

# **STATE OF ARKANSAS**

## **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

### **STATE PLAN MODIFICATION 2014 - 2018**



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Arkansas Department of Human Services  
Division of Aging and Adult Services**

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**STATE OF ARKANSAS**  
**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**  
**STATE PLAN MODIFICATION**  
**2014 – 2018**

**Section 1: Purpose of the State Plan Modification**

The 2014 – 2018 State of Arkansas State Plan Modification brings together information gathered by Arkansas' Senior Community Service Employment Program (SCSEP) grantees at the state and local levels that will assist in the long term, strategic view of the Senior Community Service Employment Program activities and the SCSEP's goal to enhance employment opportunities for older Americans and promote older workers as a solution for businesses seeking a trained, qualified and reliable workforce. The federally funded Senior Community Service Employment Program believes that achieving the American Dream is possible for everyone, regardless of age. SCSEP's mission is to promote economic self-sufficiency for older individuals who are working to achieve this dream.

The goals of Arkansas' State Plan Modification are to enhance coordination and integration of the Senior Community Service Employment Program with the Arkansas Workforce System; to ensure that training and employment strategies are based on local market conditions; to provide priority of service to areas and individuals most in need, particularly in the rural areas of Arkansas; to enhance services to increase the placement and retention of SCSEP participants in unsubsidized employment; and to increase public awareness of the Senior Community Service Employment Program and the benefits of hiring older workers.

The Arkansas State Plan Modification identifies employment issues, workforce trends, skill training needs of participants and employers, community service needs, as well as, social service needs.

**Section 2: Involving Organizations and Individuals**

The first step in developing Arkansas' State Plan Modification was to consult and gain input from Experience Works' (the State's Sub-grantee) and the National Grantees operating SCSEP in Arkansas. During the planning process, statewide e-mails initiated by the Arkansas Department of Human Services, Division of Aging and Adult Services (DAAS) solicited participation by the Area Agencies on Aging in Arkansas and state and local boards under the Workforce Investment Act, SCSEP National Grantees operating SCSEP programs in Arkansas, and the Arkansas Chamber of Commerce.

The Department of Human Services, Division of Aging and Adult Services posted a draft of the 2014 – 2018 State Plan Modification the Arkansas Department of Human Services, Division of Aging and Adult Services' website located at <http://humanservices.arkansas.gov/daas/Pages/default.aspx> for comments from other social service organizations serving older individuals operating under the Department of Human Services, as well as, other public and private nonprofit agencies providing employment services;

community-based organizations serving older individuals; economic development organizations; affected communities; unemployed older individuals; other business and labor organizations; and other interested organizations, individuals, and SCSEP participants. No changes will be made to the Arkansas SCSEP 2014 – 2018 State Plan Modification on the website after it has been submitted and approved by the U. S. Department of Labor, Employment and Training Administration.

Please see Appendix 2 for e-mails sent to gain input from Arkansas’ SCSEP Sub-grantee and other SCSEP National Grantees operating SCSEP in Arkansas on the State Plan.

See Appendix 3 for Invitations to Provide Input on SCSEP State Plan (A) List of Addresses and (B) Copies of E-Mail Invitations.

**Section 3: Soliciting and Collecting Public Comments**

Once Arkansas’ “draft” SCSEP State Plan Modification was completed, it was posted on the Arkansas Department of Human Services, Division of Aging and Adult Services website for public comments, and for comments from other social service organizations serving older individuals operating under the Arkansas Department of Human Services. This also allowed for comments from unemployed older individuals and other interested organizations and individuals, as well as, public and private nonprofit agencies, community-based organizations, and employment service providers. All stakeholders who were invited to provide input on the SCSEP State Plan were sent the draft and invited to submit comments to the Division of Aging and Adult Services.

***SCSEP STATE PLAN MODIFICATION 2014 – 2018 SCHEDULE***

<b>ACTIVITIES</b>	<b>October 2014</b>	<b>November 2014</b>
<b>Develop Planning Timeline.</b>	X	
<b>Disseminate 201 – 2018 State Plan Modification Requirements to National Grantees operating SCSEP in Arkansas for their Input.</b>	X	
<b>Develop State Plan Modification to include input from National Grantees and other entities.</b>	X	X
<b>Put 2014 – 2018 State Plan Modification on the Department of Human Services, Division of Aging and Adult Services’ Website for public and private input and comment.</b>	X	X
<b>Disseminate 2014 – 2018 State Plan Modification for Comment.</b>	X	X
<b>Submit 2014 -2018 State Plan Modification to the U. D. Department of Labor, Employment and Training Administration.</b>		X

#### **Section 4: Increased Unsubsidized Employment and Employer Outreach**

Changes in overall goals and strategies related to placing participants in unsubsidized employment, including:

1) Partnerships with employers:

Arkansas' SCSEP Sub-grantee, Experience Works, will continue to follow up with employers who have hired participants to inquire about other possible job openings so training can be furthered with these local employers in mind who have already demonstrated their willingness in hiring older workers.

Efforts will be made to connect more Experience Works staff with human resource management and workforce, training, and career development organizations which will provide opportunities for them to be in regular contact with local employers and hiring managers in their areas.

As staff begins to integrate training needed to help participants prepare for and obtain a Career Readiness Certificate, they will work closer with one-stops to identify employers who giving hiring preference to individuals with a CRC. These employers will be targeted as first contacts for future job development efforts.

Experience Works staff will continue to network with employers at job fairs and invite them to be guest speakers at Job Clubs, where they identify suitable applicants and provide participants with advice and job tips. Employers often hire these participants. Staff will increase efforts to develop relationships with employers likely to have suitable jobs, seek out information on the skills training needed for these jobs, and encourage employer input when specialized training is provided. The ultimate goal of these relationships will be for the employer to view Experience Works as a resource when the employer has job openings suitable for older workers

2) Identifying employment opportunities with career potential:

State and National Grantees will collaborate with the Arkansas Workforce in order to obtain information from labor market environment scans to pinpoint untapped labor pools that would be a good fit for older workers. State and National Grantees can obtain extensive labor market information through the Department of Workforce Services on their "Discover Arkansas" website where LMI publications and updates which are readily available for the state, as well as, specific regions. Experience Works' staff will work to build strong relationships with regional managers of the Arkansas Economic Development Commission so they can stay informed with new industry trends across the state that could affect employment opportunities in their respective areas of the state.

3) Placing individuals in high-growth industries and occupations as well as industries and occupations that provide substantial employment opportunities for participants:

Arkansas' SCSEP Sub-grantee, Experience Works, responded to new labor market realities by refocusing on a demand-driven approach to better prepare SCSEP participants for jobs available Arkansas. This demand-driven approach represents a shift from traditional SCSEP service delivery to an approach driven by employer identified demand. Experience Works develops annual service plans for territory management that includes an analysis of labor markets, skill gap analysis of SCSEP participants in individual territories of the state. The service plan will include recruitment strategies aligned with high demand occupations.

To improve SCSEP services, will focus on creating industry-specific pipelines with local employers to identify their workforce needs. EW works with local employers to identify their open positions and the types of skills required by employers. This is the most effective way to train EW-SCSEP participants. With employers' input, EW will then provide SCSEP participants with community service assignments, classroom-based training, computer-based distance learning and other types of training to prepare older workers for jobs available in the community.

Employer outreach will be utilized to identify high growth and in demand jobs. Employers have always been and will continue to be key strategic partners. Experience Works' frontline staff (Employment and Training Coordinators - ETCs), are their primary link to employers. ETCs will meet with employers to discuss their hiring status, practices, and specific skills required for upcoming job openings. Experience Works trains their staff to work closely with employers in their areas to determine their hiring patterns, the skills and training they look for when hiring, and their feelings toward hiring older workers.

4) Retention activities to assist former participants to retain unsubsidized employment.

Experience Works state office contacts all former participants at least once every quarter for a year after they have exited the program to perform customer service calls and inquire whether the former participant is currently employed and if they have any supportive service needs or need further job search assistance. If they are no longer employed, the local coordinators are notified and then work to assist them with obtaining another job. Often, they are referred to employers who have previously hired participants if any job openings currently exist. They are also invited to local job clubs to refresh on job search skills and resume assistance is also provided.

Discussion of whether this strategy has increased your performance levels for unsubsidized employment, including your plans to improve training during community service employment assignments. Such training may include lectures or seminars, classroom or individual instruction, private sector on-the-job experience, work experience or other arrangements as described in OAA Section 502(c)(6)(A)(ii).

What we have done to ensure that we are meeting negotiated goal.

Arkansas SCSEP Sub-Grantee, Experience Works, recently held a job fair in Craighead County where both current and exited participants were invited and encouraged to attend. Local employers attended with current job openings and included JC Penney, The Heritage Company,

Staffmark, and Experience Works even held interviews for a customer service position. Two resource booths were also set up for current and former participants to talk with local staff about the best way to showcase their skills to the employers present, practice with a mock interview or have their resume reviewed and revised as needed. These activities will continue through the coming year.

The National Caucus and Center on Black Aged will offer to the employer, its O.J.E. Program and explain all other benefits such as the employer will get the chance to interview the participant before he or she starts training to make sure this is what the employer wants.

In addition to the local Project Directors, AARP Foundation SCSEP has a Business Adviser to connect with national and regional employers. This is an ongoing attempt to establish a foothold for their participants with employers that typically offer a substantial number of job opportunities each year that pay well and last long-term. The project directors are always advocates for hiring older workers and help pave the way by networking with employers and employer groups, publicizing older worker successes through the local media, speaking to organizations about the value that older workers bring to the community, and participating in local events. Project directors receive training on job development and reaching out to employers.

WorkSearch™ is used to identify jobs by zip code that might be a good match for participants. WorkSearch™ gives participants access to local jobs through six job-search engines. Jobs that are in the participants' local communities or that are close can be searched for each day. WorkSearch™ will benefit participants in rural areas since it is available 24/7 from any available computer with internet access.

- **Long-term projections for jobs in industries and occupations that may provide employment opportunities for older workers.**

In order to identify long-term employment projections for jobs in industries and occupations in Arkansas that may provide employment opportunities for older workers, the State and National Grantees offer the following:

Various methods will be used in order to identify how those long-term employment projections for jobs in industries and occupations in the state relate to the types of unsubsidized jobs for which SCSEP participants will be trained and the types of skill training to be provided.

Department of Labor Bureau of Labor Statistics will be used to identify areas of highest unemployment and then attention will be focused on those low employment prospects within those areas. AARP Foundation Project Directors will work closely with the One-Stop Centers in their areas to discern opportunities. AARP will have one Area Manager to open dialog with private for-profit companies in an effort to encourage the hiring of participants for long-term employment.

State and National Grantees will collaborate with the Arkansas Workforce in order to obtain information from labor market environment scans to pinpoint untapped labor pools that

would be a good fit for older workers. State and National Grantees can obtain extensive labor market information through the Department of Workforce Services on their “Discover Arkansas” website where LMI publications and updates which are readily available for the state, as well as, specific regions. Experience Works’ staff will work to build strong relationships with regional managers of the Arkansas Economic Development Commission so they can stay informed with new industry trends across the state that could affect employment opportunities in their respective areas of the state.

As previously mentioned, employer outreach will be utilized to identify high growth and in demand jobs. Employers have always been and will continue to be key strategic partners. Experience Works’ frontline staff (Employment and Training Coordinators - ETCs), are their primary link to employers. ETCs will meet with employers to discuss their hiring status, practices, and specific skills required for upcoming job openings. Experience Works trains their staff to work closely with employers in their areas to determine their hiring patterns, the skills and training they look for when hiring, and their feelings toward hiring older workers.

State and National Grantees, if they aren’t already, will work on being integrated in the community as active members of State and/or local Workforce Investment Boards (WIBs), one-stop committees, economic development councils, chambers of commerce, and other employer-focused entities. These linkages provide current labor market information and opportunities to network and form partnerships with employers. Experience Works’ field staff will be active members of human resource management, as well as, workforce, training, and career development organizations which provide opportunities for them to work alongside hiring managers on local, regional and state initiatives focused in improving local labor markets in preparation for emerging industries and sector jobs. Direct involvement with these various organizations will put them at the forefront when decisions are being made about ways to expand local employment opportunities within communities and regions and when employers move into the area offering new employment opportunities for SCSEP participants.

The National Caucus and Center on Black Aged will make sure that they recruit participants with the skills employers need or that can be trained to fit the employers’ needs.

- **How long-term projections relate to the types of unsubsidized jobs for which SCSEP participants will be training and the types of skill training to be provided.**

Based on the Bureau of Labor Statistics’ employment outlook through 2020, in-demand jobs suitable for SCSEP participants include home health aide and personal care, office clerk, receptionist, customer service representative, tractor-trailer truck driver, childcare worker, bookkeeping and accounting worker, food preparation and server, retail sales person, cashier, and maintenance. The Department of Workforce Services’ Projected Employment Opportunities List, 2011-2012, which also utilizes information from the Arkansas Economic Development Commission, identifies these same jobs as high growth occupations in the State of Arkansas, as well. This list provides specific information for each geographic area within the State that can be used to identify employment opportunities local participants can be

trained for and skills that need to be included in a participant's Individual Employment Plans (IEPs).

The Arkansas Long-Term Industry and Occupational Projections publication provides an overview of where the Arkansas labor market may be heading in the near future and contains information on the group and decline of industries and occupations. This publication classifies job openings as growth jobs or replacement jobs. The more replacement openings a specific occupation has, the higher the turnover is for that occupation. This has provided a unique opportunity for program participants because these jobs are often in the food service, retail sales and customer service occupations. Many of these available positions are a good fit for SCSEP participants in Arkansas and provide a prime opportunity to target training to meet the needs of these employers. Due to the high turnover rate that is evident with these positions, employers are very receptive to working with Experience Works for referrals of mature workers to fill these jobs. This same publication highlights that it is increasingly important in Arkansas' labor market for workers to have the skills required to qualify for these positions.

Business support services will see the most growth in administrative and support services and is another area where Experience Works is developing successful training strategies. Training for business support services occupations is focused on developing basic and advanced computer competencies. The focus of this training is to get participants hands-on experience using computers or helping them to brush up on computer skills. From there, more specific administrative support and advanced computer skills training and certification are available through Experience Works.

Teknimedia and *JobReady* programs have been excellent resources for participants needing training for office clerk, receptionist and customer services positions. Experience Works has worked with a number of host agencies to provide training to participants to prepare them for food preparation, server, childcare worker, retail sales, and cashier positions such as Helping Hands in Wynne, the Boys and Girls Club of Drew County in Monticello, the Learning Center in Newport, Parkin Adult Daycare & Thrift Store, and a number of senior centers across the state. Experience Works will continue to utilize the Teknimedia and *JobReady* programs as resources for participants.

The Leisure and Hospitality super sector is expected to be one of the largest growth industries with jobs in full- and limited-service restaurants placing on Arkansas' Top 20 Industries by Net Growth list. Additionally, combined cook preparation and serving workers including fast food, falls on the Top 20 Growing Occupations by Net Growth, the Top 20 Fastest Growing Occupations by Percent Growth, and the Top 20 Occupations by Total Annual Openings lists.

In this industry sector, many Experience Works participants have prior work experience in food management positions. During assessment, we find that the participants' employment goals often include this type of work but participants prefer to not be in a management position due to physical considerations or they want to work part-time only. Experience Works has e-learning tools that allow participants to brush up on skills they have not have

used in a while and complement their existing skill set with computer and inventory control skills training/certification to help them obtain employment that better accommodates the physical limitations they have at this stage of their life.

The same can be said of building and grounds cleaning and maintenance occupations which are projected to have a great increase in available jobs and falls in the Top 20 Occupations in the Total Annual Openings list. Participants often have skills in these areas that training strategies leverage against customer service and basic computer skills that participants gain from Experience Works provided and host agency training. This again allows participants to obtain employment in positions that can better accommodate physical limitations they may have while building on the extensive knowledge and skills they have in these areas.

Used Merchandise Stores also rank on the list of the Top 20 Fastest Growing Industries by Percent Growth. Additionally, retail salespersons ranks at the top of the Top 20 Occupations in Total Annual Openings list. Training strategies in this area have been very successful as participants often have prior experience in working with the public. Customer service and basic sales training have been very beneficial in further honing skills to make individuals more marketable for positions in thrift stores run by a number of organizations such as Goodwill, the Salvation Army, local libraries, senior centers and animal shelters as well as a variety of local and national retail stores. A key addition to these training strategies is basic to intermediate computer skills training; inventory, sales, etc. are often computerized now so customer service abilities alone are not sufficient.

Healthcare Support Occupations is an area of special interest and future opportunity. Home Health Aides places on both the Top 20 Growing Occupations by net Growth list and the Top 20 Fastest Growing Occupations by Percentage Growth list. There are many opportunities for employment across the state in this field and Experience Works' training has been very successful in guiding participants to employment in this area. However, there are challenges in motivating interest in this area at times and; therefore, an opportunity exists for Experience Works to provide greater education about employment opportunities in this field to create more willingness in participants to explore these opportunities. Extensive specialized training is available across the state that focuses on jobs within this sector and encouraging greater participation in this training and moving toward these employment goals will be a top priority in the coming grant year.

The Personal Care and Service Occupations are expected to be one of the areas in the state with the greatest number of job openings with Personal Care Aides falling into the Top 20 Occupations in Total Annual Openings and the Top 20 Growing Occupations by net Growth lists. A similar challenge is faced here with participants not always being immediately interested in jobs in these areas; although employers are waiting and eager to offer employment opportunities. Increased education and emphasis on the availability of these jobs and what they entail will be a focal point in the coming grant year.

Experience Works developed a strong partnership with the Schmieding Center which operates in conjunction with the University of Arkansas Medical Sciences' (UAMS) Donald W. Reynolds Institute on Aging and the Northwest Health System to provide additional

training to participants interested in home health aide and personal care positions through their Certified Home Caregiver Training Program. The Schmieding Center has expanded their training locations so that training can be offered around the state in central, northeast and southwest Arkansas, as well as, the Delta.

This process begins with the very first assessment. A goal of the initial assessment is to show participants that they have valuable skills and experience that can build toward a locally available job. To assist with this process, the *JobReady* program is used. *JobReady* is an online workforce development and case management tool. *JobReady* is interactive and helps participants identify their interests, evaluates their existing skills through testing, suggests the best jobs based on assessment results, and indicates the skill gaps to be addressed to obtain the participant's job goal.

Participants work with their Employment and Training Coordinators (ETCs) to determine employment goals that offer the greatest likelihood of success. In demand and high growth jobs are focused on so that training can be targeted toward local employers currently hiring for those occupations. During the coming year, staff will increase their use of the Career Clusters Tool also available on the Department of Workforce Services' "Discover Arkansas" website. Used alongside *JobReady*, as jobs are identified that a participant would be well suited for based upon their work interests and growing skill sets, they can also be located using the Career Clusters Tool for even more specific information. This Tool will let the participant and ETC review the possible employment goal by geographic location and identify the total number of annual job openings and median wage for their particular area. The Tool also shows whether the job is in demand in that geographic location. Using these resources together will further help ETCs and participants establish job goals that will help them achieve success and ensure that every training day and training dollar is well utilized.

Participants also have access, through *JobReady*, to six job-search engines to help them locate job opportunities in their own communities by zip code once they have gained the skills and the experience necessary to begin seeking gainful employment. *JobReady* is particularly valuable in rural areas because participants can access it anytime from any location, including training sites, workforce centers, libraries, and personal computers.

Community service training assignments (CSAs) are based on an assessment of each individual's skills and employment barriers as documented in the participant's IEP. The CSAs offer a supportive training environment for older persons wanting to return to work but unable to find a job on their own. With an increasing emphasis on placement, Experience Works has expanded community service training opportunities, places greater importance on skill acquisition leading to jobs in the local community, and increasingly involves host agencies as partners in helping participants find employment.

Ultimately, a CSA is primarily developed according to how it will provide support for a participant's IEP goal. In some cases, the objective may be a direct hire by the host agency. If that is not possible, staff will work with the host agency and participant to develop an assignment that addresses specific job barriers, that provides the participant with a competitive edge, or both. For example, a participant who cannot find a job because they lack

basic computer skills could be assigned to a site that allows them to have access to a computer. An example of a competitive edge would be, if a participant were interested in maintenance work, training them to use green cleaning supplies and techniques, as well as, normal maintenance duties as was the case with a participant in northwest Arkansas whose “green” skills gave him the edge he needed to obtain fulltime employment.

Assessment of newly enrolled participants involves determining not only what they are interested in, but how best a host agency infrastructure could be used to provide adequate training to that end. AARP will routinely enhance opportunity by using funds set aside for On-the-Job-Experience and Specialized Training (ST) to pay for training not available through the host agency network. In other circumstances, Requisition for Training Funds (RTFs) will be used to provide tuition, books, and other necessities through classroom settings.

The National Caucus and Center on Black Aged (NCBA) will work with employers and make sure that they know what they need so that they can recruit the right person to be trained.

- **Current and projected employment opportunities in the State and the types of skills possessed by eligible individuals.**

State and National Grantees are familiar with their area labor markets and employer needs and collaborate with local Workforce Investment Boards and Arkansas Workforce Centers to ensure that training participants receive will prepare them for employment in their communities. An increase in computer, occupation-specific, and job-search skills training for participants will be a factor in reducing participant job barriers, as well as, increasing participant access to online learning. Training that participants receive may be generalized, such as computer or basic skills training, or specialized, such as bookkeeping.

AARP Project Directors are encouraged to train participants to the needs of growth industries in their authorized areas. To accomplish this, local knowledge is used, together with information provided by local one-stops and/or other sources including but not limited to chambers of commerce.

The National Caucus and Center on Black Aged will provide supportive services to their participants and an update of all new skills related to the unsubsidized jobs.

Computer skills are a requirement for so many jobs that Experience Works considers computer training essential for most participants. Training is provided primarily through Teknimedia and *JobReady*. Teknimedia is senior-friendly, self-paced basic computer training. Participants receive a certificate for each module completed.

Experience Works’ *JobReady* program serves as an online resource for computer skills training, including basic level (screen navigation, email, and internet) and higher-level skills (Microsoft Word, Excel, PowerPoint, and Outlook). *JobReady* offers more than 400 specialized courses. These include training in skills needed for high-growth industries, such

as Essential Medical Office Skills. Online tests evaluate participant progress. Some training includes the ability to earn industry-recognized certificates that can be added to participant resumes. Participants indicate that these certifications have a positive effect on their self-esteem and confidence. Online training is particularly effective in increasing access in rural areas.

Over the past few years, Experience Works has increasingly emphasized computer training for participants. Every participant is being offered the opportunity to take computer training because minimal computer skills are required to find or perform most jobs available to participants. Computer training for participants who need it to achieve unsubsidized employment will be incorporated into the participant's IEP. A mobile computer lab has been in use for over a year providing weekly computer training to small groups of participants in an instructor-led session. Additional mobile computer labs will be deployed in the coming year.

Both Teknimedia and *JobReady* are free to participants, who value them also because they can access the training 24/7. For those new to computer technology or who cannot afford a computer, computer access may be available at their host agency, a community library, or a workforce center, where additional help is available if needed. For rural residents, Experience Works online computer training may be the only accessible option. Sometimes the use of a community partner is a better option. Examples include computer training provided directly by the host agency, through an easily accessible workforce center that offers daily hands-on support, or through a tech school offering a course not available through *JobReady*.

In addition to Experience Works resources, staff access training through host agencies, community colleges, workforce centers and others, as documented on the IEP. The training required may be more than a community service assignment can provide if the participant needs general or specialized skills training. Examples of general training provided by partners include basic education, GED, English as a Second Language (ESL), work-readiness skills and job search skills. General training is usually provided in conjunction with the community service assignment and includes one on one skills training, lectures, or seminars. Specialized training prepares a participant for a particular job or industry in demand in the participant's community. Examples of skills training include certified nursing assistant, home health aide, teacher's aide, and commercial driver's license. This training can be off-the-shelf or customized. New resources for certification training this year are of particular value in rural areas. They are self-paced courses provided at low cost and online through the *JobReady* program, such as the certification for essential medical office skills. Not all training for high-growth or in-demand jobs requires certification. Basic computer literacy may be all that is needed for many jobs, such as in retail and customer service.

State and National Grantees can take advantage of senior discounts or negotiate directly with community colleges to get participants into college classes, as well as, encourage community colleges to offer specialized short-term training courses for in-demand occupations, teaching skill sets appropriate for older workers. Participants can be encouraged to participate in

community events offering training opportunities, such as local health and job fairs and business expos.

Many older workers lack the ability to market themselves to employers. To address this, Experience Works assists participants with resume preparation, interview skills, and referrals. When appropriate, participants also receive support through workforce center job-search classes or the Experience Works Job Club/job-search training developed specifically for older job seekers. Job Club/job-search training is a value-added feature for SCSEP projects, incorporating best practices from around the country, as well as, ideas and adapted materials from some of the most recognized trainers in the industry. The curriculum includes a manual of instructions and materials for the trainer, as well as, handouts and materials for participants. Training covers networking, completing applications, interviewing, answering difficult questions, closing an interview, writing thank-you notes, and keeping the job. Because job searches require basic computer literacy, such as using a kiosk to fill out an application for Walmart or completing an online application for Home Depot, Teknimedia computer training (available to Experience Works participants online) is emphasized for Job Club participants lacking computer skills. The Job Club/job-search training is an enjoyable and nonthreatening way for participants to learn while building self-confidence and self-esteem. They realize that employers value the skills they have or can obtain. A computer-literacy component teaches participants to prepare online resumes and complete online applications. In rural areas where there are few participants, staff collaborates with other employment and training providers to ensure enough participants to have a Job Club.

- **Description of localities and populations for which projects of the type authorized by Title V are most needed.**

Participants across the state receive great benefit from the services provided by SCSEP. The areas where these services are most needed include the more rural areas of the state. Communities in these areas are seeing long-standing businesses closing their doors or relocating to other areas taking hundreds of jobs away from areas where they are desperately needed such as SeaArk Marine in Monticello which decreased its workers from 220 down to 60 employees, eventually having to close its doors. These and other similar closings have a great impact on a community with a population of only around 9,000. With the ever-increasing gas prices, the distance individuals are able to commute continues to decrease. This creates even more competition for the few jobs that do become available in these rural and socio-economically depressed areas.

Many program-eligible applicants in these areas are at an even greater disadvantage because literacy skills and education levels are the lowest in these regions and particularly among individuals who are eligible for SCSEP. The benefit of receiving a training wage while working to improve their basic skills is immeasurable but this is just the first step. To truly be competitive in these job markets, participants need much more than just the basic skills to find jobs in their local communities. A number of employers in these targeted locations are requiring applicants to have a Career Readiness Certificate (CRC) even if they have a high school diploma or diploma of higher education. This is the case with Arquest and Lockheed Martin in the El Dorado area and the same is true of the majority of construction and

manufacturing companies in the area. There is even discussion among educators and workforce development groups to work toward making the CRC a part of the high school curriculum so that every student will graduate with one in hand. This will put SCSEP participants at an even greater disadvantage in these areas of need if their skill set is already dated or obsolete. Experience Works has already begun planning for this eventuality. Participants are being encouraged to test for the CRC through the WorkKeys assessments with this even being included in their training plan. Employment and Training Coordinators provide assistance needed to ensure that participants are able to access the KeyTrain curriculum preparing them for the assessments. If participants feel they are not yet ready to begin this advanced training, appropriate *JobReady* courses are assigned to their learning plan to help them secure the basic skills needed so they feel prepared and successful when they begin KeyTrain.

Individuals with disabilities and individuals who have multiple barriers to employment also receive great benefit from SCSEP. These individuals often have a strong desire to work and be self-sufficient but lack the skills to be competitive when applying for jobs. SCSEP helps them slowly integrate into the local workforce as they build both their confidence and their skill sets. They begin to learn what accommodations they need and can really benefit from to be more productive in a job. For individuals with multiple barriers having access to intensive case management assistance to access supportive services is invaluable. As they begin to tackle barriers to employment they have often been dealing with for years, they improve their employability and create greater self-sufficiency in all areas of their lives.

Economically depressed urban and rural areas of Arkansas receive AARP’s attention. Minority populations within these geographical areas are targeted. The majority of these people are African-American and Hispanic with women in both sub-groups being most in need. Veterans, the spouses of veterans, the disabled, people at risk of homeless or that are homeless, people with low literacy, and individuals over 65 years of age are also certainly focused on by AARP.

**Section 5: Community Service Needs**

<b>COMMUNITY SERVICES NEEDED</b>	<b>LOCATIONS</b>	<b>ORGANIZATIONS</b>
Utility assistance, food bank, clothing assistance, commodities	Southeast (Rison, Pine Bluff)	Pine Bluff Jefferson County Economic Opportunity Commission
Food bank	Southeast (Warren)	Arkansas Food Bank
Literacy tutoring program, ESL tutoring	Southeast (Warren)	Southeast Arkansas Community Based Education
Thrift Stores, clothing assistance	Northeast (Newport)	The Learning Center
Food bank	Northeast (Jonesboro)	Northeast Arkansas Food Bank
Thrift stores, clothing assistance		Beautiful Hounds Boutique

Daycare, thrift store, meal assistance program	Delta (Wynne)	Helping Hands
Thrift stores, clothing assistance	Central (Batesville)	Family Violence Center
Legal assistance	Northeast (Newport)	Legal Aid of Arkansas
Commodities, Meals on Wheels, meal assistance program	Southwest (Murfreesboro)	Central Arkansas Development Council - Murfreesboro Senior Center
Disability services	Northeast (Jonesboro, Batesville)	Arkansas Rehabilitation Services
Literacy assistance, tutoring, ESL tutoring	Northeast (Blytheville)	Literacy League of Mississippi County
Services for the blind	Central (Batesville)	Services for the Blind of Independence County
Adult daycare, thrift store	Delta (Parkin, Wynne)	Parkin Adult Daycare & Thrift Store of Cross County

Specifications on how we will recruit appropriate host agencies, including a prospective timeline.

Experience Works community service assignments are as diverse as the people and locations served. Development of host agencies and community service assignments is an ongoing process. It requires that staff be aware of local community needs, agencies/organizations that can qualify as host agencies, the quality of services/training that can be provided by the host agency, and the relation of the training to locally in demand and available jobs. To ensure quality training is provided, staff make on-site visits during the host agency selection process to determine if proposed assignments a) provide opportunities to learn job skills that match local jobs in demand, b) involve staff committed to providing quality supervision and training, c) offer meaningful training for the delivery of essential community services, d) provide a safe and beneficial training environment that supports a participant's ability to achieve IEP training goals and obtain employment, and e) meet other SCSEP requirements.

Staff uses the assessment and IEP as the basis for developing a community work-based training assignment that is suitable for providing training and addressing other gaps in the participant's job readiness in the IEP. They review the pool of potential host agencies for the closest possible match with the participant's training objectives. When a participant has specific needs that cannot be met by the existing pool, a new host agency may be found. Another factor staff may consider is host agency willingness to provide training and/or services beyond the assignment itself. For example, if a participant will be upgrading his/her computer skills through Experience Works' Teknimedia certification training, the host agency could provide access to a computer, a period of time to practice, and coaching in addition to the participant's regular assignment duties. The Host Agency Agreement and Host Agency Agreement Addendum are the documents signed by the host agency that lay out the general framework for host agency responsibilities to Experience Works and the participant. The community service assignment (CSA) duties, negotiated with the host agency and included in the IEP, outline training objectives that are specific to the participant's assignment.

## **Section 6: Coordinating with Other Programs, Initiatives, and Entities**

Following is a list of planned actions to coordinate SCSEP with other programs:

- **Coordination of activities with the state's Title I WIA activities. Steps taken to ensure that SCSEP is an active partner in each One-Stop delivery system, and actions taken to encourage and further improve coordination with the one-Stop delivery system.**

The State and National Grantees will take the following steps to ensure that SCSEP is an active partner in the One-Stop delivery system and to encourage and improve coordination with the One-Stop delivery system:

AARP Foundation SCSEP requires its Project Directors to actively develop relationships at the local level with all One-Stops. Newly enrolled participants are also required to register at the local One-Stop, as a condition of enrollment. Whenever possible, AARP's program also provides in-kind help in the form of participant assignments to One-Stops. The Project Directors will continue their active involvement in local workforce development initiatives, working closely with the workforce centers, serving as community partner board members, and working with public and private state workforce coalitions. This involvement gives them access to information about available jobs. Thirty percent of job placements are in host agencies.

The National Caucus and Center on Black Aged will have an active member on the W.I.A. Board and attend workshops and monthly meetings at the One-Stop Shop and make sure participants register with the one stop.

Experience Works will continue to review and update WIB MOUs regularly. Experience Works' staff will continue to be active members of workforce investment boards (WIBs), attend partner meetings, and serve on one-stop committees and taskforces with an even greater emphasis on ensuring that older worker issues are considered in decision-making activities within communities and regions. All staff and participant vacancies will continue to be advertised and updated more frequently with the Arkansas Workforce Centers.

Staff is encouraged to co-enroll participants when appropriate. Participants are encouraged to take advantage of job search and resume writing workshops and other courses held at the workforce centers. Staff research job listings for their participants. When possible, Experience Works seeks training for participants at no or low cost to the SCSEP through workforce centers and workforce center partners. When a participant qualifies for a WIA training voucher, the SCSEP and the workforce center can share the training costs, with Experience Works providing SCSEP wages and WIA covering other training costs.

Employment and Training Coordinators regularly visit the workforce centers to ensure they know about our services and the basic qualifications for the SCSEP. As a result, workforce centers' staff refers potential applicants to Experience Works as they come into the centers. Partners are asked to assist with outreach and recruitment efforts to targeted and hard to serve populations. Many local participant assistants and staff are housed in the local workforce centers and many workforce centers serve as host agencies. Workforce Centers are an example of a host agency that offers a range of training, such as customer service,

technology, and clerical skills, as well as, access to employment opportunities in the local community. Staff coordinates with workforce center staff, who views Experience Works as the go-to partner when an older customer wants job-placement support and is not job-ready. Workforce center employees who work in resource rooms refer seniors to Experience Works when they come in to do job searches. All participants are required to register with the workforce centers and many ineligible applicants are referred there for services.

Experience Works always strives to attend and support job fairs sponsored by the Department of Workforce Services such as the ones attended in Dumas and Little Rock recently, as well as, attending career expos held by local Arkansas Workforce Centers in West Memphis and Forrest City. Experience Works also endeavors to support events organized by other WIA partners such as the job fair Arkansas Rehabilitation Services held in Jonesboro. Whenever possible, staff works with their local partners to help organize events and encourage all participants to attend. These efforts will be continued and increased in the coming years.

State and National SCSEP Grantees are very much involved with WIA Title I programs, including the following planned actions for using the WIA One-Stop delivery system and its partners to serve individuals aged 55 and older:

It is AARP's expectation that each of their project sites partner directly with area One-Stops and/or WIAs by providing in-kind help and assist them in any other way within AARP's means.

The National Caucus and Center on Black Aged's (NCBA) Job Developer sits on the WIA – One Stop Board. NCBA also works closely with all partners in their service area to serve individuals who are age 55 and older.

- **Activities being carried out in the state under other titles of the OAA**

The State, as well as, the SCSEP National Grantees offer the following planned actions to coordinate activities being carried out under the other titles of the Older Americans Act (i.e. Division of Aging and Adult Services, Area Agencies on Aging, etc.):

The Division of Aging and Adult Services DHS Program Coordinator who oversees the Senior Community Service Employment Program is liaison to two Area Agencies on Aging in Arkansas, as well as, working closely with the Division's other area agencies on aging liaisons. The DHS Program Coordinator also oversees the State Older Worker Community Service Employment Program and the Transportation (Older Americans Act) Program. Both of these programs are administered by the area agencies on aging and/or their service providers.

Experience Works will continue to review and update WIB MOUs regularly. Experience Works' staff will continue to be active members of workforce investment boards (WIBs), attend partner meetings, and serve on one-stop committees and taskforces with an even greater emphasis on ensuring that older worker issues are considered in decision-making

activities within communities and regions. All staff and participant vacancies will continue to be advertised and updated more frequently with the Arkansas Workforce Centers.

Staff is encouraged to co-enroll participants when appropriate. Participants are encouraged to take advantage of job search and resume writing workshops and other courses held at the workforce centers. Staff research job listings for their participants. When possible, Experience Works seeks training for participants at no or low cost to the SCSEP through workforce centers and workforce center partners. When a participant qualifies for a WIA training voucher, the SCSEP and the workforce center can share the training costs, with Experience Works providing SCSEP wages and WIA covering other training costs.

Employment and Training Coordinators regularly visit the workforce centers to ensure they know about our services and the basic qualifications for the SCSEP. As a result, workforce centers' staff refers potential applicants to Experience Works as they come into the centers. Partners are asked to assist with outreach and recruitment efforts to targeted and hard to serve populations. Many local participant assistants and staff are housed in the local workforce centers and many workforce centers serve as host agencies. Workforce Centers are an example of a host agency that offers a range of training, such as customer service, technology, and clerical skills, as well as, access to employment opportunities in the local community. Staff coordinates with workforce center staff, who views Experience Works as the go-to partner when an older customer wants job-placement support and is not job-ready. Workforce center employees who work in resource rooms refer seniors to Experience Works when they come in to do job searches. All participants are required to register with the workforce centers and many ineligible applicants are referred there for services.

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It is expected that a representation from AARP Foundation SCSEP will participate in meetings conducted by the Division of Aging and Adult Services and offer whatever cooperation possible to advance equitable distribution of SCSEP services.

The National Caucus and Center on Black Aged Plan of Action is to:

- Provide proper training for the participant
- Know what the employers' needs are
- Recruit the participants to fit the need or train them through the O. J. E. Program
- Serve the Most in Need, first Veterans or their spouses who meet the requirements
- Work with other partners if any supportive services are needed for training skills or education skills

- **Collaboration with other public and private entities and programs that provide services to older Americans, such as community-based organizations, transportation programs, and programs for those with special needs and disabilities.**

The State and National Grantees plan to collaborate 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 in the following ways:

The Division of Aging and Adult Services' DHS Program Coordinator that is over the Senior Community Service Employment Program is also the DHS Program Coordinator over Transportation Services (Older Americans Act) where she works with the Area Agencies on Aging and their transportation sub-contractors. The DHS Program Coordinator also serves as the Division of Aging and Adult Services' voting member of the Arkansas Transit Association.

The National Caucus and Center on Black Aged plans to assist all participants with special needs in whatever training and education skills for becoming employable, and follow through with their partners if any other services are needed.

The AARP Foundation SCSEP has and will continue to network with other programs, businesses, and public entities to the benefit of their participants. Partnerships have been struck between other training providers using their OJE and skills training that lay the foundation for future collaboration.

The needs of participants are resolved with the assistance of partners like the AARP, the AARP Foundation, local partners such as workforce centers, food banks, area churches (such as 9<sup>th</sup> St. Ministries, Acts of Love Food Pantry, and Board Camp Baptist Church Food Pantry), area agencies on aging, economic development councils, departments of human services, habitat for humanity, government subsidized housing programs, chambers of commerce, vocational schools, community colleges, community action agencies, literacy programs, adult learning centers, utility assistance programs, locally based veterans services, local health departments, local transit such as SCAT, the Red Cross, the Salvation Army, vocational rehabilitation, Goodwill, Rice Depot, Our House, HUD, and many other groups. Obtaining supportive services is a collaborative effort of the partners engaged in the case management for the participants.

Supportive services are offered for at least six months and job retention assistance is provided for up to a year after participants are placed in an unsubsidized job to help them retain their jobs. Supportive services and counseling can alter the destiny of a participant on his or her way out the door.

Other support may be needed as well, such as arranging emergency transportation, replacing a pair of broken eyeglasses, or assisting with a new hearing aid.

Experience Works will:

- Share contacts and information on senior-related issues and activities with state and local level service and support agencies, such as the United Way and community action agencies.
  - Identify new organizations that could enhance senior services.
  - Utilize all directories of service and support organizations to identify entities and programs in the community that provide referrals and support services to seniors.
  - Coordinate with members of the local and state veteran and disability communities regarding activities, resources, and services for seniors with disabilities and for veterans.
  - Network with area churches, synagogues, and temples to conduct outreach to SCSEP-eligible individuals.
  - Participate in meetings, as appropriate, with senior service providers, both public and private.
- **Collaboration with other partners, including state vocational rehabilitation agencies, adult education and literacy providers, and education and training providers such as community colleges.**

Arkansas' SCSEP Sub-grantee, Experience Works, works closely with vocational rehab and other agencies to recruit eligible applicants and as community service training providers. Community colleges across the state, such as NorthWest Arkansas Community College, Southern Arkansas University Technical College, Cossatot Community College of Arkansas, Mississippi County Community College, and South Arkansas Community College, are being utilized for community service assignments but also for classroom training for skills such as adult literacy skills, office skills training, and computer training.

Employment and Training Coordinators will continue to develop relationships with nonprofits and public agencies within the aging networks. Experience Works' staff will plan to attend OAA partners' annual conferences whenever possible and will share local contact updates and any community needs assessments for seniors with all OAA partners. A number of participants across the state whose community service assignments are with OAA partners are receiving additional supportive services directly from their host agencies. During the coming grant year, Experience Works will strive to collaborate further with these partners to make the additional services available to even more participants.

Experience Works will build on partnerships with organizations and programs providing services to veterans to better coordinate job development efforts and increase participants' access to needed services such as the Local Veterans Employment Representatives located in the workforce centers. A number of Arkansas Rehabilitation sites around the state serve as host agencies and provide supportive service assistance to participants in their local communities. These partnerships will be expanded in the coming year with a team approach to case management for participants with disabilities. Experience Works has plans to build on partnerships with the Governor's Dislocated Worker Taskforce through participation at several upcoming opportunity fairs and job

expos. Training partnerships have been discussed and will be expanded upon in the coming planning period to increase collaboration and services available to participants.

- **Collaboration with other labor market and job training initiatives.**

State and National Grantees plan to collaborate with other labor market and job training initiatives in the following ways:

Experience Works will do the following:

- Work to expand SCSEP participants' access to enhanced higher level training through linkages with community and technical colleges, particularly in rural areas where needed training is most difficult to find.
- Monitor DOL, state agencies, and other websites for news of grant announcements and awards that are relevant to SCSEP
- Contact relevant grant awardees to promote tapping into older jobseeker pool and encourage involvement of SCSEP stakeholders in planning efforts for grant applications and regional initiatives.
- Share information with grantees on labor market information tools that may assist with targeting industries, occupations, skill sets, and specific employers.

Experience Works is building stronger relationships with the Arkansas Economic Development Commission to explore ways to more effectively connect with local communities, within regions, and with state economic development initiatives. This will serve to provide training and employment opportunities for SCSEP participants in new and emerging industries around the state while supporting these same efforts through their community service training activities.

The National Caucus and Center on Black Aged plans to collaborate with other labor markets by attending job fairs, workshops, conference calls and education skill classes.

AARP Foundation's SCSEP will work most closely with state and regional sector initiatives, economic development initiatives in the state to more closely align participant training with jobs that are available in communities where they live.

- **Leveraging resources from key state partners to support SCSEP activities, including state and local government agencies, foundations, employers, community based organizations, and other entities.**

AARP Foundation project directors and community outreach recruiters reach out to organizations such as workforce centers, senior centers, senior apartment complexes, area

agencies on aging, food stamp and Social Security offices, local employers, regional and national employers, educational institutions, aging services, county judges, Foundations, drug stores, grocery stores, aging and disability resource centers, veterans organizations, homeless shelters, food pantries, ESL/literacy programs, community action agencies, churches, human services organizations and other places where older individuals frequent to leverage their services to assist with recruitment, training, and support services. In addition, AARP Foundation SCSEP will continue to maximize and leverage resources and relationships with the local AARP chapters and other AARP Foundation programs that also serve low-income older people. An example is the Foundation's Tax-Aide program. Tax-Aide volunteers offer a unique opportunity to promote SCSEP to their customers. Tax-Aide prepares free tax returns for millions of individuals, many are SCSEP eligible. AARP state offices also include articles about the SCSEP in the newsletters that are available to thousands of individuals in Arkansas.

Experience Works' Arkansas State SCSEP program is committed to ensuring that the community service assignments we provide offer skills training that meets the needs of participants and employers in the state of Arkansas and that needed supportive service assistance is provided. To meet these goals, our organization leverages the collective resources of our organization and our key partner organizations within the state, including the Southeast Arkansas Economic Development District and the Departments of Workforce Services in Cabot, Russellville, Forrest City and Harrison. Our collaborative relationship with these organizations enhances our ability to ascertain the skills which are most in demand amongst employers within the state of Arkansas, to target our community service assignments to provide participant training which meets that demand and to help participants meet needs that would otherwise preclude them from participant in the SCSEP or hinder their training.

## **Section 7: Avoiding Service Disruptions**

Arkansas' State and National SCSEP Grantees are dedicated to the avoidance of disruptions in service to SCSEP participants. Arkansas' State and National Grantees will take the recommendation of the U. S. Department of Labor that when there is a new Census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, there will be a gradual shift that encourages current participants in subsidized community service assignments to move to unsubsidized employment to make positions available for eligible individuals in the areas where there has been an increase of the eligible population. The SCSEP State and National Grantees realize that participants are not entitled to remain in an unsubsidized community service assignment and will adhere to the time limits on a SCSEP community service assignment as set forth in the Older Americans Act.

Arkansas' State and National SCSEP Grantees and Sub-grantee shall not transfer positions from one geographic area to another without first notifying the Arkansas Department of Human Services, Division of Aging and Adult Services.

Grantees must submit, in writing, any proposed changes in distribution that occur after submission of the equitable distribution report to the U. S. Department of Labor for approval.

Prior to Grantees submission of any proposed changes in distribution that occur after submission of the equitable distribution report to the U. S. Department of Labor for approval, SCSEP Grantees are to coordinate any proposed changes in position distribution with the other Grantees in the State, including the State project director. Grantees must submit, in writing (e-mail is accepted), any proposed changes in distribution that they want to occur (after submission of the Equitable Distribution Report to the U. S. Department of Labor) to the Arkansas Department of Human Services, Division of Aging and Adult Services for comments.

The Grantees written request to the U. S. Department of Labor for approval of proposed changes in distribution that occur after submission of the equitable distribution report must include the comments of the State project director (Arkansas Department of Human Services, Division of Aging and Adult Services).

SCSEP State Sub-grantee must submit, in writing (e-mail is accepted), any proposed changes in distribution that they want to occur (after submission of the Equitable Distribution Report to the U. S. Department of Labor) to the Division of Aging and Adult Services for approval.

Experience Works has several field staff already in place for this project and have extensive experience in implementing the transition of SCSEP participants and host agencies. Good planning, working with the parties involved in the transition, and flexibility are key to making the transition seamless for participants and host agencies. Staff will work closely with the Arkansas Division of Aging and Adult Services (AR DAAS) and current sub-grantees to inform participants and host agencies in advance, minimize disruption, and reassure participants and host agencies, as outlined in the transition process that follows. Experience Works proposes the following methodology and time line to ensure provision of services:

***Staffing*** – Upon notification of the grant award, the State Program Manager will ensure Experience Works staff with project responsibilities are fully briefed on the outcome of the award, required transitions, and the importance of professional and courteous behavior during the transition process and adherence to all policies and procedural directives. Experience Works plans to have new Employment and Training Coordinators hired as soon after the grant year if needed, and to introduce them to participants/host agencies during the initial orientation sessions.

***Transfer of Participant Files*** – Prior to any transition, Experience Works will receive from AR DAAS requests from the current sub-grantees a list of participants to be transferred, including name, address, phone, and other contact information. A signed release from each participant

permits the sharing of assessment records, the IEP, worksite information, schedule, and assignment description. AR DAAS and/or sub-grantees transferring the participants must also ensure the availability of the extract files from SPARQ to build the Experience Works database needed for historical information on each participant.

***Smooth Transition of Participants and Notification*** – Participants and their host agencies are notified in writing 30 days prior to any transfers. The notification provides information about the transfer, the date of transfer, the reason behind it, the parties involved, the procedures to follow, Experience Works staff contact names and phone numbers, and informs them of their “right of first refusal.”

***Participant/HA Meetings and Project Orientation*** – Orientations for participants and host agencies will begin within 2 weeks of the transition and completed within 30 days. Staff will conduct orientation and transition group meetings or one-on-one in all counties. Orientations will focus on copies of and instructions for timesheets, review of the Experience Works' SCSEP calendar/handbook (with state policy inserts), response to questions about the transition, and completion of the participant's I-9 form, W-4 form, and related information. Joint meetings involving Experience Works, transferring entity, and participants are preferable when possible. In rural areas where distances are great, staff contacts the participant when the written notice is sent to discuss the transfer and help minimize disruption or stress. Should a participant feel that it is not in his/her best interest to make the transition staff will assist the participant in exploring other employment and training opportunities.

***Paying Participants***– Every participant affected by the transition will be paid for all time worked during the transition. As needed, participants will be sent requests reminding them about final timesheets or missing timesheets, to ensure they are paid on schedule. Staff works closely with sub-grantees and AR DAAS to get the participant information into the Experience Works payroll system so participants do not have disruption in pay as a result of the transition.

## **Section 8: Improving SCSEP Services**

In order to improve SCSEP services, State and National Grantees will work toward greater inclusion in one-stop, partner, and WIB committees and activities which would be very beneficial in helping ensure older worker issues are considered alongside the workforce issues involving youth, dislocated workers, recidivism, etc. Having access to participant information within one-stops would be a great aid in furthering collaborative efforts among one-stop partners without duplicity among agencies.

In order to ensure good program performance in the event the Senior Community Service Employment Program moves from the Department of Labor to the Department of Health and Human Services, face-to-face meetings or teleconferences with sub-grantees, national grantees, state and aging network representatives will be scheduled. This is particularly important if unsubsidized placement remains a high priority (assuming this remains one of the SCSEP goals), that all parties understand and are in agreement with any new program objectives, that transition is smoothly accomplished, and that good cooperative relationships among parties are developed and maintained.

Performance in assisting SCSEP participants transition into unsubsidized employment could be improved by increasing specialized and advanced training outside community service assignments early in a participant's involvement with the program. Helping participants and host agencies adjust to shorter lengths of time participants will be on the program would also be helpful so that training remains progressive with the short-term goal of employment immediately in view.

Finally, Experience Works provision of computer training to as many participants as possible, as well as, increased use of Job Club/job search skills training should also have a positive effect on placement. These will be objectives Experience Works will focus on during the coming grant years.

EW is committed to continuous improvement of our service delivery strategies; testing new ideas and approaches; and leveraging resources, process and capabilities.

E-Learning is a powerful tool in the development of flexible strategies that are adaptable for the needs and preferences of older people. EW's E-learning technology strategies are personal, social and flexible and ideally suited to the preferences of mature age learners and are customizable for the unique needs of individual employers. Our e-learning capacity is transforming the way we work by enabling EW to quickly and efficiently prepare SCSEP participants for opportunities in their communities.

Experience Works launched its newest program, the Blended Learning Training Program (BLTP) in Arkansas. The BLTP combines virtual instructor-led occupational training courses with computer-based and online training tools, complementing the community service work experiences for Senior Community Service Employment Program (SCSEP) participants, while leveraging existing training resources, and creating more flexible and personalized learning options that are more adaptable to the needs and preferences of older individuals.

Experience Works encourages participants to take advantage of our e-learning technologies. The soft skills and occupations skills available through EW are necessary to help participants find jobs. Basic through advanced training (including certification) is provided through EW's Teknimedia, *JobReady*, age specific developed e-learning training courses, and e-learning technologies. Both Teknimedia and *JobReady* are high quality skills training resources that Experience Works uses to bridge participant's skill gaps and help them qualify for high quality unsubsidized jobs.

## **Section 9: Distribution of SCSEP Positions within the State**

### **A. Distribution of Positions**

Arkansas' SCSEP's Sub-grantee and SCSEP National Grantees operating in Arkansas are dedicated to bringing about equitable distribution and will work together throughout the year to accomplish equitable distribution, as well as, working with any new National Grantees that will be operating SCSEP in Arkansas.

In order to accomplish this, Arkansas' State and National Grantees will take the recommendation of the U. S. Department of Labor that when there is a new Census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, there will be a gradual shift that encourages current participants in subsidized community service assignments to move to unsubsidized employment to make positions available for eligible individuals in the areas where there has been an increase of the eligible population. The SCSEP State and National Grantees realize that participants are not entitled to remain in an unsubsidized community service assignment and will adhere to the time limits on a SCSEP community service assignment as set forth in the Older Americans Act.

Arkansas' State and National SCSEP Grantees are dedicated to the avoidance of disruptions in service to SCSEP participants. Arkansas' State and National Grantees will take the recommendation of the U. S. Department of Labor that when there is a new Census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, there will be a gradual shift that encourages current participants in subsidized community service assignments to move to unsubsidized employment to make positions available for eligible individuals in the areas where there has been an increase of the eligible population. The SCSEP State and National Grantees realize that participants are not entitled to remain in a subsidized community service assignment and will adhere to the time limits on a SCSEP community service assignment as set forth in the Older Americans Act.

Arkansas' State and National SCSEP Grantees and Sub-grantee shall not transfer positions from one geographic area to another without first notifying the Arkansas Department of Human Services, Division of Aging and Adult Services.

Grantees must submit, in writing, any proposed changes in distribution that occur after submission of the equitable distribution report to the U. S. Department of Labor for approval.

Prior to Grantees submission of any proposed changes in distribution that occur after submission of the equitable distribution report to the U. S. Department of Labor for approval, SCSEP Grantees are to coordinate any proposed changes in position distribution with the other Grantees in the State, including the State project director. Grantees must submit, in writing (e-mail is accepted), any proposed changes in distribution that they want to occur (after submission of the Equitable Distribution Report to the U. S. Department of Labor) to the Arkansas Department of Human Services, Division of Aging and Adult Services for comments.

The Grantees written request to the U. S. Department of Labor for approval of proposed changes in distribution that occur after submission of the equitable distribution report must include the comments of the State project director (Arkansas Department of Human Services, Division of Aging and Adult Services).

SCSEP State Sub-grantee must submit, in writing (e-mail is accepted), any proposed changes in distribution that they want to occur (after submission of the Equitable Distribution Report to the U. S. Department of Labor) to the Division of Aging and Adult Services for approval.

The locally based Employment and Training Coordinators (ETC) know the local areas they serve and the other resources that are available. Experience Works has SCSEP participants assigned to ETCs to assist in augmenting local services. These participants are an integral part of Experience Works' ability to provide adequate services in their locale. Experience Works' staff work closely with their team of assistants to monitor participant services and progress toward goals. Staff not only identify participant training needs, but also identify needs or barriers to providing services as they occur and to quickly develop a plan to overcome these.

For example, in areas where there are not a large number of employers, Experience Works trains staff to work closely with the employers that are in the area to determine their hiring patterns, the skills and training they look for when hiring, and their feelings toward hiring older workers. Experience Works then works closely with their host agencies to make sure the training they are providing their participants includes, to the extent possible, the skills local employers need. Experience Works also works with employers who may have misgivings about hiring older workers to educate them about the value of older workers.

Supportive services are often needed but can be difficult to access in some areas. When a need is identified, local options and resources are discussed and solicited. Because Experience Works always exhausts other resources and low/no cost options first to make SCSEP dollars go further, staff must often be creative and resourceful in finding solutions, as has been the case when dental care is needed for participants. To assist several participants, a local dentist agreed to provide dental care to participants without charging for his services but could not commit to paying for the supplies himself. A dental supply company agreed to donate supplies that may be needed to meet participant's needs. In this way, Experience Works was able to assist participants with dental services it might not otherwise have had the budget to offer.

Additional funding for supportive services is a solution in areas where services are otherwise not available free or low cost. Therefore, Experience Works has set aside participant wages and fringe benefit dollars so that more resources are available to pay for support services.

From this year onward, Experience Works is committed to increasing participant access to online learning, especially in computer skills, which will be offered to every participant in the upcoming program year and beyond. Not only are computer skills required for a successful job search and for most jobs, having computer basic computer skills opens up training options that may not otherwise be available to individuals. Experience Works will provide access to computer training 24/7 through online courses

through Teknimedia and JobReady. Teknimedia is senior-friendly self-paced basic computer training. Participants receive a certificate for each module completed. JobReady is an online resource for computer skills training, including basic level (screen navigation, email, and Internet) and higher-level skills (Microsoft Word, Excel, PowerPoint, and Outlook). JobReady offers more than 400 specialized courses. These include training in skills needed for high-growth industries, such as Essential Medical Office Skills. Online tests evaluate participant progress. Some training includes the ability to earn industry-recognized certificates that can be added to participant resumes. Participants indicate that these certifications have a positive effect on their self-esteem and confidence. Online training is particularly effective in increasing access in rural areas where brick and mortar schools are often not easily accessible, especially for participants who lack transportation.

Many participants do not own computers. Therefore, Experience Works has begun identifying new partners to provide computer training; creating additional access points, such as libraries, senior centers, workforce centers, or host agencies; and developing locations where staff can bring in laptops for training as well as exploring ways to make computers more accessible to participants wanting to further their training.

Experience Works also plans to develop expanded and more effective partnerships with community based organizations, rural based employers, and employer associations who are keenly aware of rural needs and issues and will work with Experience Works to address them.

## **B. Rural and Urban Population Distribution**

The Table below contains the census data provided by the Center for Economic Development Education at the Institute for Economic Advancement of the University of Arkansas at Little Rock that shows the number of people 55 and older, who are at or below 125% of the Health and Human Services Poverty Levels that reside in rural and urban areas by county.

**All persons 55 years and older at  
or below 125% of HHS poverty levels**

<b>Arkansas County</b>	<b>% Pop Rural</b>	<b>% Pop Urban</b>	<b>Total Age 55 +</b>	<b>% Total Age 55+</b>
Arkansas	34.71	<b>65.29</b>	1,172	22.4
Ashley	<b>51.68</b>	48.32	1,263	20.6
Baxter	<b>65.84</b>	34.16	2,616	15.1
Benton	25.16	<b>74.84</b>	5,595	12.3
Boone	<b>62.20</b>	37.80	1,848	17.3
Bradley	49.59	<b>50.41</b>	867	25.9
Calhoun	<b>100.00</b>	0.00	412	24.9
Carroll	<b>72.83</b>	27.17	1,796	20.9

Chicot	<b>54.28</b>	45.72	1,082	31.4
Clark	<b>54.38</b>	45.62	1,147	21.4
Clay	<b>58.86</b>	41.14	1,387	25.7
Cleburne	<b>75.52</b>	24.48	1,498	16.1
Cleveland	<b>100.00</b>	0.00	404	16.4
Columbia	<b>57.49</b>	42.51	1,212	18.7
Conway	<b>70.52</b>	29.48	1,298	21.3
Craighead	32.17	<b>67.83</b>	3,297	16.4
Crawford	<b>51.96</b>	48.04	2,710	18.3
Crittenden	20.89	<b>79.11</b>	2,425	23.7
Cross	<b>56.79</b>	43.21	1,036	21.8
Dallas	<b>52.64</b>	47.36	620	24.6
Desha	31.42	<b>68.58</b>	989	27.0
Drew	48.61	<b>51.39</b>	970	21.4
Faulkner	38.76	<b>61.24</b>	2,394	11.7
Franklin	<b>82.60</b>	17.40	1,278	24.1
Fulton	<b>92.92</b>	7.08	725	16.8
Garland	36.90	<b>63.10</b>	4,875	15.0
Grant	<b>75.03</b>	24.97	603	13.7
Greene	41.51	<b>58.49</b>	1,945	18.7
Hempstead	<b>55.77</b>	44.23	947	18.8
Hot Spring	<b>65.97</b>	34.03	1,313	14.3
Howard	<b>67.52</b>	32.48	721	20.2
Independence	<b>68.58</b>	31.42	1,782	18.8
Izard	<b>100.00</b>	0.00	941	18.4
Jackson	<b>65.06</b>	34.94	1,316	27.3
Jefferson	30.92	<b>69.08</b>	3,810	20.2
Johnson	<b>71.37</b>	28.63	1,361	21.2
Lafayette	<b>100.00</b>	0.00	566	23.2
Lawrence	<b>63.56</b>	36.44	1,284	26.0
Lee	<b>63.51</b>	36.49	1,069	38.1
Lincoln	<b>100.00</b>	0.00	721	23.8
Little River	<b>68.52</b>	31.48	782	21.0
Logan	<b>71.02</b>	28.98	1,313	19.4
Lonoke	44.81	<b>55.19</b>	2,227	16.4
Madison	<b>100.00</b>	0.00	963	22.9
Marion	<b>100.00</b>	0.00	970	14.6
Miller	40.01	<b>59.99</b>	1,789	17.1
Mississippi	36.27	<b>63.73</b>	2,266	21.3
Monroe	<b>68.98</b>	31.02	770	29.8
Montgomery	<b>100.00</b>	0.00	791	23.0

Nevada	<b>69.18</b>	30.82	708	25.8
Newton	<b>100.00</b>	0.00	1,004	34.7
Ouachita	<b>56.35</b>	43.65	1,533	20.2
Perry	<b>100.00</b>	0.00	671	21.7
Phillips	47.97	<b>52.03</b>	1,485	26.2
Pike	<b>100.00</b>	0.00	721	22.3
Poinsett	<b>71.14</b>	28.86	1,619	24.2
Polk	<b>73.39</b>	26.61	1,166	17.4
Pope	<b>54.49</b>	45.51	2,113	15.1
Prairie	<b>100.00</b>	0.00	543	19.4
Pulaski	12.28	<b>87.72</b>	10,491	12.1
Randolph	<b>67.42</b>	32.58	1,464	26.3
St. Francis	<b>51.55</b>	48.45	1,843	30.8
Saline	36.16	<b>63.84</b>	2,622	9.8
Scott	<b>70.36</b>	29.64	797	24.8
Searcy	<b>100.00</b>	0.00	740	27.7
Sebastian	20.81	<b>79.19</b>	4,477	15.2
Sevier	<b>63.60</b>	36.40	653	17.3
Sharp	<b>80.06</b>	19.94	1,435	22.5
Stone	<b>100.00</b>	0.00	1,190	26.4
Union	<b>54.50</b>	45.50	2,454	21.3
Van Buren	<b>100.00</b>	0.00	1,258	20.1
Washington	25.49	<b>74.51</b>	4,876	13.8
White	<b>54.32</b>	45.68	3,402	18.6
Woodruff	<b>100.00</b>	0.00	508	20.9
Yell	<b>79.13</b>	20.87	1,294	23.1

According to the Rural Profile of Arkansas 2011 put out by the University of Arkansas, Division of Agriculture, while Arkansas' population grew 8.1 percent from 2000 to 2009, nearly all of the growth occurred in urban areas and some rural counties in the Highlands. The Delta and Coastal Plains continue to lose population, losing 9 percent and 6.6 percent, respectively, which is a combined loss of approximately 45,000 people over this nine-year period. Although in-migration drove population increases in the early 2000s, the in-migration rates have begun to taper off. Many rural counties experienced net outmigration, resulting in population loss. Elderly people 75 years and over make up 8 percent of the rural population and 6.7 percent of the state's total population. This presents unique challenges for rural areas where health services are already strained in some counties.

It is the State and National Grantees goals to serve both rural and urban areas of Arkansas equitably, rural areas of Arkansas that have inadequate resources to enable program

requirements to be met (e.g., few host agencies or employers, lack of employers, lack of transportation, etc.).

Economically depressed urban and rural areas of Arkansas receive State and National Grantees' attention. Minority populations within these geographical areas are targeted. The majority of these people are African-American and Hispanic with women in both sub-groups being most in need. Veterans, the spouses of veterans, the disabled, people at risk of homeless or that are homeless, people with low literacy, and individuals over 65 years of age are also certainly focused on by the State and National Grantees.

Also, the rural nature of the state combined with an agrarian – based economy makes it difficult to provide adequate unsubsidized placement opportunities. The number of available jobs is few and because public and mass transportation are not available, this makes access to many of the existing jobs or employment opportunities problematic. In some instances the cost of transportation and other job maintenance factors exceed the benefits of employment.

State and National Grantees work closely with the Arkansas Workforce Centers and Community Based Organizations to make sure that they are using all of their resources by working with all other Title –V sponsors to accomplish this.

AARP Foundation SCSEP has accommodated and will continue to accommodate rural areas with limited resources by adjusting training schedules for participants, actively seeking to identify new resources and/or employers, and maintaining a viable waitlist to be activated when opportunity can be developed.

The National and Caucus and Center on Black Aged will focus on day care centers, city and county governments, church groups, and community action agencies to help assist with the resources that are needed to help serve the participants and enable program requirements to be met.

As a largely “rural” service provider, Experience Works has expertise in serving rural areas. Staff will continue to use this expertise to address challenges in meeting program requirements over the next few years, as well as, implement new initiatives.

The state and National Grantees offer various recruitment and selection techniques in order to serve those who reside in rural and urban areas within the state:

One-stops are a cornerstone to AARP's recruitment in most offices. However, they advertise frequently in newspapers and local media including cable television and radio that cover any given locality.

The National Caucus and Center on Black Aged (NCBA) partners with non-profit agencies that are on the front line in identifying participants of these special populations. If they can't service them they are recommended to contact NCBA. If they first encounter participants of the special populations, they refer them to register at the Job

WIN Center, for example. Some participants aren't privileged enough to be able to travel to their nearest WIN Center for registration and together they help and assist these people in seeking training skills for becoming employable and will further assist in getting them employed.

One of Experience Works' most important responsibilities is to ensure that potential participants with significant employment barriers know about the SCSEP and have an opportunity to apply. Experience Works uses, and plans to continue to use, proven methods learned over a 47-year history to recruit rural and urban applicants, as well as, the other special populations that follow.

In both rural and urban areas, one of the most effective recruitment methods is by providing outstanding customer service which results in a positive reputation and increased referrals. Staff and their participant assistants also are out of their offices much of the work week as a physical presence in communities allows for face-to-face interaction, another effective recruitment method.

Experience Works involves community "partners" in their outreach efforts by encouraging host agency staff, other locally based organizations, faith based institutions, and participants to tell others about the SCSEP and how to apply. Staff also participates with local organizations such as veterans' groups to increase awareness. Educational contacts with congressional offices and locally elected officials also result in referrals of interested applicants.

Disseminating information about the SCSEP through various outreach activities is crucial to the success of Experience Works in reaching out to older Arkansans who want and need services. For that reason, Experience Works uses a variety of approaches to promote SCSEP services to assure that the maximum number of eligible individuals have an opportunity to participate. Experience Works has field staff and participant assistants, who are locally based and have responsibility for performing outreach and recruitment activities. Staff also uses recruitment methods to ensure that they reach diverse populations. Traditional methods include word of mouth; classified advertising in neighborhood, faith-based, and minority-focused newspapers; brochures; church bulletins; fliers; posters; job fairs and senior expos; local organizations; community presentations; and a collection of fact sheets.

Experience Works staff have close working relationships with workforce center staff. Program vacancies are posted with the workforce centers as required by federal regulations. ETCs regularly visit the workforce centers to ensure they know about their services and the basic qualifications for the SCSEP. As a result, workforce center staff refers potential applicants to Experience Works as they come into the centers. Staff coordinates with workforce center staff, who views Experience Works as the go-to partner when an older customer wants job-placement support and is not job-ready. One-stop employees who work in resource rooms refer seniors to Experience Works when they come in to do job searches.

In selecting eligible applicants, staff takes into consideration the equitable distribution that is to be maintained in each county served and then, within that county, on the established priorities for enrollment. Unless regulations change, this selection process will continue during the length of this plan.

### **C. Specific Population Distribution**

According to the Rural Profile of Arkansas 2011 put out by the University of Arkansas, Division of Agriculture, beginning in 2005, the estimated poverty rates across the state have increased, especially in rural areas. Pockets of extreme poverty remain throughout the state, and seven counties in the Delta have a poverty rate of 25 percent or greater. Arkansas has the second highest poverty rate (18.8 percent) in the country. Poverty in the rural Delta and Coastal Plains remains substantially higher than poverty in urban counties.

Also, according to the Rural Profile of Arkansas 2011, Arkansas' Hispanic population increased from 87,000 in 2000 to nearly 173,000 in 2009. The Hispanic population has grown to 4.4 percent in rural counties, primarily in the western half of the state. Seven rural counties had a Hispanic population of more than 10 percent in 2009.

Appendix 6 is Arkansas' County Minority Data 2005 – 2009 provided to the Arkansas Department of Human Services, Division of Aging and Adult Services by the U. S. Department of Labor, Employment and Training Administration.

Appendix 7 is Arkansas' SCSEP Participant Characteristics based on Arkansas' Population Served in Program Year 2011 (As of March 31, 2012) provided by those Arkansas SCSEP State and National Grantees contributing to the Arkansas SCSEP State Plan.

The State and National Grantees will adhere to the SCSEP Final Rule Section 641.520 which defines priority individuals as those who qualify based on the following criteria:

- Are veterans or their spouses who meet the requirements under § 2 (a) the Jobs for Veterans Act, 38 U.S.C. sec 4215(a), and who possess at least one of the other priority characteristics;
- Are veterans or qualified spouses who meet the requirements under § 2 (a) of the Jobs for Veterans Act, 38 U.S.C. sec 4215 (a), who do not possess any other of the priority characteristics;
- Persons who do not qualify as a veteran or qualified spouse under § 2 (a) under the Jobs for Veterans Act (non-veterans), and who possess at least one of the other priority characteristics;

Other priority characteristics:

- Are aged 65 years or older.

- Have a disability;
- Have limited English proficiency or low literacy skills;
- Reside in a rural area;
- Have low employment prospects;
- Have failed to find employment after utilizing services provided under Title I of WIA; or
- Are homeless or at risk for homelessness.

Following is a list of some of the various recruitment and selection techniques the State and National Grantees use:

- listing vacancies with local workforce centers;
- advertising in local newspapers and newsletters, including minority focused newspapers;
- distributing brochures, flyers, posters, and fact sheets throughout the community;
- running public service announcements on local radio and cable networks;
- participating in radio and television interviews;
- working with local newspapers to print human interest stories on SCSEP participants and host agencies;
- making presentations at local civic and faith-based organization and business meetings;
- asking host agency representatives, existing participants, and local officials to use word of mouth to promote services;
- coordinating outreach activities with other local partners, such as placing flyers in food bank distribution packets, attending senior health fairs, participating in local job fairs, and visiting senior nutrition sites; and
- networking with organizations who serve and advocate for those classified as most in need, minority, and/or priority preferences.

Some individuals in targeted groups may be difficult to reach using traditional recruitment methods. In these instances, alternative recruitment techniques are utilized, such as:

- requesting assistance from local community and business leaders who are members of local ethnic or cultural groups (such as minorities or limited-English speaking individuals);
- using Spanish-language recruitment materials;
- partnering with agencies that serve the disabled; and
- networking with key neighborhood organizations and faith-based institutions that share the mission to aid those in the greatest need.

Individuals with disabilities and individuals who have multiple barriers to employment receive great benefit from SCSEP. These individuals often have a strong desire to work and be self-sufficient but lack the skills to be competitive when applying for jobs. SCSEP helps them slowly integrate into the local workforce as they build both their confidence and their skill sets. They begin to learn what accommodations they need and

can really benefit from to be more productive in a job. For individuals with multiple barriers having access to intensive case management assistance to access supportive services is invaluable, as well as, services offered through area agencies on aging. As they begin to tackle barriers to employment they have often been dealing with for years, they improve their employability and create greater self-sufficiency in all areas of their lives.

Some of the State and National Grantees build on partnerships with organizations and programs providing services to veterans to better coordinate job development efforts and increase participants' access to needed services such as the Local Veterans Employment Representatives located in the workforce centers. A number of Arkansas Rehabilitation sites around the state serve as host agencies and provide supportive service assistance to participants in their local communities.

### **Have the greatest economic need.**

The National Caucus and Center on Black Aged will follow the national provided poverty guidelines. If they are Good Stamp eligible, they are eligible for the program right off. In recruitment, if they are eligible for other services, they recommend them to other service providers.

AARP makes special effort to connect with lower economically positioned people by a whole range of issues may be challenging the SCSEP eligible population. Project directors approach the interview, assessment and case management holistically. To overcome the challenges many participants face, staff look at them from a whole-of-life perspective. When applicants come to AARP Foundation's SCSEP, they most likely are confronted with very complex issues besides being financially challenged. To fully assist the participants, staff reach out to local partners and access AARP and other AARP Foundation resources to address the full range of issues such as physical and mental health, housing, ADA accommodations, legal, emotional support, education, work, and financial. The combination of valuable resources and the expansive partnerships help participants rise above the challenges they have been facing, which caused their need for the SCSEP.

To assist participants with the greatest economic need, Experience Works works with local partners to provide needed services at no or low cost such as financial, legal, health, dependent care, transportation, assistive devices, counseling, housing, food, clothing, and incidentals required for work.

### **Are minorities.**

Minorities and individuals with enrollment preference are targeted by reaching out to elected officials, business owners, church leaders, organizations that serve minorities, veteran's organizations, food pantries, community action agencies, vocational rehabilitation services, homeless shelters, human/social services, March of Dimes. (African-Americans and Hispanics are the majority of the minority population with

women in both sub-groups being most in need; outreach and recruitment materials are available in Spanish.)

The National Caucus and Center on Black Aged does not discriminate if the individuals are recruitable and show a desire to want to be trained for employment. NCBA provides or assists these individuals with the same services as any other nationality.

Experience Works works closely with local agencies and representatives to target recruitment activities to areas of higher concentrations of minorities. Targeted recruitment efforts are based on the SCSEP State Plan, local state demographic charts, Arkansas population and aging statistics, Census data, and labor market information. Local Arkansas Workforce Centers, local elected officials, minority advocates, and faith-based representatives with links to minority populations.

Planned minority recruitment activities will include, but not be limited to:

- Advertising in local newspapers and newsletters, especially minority focused newspapers such as ¡Hola! Arkansas, La Prensa Libre, El Latino, and African-American Perspectives magazine;
- distributing brochures, flyers, posters, and fact sheets throughout minority communities; to the extent possible, ensure the pictures or content of this media shows minorities or is sensitive to cultural differences;
- running public service announcements on local radio and cable networks that reach minority listeners;
- working with local newspapers to print human interest stories on minority SCSEP participants;
- making presentations at local civic and faith-based organization and business meetings that include minority individuals;
- asking host agency representatives, minority participants, and local officials to use word of mouth to promote services;
- coordinating outreach activities with other local partners, such as placing flyers in food bank distribution packets, attending senior health fairs, participating in local job fairs, and visiting senior nutrition sites frequented by minorities;
- networking with organizations who serve and advocate for minority populations, such as the Northwest Arkansas Hispanic Council, the Arkansas Hispanic Chamber of Commerce, the Asian Pacific Resource and Cultural Center, the Mexican Consulate, and the Hispanic Center;
- requesting assistance from SCSEP ambassadors such as pharmacists, grocers, veterans' representatives, elected officials, church leaders, participants and other local community and business leaders who are members of local ethnic or cultural groups (such as minorities or limited-English speaking individuals); and
- Using Spanish-language recruitment materials.

Experience Works will continue to expand the number, scope, and variety of these relationships to reach as many older minority workers as possible.

### **Are limited English proficient.**

If the need arises, the National Caucus and Center on Black Aged uses the same techniques in recruiting any other trainee. They partner with other non-profits that have access to bilingual personnel that will assist in the application process.

Minorities and individuals with enrollment preference are targeted by reaching out to elected officials, business owners, church leaders, organizations that serve minorities, veteran's organizations, food pantries, community action agencies, vocational rehabilitation services, homeless shelters, human/social services, March of Dimes. (African-Americans and Hispanics are the majority of the minority population with women in both sub-groups being most in need; outreach and recruitment materials are available in Spanish.)

Experience Works' staff will target recruitment efforts to those areas where higher concentrations of limited-English speaking individuals reside, congregate, or seek other services. These areas are identified via local demographic data available through such diverse sources as the U.S. Census Bureau down to local community stakeholders who are influential members of the targeted population.

Experience Works identifies staff, participant assistants, or other resources within communities who can assist in recruiting and overcoming language barriers when working with individuals with limited English proficiency. Developing new partnerships and resources will be important to better serve this difficult-to-serve population. Some possibilities include but are not limited to:

- Identifying volunteers within the individual's community who are bilingual and willing to assist with translation as needed.
- Working with community partners, including host agencies, to identify bilingual staff that may be called upon to help with translating.
- Developing additional or improving existing recruitment materials in the native language of the potential applicant.

### **Have the greatest social need.**

A key to success when working with individuals who have the greatest social need lies in a holistic approach to case-management, taking care of the participant's basic needs, equipping the participant with the required skills, understanding the local labor market, and having good relationships with local employers. The project directors and participant assistants are aware of participants' abilities and interests as well as the unmet needs of community employers. AARP Foundation will work with those with the greatest social need to have them overcome the multitude of barriers they are facing so they can be successful in their job search.

For the National Caucus and Center on Black Aged, in recruitment, they are considered a one stop station. Whatever the participant needs in order to become employable, they assist or partner with other social services that can assist.

Individuals with the greatest social need are often the hardest to reach due to isolation issues or disabilities that might prevent them from being able to access information within the community as readily as others might. Experience Works plans to increase visibility about the program in a number of different ways to reach individuals with the greatest social need. These include special interest stories, press releases and articles via print, radio and television media to reach a variety of these individuals. For the future, staff will also identify and focus on the aging network staff and leaders of faith-based organizations and social programs, as these often have contacts to socially isolated individuals who might benefit from participating in the SCSEP.

### **The State's long-term strategy for serving minority older individuals under SCSEP.**

The State and National Grantees offer the following long-term strategies for serving minority older individuals under the Senior Community Service Employment Program:

Experience Works will continue to identify new resources that can be utilized in local areas that offer translation services and assistance to minority groups for whom language might be a barrier. Stronger relationships will be fostered with organizations who serve various cultural and ethnic populations that can serve as training sites to provide participants with a comfortable environment where they can learn new skills. As their confidence and skill sets grow, additional training will be introduced that will carry them beyond their Community Service Assignments (CSAs) and begin preparing them to transfer to new CSAs that will help prepare them for the workplace in a gradual way. Barriers to employment will be addressed through this process to ensure a smooth yet steady transition toward employment.

During the period of the State Plan, Experience Works may also:

- Identify and recruit businesses that are minority owned or that have an interest in hiring minority staff to serve their minority customers.
- Encourage “mentoring” of new minority participants by former participants who are the same minority and successfully used the SCSEP to achieve unsubsidized placement.

The minimum goal of the AARP Foundation's SCSEP is to serve minorities in the same proportion as their presence in the eligible population of the areas we serve. Accomplishment of this goal is made easier because serving minorities is a strategic priority at the Foundation. It is not a short-term focus at the Foundation; it is the way the Foundation does business.

Project directors will focus on building long-term relationships with minority organizations, foster a culturally sensitive environment, network with strategic partners to enable long-term diversity recruitment, and measure the effectiveness of the recruitment efforts. Recruiting efforts to actively search for minorities include using outreach materials that encourage minorities to apply, participating in cultural fairs and events, and regularly networking with minority

organizations. The AARP Foundation works with local agencies to provide interpreting services when necessary. Materials are available in Spanish at every project site. The WorkSearch™ assessment system is also in Spanish. Project directors typically participate on local boards and committees. In many cases, project directors are members of minority groups, which helps expand their knowledge and understanding of the needs of minorities, tailor services, and obtain trust, confidence, and respect. The AARP Foundation also assigns participants who are minorities to assist with project site administration to overcome communication barriers.

The Foundation utilizes the resources of AARP's multicultural workgroup to develop ways to better serve and reach out to the various minority groups. All Foundation SCSEP employees participate in a multipart developmental training program that includes multicultural workshops, which includes the completion of an online Intercultural Development Inventory® (IDI®). All SCSEP employees completed the online IDI®, attended training in 2011, 2012, 2013 and 2014. The SCSEP communication and business support analyst serves as a multicultural ambassador for the AARP Foundation. This individual also develops training for SCSEP and incorporates multicultural aspects, as appropriate. IDI® is the leading instrument used by organizations to deepen the understanding of the needs of multicultural and underserved markets. IDI® is a validated instrument that has been in use globally since 1998. It provides a quantitative measure of individual and group intercultural expertise and a basis for developing the expertise needed to achieve the business outcomes. The AARP Foundation seeks to increase the organization's intercultural expertise through IDI®-based development. In this way, AARP Foundation staff will become knowledgeable and adapt behavior to build a diverse program.

The National Caucus and Center on Black Aged (NCBA) does not discriminate if the individuals are recruitable and show a desire to want to be trained for employment, then the NCBA provides or assists him/her with the same services as any other nationality.

See Appendix 5 for Arkansas' SCSEP State and National Grantee Awards for Program Year 2012 provided by the U. S. Department of Labor, Employment and Training Administration which is based on census data and the ratio of eligible individuals in each service area to the total population in the State.

## **Section 10: Appendices**

Appendix 1 Designation of Responsibility for Development and Submission of the Senior Community Service Employment Program State Plan

Appendix 2 Stakeholders Invitation to Provide Input for Draft Senior Community Service Employment Program State Plan Modification **to be added**

Appendix 3 Invitation to Provide Input on SCSEP State Plan Modification **to be added**

Appendix 4 Copies of Public Comments on the draft Senior Community Service Employment Program State Plan Modification **to be added**

Appendix 5 Arkansas SCSEP State and National Grantee Equitable Distribution 2014

Appendix 6 Arkansas' County Minority Data 2004 - 2009

Appendix 7 Arkansas' SCSEP Participant Characteristics based on Arkansas' Population Served in Program Year 2011 (As of March 31, 2012) provided by those Arkansas SCSEP National Grantees contributing to the Arkansas SCSEP

State Plan

# APPENDIX 1

## Designation of Responsibility for Development and Submission of the Senior Community Service Employment Program State Plan

Cover letter to Jane Oats, Assistant Secretary, U. S. Department of Labor,  
Employment and Training Administration, Division of National Programs, Tools,  
and Technical Assistance from Mike BeeBe, Governor of the State of Arkansas

E-Mail string showing when Governor's Office mailed the Governor's Letter to  
Jane Oates



STATE OF ARKANSAS  
MIKE BEEBE  
GOVERNOR

Date

Jane Oates  
Assistant Secretary  
Division of National Programs, Tools, and Technical Assistance  
Employment and Training Administration  
U. S. Department of Labor  
200 Constitution Ave., NW, Room S-4209  
Washington, DC 20210

Attn: Kimberly Vitelli

Re: Senior Community Service Employment 2012 - 2015 State Plan

Dear Ms. Oates:

I write requesting that the Arkansas Department of Human Services, Division of Aging and Adult Services, be permitted to prepare and submit the Senior Community Service Employment Program 2012 – 2015 State Plan for the state of Arkansas.

Thank you for your kind attention to this matter. If you have any questions, please contact Nadine Grice at (501) 320-6571.

Sincerely yours,

Mike Beebe

Mb:

CC: Krista Hughes, Director, Division of Aging and Adult Services  
Nadine Grice, DHS Program Coordinator, Older Americans Act Section, Division of  
Aging and Adult Services

STATE CAPITOL, SUITE 250, LITTLE ROCK, AR 72201  
TELEPHONE (501) 682-2345 FAX (501) 682-1382  
INTERNET WEB SITE [www.governor@arkansas.gov](http://www.governor@arkansas.gov)

From: Krista Hughes  
To: Gwen McLarty; Nadine Grice  
Cc:  
Subject: FW: SCSEP Strategic State Plan

Sent: Fri 4/27/2012 9:06 AM

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See response below.

**Krista Hughes**  
**Director**  
**Division of Aging and Adult Services**  
**PO Box 1437 Slot S530**  
**Little Rock, AR 72203-1437**  
**Phone: 501-682-2441**  
**Fax - 501-682-8155**  
[krista.hughes@arkansas.gov](mailto:krista.hughes@arkansas.gov)

---

**From:** Amy Webb  
**Sent:** Friday, April 27, 2012 9:06 AM  
**To:** Krista Hughes  
**Subject:** RE: SCSEP Strategic State Plan

Krista,

The Governor's office already mailed this to Jane Oats, assistant secretary of labor on April 17.

---

**From:** Krista Hughes  
**Sent:** Monday, April 23, 2012 7:59 AM  
**To:** Amy Webb  
**Subject:** RE: SCSEP Strategic State Plan

Hi Amy, I was moving my emails around and found this for follow up. Would you please check status of this as the end of April is approaching. Thanks.

**Krista Hughes**  
**Director**  
**Division of Aging and Adult Services**  
**PO Box 1437 Slot S530**  
**Little Rock, AR 72203-1437**  
**Phone: 501-682-2441**  
**Fax - 501-682-8155**  
[krista.hughes@arkansas.gov](mailto:krista.hughes@arkansas.gov)

**From:** Amy Webb  
**Sent:** Thursday, April 05, 2012 11:55 AM  
**To:** Jenny Boshears  
**Cc:** Matt Decample; Krista Hughes  
**Subject:** FW: SCSEP Strategic State Plan  
**Importance:** High

Jenny,

Attached is a draft letter that our Division of Aging and Adult Services (DAAS) is requesting the Governor sign. In order to receive Senior Community Service Employment Program (SCSEP) funding, the Older Americans Act (OAA) requires the governor or designee to submit a state plan that includes a four-year strategy for statewide provisions of community service training and other authorized activities for eligible unemployed low-income seniors. The intent of the SCSEP State Plan is to foster both short- and long-term coordination among the various national and state SCSEP grantees and their sub-recipients operating within the state, and to facilitate the efforts of key stakeholders, including state and local boards under WIA, to work collaboratively through a participatory process to accomplish SCSEP's goals. The State Plan draft also is attached. It's my understanding that DAAS doesn't need the letter until the end of April or first week of May. Please let me know if you have any questions or need any additional information.

Thanks in advance for your help,

Amy Webb

Amy Webb  
DHS Director of Communications  
501-682-8946  
[Amy.webb@arkansas.gov](mailto:Amy.webb@arkansas.gov)  
[DHS | Press Room](#)  
[Arkansas Department of Human Services](#)

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**From:** Krista Hughes  
**Sent:** Thursday, April 05, 2012 10:07 AM  
**To:** Amy Webb  
**Cc:** Steven Jones (DHHS DO); Gwen McLarty; Charles Thompson  
**Subject:** FW: SCSEP Strategic State Plan  
**Importance:** High

Amy, please see below. We need this letter signed by the Governor in order to draw the funding for Senior Community Service Employment Program funding. Will you get this to the Governor's staff or should I?

**Krista Hughes**  
**Director**  
**Division of Aging and Adult Services**  
**PO Box 1437 Slot S530**  
**Little Rock, AR 72203-1437**  
**Phone: 501-682-2441**  
**Fax - 501-682-8155**  
[krista.hughes@arkansas.gov](mailto:krista.hughes@arkansas.gov)

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**From:** Gwen McLarty  
**Sent:** Thursday, April 05, 2012 9:57 AM  
**To:** Krista Hughes; Charles Thompson  
**Subject:** Fwd: SCSEP Strategic State Plan

What do we need to do?

Sent from my iPhone

Begin forwarded message:

---

**From:** Nadine Grice <[nadine.grice@arkansas.gov](mailto:nadine.grice@arkansas.gov)>  
**Date:** April 5, 2012 9:04:17 AM CDT  
**To:** Gwen McLarty <[Gwen.McLarty@arkansas.gov](mailto:Gwen.McLarty@arkansas.gov)>  
**Subject:** SCSEP Strategic State Plan

Gwen: In order to receive Senior Community Service Employment Program (SCSEP) funding, the Older Americans Act (OAA) requires the governor or designee to submit a state plan that includes a four-year strategy for statewide provisions of community service training and other authorized activities for eligible unemployed low-income seniors. The intent of the SCSEP State Plan is to foster both short- and long-term coordination among the various national and state SCSEP grantees and their sub-recipients operating within the state, and to facilitate the efforts of key stakeholders, including state and local boards under WIA, to work collaboratively through a participatory process to accomplish SCSEP's goals. In addition, SCSEP State Plan requirements emphasize the importance of partnerships among grantees with other programs, initiatives and entities operating within the state. The four year strategy will cover Program Years 2012 – 2015, and is due on or before September 15, 2012.

The Governor may delegate responsibility for developing and submitting the State Plan, provided that any such delegation is consistent with state law and regulations. To delegate responsibility, the Governor must submit to the Department of Labor a signed statement indicating the individual and/or organization that will be submitting the State Plan on his or her behalf.

Gwen, do you know who would have information on how to go about contacting Governor Beebe to see if he will be delegating the development of Arkansas' Senior Community Service Employment Program State Plan to the Division of Aging and Adult Services or to another entity? If he delegates it to us, I have attached a letter that could be put on his stationery to be signed by Governor Beebe delegating DAAS to

develop and submit the SCSEP State Plan. I used the same format for the letter as the formatting from the Governor's letter for the last SCSEP State Plan.

I have also attached a copy of the Training and Employment Guidance Letter (TEGL) No. 21-11 from the U. S. Department of Labor containing the guidance on the SCSEP State Plan Requirements. Page 11, #9 of the TEGL shows where the OAA requires the governor or designee to submit the SCSEP State Plan.

Thank you.

*Nadine E. Grice*

DHS Program Coordinator  
Division of Aging and Adult Services  
Department of Human Services  
P. O. Box 1437, Slot S-530  
Little Rock, Arkansas 72203-1437

☎ Telephone: (501) 320-6571

☎ Fax: (501) 682-8155

✉ E-mail: [nadine.grice@arkansas.gov](mailto:nadine.grice@arkansas.gov)

Office Location

Department of Human Services  
700 Main Street, 5th Floor  
Little Rock, Arkansas 72201

DAAS Mission: To promote the health, safety, and independence of older Arkansans and adults with physical disabilities.

DAAS Vision: Older Arkansans and adults with physical disabilities are healthy, safe and enjoy a high quality of life.

DAAS Beliefs: Older Arkansans and people with disabilities have a choice in how and where they receive long term care - adults should age well - adults should be safe - access information enhances LTC choices - an aging society requires innovation and change.

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# APPENDIX 2

Stakeholder Invitations to Provide Input for Draft Senior Community  
Service Employment Program State Plan

Copies of E-mail Invitations

# APPENDIX 3

Invitations to Provide Input on SCSEP State Plan

(A) List of Addresses

(B) Copies of E-Mail Invitations

# APPENDIX 4

Copies of Public Commits on the draft Senior Community Service  
Employment Program State Plan

# APPENDIX 5

Arkansas SCSEP Equitable Distribution  
Authorized Positions  
2014



## Equitable Distribution/Authorized Positions

STATE	Statewide Summary	AP	E	V	# Counties	# Under	% Under	Avg.% Und. E	# Over	% Over	Avg.% Over E	#Over Under	%Over Under	Total V/AP
Arkansas  2014	<a href="#">State Grantee</a>	162	193	31	42	16	38.10%	41.50%	20	47.60%	103.20%	36	85.70%	61.10%
	<a href="#">National Grantees</a>	634	596	-38	73	41	56.20%	42.80%	26	35.60%	41%	67	91.80%	39.10%
	<a href="#">Total ED Grantees</a>	796	789	-7	75	40	53.30%	35.10%	28	37.30%	37.90%	68	90.70%	33.50%
	<a href="#">Set-aside Grantees</a> <a href="#">[S]</a>													

County	SG AP	SG E	SG V	AARP AP	AARP E	AARP V	EW AP	EW E	EW V	NCBA AP	NCBA E	NCBA V			
Arkansas	0	0	0	0	2	2	0	0	0	8	2	-6	8	4	-4
Ashley	3	1	-2	0	0	0	0	0	0	5	2	-3	5	2	-3
Baxter	2	5	3	0	0	0	14	5	-9	0	0	0	14	5	-9
Benton	7	6	-1	0	0	0	27	31	4	0	0	0	27	31	4
Boone	4	3	-1	0	0	0	8	10	2	0	0	0	8	10	2
Bradley	0	0	0	0	0	0	6	10	4	0	0	0	6	10	4
Calhoun	0	0	0	0	0	0	3	2	-1	0	0	0	3	2	-1
Carroll	0	0	0	0	0	0	11	4	-7	0	0	0	11	4	-7
Chicot	2	0	-2	0	0	0	0	0	0	5	7	2	5	7	2
Clark	2	2	0	0	0	0	5	2	-3	0	0	0	5	2	-3
Clay	2	0	-2	0	0	0	7	4	-3	0	0	0	7	4	-3
Cleburne	5	3	-2	0	0	0	5	2	-3	0	0	0	5	2	-3
Cleveland	0	0	0	0	0	0	3	4	1	0	0	0	3	4	1
Columbia	0	0	0	0	0	0	8	7	-1	0	0	0	8	7	-1
Conway	4	3	-1	0	0	0	4	6	2	0	0	0	4	6	2
Craighead	6	7	1	0	0	0	12	17	5	0	0	0	12	17	5
Crawford	17	12	-5	0	0	0	0	0	0	0	0	0	0	0	0
Crittenden	3	2	-1	0	0	0	0	0	0	12	13	1	12	13	1
Cross	3	9	6	0	0	0	0	0	0	4	3	-1	4	3	-1
Dallas	0	0	0	0	0	0	4	5	1	0	0	0	4	5	1
Desha	0	0	0	0	0	0	0	0	0	6	2	-4	6	2	-4

Drew	0	0	0	0	0	0	0	0	0	6	3	-3	6	3	-3
Faulkner	15	13	-2	0	0	0	0	0	0	0	0	0	0	0	0
Franklin	0	0	0	0	0	0	8	9	1	0	0	0	8	9	1
Fulton	0	0	0	0	0	0	5	7	2	0	0	0	5	7	2
Garland	0	0	0	32	30	-2	0	0	0	0	0	0	32	30	-2
Grant	0	0	0	4	2	-2	0	0	0	0	0	0	4	2	-2
Greene	5	2	-3	0	0	0	8	3	-5	0	0	0	8	3	-5
Hempstead	0	0	0	0	0	0	6	7	1	0	0	0	6	7	1
Hot Spring	0	0	0	9	13	4	0	0	0	0	0	0	9	13	4
Howard	2	0	-2	0	0	0	3	8	5	0	0	0	3	8	5
Independence	3	5	2	0	0	0	9	12	3	0	0	0	9	12	3
Izard	0	0	0	0	0	0	6	3	-3	0	0	0	6	3	-3
Jackson	4	6	2	0	0	0	0	0	0	5	0	-5	5	0	-5
Jefferson	6	12	6	17	7	-10	0	0	0	0	1	1	17	8	-9
Johnson	0	0	0	0	0	0	9	12	3	0	0	0	9	12	3
Lafayette	2	1	-1	0	0	0	2	1	-1	0	0	0	2	1	-1
Lawrence	2	3	1	0	0	0	6	1	-5	0	0	0	6	1	-5
Lee	2	4	2	0	0	0	0	0	0	5	5	0	5	5	0
Lincoln	0	0	0	0	0	0	0	0	0	5	3	-2	5	3	-2
Little river	4	4	0	0	0	0	1	2	1	0	0	0	1	2	1
Logan	2	2	0	7	6	-1	0	0	0	0	0	0	7	6	-1
Lonoke	5	8	3	0	0	0	9	8	-1	0	1	1	9	9	0
Madison	0	0	0	0	0	0	6	4	-2	0	0	0	6	4	-2
Marion	0	0	0	0	0	0	6	3	-3	0	0	0	6	3	-3
Miller	2	7	5	0	0	0	10	12	2	0	0	0	10	12	2
Mississippi	4	0	-4	0	0	0	0	1	1	11	12	1	11	13	2
Monroe	4	2	-2	0	0	0	1	9	8	0	1	1	1	10	9
Montgomery	0	0	0	5	3	-2	0	0	0	0	0	0	5	3	-2
Nevada	0	0	0	0	0	0	5	1	-4	0	0	0	5	1	-4
Newton	0	0	0	0	0	0	7	4	-3	0	0	0	7	4	-3
Ouachita	2	4	2	0	0	0	8	4	-4	0	0	0	8	4	-4
Perry	0	0	0	4	0	-4	0	0	0	0	0	0	4	0	-4
Phillips	1	6	5	0	0	0	0	0	0	8	8	0	8	8	0
Pike	0	0	0	0	0	0	5	2	-3	0	0	0	5	2	-3
Poinsett	2	4	2	0	0	0	9	7	-2	0	0	0	9	7	-2
Polk	0	0	0	8	5	-3	0	0	0	0	0	0	8	5	-3
Pope	0	0	0	0	0	0	13	13	0	0	0	0	13	13	0
Prairie	1	1	0	0	0	0	3	3	0	0	0	0	3	3	0
Pulaski	6	6	0	54	84	30	0	0	0	0	0	0	54	84	30
Randolph	3	0	-3	0	0	0	6	6	0	0	0	0	6	6	0
St. Francis	3	6	3	0	0	0	0	0	0	9	13	4	9	13	4

Saline	0	0	0	16	9	-7	0	0	0	0	0	0	16	9	-7
Scott	0	0	0	5	1	-4	0	0	0	0	0	0	5	1	-4
Searcy	2	3	1	0	0	0	3	2	-1	0	0	0	3	2	-1
Sebastian	6	13	7	21	18	-3	0	0	0	0	0	0	21	18	-3
Sevier	0	0	0	0	0	0	4	1	-3	0	0	0	4	1	-3
Sharp	3	4	1	0	0	0	6	13	7	0	0	0	6	13	7
Stone	0	0	0	0	0	0	8	9	1	0	0	0	8	9	1
Union	2	2	0	0	0	0	14	11	-3	0	0	0	14	11	-3
Van Buren	0	0	0	0	0	0	8	11	3	0	0	0	8	11	3
Washington	4	10	6	0	0	0	25	14	-11	0	0	0	25	14	-11
White	3	9	6	0	0	0	18	23	5	0	0	0	18	23	5
Woodruff	0	0	0	0	0	0	0	0	0	3	0	-3	3	0	-3
Yell	2	3	1	6	4	-2	0	1	1	0	0	0	6	5	-1
	162	193	31	188	184	-4	354	336	-18	92	76	-16			

# APPENDIX 6

Arkansas' County Minority Data 2005 - 2009

County in Arkansas	Hispanic	Hispanic %	Not Hispanic	Not Hispanic %	Total:	Total %
Arkansas County		1.4	1095	99.1	1105	100
Ashley County		0.4	1045	99.5	1050	100
Baxter County		0.6	2655	99.4	2670	100
Benton County	450	7.6	5495	92.5	5940	100
Boone County	10	0.5	2060	99.5	2070	100
Bradley County	0	0.0	970	100.0	970	100
Calhoun County	0	0.0	440	100.0	440	100
Carroll County		0.5	1880	99.5	1890	100
Chicot County		1.4	1080	98.6	1095	100
Clark County	0	0.0	1010	100.0	1010	100
Clay County	0	0.0	1530	100.0	1530	100
Cleburne County		1.0	1505	99.3	1515	100
Cleveland County		7.1	455	92.9	490	100
Columbia County	0	0.0	1250	100.0	1250	100
Conway County		3.0	1295	97.0	1335	100
Craighead County		0.4	3370	99.6	3385	100
Crawford County		0.1	2880	99.7	2890	100
Crittenden County	0	0.0	2715	100.0	2715	100
Cross County	0	0.0	1125	100.0	1125	100
Dallas County	0	0.0	755	100.0	755	100
Desha County		4.1	1065	95.9	1110	100
Drew County	0	0.0	850	100.0	850	100
Faulkner County	60	2.2	2630	97.8	2690	100
Franklin County		2.5	1385	97.5	1420	100
Fulton County		0.6	680	99.3	685	100
Garland County	205	4.0	4930	96.0	5135	100
Grant County	0	0.0	575	100.0	575	100
Greene County		1.5	1950	98.7	1975	100
Hempstead County		3.9	865	96.1	900	100
Hot Spring County		1.4	1425	98.6	1445	100
Howard County	70	9.0	705	91.0	775	100
Independence County		1.6	1805	98.4	1835	100
Izard County	0	0.0	855	100.0	855	100
Jackson County		0.3	1180	99.6	1185	100
Jefferson County	0	0.0	3910	100.0	3910	100
Johnson County	35	2.3	1450	97.3	1490	100
Lafayette County	0	0.0	605	100.0	605	100
Lawrence County		2.6	1295	97.4	1330	100

Lee County	0	0.0	925	100.0	925	100
Lincoln County	0	0.0	755	100.0	755	100
Little River County		1.2	815	98.8	825	100
Logan County		0.7	1475	99.0	1490	100
Lonoke County	75	3.4	2110	96.6	2185	100
Madison County	0	0.0	1030	100.0	1030	100
Marion County		0.4	1125	99.6	1130	100
Miller County	0	0.0	1985	100.0	1985	100
Mississippi County	60	2.6	2275	97.4	2335	100
Monroe County	0	0.0	810	100.0	810	100
Montgomery County	0	0.0	705	100.0	705	100
Nevada County	0	0.0	840	100.0	840	100
Newton County	0	0.0	960	100.0	960	100
Ouachita County	0	0.0	1830	100.0	1830	100
Perry County	0	0.0	670	100.0	670	100
Phillips County		0.3	1435	99.7	1440	100
Pike County	0	0.0	775	100.0	775	100
Poinsett County		0.3	1550	99.4	1560	100
Polk County		1.8	1120	98.2	1140	100
Pope County		0.2	2350	99.8	2355	100
Prairie County	0	0.0	590	100.0	590	100
Pulaski County	330	2.9	10860	97.1	11190	100
Randolph County	0	0.0	1530	100.0	1530	100
Saline County		0.2	2615	99.8	2620	100
Scott County	0	0.0	860	100.0	860	100
Searcy County		1.3	740	98.7	750	100
Sebastian County	200	4.5	4200	95.5	4400	100
Sevier County	115	14.1	700	85.9	815	100
Sharp County	0	0.0	1445	100.0	1445	100
St. Francis County		4.1	1750	95.9	1825	100
Stone County	0	0.0	1175	100.0	1175	100
Union County	25	1.0	2515	99.0	2540	100
Van Buren County		0.9	1085	99.1	1095	100
Washington County	155	3.3	4590	96.6	4750	100
White County	0	0.0	3345	100.0	3345	100
Woodruff County	0	0.0	705	100.0	705	100
Yell County	120	9.1	1205	90.9	1325	100

County in Arkansas	Minority	Minority %	Not Minority	Not Minority %	Total:	Total %
Arkansas County	435	39.4	670	60.6	1105	100
Ashley County	340	32.4	705	67.1	1050	100
Baxter County	90	3.4	2580	96.6	2670	100
Benton County	770	13.0	5170	87.0	5940	100
Boone County	35	1.7	2035	98.3	2070	100
Bradley County	350	36.1	620	63.9	970	100
Calhoun County	125	28.4	315	71.6	440	100
Carroll County	95	5.0	1795	95.0	1890	100
Chicot County	705	64.4	390	35.6	1095	100
Clark County	280	27.7	730	72.3	1010	100
Clay County		0.7	1520	99.4	1530	100
Cleburne County	80	5.3	1435	94.7	1515	100
Cleveland County	140	28.6	350	71.4	490	100
Columbia County	655	52.4	595	47.6	1250	100
Conway County	230	17.2	1105	82.8	1335	100
Craighead County	315	9.3	3070	90.7	3385	100
Crawford County	200	6.9	2690	93.1	2890	100
Crittenden County	1790	65.9	925	34.1	2715	100
Cross County	315	28.0	810	72.0	1125	100
Dallas County	415	55.0	340	45.0	755	100
Desha County	610	55.0	500	45.1	1110	100
Drew County	305	35.9	545	64.1	850	100
Faulkner County	485	18.0	2205	82.0	2690	100
Franklin County	125	8.8	1295	91.2	1420	100
Fulton County	30	4.4	655	95.6	685	100
Garland County	965	18.8	4170	81.2	5135	100
Grant County	75	13.0	500	87.0	575	100
Greene County	155	7.9	1825	92.4	1975	100
Hempstead County	405	45.0	495	55.0	900	100
Hot Spring County	360	24.9	1085	75.1	1445	100
Howard County	215	27.7	555	71.6	775	100
Independence County	85	4.6	1750	95.4	1835	100
Izard County		1.8	840	98.3	855	100
Jackson County	135	11.4	1050	88.6	1185	100
Jefferson County	2480	63.4	1430	36.6	3910	100
Johnson County	65	4.4	1425	95.6	1490	100
Lafayette County	305	50.4	300	49.6	605	100
Lawrence County	75	5.6	1255	94.4	1330	100

Lee County	595	64.3	330	35.7	925	100
Lincoln County	350	46.4	405	53.6	755	100
Little River County	260	31.5	570	69.1	825	100
Logan County	100	6.7	1385	93.0	1490	100
Lonoke County	405	18.5	1780	81.5	2185	100
Madison County		1.5	1020	99.0	1030	100
Marion County	40	3.5	1090	96.5	1130	100
Miller County	670	33.8	1315	66.3	1985	100
Mississippi County	955	40.9	1380	59.1	2335	100
Monroe County	330	40.7	480	59.3	810	100
Montgomery County	50	7.1	655	92.9	705	100
Nevada County	430	51.2	410	48.8	840	100
Newton County	15	1.6	945	98.4	960	100
Ouachita County	965	52.7	870	47.5	1830	100
Perry County		4.5	640	95.5	670	100
Phillips County	980	68.1	465	32.3	1440	100
Pike County	40	5.2	735	94.8	775	100
Poinsett County	125	8.0	1435	92.0	1560	100
Polk County	50	4.4	1095	96.1	1140	100
Pope County	55	2.3	2300	97.7	2355	100
Prairie County	125	21.2	465	78.8	590	100
Pulaski County	5460	48.8	5730	51.2	11190	100
Randolph County	50	3.3	1480	96.7	1530	100
Saline County	135	5.2	2485	94.9	2620	100
Scott County	65	7.6	795	92.4	860	100
Searcy County	30	4.0	715	95.3	750	100
Sebastian County	960	21.8	3440	78.2	4400	100
Sevier County	205	25.2	615	75.5	815	100
Sharp County	115	8.0	1330	92.0	1445	100
St. Francis County	1040	57.0	785	43.0	1825	100
Stone County	0	0.0	1175	100.0	1175	100
Union County	1265	49.8	1270	50.0	2540	100
Van Buren County	40	3.7	1055	96.4	1095	100
Washington County	485	10.2	4260	89.7	4750	100
White County	140	4.2	3205	95.8	3345	100
Woodruff County	270	38.3	435	61.7	705	100
Yell County	185	14.0	1140	86.0	1325	100

County in Arkansas	White	White %	Black	Black %	Asian	Asian %	American Indian	American Indian %
Arkansas County	685	62.0	365	33.0		0.9	0	0.0
Ashley County	710	67.6	340	32.4	0	0.0	0	0.0
Baxter County	2595	97.2	0	0.0	0	0.0	50	1.9
Benton County	5335	89.8	0	0.0	75	1.3	85	1.4
Boone County	2040	98.6	0	0.0	0	0.0		0.2
Bradley County	620	63.9	350	36.1	0	0.0	0	0.0
Calhoun County	315	71.6	125	28.4	0	0.0	0	0.0
Carroll County	1805	95.5		0.8		1.1	50	2.6
Chicot County	405	37.0	690	63.0	0	0.0	0	0.0
Clark County	730	72.3	250	24.8	0	0.0	0	0.0
Clay County	1520	99.3	0	0.0	0	0.0		0.3
Cleburne County	1435	94.7	0	0.0	0	0.0	20	1.3
Cleveland County	350	71.4	85	17.3	0	0.0	0	0.0
Columbia County	595	47.6	650	52.0	0	0.0	0	0.0
Conway County	1145	85.8	160	12.0	0	0.0		0.7
Craighead County	3090	91.3	250	7.4		0.3	10	0.3
Crawford County	2695	93.3		1.6	75	2.6	25	0.9
Crittenden County	925	34.1	1735	63.9		0.9	0	0.0
Cross County	810	72.0	315	28.0	0	0.0	0	0.0
Dallas County	340	45.0	405	53.6	0	0.0		0.5
Desha County	500	45.0	540	48.6	0	0.0	4	0.4
Drew County	545	64.1	305	35.9		0.5	0	0.0
Faulkner County	2265	84.2	345	12.8		1.5	0	0.0
Franklin County	1295	91.2		2.5		3.5		1.1
Fulton County	660	96.4	0	0.0	0	0.0	0	0.0
Garland County	4230	82.4	520	10.1	80	1.6	25	0.5
Grant County	500	87.0		7.0	0	0.0	0	0.0
Greene County	1825	92.4		3.3		0.8		0.5
Hempstead County	530	58.9	335	37.2	0	0.0		3.9
Hot Spring County	1085	75.1	295	20.4		0.3		0.3
Howard County	555	71.6	145	18.7	0	0.0	0	0.0
Independence County	1750	95.4		1.6	0	0.0		0.8
Izard County	840	98.2	0	0.0	0	0.0	0	0.0
Jackson County	1050	88.6	115	9.7	0	0.0		0.3
Jefferson County	1430	36.6	2420	61.9		0.4		0.1
Johnson County	1445	97.0	0	0.0	0	0.0		1.0
Lafayette County	300	49.6	305	50.4	0	0.0	0	0.0

Lawrence County	1255	94.4		0.3	0	0.0		0.8
Lee County	330	35.7	555	60.0		1.6		1.6
Lincoln County	405	53.6	350	46.4	0	0.0	0	0.0
Little River County	580	70.3	230	27.9	0	0.0	0	0.0
Logan County	1385	93.0		4.0		0.7		0.7
Lonoke County	1855	84.9	300	13.7	0	0.0		1.1
Madison County	1020	99.0	0	0.0	0	0.0		1.5
Marion County	1090	96.5	0	0.0	0	0.0		2.2
Miller County	1315	66.2	630	31.7	0	0.0		0.8
Mississippi County	1425	61.0	850	36.4		0.6		0.6
Monroe County	480	59.3	330	40.7	0	0.0	0	0.0
Montgomery County	655	92.9	0	0.0	0	0.0	25	3.5
Nevada County	410	48.8	430	51.2	0	0.0	0	0.0
Newton County	945	98.4	0	0.0	0	0.0		0.4
Ouachita County	870	47.5	905	49.5	0	0.0	30	1.6
Perry County	640	95.5	0	0.0	0	0.0		0.6
Phillips County	465	32.3	950	66.0		1.0	0	0.0
Pike County	735	94.8		1.9		1.9		0.5
Poinsett County	1440	92.3	105	6.7	0	0.0		0.3
Polk County	1115	97.8		0.4	0	0.0	0	0.0
Pope County	2300	97.7		0.6	0	0.0	10	0.4
Prairie County	465	78.8	125	21.2	0	0.0	0	0.0
Pulaski County	5885	52.6	4975	44.5		0.1		0.2
Randolph County	1480	96.7	0	0.0	0	0.0		1.6
Saline County	2485	94.8	115	4.4		0.4		0.2
Scott County	795	92.4	0	0.0		2.3	0	0.0
Searcy County	725	96.7	0	0.0	0	0.0	0	0.0
Sebastian County	3560	80.9	490	11.1	90	2.0	65	1.5
Sevier County	640	78.5	45	5.5	0	0.0	35	4.3
Sharp County	1330	92.0		1.7	0	0.0		0.3
St. Francis County	785	43.0	975	53.4	0	0.0	0	0.0
Stone County	1175	100.0	0	0.0	0	0.0	0	0.0
Union County	1270	50.0	1185	46.7	0	0.0		0.8
Van Buren County	1060	96.8	0	0.0	0	0.0		3.2
Washington County	4355	91.7	175	3.7	0	0.0	75	1.6
White County	3205	95.8	100	3.0	0	0.0		0.1
Woodruff County	435	61.7	235	33.3	0	0.0		3.5
Yell County	1240	93.6	25	1.9	0	0.0		1.1

County in Arkansas	Pacific Island	Pacific Island %	Some Other Race	Some Other Race %	Two or More Races	Two or More Races %	Total	Total %
Arkansas County	0	0.000	0	0.0	45	4.1	1105	100
Ashley County	0	0.000	0	0.0	0	0.0	1050	100
Baxter County	0	0.000	0	0.0	25	0.9	2670	100
Benton County	0	0.000	370	6.2	80	1.3	5940	100
Boone County	0	0.000	0	0.0	25	1.2	2070	100
Bradley County	0	0.000	0	0.0	0	0.0	970	100
Calhoun County	0	0.000	0	0.0	0	0.0	440	100
Carroll County	0	0.000	0	0.0		0.2	1890	100
Chicot County	0	0.000	0	0.0	0	0.0	1095	100
Clark County	0	0.000	0	0.0	30	3.0	1010	100
Clay County	0	0.000	0	0.0		0.7	1530	100
Cleburne County	0	0.000	0	0.0	60	4.0	1515	100
Cleveland County	0	0.000	0	0.0		11.2	490	100
Columbia County	0	0.000	0	0.0		0.3	1250	100
Conway County	0	0.000	0	0.0		1.5	1335	100
Craighead County	0	0.000	0	0.0	30	0.9	3385	100
Crawford County	0	0.000	0	0.0	45	1.6	2890	100
Crittenden County	0	0.000	0	0.0	25	0.9	2715	100
Cross County	0	0.000	0	0.0	0	0.0	1125	100
Dallas County	0	0.000	0	0.0		0.5	755	100
Desha County	0	0.000		4.1	15	1.4	1110	100
Drew County	0	0.000	0	0.0	0	0.0	850	100
Faulkner County		0.149	0	0.0	35	1.3	2690	100
Franklin County	0	0.000	0	0.0		2.1	1420	100
Fulton County	0	0.000	0	0.0	25	3.6	685	100
Garland County	0	0.000	160	3.1	125	2.4	5135	100
Grant County	0	0.000	0	0.0		6.1	575	100
Greene County	0	0.000	0	0.0	60	3.0	1975	100
Hempstead County	0	0.000	0	0.0	0	0.0	900	100
Hot Spring County	0	0.000		1.4	40	2.8	1445	100
Howard County	0	0.000	70	9.0		0.5	775	100
Independence County	0	0.000		0.2	40	2.2	1835	100
Izard County	0	0.000	0	0.0		1.8	855	100
Jackson County	0	0.000		0.3		0.8	1185	100
Jefferson County	0	0.000	0	0.0	35	0.9	3910	100
Johnson County	0	0.000		1.0		0.7	1490	100

Lafayette County	0	0.000	0	0.0	0	0.0	605	100
Lawrence County	0	0.000		2.6		1.9	1330	100
Lee County	0	0.000	0	0.0		1.6	925	100
Lincoln County	0	0.000	0	0.0	0	0.0	755	100
Little River County	0	0.000	0	0.0		1.8	825	100
Logan County	0	0.000		0.7	10	0.7	1490	100
Lonoke County	0	0.000	0	0.0		0.2	2185	100
Madison County	0	0.000	0	0.0	0	0.0	1030	100
Marion County	0	0.000		0.4		1.3	1130	100
Miller County	0	0.000	0	0.0		1.3	1985	100
Mississippi County	0	0.000		0.9		0.9	2335	100
Monroe County	0	0.000	0	0.0		0.5	810	100
Montgomery County	0	0.000	0	0.0	25	3.5	705	100
Nevada County	0	0.000	0	0.0	0	0.0	840	100
Newton County	0	0.000	0	0.0		1.0	960	100
Ouachita County	0	0.000	0	0.0	30	1.6	1830	100
Perry County	0	0.000	0	0.0		3.7	670	100
Phillips County	0	0.000		0.3		0.7	1440	100
Pike County	0	0.000	0	0.0		0.5	775	100
Poinsett County	0	0.000	0	0.0		0.3	1560	100
Polk County	0	0.000	0	0.0		2.2	1140	100
Pope County	0	0.000		0.2	20	0.8	2355	100
Prairie County	0	0.000	0	0.0	0	0.0	590	100
Pulaski County	0	0.000	175	1.6	115	1.0	11190	100
Randolph County	0	0.000	0	0.0	25	1.6	1530	100
Saline County	0	0.000	0	0.0		0.2	2620	100
Scott County	0	0.000	0	0.0	45	5.2	860	100
Searcy County	0	0.000	0	0.0	25	3.3	750	100
Sebastian County	0	0.000	55	1.3	135	3.1	4400	100
Sevier County	0	0.000		11.0		0.5	815	100
Sharp County	0	0.000	0	0.0	85	5.9	1445	100
St. Francis County	0	0.000		2.2		1.4	1825	100
Stone County	0	0.000	0	0.0	0	0.0	1175	100
Union County	0	0.000	25	1.0	40	1.6	2540	100
Van Buren County	0	0.000	0	0.0	0	0.0	1095	100
Washington County		0.737	60	1.3	50	1.1	4750	100
White County	0	0.000	0	0.0	30	0.9	3345	100
Woodruff County	0	0.000	0	0.0		0.6	705	100
Yell County	0	0.000		1.5	20	1.5	1325	100

# APPENDIX 7

Arkansas' SCSEP Participant Characteristics based on Arkansas' Population Served in Program Year 2011 (As of March 31, 2012) provided by those Arkansas SCSEP National Grantees contributing to Arkansas SCSEP State Plan

Based upon SCSEP Quarterly Progress Report ending March 31, 2012

Arkansas Population Served in Program Year 2011 (As of March 31, 2012)

PARTICIPANT CHARACTERISTICS			State SCSEP	AARP	Experience Works	NCBA	TOTAL
Gender	1	Male	56	106	181	12	355
	2	Female	138	232	424	75	869
Ethnicity	8	Hispanic, Latino or Spanish origin	1	6	1	0	8
	9	American Indian or Alaska Native	1	4	8	0	13
Race	10	Asian	0	1	2	0	3
	11	Black or African American	71	167	137	78	453
	12	Native Hawaiian or Pacific Islander	1	0	2	0	3
	13	White	119	163	447	9	738
Education	14	8th grade & under	15	10	61	12	98
	15	9th grade – 11th grade	46	41	149	14	250
	16	High School diploma or equivalent	83	168	219	54	524
	17	1 – 3 years college	26	85	105	6	222
	18	Post-secondary certificate	5	1	17	0	23
	19	Associate's degree	6	3	19	0	28

	<b>20</b>	Bachelor's degree or equivalent	10	24	27	1	62
	<b>21</b>	Some graduate school	1	1	1	0	3
	<b>22</b>	Master's degree	2	4	7	0	13
	<b>23</b>	Doctoral degree	0	1	0	0	1
<b>Additional</b>	<b>24</b>	Family income at or below the poverty level	159	304	494	45	1,002
<b>Measures</b>	<b>25</b>	Individuals with disabilities	47	81	117	13	258
	<b>26</b>	Individuals with limited English proficiency	0	3	1	0	4
	<b>27</b>	Individuals with low literacy skills	26	159	89	23	297
	<b>28</b>	Individuals residing in rural areas	133	37	453		623
	<b>29</b>	Individuals with low employment prospects	159	334	452	87	1,032
	<b>30</b>	Individuals who failed to find employment after using WIA Title I	61	12	103	14	190
	<b>31</b>	Individuals age 75 and over at date of report	22	25	96	11	154

	<b>32</b>	Individuals who are homeless or at risk of homelessness	48	249	123	0	420
	<b>33</b>	Displaced homemakers	6	17	28	0	51
	<b>34</b>	Veterans (or spouses)	28	51	84	11	174
	<b>35</b>	Individuals receiving public assistance	62	183	212	48	505
	<b>36</b>	Individuals with severe disability	0	25	2		27
	<b>37</b>	Individuals who are frail	0	2	1		3
	<b>38</b>	Individuals old enough for but not receiving SS Title II	1	0	3		4
	<b>39</b>	Individuals with severely limited employment prospects in areas of persistent unemployment	4	83	3	99	189