days notice of termination.

2. If, during eligibility verification under 641.505, a SCSEP sub-grantee finds a participant to be no longer eligible for enrollment, the SCSEP sub-grantee must give the participant written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice. The SCSEP sub-grantee is required to permit the participant to work at his/her community service assignment during the 30 day notice of termination.
3. If, at any time, the SCSEP sub-grantee determines that it incorrectly determined a participant to be eligible for the program through no fault of the participant, the SCSEP sub-grantee must give the participant immediate written notice explaining the reason(s) for termination and may terminate the participant 30 days after it has provided the participant with written notice. The SCSEP sub-grantee is required to permit the participant to work at his/her community service assignment during the 30 day notice of termination.

#### Other Termination Requirements

When a SCSEP sub-grantee makes an unfavorable determination of enrollment eligibility under paragraph (1), (2), or (3) of the *Other Terminations* section the individual will be referred to other potential sources of assistance, such as the One-Stop Delivery System.

SCSEP sub-grantees must provide each participant at the time of enrollment with a written copy of its policies for terminating a participant for cause or otherwise, and must verbally review those policies with each participant.

All terminations must be consistent with administrative guidelines issued by the U.S. Department of Labor. The participant must be informed verbally and in writing of the termination by receiving an official Termination Notice, IDoA Form #09-13A. A written copy of the Grievance Policy will be attached to the Termination Notice.

The termination must be consistent with the applicable grievance procedures Described in §641.910.

The Illinois Department on Aging does not offer any individual participant durational limit beyond the maximum of 48 months. No SCSEP participants will be offered or granted an extension beyond the 48 month time limit for participation in SCSEP. This policy will take effect on January 1, 2012. The Department will continue to accept waiver requests for participants whose 48 months will expire on or prior to December 31, 2011 based on the current policy (dated December 17, 2010).

**REQUIRED ACTION:** SCSEP sub-grantees must inform participants and host agencies of the termination policy upon enrollment and participant termination immediately. Each SCSEP sub-grantee must adopt this new policy and advise new or potential SCSEP participants of this termination policy during the enrollment process and again at the time of termination from the SCSEP program. All current host agency agreements must be updated to include this termination policy.

#### **REQUIRED FORM:**

Participant Copy: Termination Policy and Procedures (provided upon enrollment, termination, and upon request)

IDoA Termination Form (provided upon enrollment, termination, and upon request)

**GRIEVANCE POLICY****Effective Date: May 26, 2011****References: Final Rule, 20 CFR, pt. 641.910 (2010)**

Based on the U.S. DOL regulations, IDoA has defined that the grievance policy provided to an Illinois SCSEP applicant or participant shall be standardized for current and future SCSEP applicants or participants within the program. The following policy relates to complaints and/or grievances that the SCSEP applicant and/or participant has with IDoA, a sub-grantee or host agency.

Prior to filing an official grievance, an applicant or participant is encouraged to discuss a complaint with the Employment Specialist, either by telephone or in writing, within five **(5)** business days of the occurrence of the complaint. *This communication process is intended to insure that complaints receive prompt attention and encourage resolution at the level where it originated.* This step in the complaint process is encouraged but not required. An applicant or participant can start the complaint process by filing an official grievance with the Executive Director of the sub-grantee.

The Employment Specialist will work with the applicant or participant to provide a solution or explanation within five **(5)** additional business days. If the applicant or participant is not satisfied with the answer or resolution to the complaint from the Employment Specialist, the applicant or participant may then file an official grievance with the Executive Director or other designee of the SCSEP sub-grantee.

The SCSEP applicant or participant must submit a grievance with the sub-grantee's Executive Director, in writing, within **twenty (20)** business days of the occurrence of the grievance.

NOTE: This applies to the post-mark date of the grievance. This communication process is intended to ensure that complaints receive prompt attention and encourage resolution at the level where the applicant or participant is assigned.

The following applies to the applicant's/participant's grievance and the applicable timeframes:

1. The SCSEP sub-grantee Executive Director or the Executive Director's designee will contact the SCSEP applicant or participant within five **(5)** business days after receiving the written grievance and provide the SCSEP applicant or participant with the opportunity to further discuss the complaint, whether by telephone or in person.
2. The SCSEP sub-grantee Executive Director or the Executive Director's designee must investigate the SCSEP applicant's or participant's grievance before providing the SCSEP applicant or participant with a written response within ten **(10)** business days after the Executive Director receives the SCSEP applicant's or participant's grievance. Note: The designee of the Executive Director **cannot** be the SCSEP Employment Specialist when the grievance is against the Employment Specialist.
3. If the SCSEP applicant or participant is not satisfied with the SCSEP sub-grantee Executive Director or Executive Director Designee investigation and /or response, the SCSEP applicant or participant may appeal in writing to the Director of the Illinois Department on Aging. This written appeal must be mailed within ten **(10)** business days after the SCSEP applicant or participant receives the SCSEP sub-grantee Executive Director or designee response. The written appeal must be *directed or mailed to: Director, Illinois Department on Aging, Attention: SCSEP Program Manager, One Natural Resources Way, Suite 100, Springfield, Illinois 62702-1271.*
4. The Director or a designated representative will provide the SCSEP applicant or participant with a written decision within **(10)** business days after the appeal is received,

unless additional time is required under the circumstances. Allegations determined to be substantial and credible will be investigated and addressed.

If the applicant or participant is not satisfied with the Illinois Department on Aging's ruling, then in accordance with the Federal Regulations, allegations of violations of Federal law which are not resolved within sixty (**60**) days under the grantee's procedures may be directed or mailed to: *Chief, Division of Adult Services, Employment and Training Administration, U.S. Department of Labor, 200 Constitution Avenue, NW., Washington, DC 20210*. Allegations determined to be substantial and credible will be investigated and addressed.

Questions about, or complaints alleging a violation of, the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Section 188 of the Workforce Investment Act of 1998 (WIA), or their implementing regulations may be directed or mailed to: *Director, Civil Rights Center, U.S. Department of Labor, Room N 4123, 200 Constitution Avenue, NW., Washington, DC 20210*. In the alternative, complaints alleging violations of WIOA section 188 may be filed initially at the grantee level. See 29 CFR 37.71, 37.76. In such cases, the grantee must use complaint-processing procedures meeting the requirements of 29 CFR 37.70 through 37.80 to resolve the complaint.

**REQUIRED ACTION:** SCSEP sub-grantees must inform their future SCSEP applicants and current SCSEP participants and host agencies of the revised Grievance Policy and Procedures. Each SCSEP sub-grantee must adapt this new policy and advise new SCSEP applicants or potential SCSEP participants of this Grievance Policy during the enrollment process and upon termination from the SCSEP program. All SCSEP participants that are terminated from the SCSEP program must be given thirty (30) days notice based on the Department on Aging's termination policies. All current SCSEP sub-grantee handbooks must be updated to include the revised Grievance Policy and Procedures.

**REQUIRED FORM:**

**Participant Copy: Grievance Procedures (provided upon enrollment, termination, and upon request)**

**IDoA Grievance Form (provided upon enrollment, termination, and upon request)**

## PUBLIC COMMENTS

## Attachment D.

The Illinois Department on Aging sent a *draft* copy of the PY 2016-2019 SCSEP State Plan to solicit comments/recommendations from each organization/individual. Additionally, the *draft* SCSEP State Plan was posted on the Illinois Department on Aging's website at [www.illinois.gov/aging](http://www.illinois.gov/aging).

A time frame of **ten (10) days** was given to all involved parties and responses were to be sent via e-mail or in writing to the Illinois Department on Aging on or before the due date.

The following organizations and individuals were contacted by the Illinois Department on Aging:

Northwestern Illinois Area Agency on Aging  
Northeastern Illinois Area Agency on Aging  
Western Illinois Area Agency on Aging  
Central Illinois Area Agency on Aging  
East Central Illinois Agency on Aging  
West Central Illinois Area Agency on Aging  
Area Agency on Aging for Lincolnland, Inc.  
Area Agency on Aging for Southwestern Illinois  
Midland Area Agency on Aging  
Southeastern Illinois Area Agency on Aging  
Egyptian Area Agency on Aging  
Chicago Department of Senior Services  
AgeOptions, Inc.  
AARP Foundation  
Experience Works, Inc.  
National Asian Pacific Center on Aging  
Chinese American Service League  
Senior Service America, Inc.  
National Caucus and Center on Black Aged, Inc.  
Easter Seals, Inc.  
SER - Jobs for Progress National, Inc.  
AARP - Advocacy Office for Illinois (Chicago)  
National Urban League Illinois