

Senior Community Service Employment Program

State Plan

South Dakota

2008-2011

South Dakota Senior Community Service Employment Program Program Year 2008 - 2011

Section 1 Purpose of the State Plan

The purpose of the State Senior Employment Services Coordination Plan is to improve coordination among organizations engaged in older worker activities that will result in employment for older workers. The Plan is intended as a guide to be used by Senior Community Service Employment Program (SCSEP) providers as it plans its service activities within the state.

This is more important than ever since 90,000 South Dakotans will be 65, retirement age, in 2025. That is about 13 percent of the total population. These South Dakotans will continue to be needed in the work force. According to a September 12, 2007, U. S. Census Bureau news release, "Nationally, nearly one in four people between the ages of 65 and 74 (23.2%) were in the labor force (either working or looking for work) in 2006, an increase from 19.6% in 2000. Some of the highest rates were found in South Dakota, Nebraska and Washington, D.C., all with about one-third of people in this age group in the labor force."

The Senior Community Service Employment Program (SCSEP) will play a lead role in older worker initiatives and in the development and implementation of South Dakota's strategies to address the issues of older workers and work force issues. The SCSEP provides employment services to adults age 55 and older who: 1) have an income below 125% of the federal poverty level, 2) are unemployed, 3) are residents of the state of South Dakota, and 4) have poor employment prospects. The employment services include comprehensive training, case management, and a part-time community service training assignment. The goal of the program is to transition participants into unsubsidized employment earning a self-sufficient wage. SCSEP is an employer-driven program seeking to fill the needs of the work force as well as those of the participants.

Section 2 Involvement of Organizations and Individuals

As required in Section 503(a)(2) of the 2006 OAA Amendments, the following is a list of the organizations and groups of individuals that will contribute to the development of the SCSEP State Plan for 2008-11.

- Adult Services and Aging (includes Title III of the OAA Amendments)
- Workforce Development Council
- Native American Tribal Leadership
- Veteran Services
- Department of Corrections
- Local Workforce Investment Boards
- Lutheran Social Services
- Community Action Program
- Corporation for National and Community Service

- Senior Community Service Employment Program participants
- Various Host Agencies
- Private businesses throughout the state
- Affected community organizations
- National SCSEP providers – Experience Works, and National Indian Council on Aging (NICOA)
- Center for Active Generations
- AARP
- Vocational Rehabilitation
- Services to the Blind

Input was requested in the development of the Plan through the use of mailing questionnaires, telephone calls, and e-mailing draft copies for review and comment. The following agencies were provided the opportunity to make recommendations in the development of this Plan and provide a summary of the services they offer to the senior population:

- a. **AARP** is a nonprofit membership organization dedicated to addressing the needs and interests of persons 50 and older. Through information and education, advocacy and service, AARP seeks to enhance the quality of life for all by promoting independence, dignity and purpose. The collective strength of AARP’s membership enables them to serve the broader community, improving the quality of life for people as they get older. It also includes sharing strategies and information with organizations across the world that are involved with the issues of global aging. AARP’s vision is to excel as a dynamic presence in every community by shaping and enriching the experience of aging for each member and for society. To bring that vision to life, AARP focuses efforts and resources in four areas: Health and Wellness, Economic Security and Work, Long-term Care and Independent Living, and Personal Enrichment. AARP strives to live the motto that Dr. Ethel Percy Andrus, the founder, gave the Association: “To serve, not to be served.” AARP serves its members and society primarily in four ways: 1) by providing quality information and education through such programs as Tax-Aide, Driver Safety, Senior Community Service Employment Program (SCSEP) and Money Management Program, 2) through legislative, legal and consumer advocacy at the national, state and local levels, 3) by providing opportunities for service and involvement in their communities through partnerships with corporations and organizations such as Fannie Mae, Home Depot, and Experience Works and 4) by making available a wide range of products and services to members. Working with the National Community Service Programs and an extensive network of local AARP chapters and NRTA network of retired educators, these offices enable AARP to reach and engage members, volunteers, the media, community partners, and policy-makers in carrying out AARP’s mission.
- b. The **Adult Services and Aging**, a division of the Department of Social Services, is the state office on aging. A representation reviewed the draft plan and provided valuable input and was sent a copy of the final plan that incorporated their input. The listing of services provided include In-home Services, Personal Care, Respite Care, Adult Day Care, Preadmission Assessments, Transportation, Senior Meals, Information and Referral, Adult

Protective Services, Ombudsman Program, Senior Health Information and Insurance Education (SHIINE), Crime Victims Compensation, Domestic Abuse Program, Assistive Devices, RX Access, and Adult Foster Care. New to this impressive list of services is the South Dakota Caregiver Program providing everything from training to chore services to caregiver relief.

- c. **Experience Works, Inc** (285 authorized national positions and 81 authorized state positions) Note: For Program Year 2007-2008, Experience Works had 293 authorized national positions and 84 authorized state positions. The current enrollment of participants covers 63 counties in the state. With a mission to strengthen families, communities and our nation by providing older disadvantaged individuals with opportunities to learn, work and serve others, Experience Works has broadened its service list to include a national recognition event of outstanding older workers, participants and employers of older workers called Prime Time and Changing Lives Awards. The current participants include 28% from minorities and 35% who are disabled. The population served is 86% at or below the poverty level, 67% are age 55-64 and 34% are age 65 or older. Since Workforce Investment Act (WIA), more participant Employment Training Assistants have office space in the South Dakota Career Centers than ever before where they serve as a partner in the recruitment, job placement and job search activities for South Dakotans.
- d. **The National Indian Council on Aging** (41 authorized national positions) Currently operating in Bennett, Buffalo, Charles Mix, Corson, Dewey, Jackson, Lyman, Minnehaha, Pennington, Shannon, Todd and Ziebach counties.
- e. **Nonprofit providers of senior services:**

Community Action Program: Established under the Economic Opportunity Act, fight America's War on Poverty. The main thrust of "Community Action" is to empower low-income and elderly persons to help themselves out of poverty. This philosophy is best described by the phrase "a hand up, not a handout." To assure that these individuals are being reached, we have four Community Action Agencies that serve 65 counties throughout South Dakota. In an effort to help these individuals overcome barriers that prevent them from reaching self-sufficiency, these agencies are providing older individuals with skills and opportunities to enhance their employability, performance, and life satisfaction. Some activities that focus on a specific area are emergency services such as food pantries, clothing centers and emergency food and shelter programs. SCBG funds also provide rent and/or security deposit assistance to homeless families, provide mental health counseling, revolving loan funds, 60's plus dining, transit program, elderly nutrition program "Dakota Senior Meals," the garden project and much more. These efforts demonstrate that it is possible to create a new response to the dynamics of poverty. Providing our communities with new hope, we can indeed win the war on poverty one family at a time.

Center for Active Generations: strives to help adults in the community remain active and enjoy the company of other adults in a positive and productive setting. The Center hosts a variety of recreational activities, social and educational programs and provides a multitude of volunteer opportunities. The Center houses a computer learning center and has a fully-

equipped fitness center. Programs through The Center for Active Generations include Meals on Wheels; Daybreak Adult Day Services; Workers on Wheels, volunteers who help elderly in their homes; Bridges Employment Resource Center; and SHIINE, the Senior Health Information and Insurance Education program.

Lutheran Social Services: As a statewide multi-service agency, LSS care for seniors includes affordable housing, long-term care assessment, domestic abuse and general mental health counseling as well as consumer credit counseling.

Corporation for National & Community Service: CNCS offers opportunities for Americans of all ages and backgrounds to make their communities safer, healthier, and stronger through three major service initiatives of AmeriCorps, Learn and Serve America, and the National Senior Service Corps (NSSC). The National Senior Service Corps is a network of more than half a million seniors who are making a difference in the Foster Grandparent Program (FGP), Senior Companion Program, and the Retired & Senior Volunteer Program (RSVP). These programs tap the experience, skills, talents, interests, and creativity of seniors age 55 and over. Senior Corps participants are committed to sharing their life experience in order to help solve critical local problems in the areas of education, public safety, the environment, and other human needs. Some help just a few hours a week while others do 20 hours or more of service every week.

f. **Coordination with the Workforce Investment Act (WIA):**

The **Workforce Development Council (WDC)** serves as the single workforce investment council for the state. The WDC did not include a representative of SCSEP under JTPA and the state kept the council makeup the same under WIA. They established a One Stop Delivery System with **Workforce Investment Boards (WIBs)** throughout the state. This State Plan has been reviewed by representatives from the WDC, the Department of Labor and some of the local WIBs and is in accordance with the Workforce Investment Development State Plan.

Other Organizations:

A variety of agencies and businesses from across the State were included in development of the SCSEP State Plan. Some responded to a questionnaire and others provided in-person feedback on the seniors and employment needs in their communities.

Section 3 Solicitation and Collection of Public Comments

The draft State Plan was shared with several providers/collaborators of services for seniors and the general public. Comments on the plan were solicited along with answers to a questionnaire (*Attachment 1*). A representative from each organization, business, and governmental agency was e-mailed and contacted by phone. Comments were shared in telephone conversations and through regular contact with agencies in the course of doing business.

Section 4 Basic Distribution of SCSEP Positions within the State

a. Location of Positions

There are no counties that are significantly over-served or under-served with a variance of 1-4 of their equitable share based on U. S. Census 2000 data. The State of South Dakota will continue to work toward the goal of equitable distribution of the SCSEP slots within the counties so that all people have access to services under the program.

There are two counties (Pennington and Minnehaha counties) with three SCSEP service providers operating (two national providers and the State of South Dakota positions.) To date, there have not been conflicts because of multiple providers in a county. The SCSEP service providers are generally working toward equitable distribution in each county. The population shifts each year cause some counties to be over-served and some to be under-served even though the authorized numbers for these counties meet the Census 2000 figures. SCSEP service providers should discuss the possibility that in some counties, there may need to be an adjustment in the numbers that differ from the Census 2000 figures in order to adequately serve these areas of the state.

Below is a chart of South Dakota Counties that are over or under authorized.

COUNTY	OVER AUTHORIZED	UNDER AUTHORIZED
Charles Mix		1
Corson		1
Custer	4	
Dewey	1	
Hutchinson		1
Ziebach		1

In South Dakota, two of the 13 national organizations have been awarded grants to serve within the state. Those two organizations are Experience Works, Inc. and the National Indian Council on Aging (NICOA). The Governor also has a grant with the USDOL to utilize SCSEP funds and the funds are administered through the South Dakota Department of Labor with a contract to Experience Works, Inc. to provide SCSEP services.

Counties served, by grantee/contractor:

Service Provider	Counties Served
Experience Works Bold type indicates the county also has State funded positions.	Aurora, Beadle, Bennett, Bon Homme, Brookings, Brown, Brule, Buffalo, Butte , Campbell, Charles Mix, Clark, Clay, Codington , , Custer, Davison, Day, Deuel , , Douglas, Edmonds, Fall River, Faulk, Grant, Gregory , Haakon, Hamlin, Hand, Hanson, Harding, Hughes, Hutchison , Hyde, Jerauld, Jones, Kingsbury ,

	Lake, Lawrence, Lincoln, Lyman, Marshall, McCook, McPherson, Meade, Mellette, Miner, Minnehaha, Moody, Pennington, Perkins, Potter, Roberts, Sanborn, Shannon, Spink, Stanley, Sully, Todd, Tripp, Turner, Union, Walworth, Yankton,
National Indian Council on Aging (NICOA)	Bennett, Buffalo, Charles Mix, Corson, Dewey, Jackson, Lyman, Minnehaha, Pennington, Shannon, Todd and Ziebach.

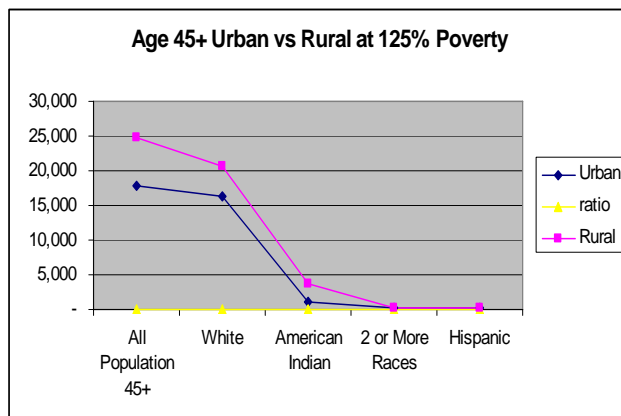
The two national grantees of the SCSEP operating in South Dakota (Experience Works and NICOA) have a cooperative relationship sharing information and giving referrals back and forth. This is not expected to change.

SCSEP service providers continue to problem-solve the best ways to meet the nearly doubled employment performance measure.

b. Rural and Urban Populations.

The only areas of South Dakota that are considered “urban” are the Sioux Falls and Rapid City areas in Minnehaha/Lincoln and Pennington counties respectively. The SCSEP service providers serving Sioux Falls and Rapid City are NICOA and Experience Works. Experience Works reported serving 57 participants in these two areas. Their remaining participants are served in “rural” areas of the state (85% of their total participants at this time.) NICOA reported serving 16 in Sioux Falls and Rapid City. The rest of their participants (62%) are served in rural areas of the state. According to Rural Urban Commuting Area Codes (RUCA), Fort Meade is considered urban, but Fort Meade is only a veterans’ medical facility. It is located about 30 miles from Rapid City.

According to Table 3 of the Division of Older Worker Programs Census 2000 data provided for these planning purposes, 42% of the total population of those 45 years of age and older at or below 125% of HHS Poverty Levels are considered Urban (*Attachment 3*). Except for the Hispanic population, this same ratio holds true when a comparison is made by ethnic group.



c. Specific Population Groups

(1) Greatest economic need:

Those persons at or below the poverty level established by the Department of Health and Human Services and approved by the Office of Management and Budget.

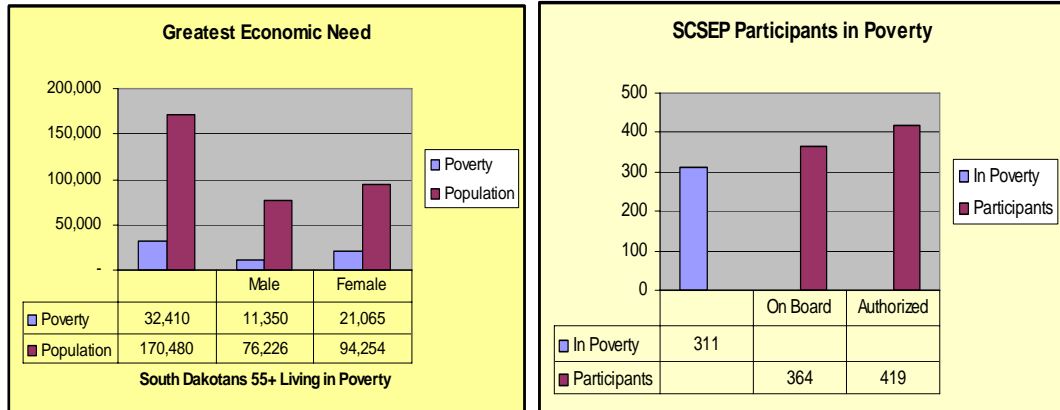
There are many older persons that need to work in order to pay for the necessities of life: food, housing, transportation and medical care. Social Security benefits alone cannot meet their needs and they must subsidize this with employment. The SCSEP grantees have found that a large number of the participants are working to pay for prescriptions or to cover the cost of health insurance. Of the current enrollment, 67% are below the age of 65 and may not receive any Social Security benefits (unless they have opted to draw their benefit at age 62 or receive Social Security Disability benefits.) Low income older workers want and need to work.

The number of older workers is growing in South Dakota along with the rest of the country. According to the South Dakota Department of Labor, 25 percent of the 2008 population is more than 55 years old.

The U. S. Census 2000 data indicates that South Dakota has a population that includes 170,480 people ages 55 and older. Of this population, 32,410 (19%) are the men and women that have an income that is at or below 125% of HHS poverty levels. According to “A Profile of Older Americans: 2007” by the U.S. Department of Health and Human Services, South Dakota is one of 10 states with the highest poverty rate for people 65 and older during 2006 at 12.5%. Currently, SCSEP grantees in South Dakota have an enrollment of participants that include 85.44% living in poverty.

The income guidelines need to be raised to serve more low-income seniors. Using 150% of the Poverty Level would allow assistance to people that fall between the cracks. The countable and excludable income for SCSEP eligibility should be

evaluated to consider the high cost of prescription drugs and other health-care costs.

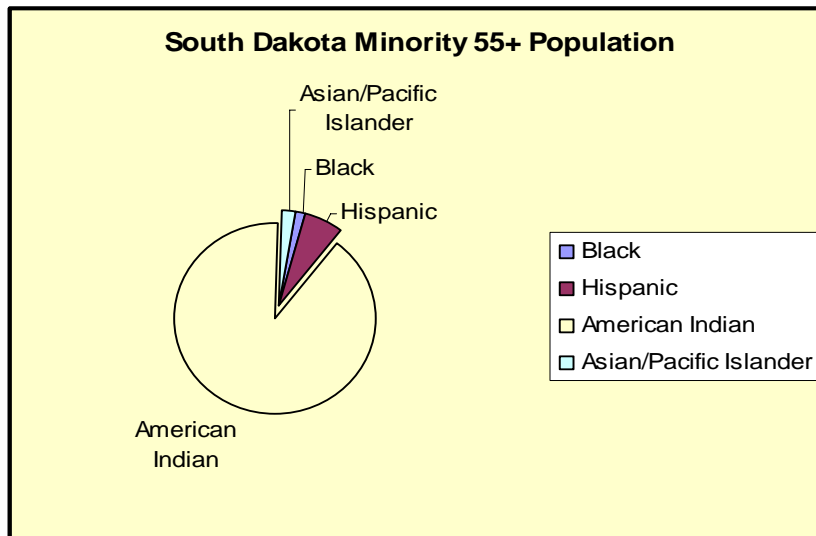


According to the U. S. Census Bureau’s 2000 Demographics for South Dakota, 13.2% of the entire population lives in poverty.

(2) Minorities:

This includes American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino American, and Native Hawaiian or Other Pacific Islander.

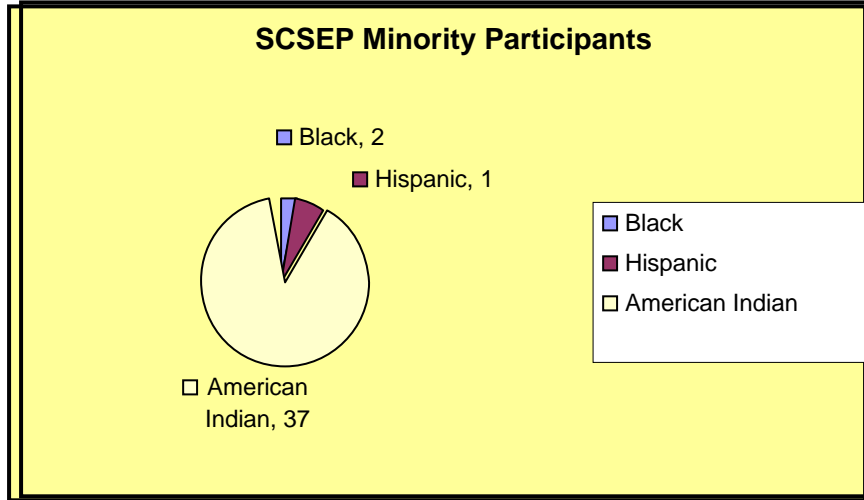
According to the U.S. Census 2000 report on South Dakota, the total minority population in South Dakota is 11.3% (*Attachment 4*). Table 2 of the Division of Older Worker Programs Census 2000 data indicates that 9.16% of South Dakota’s population of persons age 55 and older who are at or below 125% of the poverty level including Black, Hispanic, American Indian, and Asian/Pacific Islander minorities (*Attachment 8*).



Attachment 4

As of third quarter of 2007-2008 grant year, the SCSEP providers report the minority population within their participants is mainly American Indian at 26%. The total

minority population within all of the SCSEP nationwide is 28% of total enrollment. When comparing the minority population eligible for SCSEP service and the actual representation within the SCSEP enrollment, most minority populations are being served at higher levels than their ratio to the population.



Using the SCSEP Preliminary Analysis of Service to Minority Individuals from May 2008, below is the comparison of the minority population age 55 and older at 125% of HHS poverty levels. Data comes from SCSEP Performance and Results Quarterly Performance Report for PY 2006 and the 2006 American Community Survey (*Attachment 6*).

SD Minority Comparison	Percent in Population	SCSEP Percent
American Indian	0.5%	20.4%
Black	0.3%	1.4%
Hispanic	0.5%	0.0%
Asian	0.0%	0.0%
Pacific Islander	0.0%	0.0%
All minorities	9.9%	21.8%

Greatest social need:

This means needs caused by non-economic factors including persons with physical and mental disabilities; language barriers; and cultural, social or geographic isolation, including isolation brought about by racial or ethnic status.

Recruitment of SCSEP Participants:

Recruitment of eligible participants in rural areas requires more innovative methods than in more urban areas due to the greater distances between participants, high transportation costs, and increased time needed to serve the participants. The SCSEP

service providers in South Dakota link with the mature population in rural areas through newspaper advertisement; utilizing posters in high senior traffic areas; television and radio appearances; networking with senior citizen centers, aging organizations, disabilities advocacy and service groups, veteran's organizations, religious centers, city government officials, tribal leaders, and other community-based organizations.

Many of the same techniques are used to recruit participants in urban areas, but with much reduced travel costs and with less time involved.

Disability:

Aging will often decrease people's ability to remain independent. The SCSEP service providers in South Dakota will work with host agencies and employers to develop reasonable accommodations that will allow those with disabilities to work and be successful in the SCSEP training assignment or unsubsidized job following training.

Front-line staff will be trained to sensitize them to the needs of those with disabilities. Recruitment methods will continue to be carefully worded so as not to discourage the older person with a disability from making application for SCSEP services. The SCSEP providers will cultivate the many years of coordination between the Rehabilitation Services, State Services for the Blind, and Veterans' Services for referrals and providing of services to help the older South Dakotans succeed in the job market. The staff will also provide technical assistance to employers on Americans with Disabilities Act (ADA) requirements and available tax credits.

The SCSEP service providers report that 36% of their current enrollment has some form of disability. According to the South Dakota Disability Data Table from the 2005 American Community Survey, 42.9% of all South Dakotans 65 and older have a disability.

Isolation:

There are many forms of isolation especially prevalent in a very rural, low populated state like South Dakota. The physical isolation factor is the easiest to determine. According to Table 4 of the Department of Older Worker Programs Census 2000 data, there are a total of 15,440 people age 45 and older living in 1-person households. Of this number, 93% are white only with the remainder made up of various minorities, mainly American Indian (*Attachment 7*).

Language barriers among people of the age 45 and older on Table 3 of the DOWP Census 2000 data for South Dakota show only 1% unable to speak English very well or not at all. Fifty percent of this number is white only (*Attachment 3*).

Most South Dakotans live in a rural setting. Only Minnehaha County and Pennington County have populations that determine them as urban. According to the U. S.

Census, South Dakota has 9.9 people per square mile verse 79.6 people per square mile for the nation. Table 3 indicates 58% of those age 45 and older living in poverty are from the rural areas of the state with 42% living in our two urban counties (*Attachment 3*).

Section 5 Supporting Employment Opportunities for Participants

Unemployment has been hovering around 3%, according to Labor Force Statistics from the Labor Market Information Center, South Dakota Department of Labor. Total South Dakota non-farm wage and salaried workers rose by 6,700 (1.7%) from February 2007 to February 2008. In January 2008, the total Labor Force was 433,205 with 13,880 unemployed (3.2%). January 2007, the total Labor Force was 432,050 with 16,060 unemployed (3.7%). In March 2008, the unemployment rate was at 2.5%, with 11,000 unemployed.

Healthcare and social services increased from February 2007-February 2008 by 1,900 workers (3.6%) The South Dakota Department of Labor writes, "South Dakota healthcare worker numbers have increased every year since the specific data was first recorded in 1972." In February 2007, the DOL explained the reasons for growth this way. "This growth trend has continued for several reasons, including continued population growth, the advance of technology and new medical discoveries that enhance or extend human life. Another reason for continued worker growth is people are living longer, which corresponds to the need for increased health care services." There continues, however, to be more demand for home care workers than there are workers to fill the need.

There is an increased need for nursing and residential care providers, hospital workers, and ambulatory health care providers. The introduction of the feeding assistant position in nursing home facilities provided an opportunity for many older workers with the ability to work split shifts. All training is provided by the care facilities where the employment opportunity exists. The continued need for Certified Nurses Aides (CNAs) is recognized by the SCSEP service providers. They will assess each potential applicant for their interest and current skill level. Those that indicate an interest and limited skill level in doing the CNA work will be further assessed on their physical ability to perform the job with additional training. As is often the case, physical limitations of those age 55 and older are the biggest barriers in filling these positions. Those answering the State Plan questionnaire also mentioned working at nursing homes and assisted living facilities as a good fit for older workers.

Trade, transportation and utilities added 1,400 workers, a 1.8% increase. Most of the increase came in wholesale trade. However, in 2006-2007, transportation, warehousing and utilities added 600 workers, a 5.0% increase. According to the Department of Labor report, truck transportation, railroads, and warehousing added a majority of the workers. In Rapid City, transportation, warehousing and utilities is listed as the highest percentage growth industry for 2007 at 5.3% with 100 added workers. The highest number of workers added in Rapid City was to education and health services at 300 for a 3.3% increase.

In the Sioux Falls area, education and health services lead the pack of industries with increased workers from February 2007-February 2008 at 700, a 3.0% increase. Retail followed with 500 added workers, a 3.1% increase. Professional and business services added 300 workers, a 6.7%

increase. Information Technology added 200 workers, also a 6.7% increase.

Leisure and hospitality grew by 800 workers in South Dakota in 2005-2006 (1.9%). This continues a five-year growth trend. Customer service and computer training are two important training areas. There continues to be a need for technology-skilled workers nationwide as well as in South Dakota. Job churning is most affected by technology because of the higher wages paid in that field. The former receptionist positions that required skills in handling a phone system, filing, and typing generally no longer exist. The new receptionist positions require data input on computer, word processing, complicated telephone systems, and “filing” on computer. Even many of the cash registers are “mini-computers” with inventory control, pricing, etc. built in. The fastest growing users of e-mail in the nation are the 65 and older population. Use of e-mail and the Internet for hobbies and fun can translate into the use of computers for employment for these older South Dakotans. The knowledge and skill in using the software for computer systems (word processing, spreadsheet and communications) is vital for many older workers to compete and be successful in South Dakota’s job market.

Every person who returned the State Plan questionnaire answered that older workers need to update or learn computer skills. Customer service and telephone skills were also mentioned as areas of need.

South Dakota’s projected fastest growing occupations that appear to be occupations SCSEP participants can train for are the following (*Attachment 9*):

Occupation	2004	2014	% Growth
Personal & home care aides	989	1,486	58.1%
Medical assistants	961	1,383	43.9%
Social & human service assist.	607	848	39.7%

South Dakota needs the most workers in the following occupations that appear to be occupations SCSEP participants can train for:

Occupation	Wks needed	%Change	Outlook
Retail salesperson	676	17%	Favorable
Waiters & waitresses	519	15%	Fair
Combined food prep. & serving workers	357	16%	Favorable
Customer service reps.	324	24%	Favorable
Janitors & cleaners	322	18%	Fair
Nursing aides, orderlies, & attendants	236	23%	Favorable
Child care workers	232	18%	Fair
Counter attendants, cafeteria, food	227	17%	Favorable
Concession, coffee shop			
Maids, housekeeping cleaners	216	20%	Fair
Receptionists, information clerks	189	20%	Favorable

Here is a rundown of employment opportunities respondents of the Plan questionnaire listed:

- Customer service

- Custodial
- Maintenance
- Clerical
- Newspaper delivery
- Cashiers
- Retail
- Library helpers
- Day care providers
- Telephone surveyors
- School assistants
- Food pantries
- Tour guides

These were mentioned by a respondent from an American Indian Tribe and have some specific ideas for the American Indian community including Indian Reservations:

- Language development
- Cultural experience
- Preserving culture
- Child care

Section 6 Increasing Participant Placement in Unsubsidized Employment and Employer Outreach

Rural often equates to limited opportunities. The lack of transportation services in South Dakota often means few employers and job vacancies. The rural eligible candidates for SCSEP service tend to be older, poorer, have more health problems, and lower levels of education than those living in urban areas.

SCSEP participants age 55 to 62 generally need to work to survive. Their earnings pay for food, shelter, heat, transportation and medicine. Social Security earnings and pensions for those ages 62 and older also need to be supplemented with earnings from work to cover life's necessities. These SCSEP participants are separate from the older worker who desires to work to fill time and socialize.

The skills of the majority of SCSEP participants are often outdated and need to be upgraded to meet today's employment requirements. Qualities valued in the older worker such as work ethic and reliability are valued by most employers, but the need for specific skills in today's job market are crucial for success. Health issues such as back problems that limit standing or lifting require special training assignments. All these situations lead to training and retraining for SCSEP participants to help them become employable. The SCSEP providers plan to increase the number of SCSEP eligible participants who receive technology training ranging from the very basic to advanced.

The SCSEP providers will use a new Job Ready assessment tool. It is a computer program that assesses SCSEP participants' job skills and aptitudes. It also matches the participants with job training and potential jobs in the area.

The SCSEP providers are also introducing new Teknimedia training that enables participants to learn computer skills. Employment and training coordinators (ETCs) have a designated laptop computer which they work one-on-one with participants using the Teknimedia program. This is particularly beneficial in rural areas where computer classes are not easily accessible. The laptop makes the program portable. It can easily be taken from area to area, taking computer class to the participant rather than requiring the participant to travel several miles to computer class.

Certified Nursing Assistant training is helping fill various positions in the healthcare industry.

Certifying truck drivers is an area the SCSEP providers are exploring. Some SCSEP participants are willing and able to drive trucks, especially doing daily runs.

Other areas where training is leading to unsubsidized employment include janitorial, teachers' aides, kitchen help, park maintenance, receptionists, cashiers.

SCSEP providers work with South Dakota Career Centers, economic development agencies, educational institutions and use online tools such as O*Net and Local Employment Dynamics (statistics in the process of being developed for South Dakota), to determine which industries are currently hiring or will be hiring significant numbers of older workers. Staff will use this information to design the Individual Employment Program with a goal consistent with key regional industry occupations or high growth/demand job opportunities, and then develop a host agency assignment that enables the participant to learn the needed job skills.

Job searches will be employer driven. There will be an increased effort among the SCSEP service providers to gather input from the business community, community leaders, the host agency supervisors, the participants themselves, aging service providers, and local government officials on the job skill needs within their organizations and the types of job openings they see in their communities. This will be done in a variety of ways including networking at Chamber of Commerce events and other business organizations' functions. The information has enabled them to provide more meaningful training opportunities for the older worker and find appropriate matches for unsubsidized job placement with a higher degree of retention.

SCSEP service providers will attend meetings of other agencies to share information and ideas on better ways to serve the senior population. The South Dakota Department of Labor sponsors and participates in job fairs around the state and includes SCSEP service providers. Brochures on SCSEP are available at every Career Center.

On-the-job training experiences (OJEs) are another option for South Dakota participants that the SCSEP providers will pursue. The use of OJEs as a training resource is based on participants' service strategies, the availability of jobs, and the needs of local employers. In some situations a participant may have a goal of obtaining a job with an employer that requires specific skills that are not attainable through a community service assignment. All OJE contracts are negotiated based on requirements delineated in Older Worker Bulletin 04-04, specify skills, timelines, number of hours the participant will work each week, total number of weeks, amount of

reimbursement or payment, and benchmarks, with the expectation that the employer will retain the participant following the OJE. South Dakota has found OJEs to be an excellent tool for building relationships with employers.

The SCSEP providers have added a new position to coordinate outreach to local businesses and community organizations in the region. The Business and Community Liaison for Development will promote expansion of local resources, including developing business partnerships to access services. The Business and Community Liaison will also work on educating employers on mature workers issues including retention.

The SCSEP providers recognize the need to educate employers on the changes occurring in the workforce and how older workers can help alleviate the shrinking numbers of workers along with halting the brain drain that occurs when large numbers of older workers exit the work force at one time. The SCSEP providers understand older workers and will pass that information on to employers. In order to keep a healthy work force, employers will need to make adjustments. Many older workers want or need to continue working past traditional retirement age. But many also do not want to continue working at the same level or hours they have been. Employers need to consider part-time positions, job sharing. The trade-off is reliable, well-trained workers who may not require benefits who are also good mentors.

Section 7 Community Service Needs

According to those that responded to the State Plan questionnaire, seniors with limited fixed income in good health and a willingness to work would benefit from doing community service. Specific senior populations that would benefit from community service work are those with limited work experience, all age groups if capable of physical work, the unemployed and economically disadvantaged older persons. Mentoring is one area specifically mentioned as a community service that would benefit participants and communities.

The following is one example of an older worker who has benefited from community service:

When a work-related injury left her unable to do the job that had been hers for 30 years, she was forced to begin a new job search at age of 57. Her experience was limited to working in the pens at a local livestock yard. In December 2006, a bull smashed her against a fence, severely damaging her left leg. After undergoing surgery that involved the placement of a permanent plate and screws into her leg, she endured two months of physical therapy. She found that her injury restricted what she was able to do physically. She knew that she wouldn't be able to return to her job at the livestock yard, so she accepted a job at a fast food restaurant. Soon, she realized that standing and walking on the hard concrete floor was too painful and that she would not be able to stay at that job.

Unfortunately, due to a lack of experience, she had trouble finding other employment. In May 2007, she turned to The SCSEP provider for help. Soon, she began her temporary training assignment with the City at the Parks and Recreation Department. There, she tended flower gardens and performed other custodial duties. In her new position, she could work at her own pace, which allowed the flexibility she needed to accommodate her injury. In June 2007, she enrolled in the Food Stamp Program. She faithfully kept her appointments at the local career

center and always followed through with work search requirements. She was determined to get off of the Food Stamp program, and she knew that the training she was receiving through SCSEP would help. "I'm glad that I got a chance to learn and gain some new experience," she says.

After six months in her training position, she was offered a custodial position with the local School District. With the income from her new position, she was able to go off of the Food Stamp Program. Experience Works Employment and Training Assistant, attributes her success to her strong work ethic. She also says, "she is always willing to learn, and she's very devoted to her job duties."

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Respondents to the State Plan questionnaire said there are many community service areas where participants could help. Mentoring is one area specifically mentioned that would benefit participants and communities.

The SCSEP service providers have found a need for doing background checks on participants before sending them to some agencies for training or some businesses for employment. With the many security and safety concerns, it is imperative that training site supervisors and employers know the background of trainees and employees. Rather than waiting for the agency or business to do a background check, which could end up disqualifying the participant and causing an embarrassing situation, the SCSEP providers will do background checks on participants before they go to the agency or business.

The Indian Reservations in South Dakota have some of the highest level of unemployment in the nation with few job opportunities. Setting up community service projects in these counties brings much needed outside money into these communities and provides needed services. Small towns are trying to survive in today's world where shrinking populations mean shrinking tax dollars, fewer school-age children, fewer buyers of goods and services. South Dakota in general is very rural with a total population of 754,844 within our 75,885 square miles with fewer than 10 people per square mile as of July 2006 South Dakota Census Data People QuickFacts (*Attachment 5*).

The delivery of services in rural locations is more difficult due to the low population density and large distances between participants in each county. The more remote or economically depressed the county, the more barriers exist. The high transportation costs and increased time just to reach many rural participants has the effect of causing higher overall costs of providing services in rural areas. Recruitment presents its own challenges in a rural area where multiple and creative public relations work must be done to reach those in need of the services. Most troubling is reaching those individuals who do not live in towns and may be the most in need. In portions of South Dakota, an individual would need to drive as far as 40 or more miles one way to access work or services. Some South Dakotans are 150 miles from the closest South Dakota Career Center. Rural areas also often include few and limited opportunities for community service assignments, training, and jobs.

Most often, the community service requests are for clerks, janitors, cooks or teacher's aides in

schools; clerical help (with some computer knowledge) for city, county, state and federal public agencies; cooks for nutrition sites; clerical assistants for small nonprofits (again with some computer skill); librarians in schools and towns; docents, historical researchers (again with some computer knowledge); custodians for museums in smaller communities; and maintenance workers for cities and towns and for park areas.

During the future plan years, the SCSEP grantee will continue to work with the office of Adult Services and Aging, the Workforce system, groups that provide services to people with disabilities, veterans and other interested agencies as well as the business community to determine the local community service project needs and the specific populations that will work on these projects.

Section 8 Coordination with Other Programs, Initiatives and Entities

The SCSEP providers have made a significant effort to become a true partner with the South Dakota Career Centers and be active members of local Workforce Investment Boards. These efforts will continue. The grantee has a long history of partnership with the South Dakota Department of Labor, the Career Learning Centers, Vocational Rehabilitation Services, Social Services, Adult Services and Aging and the Department of Education/Technical Institutes. SCSEP participants are assigned to these agencies as office assistants, resource room attendants, and custodial workers. SCSEP participants that serve as field representatives are housed within the South Dakota Career Centers in Huron, Rapid City, Winner, Brookings, Pierre, Madison, Mitchell, Yankton, Vermillion, Hot Springs, Spearfish, Watertown, Aberdeen, and Mobridge. The SCSEP providers are planning more creative partnerships for case management, jobs and training with groups that advocate and provide services for people with disabilities and veterans.

Section 9 Avoidance of Disruptions in Service

When the U.S. Census 2000 figures came out, the SCSEP service providers reviewed the new county equitable distribution numbers and determined any needs for changes in the services to counties with significant changes. The minor shifts in population determined that equitable distribution could be handled by attrition. This same spirit of cooperation will continue in future plan years for the sake of the participants we serve.

Section 10 Improvement of SCSEP Services

Recommendations include the following:

- Training SCSEP participants in computer skills and healthcare-related skills to better fill the employment needs in the state
- Working with nonprofit agencies for meaningful community service assignments that fill a current need within the community
- Seek better retention through better job opportunities
- Improve tracking and follow up of participants
- Working with businesses and nonprofit agencies to develop good training assignments where today's skills are learned on-the-job and unsubsidized employment will be the end result in more situations
- Assist the business community to find ways to attract and employ the older worker and show them why this is beneficial to them

- Continue to house SCSEP field personnel within the South Dakota Career Center offices throughout the state
- Coordinate activities among all the SCSEP service providers
- Coordinate activities with the South Dakota Department of Labor and Career Learning Centers
- SCSEP service providers meet at least annually to share best practices and learn from each other.
- Placing additional emphasis on creative partnerships with groups that advocate and provide services to people with disabilities and veterans.

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