



**STATE OF TENNESSEE**

**PHIL BREDESEN**  
GOVERNOR

March 11, 2004

Employment and Training  
Administration Advisory System  
U.S. Department of Labor  
Washington, DC 20210

TO WHOM IT MAY CONCERN:

I, Phil Bredeesen, Governor of the State of Tennessee, do hereby delegate to Mr. James G. Neeley, Commissioner of the Tennessee Department of Labor and Workforce Development, the responsibility for developing and submitting the State Senior Employment Services Coordination Plan. In this capacity, Commissioner Neeley will be acting on my behalf.

Sincerely,

A handwritten signature in black ink that reads "Phil Bredeesen".

Phil Bredeesen

DESIGNEE:

A handwritten signature in black ink that reads "James G. Neeley".

James G. Neeley, Commissioner  
Department of Labor and Workforce Development

State Capitol, Nashville, Tennessee 37243-0001  
(615) 741-2001

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**TENNESSEE SENIOR  
EMPLOYMENT SERVICES  
COORDINATION PLAN**

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# **TENNESSEE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN**

## **Overview of The Older Americans Act Amendments of 2000 and The Senior Community Services Employment Program**

The Older Americans Act is the major vehicle for the organization and delivery of supportive and nutrition services to older persons, authorizing funding for programs including the Senior Community Services Employment Program (SCSEP), Meals on Wheels, elder abuse prevention activities, and a new National Family Caregiver Support Program. Reauthorization of the Older Americans Act (OAA Amendments) signed into law November 13, 2000 brought significant changes to SCSEP.

SCSEP, administered by the U.S. Department of Labor, is the only Federally sponsored job creation program targeted to low-income older Americans. The program subsidizes part-time community service jobs for low-income persons age 55 years and older who have poor employment prospects. Nationally, each year approximately 100,000 older persons work in a wide variety of community service jobs, including nurse's aides, teacher's aides, librarians, clerical workers and day care assistants. Clearly, SCSEP benefits not only its program participants, but also the communities in which they serve.

The U.S. Department of Labor allocates funds to operate the program to State Units on Aging, U.S. Forest Service, and ten national organizations. SCSEP grantees are represented on State and local business-led boards (Workforce Investment Boards) that provide strategic planning and oversight of workforce development activities established under the Workforce Investment Act of 1998 (WIA).

As the baby-boom generation ages, the demand for employment and training services and income support for low-income older persons will substantially increase. The Urban Institute projects that there will be 1.4 million more disadvantaged adults over the age of 55 in the year 2005 than in 1995. Low-income seniors generally must continue working, which will put added strain on workforce investment resources and the One-Stop system, which provides a single point of contact for job seekers and employers seeking information about local workforce development activities. The OAA Amendments require improved integration with WIA, which will not only support SCSEP reforms, but will also help the workforce investment system prepare for the greater number of older workers it will serve outside of SCSEP. One-Stops can benefit from the experience SCSEP has gained in serving this population.

## **SCSEP provisions of the OAA Amendments are designed to:**

- Enhance employment and training opportunities for seniors by reinforcing connections with the broader workforce system;
- Establish an enhanced performance accountability system to hold each grantee accountable for attaining quality levels of performance with respect to core measures, such as customer satisfaction and placement in unsubsidized employment;
- Improve the ability of States to coordinate services, by providing for the broad participation of stakeholders in the development of an annual plan to ensure an equitable distribution of projects within the State;
- Strengthen administrative procedures by incorporating fiscal accountability provisions similar to the Workforce Investment Act, including definitions of administrative and programmatic costs and the application of uniform cost principles; and
- Revise the distribution of funding.

## **SENIOR EMPLOYMENT SERVICES COORDINATION PLAN**

### **Background**

The Older Americans Act Amendments of 2000 contain a new provision requiring each state's Governor to submit a State Senior Employment Services Coordination Plan (the State Plan) annually. The purpose of this plan is to improve coordination among organizations that can be engaged in older worker activities and to enhance employment services for older workers. The plan is to serve as a guide for Senior Community Service Employment Program operators as they prepare their plans for their activities within the state.

This year, the U.S. Department of Labor expects there to be significant changes to existing State Plan due to the recent competition of the National grantees, the new 2000 Census data, and the new program requirements resulting from the OAA Amendments.

# TENNESSEE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN

## Section 1. Plan Participation

The processes utilized by the Tennessee Department of Labor and Workforce Development (TDLWD) to insure proper participation of those interested in the development of the Tennessee Senior Employment Services Coordination Plan are:

- The draft plan was posted on the Tennessee Department of Labor and Workforce Development Internet web site at [www.tennessee.gov/labor-wfd/](http://www.tennessee.gov/labor-wfd/) for a period of two weeks. During this time period, anyone or any agency wishing to comment on the proposed plan was invited to do so, with comments being considered prior to the development of the final plan.
- Public Notices
- The Tennessee Department of Labor and Workforce Development SCSEP Coordinator contacted each member of the SCSEP Older Worker Task Force for input. This Task Force is comprised of representatives from SCSEP grantees operating in Tennessee. This group works diligently to strengthen the coordination among SCSEP and the services for older workers in the WIA one-stop system as well as address the goal and recommendations established in the annual state planning process.
- Email correspondence to agencies and individuals involved in older worker activities.
- Coordination with the Tennessee Workforce Development Board

## Section 2. Organizational Involvement

The advice and recommendations of interested individuals were obtained in the following manner:

- Individuals representing Senior Community Service Employment Program (SCSEP) Grantees from across the state were contacted to confirm the Equitable Distribution Plan in September of 2003. In Tennessee, the U.S. Department of Labor allocates funds to operate SCSEP to the Tennessee Department of Labor and Workforce Development, three national organizations and the U.S. Forest Service. The national organizations are Experience Works, National Council on Aging, and Senior Service America. All of the representatives contacted concurred on the ED Report and agreed the State Plan has improved coordination among organizations serving older workers and enhanced awareness of their unique needs. Each complimented and encouraged the active continuation of the Older Worker Task Force.

- SCSEP Grantees in Tennessee submitted descriptions of current and planned WIA-related activities for inclusion in the 2004 State Plan. See Section 4, for a description of specifics relating to training, coordination, attendance, referrals, outreach, and recruitment.
- With the reauthorization of WIA, the Tennessee Department of Labor and Workforce Development plans to make the Senior Employment Services Coordination Plan a part of the WIA Strategic Five-Year Plan.
- Statewide, Tennessee has nine Area Agencies on Aging, Individuals in leadership positions are being notified by email and asked to respond.
- Local non-profit, community-based, and government organizations across the state were contacted for input for the 2001 State Plan. They were United Way, Salvation Army, Goodwill Industries, Urban League, Community Action Agencies, County Economic Development Agencies, and Chambers of Commerce. These organizations were asked to make recommendations on ways SCSEP could improve community service endeavors to further benefit the communities it serves, and to comment on how to enhance employment and training services for older workers. As many as possible of these organizations will be contact again in PY 2004.

### **Section 3. Public Comments**

The Tennessee Department of Labor and Workforce Development made the State Plan available at [www.tennessee.gov/labor-wfd/](http://www.tennessee.gov/labor-wfd/) for public comment from March, 15, 2004 until March 29, 2004. Click on Department Information in the lower left side then look for Senior Community Service Employment Program. At the conclusion of the comment period, any comments will be made part of the State Plan.

### **Section 4. State Plan Provisions**

#### **Improving Coordination Through Planning**

The Tennessee Senior Employment Services Coordination Plan will ensure greater coordination of SCSEP activities among grantees operating within Tennessee, and provide for an equitable distribution among Tennessee counties of program resources. The State Plan identifies the number and distribution of eligible persons in the State (including those with greatest economic and social need, and minorities), their employment situation and skills, and the localities and populations where community service projects are most needed. The Plan also describes methods of linking WIA activities with SCSEP.

#### **a. Distribution of SCSEP Positions Within The State**

Title V of the Older Americans Act promotes geographical distribution of SCSEP positions so that all eligible persons have reasonable access to SCSEP. In Tennessee, the U.S. Department of Labor allocates 22% of SCSEP funding to the Tennessee

Department of Labor and Workforce Development 252 positions with the remaining 78% going to three national organizations and the U.S. Forest Service 140 positions. The national organizations are Experience Works 285 positions, National Council on Aging 278 positions, and Senior Service America 278 positions. For fiscal year 2004, Tennessee received \$8,808,313 with 1,233 authorized positions. The unit cost used to compute the number of positions was \$7,144.

To measure the collective progress made by these grantees toward an equitable distribution of program positions, an Equitable Distribution Report was developed in September 2003. Each grantees operating in the State was contacted to develop the report. The telephone conversations provided a venue for the group to affirm that we will return to the regular practice of annual ED meetings to achieve equality as indicated in the OAA Amendments.

The TN state agency can use attrition and minor shifts among sub-sponsors to correct its inequity. The other state operators may have to have a meeting on the national level to alleviate the disproportion noted. (See attached ED Report)

#### **b. Rural and Urban Populations**

On the attached Equitable Distribution Report, a county-by-county listing of rural and urban populations is provided. With benefit of the 2000 census, it is apparent that significant changes in equitable distribution have occurred since 1990.

It will likely become a difficult task for the state agency to persuade decision makers representing the national sponsors to move slots or relinquish them. Contractors have sub-sponsors and employees in place providing service based on the prior ED report (census1990). U.S.DOL may have to come to the aid of the state agencies. State agency coordinators can only make suggestions and have no authority over other sponsors.

#### **c. Special Populations (Relationship and Relative Distribution of these Special Populations Residing Within the State)**

(1) "Greatest economic need" mean those persons at or below 125% of the Department of Health and Human Services Poverty Level.

In Tennessee, per 2000 Census Data, individuals 55+ numbered 1,197,000 with 250,645 being eligible for SCSEP services. To be eligible for SCSEP, an individual must be 55 or older and have an income of no more than 25% above federal poverty guideline. For Tennessee, 21% of the individuals 55+ fall at or below 125% of the poverty level.

As of June 30, 2003, the current Title V enrollment was 1,173. The rate at which SCSEP served individuals at or below the poverty level was 81%. (This indicates those with the greatest economic need are being reached with the available funding.)

(2) "Minorities" include persons who are American-Indian or Alaskan-Native, Asians, Black or African-Americans, Hispanic or Latino-Americans, and Native-Hawaiian or Other Pacific Islanders.

In Tennessee, income eligible African-Americans 45-54 that would qualify for SCSEP comprised 18% of the total African-American (45-54) population. Last year, the percentage of African-Americans served by SCSEP in the State was 33%. By surpassing the 18% average for that age group, it is reasonable to assume SCSEP demonstrated success in serving this group. Unfortunately, data on the total African-Americans 55+ population residing in Tennessee was unavailable to use for comparison. Therefore, the 45-54 was used as a reasonable estimate.

In Tennessee, eligible American Indians make up 0.1% and individuals of Hispanic origin comprise 0.5% of the total eligible population for SCSEP. American Indians constituted 1.1% served and 0.1% from the Hispanic origin category was served by SCSEP.

Asians made up 0.2% of the SCSEP eligible population in Tennessee. Statewide, the final Quarterly Progress Report current enrollment section for Program Year 2002 report shows that 0.1% was served in the Asian category.

(3) "Greatest Social Need", as defined by the U.S. Department of Labor, means needs caused by non-economic factors. It includes persons with physical disabilities and mental disabilities; language barriers; and cultural, social, or geographic isolation brought about by racial or ethnic status. In Tennessee, 13.5% of the eligible population in Tennessee is identified as having a disability. SCSEP served 25% at the end of PY 2002. As indicated above, The Tennessee SCSEP is effectively serving eligible older residents with disabilities.

Overall, recruitment endeavors in Tennessee have been successful in reaching and serving the SCSEP targeted special populations. People of Asian and Hispanic origins will be recruited more vigorously in the future.

#### **d. Employment Situation and Skills (Future Methods of Collecting, Measuring Monitoring the Employment Situation and the Type of Skills Possessed by Local Eligible Individuals)**

Occupation trends in Tennessee have moved from manufacturing to service. According to the Non-Agricultural Employment Report provided by the TDLWD, service-providing occupations are now in the lead.

The overall unemployment rate for 2002 was 5.1. For the nation, it was 5.8%.

The new data collection system and accompanying forms to be provided by USDOL will assist with the collection of information needed to determine if the federally mandated common performance measures are being met.

**e. Community Service Needs (Future Methods of Collecting, Measuring, and Monitoring for Localities and Populations for which Community Service Projects of the Type Authorized by this Title are Most Needed)**

This State Agency's experience indicates counties with a high measure of poverty among its residents also lack resources for community service endeavors similar to those authorized under SCSEP. Therefore, Tennessee grantees will use 2000 census data to identify counties with the greatest percentage of people at or below poverty. At the upcoming Equitable Distribution meetings this year, each grantee operating in these targeted counties will be asked to provide documentation that all SCSEP positions available in these particularly vulnerable counties are being utilized. Older worker taskforce meetings are another opportunity to achieve community service goals.

Also, the Quarterly Progress Report indicators include the number of SCSEP persons served along with the demographics and characteristics of those participants. This U.S. Department of Labor required report is another way to track the number served, distribution, employment situation, and population where community service projects are located.

Meeting the community service related performance measure is yet another way of measuring success.

**f. Coordination with the Workforce Investment Act**

WIA requires SCSEP grantees to be a partner in each local One-Stop system and to enter into a Memorandum of Understanding, describing how services will be provided, with the Local Workforce Investment Board. In Tennessee, the U.S. Department of Labor allocates funds to operate SCSEP to the Tennessee Department of Labor and Workforce Development (TDLWD), three national organizations and the U.S. Forest Service. The national organizations are Experience Works, National Council on Aging, and Senior Service America. Tennessee is divided into thirteen Local Workforce Investment Areas (LWIA). There are fourteen (One-Stop) Career Centers across the State providing comprehensive workforce development-related activities, including job placement services for older workers.

TDLWD leads an older worker task force comprised of representatives from SCSEP grantees operating in Tennessee. Its purpose is to strengthen the coordination among SCSEP and the services for older workers in the WIA one-stop system, as well as continue to address goals established in the annual state planning process.

SCSEP Project Directors represent the Title V Program on each of the Local Workforce Investment Boards (LWIB). The active cooperation of the grantees on the local boards and the task force has result in improved coordination among all workforce agencies and reduced turfism.

The Department of Labor and Workforce Development's Title V Coordinator surveyed each grantee to ascertain the level of coordination among the grantees and what their

recommendations for improvement would be. Their responses were varied. They are grouped together and listed in this plan by grantee.

***Measures Taken By Each SCSEP TN Grantees To Carry Out WIA Activities  
and  
Recommendations for New Coordination***

**Tennessee Department of Labor and Workforce Development**

The Public Information Office of the Tennessee Department of Labor and Workforce Development developed and delivered an extraordinarily effective public awareness plan for SCSEP. It was featured on "Let's Go To Work," the thirty minute television program about the TDLWD activities that began in 1991. It currently airs on 10 TV stations across the state, providing information to more than 60 counties across the state. The Tennessee Department of Labor and Workforce Development is one of only six states nationwide with a TV show. Additionally, a thorough description of SCSEP is presented on TDLWD's website and that same office also worked closely with an Associated Press Reporter on a SCSEP newspaper article that appeared nationwide.

Many Career Centers also serve as host agencies for SCSEP enrollees participating in work experience training. These older worker trainees learn new skills and offer assistance at the busy Career Centers.

TDLWD SCSEP Project Directors are on staff each week for one day at their local one-stop career center. They are available for workshops and for older persons seeking employment and/or SCSEP services. Also, these individuals participate in Career Center partnership meetings.

Senior Services, Memphis, is completing its second year as a satellite Career Center in LWIB 13 which serves Shelby and Fayette counties. While specializing in services to seniors, the satellite serves individuals of all ages. A full-time WIA staff person based at this office works closely with SCSEP staff. Appropriate Title V participants are co-enrolled in the WIA system. A part-time TDOLWFD staff person provides customers, including Title V participants, with job referrals.

SCSEP shares with the Career Centers' staff reports and publications relevant to employment and training needs of older workers.

Each of the TDLWD's SCSEP sub-grantees has Memorandums of Understanding with its respective Career Center outlining mutual expectations and activities.

To improve the referral process, periodic in-service training for mandated partners at the Career Centers is recommended.

## **Experience Works**

### Experience Works

Experience Works is involved on local Workforce Investment Boards wherever possible and provides support for the One Stops by placing participants in those facilities to train as clerical assistants and receptionists. Especially valuable is the opportunity afforded to our participants to acquaint themselves of job seeking services including the use of computer applications for résumés and Internet job search. Experience Works has Memorandums of Understanding with One Stops in the areas where we operate. Furthering collaboration, Experience Works Field Coordinators are all active members of the Tennessee Older Worker Task Force.

Experience Works believes that older workers who seek workforce assistance from the one stop should be referred to workforce partners whose staff have been trained and are experienced in assessing, developing job plans and finding employment for older workers.

Experience Works is concerned about the possibility that many seniors may not receive the specialized services they need. Many workforce partners may not recognize the potential of the 55+ age group and may serve other populations in order to achieve mandated performance goals. Experience Works, along with the array of services provided by the One Stop, give seniors the best opportunity to find employment. Typically, the Experience Works participant would have access to services such as individual assessment and planning, job search and retention and supportive services. In order for One Stop personnel to consider the older worker, recognition of their special needs and preferences is valuable to achieve success in job placement and in providing quality services. Similarly, awareness of the value of the services that older worker programs can provide in meeting the needs of a broader range of job seekers (e.g. veterans, displaced homemakers, dislocated workers, and persons with disabilities) will compliment One Stop services and assist in the attaining of performance measures.

Experience Works is confident that our mission to help seniors obtain the workforce services they need is in accord with the Tennessee State Plan. Experience Works will gladly work with the other providers of workforce services to ensure that both senior job seekers and business and industry benefit from the Senior Community Service Employment Program (SCSEP).

## **U.S. Forest Service**

The U.S. Forest Service has met with the Southeast Tennessee Private Industry Council to formulate a Memorandum of Understanding between the Tennessee Department of Labor and Workforce Development, the Southeast Tennessee Career Center System and the LWIA 5 Workforce Investment Board. The Forest Service does not have a representative in any of the three Career Centers servicing counties where they have enrollees and do not anticipate providing one at this time. The Forest Service has made contacts with all of the three Career Centers and provided brochures outlining the Forest Service's Senior Community Services Employment Program for

dissemination to the public. The relationship with the Career Centers continues to improve with them referring qualified SCSEP participants to the Forest Service and the Forest Service, in turn, referring SCSEP participants who are job-ready to the One Stop.

### **National Council on the Aging**

The National Council On the Aging (NCOA) Senior Community Service Employment Program continues to maintain a very close, working relationship with Work Force Investment Act service providers in four areas of Tennessee.

In Cookeville, NCOA's operating partner, the Upper Cumberland Human Resource Agency, the SCSEP's Project Director is a member of the Workforce Investment Board. SCSEP participant staff is out stationed in the Cookeville Career Center. These participants utilize the Career Center Job Bank to refer job ready, SCSEP participants, to various employers listing their job openings with the Career Center. Participant staff also uses this opportunity to recruit eligible applicants into the SCSEP.

In Fayetteville, NCOA's operating partner, the South Central Human Resource Agency SCSEP Project Director serves on the LWIB Boards for Areas #6 and #10. The SCSEP participant staff provides services while stationed at Career Centers in each area.

Regions #8 and #9 LWIBs are served by NCOA's SCSEP Resource Center in Nashville. In July, Force.2003, NCOA terminated the partnership arrangement with two partners in Nashville and merged the two SCSEP projects into one, operated by NCOA. The SCSEP Project Manager serves on both WIBs. The project provides SCSEP participant staff in the Career Centers in Nashville-Davidson.

All NCOA sponsored SCSEP projects directors serve on the Tennessee Older Worker Task.

### **Senior Service America**

All Senior Service America sponsored SCSEP projects directors serve on the Tennessee Older Worker Taskforce.

Also, Senior Services, Memphis, a contractor of SSA, is completing its second year as a satellite Career Center in LWIB 13 which serves Shelby and Fayette counties. While specializing in services to seniors, the satellite serves individuals of all ages. A full-time WIA staff person based at this office works closely with SCSEP staff. Appropriate Title V participants are co-enrolled in the WIA system. A part-time TDOLWFD staff person provides customers, including Title V participants, with job referrals.

### **g. Avoidance of Disruptions**

Where there is a need to transfer participants, the TDLWD's project directors will provide written notice to the participant and the new grantee. All essential records will

be transferred to the new grantee within a reasonable period of time. Every effort will be made to ensure there is no disruption in services so that no participant will lose wages or benefits as a result of the transition. To ease the transition, participants will be encouraged to take advantage of other assistance programs which are available to them. Onsite help will be available as needed. Since necessary financial information will be transferred, there should be no interruption in payroll. Final payroll payments will be made according to an agreed upon schedule of payment between the two grantee agencies.

## **Section 5. State Plan Recommendations**

### **Progress on Governor's Recommendations from the 2001 State Plan**

- Realign the service areas of the SCSEP grantees so that, to the extent feasible, there is only one grantee operating in each county.  
*As of March 2004, this has not occurred. With benefit of the updated Equitable Distribution Report to work from, the Tennessee Grantees will work toward this end where possible.*
- The SCSEP national contractors operating in Tennessee should be required to send a representative with decision-making authority to the annual equitable distribution meeting. Of the national contractors, only the U.S. Forest Service sent a representative with decision-making authority to this year's meeting. NCSC was not represented at the meeting. The representatives of NCOA and Green Thumb did not have the authority to make a decision.  
*To date all of the Tennessee grantees have participated in ED meetings either by sending a representative or participated via teleconference.*

Also, there are opportunities to improve the responses of the Tennessee Workforce Development system to the needs of older workers. These opportunities include:

- Requiring all one-stop center staff to be trained in the aging process and communicating with older workers.
- Ensuring that all SCSEP enrollees have access to all one-stop center services.
- Ensuring that one-stop staff provides referrals to all agencies which can provide services to older workers.
- Ensuring that the SCSEP program is not the only employment program available to older workers.
- Collecting data from the one-stop centers on the number of person's age 55 and older seeking assistance from the one-stops, the number who are successful in getting training or an unsubsidized job.

- SCSEP and the one-stop centers developing a cooperative outreach strategy so older persons needing training and employment services are aware of the options available to them.

*In early 2003, the Tennessee Legislature mandated that the state grantee (agency) for the Title V Senior Community Service Employment Program be changed from the Tennessee Commission on Aging to the Tennessee Department of Labor and Workforce Development, effective July 1, 2003. Since that move occurred, the new state agency has required that each SCSEP sub-contractor expect its project director to spend a minimum of four hours per week at its local career center.*

*With SCSEP State Coordinator becoming a member of the Department's Division of Workforce Development staff and the local co-location of project directors at career centers, the opportunities described above, can over time become reality.*

## **Section 5. State Plan Recommendations PY 2004**

While, in many respects, the Senior Community Service Employment Program is working smoothly through out the state, there are opportunities for improvement. These opportunities include:

- U.S. Department of Labor come to the aid of this state agency (TDLWD) in regard to achieving equitable distribution in Tennessee. This can be accomplished by the Department mandating the national contractors operating in the state, submit in writing report prior to the ED meeting, describing what they are willing to do to alleviate under and over served situations associated with their allocation of positions (2000 census). The state agency has no authority and can only make suggestions.
- Develop recruitment and marketing plans to attract individuals of Asian and Hispanic origins.
- Consult with the state agency's federal representative to better define and secure data to measure "greatest social need" for improved analysis of this special population.
- Consult with the state agency's federal representative to better define and measure "employment Situations and Skills" from section 4 item (3).
- SCSEP Project Directors of the state agency and national sponsors approach the LWIA entities statewide and request participation in Career Center partner meeting. Also, periodic in-service training for mandated partners would very likely enhance referrals.

## APPENDIX: Comments

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Ophelia Parks, Title V Project Director  
Hardeman County Literacy Council  
200 Hope Street  
PO Box 856  
Bolivar, TN 38008-0856

March 17, 2004

Paulette,

I have just one comment. Since many of the Title V Project Directors are housed in the career centers for approximately four hours per week, they are on hand to receive referrals from the career center as well as other resources that are there.

Also, the Project Director has an opportunity to log on to job listings and have prior knowledge of hours to be worked, pay rate, and job location.

Knowing this information will help in the search or jobs for other SCSEP participants. When the applicant or participant see that there is someone just like them (senior) willing to assist in meeting their needs located in the center, they are more apt to ask for assistance.

One must have the right approach to be approachable. One person in particular could not read but because I was there to assist him, he received needed services without fear of embarrassment. When you have a well-rounded group of people who are willing to go the extra mile, the task at hand only seem minor. West Tennessee Career Center in Madison County displays this type of attitude.



**STATE OF TENNESSEE  
COMMISSION ON AGING AND DISABILITY**

Andrew Jackson Building  
500 Deaderick Street, Suite 825  
Nashville, Tennessee 37243-0860

Voice 615-741-2056

TDD 615-532-3893

Fax 615-741-3309

March 18, 2004

Commissioner James Neeley  
Attention Susie Bourque  
Tennessee Department of Labor and Workforce Development  
Andrew Johnson Tower  
710 James Robertson Parkway  
Nashville, Tennessee 37243

Dear Commissioner Neeley:

Re: Tennessee State Senior Employment Services Coordination Plan

In 1998, the Workforce Investment Act (WIA) included the Senior Community Service Employment Program (SCSEP) as a required partner in the One-Stop delivery system to ensure that older workers have access to information about the range of employment-related services available to them.

The Older Americans Act (OAA) Amendments of 2000 stress partnership and coordination by requiring that all SCSEP grantees in an area coordinate their activities with partners in the One-Stop delivery system. To this end, each state completes an annual state Senior Employment Service Coordination Plan (the Plan). The purpose of the Plan is to serve as a guide for SCSEP operators as they strategize their activities within the state.

The Tennessee State Senior Employment Service Coordinator Plan comprehensively addresses activities to be taken to strengthen coordination among SCSEP and services for older workers in the WIA One-Stop system, as well as address goals established in the Plan.

Commissioner James Neeley  
Page 2  
March 18, 2004

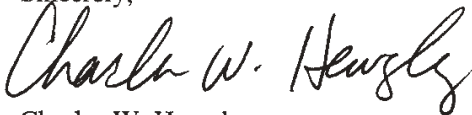
The Coordination Plan demonstrates coordination with WIA in other ways as well. Tennessee SCSEP grantees are partners in each local One-Stop system, have representatives serving on Local Workforce Investment Boards, and have entered into Memorandums of Understanding describing how services will be provided.

The demand for employment and training services and income support for low-income older persons continually increases and the Urban Institute projects that there will be 1.4 million more disadvantaged adults over the age of 55 in the year 2005 than in 1995. Low-income seniors generally must continue working which will put added strain on workforce resources and the One-Stop system.

Therefore, improving SCSEP integration with WIA can help the Workforce Investment System prepare for the greater number of older workers it will be called on to serve. One-stops can benefit from the experience SCSEP has gained in serving this population.

This plan shows continued integration through partnerships and the Tennessee Commission on Aging and Disability is committed to working in close coordination with partners at the state and local levels and supports the Tennessee State Senior Employment Services Coordination Plan for the upcoming year.

Sincerely,



Charles W. Hewgley  
Acting Executive Director

CWH:SS/cah

c: Paulette Osborne

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# Equitable Distribution Analysis for Tennessee

Program Year 2003-2004

March 19, 2004

## grouped by project, sorted by county

<u>Counties</u>	<u>NCOA</u>	<u>State</u>	<u>Total</u>	<u>Equitable Distribution</u>	<u># over (+) or under (-) ED</u>
<b>Cookeville, TN = 73</b>					
Cannon	5	0	5	4	+1
Clay	5	0	5	4	+1
Cumberland	7	5	12	15	-3
DeKalb	7	1	8	6	+2
Fentress	3	2	5	8	-3
Jackson	4	2	6	4	+2
Macon	5	2	7	7	0
Overton	5	2	7	8	-1
Pickett	1	0	1	2	-1
Putman	10	6	16	15	+1
Smith	7	0	7	5	+2
Van Buren	1	3	4	2	+2
Warren	7	1	8	12	-4
White	<u>6</u>	<u>1</u>	<u>7</u>	<u>8</u>	<u>-1</u>
	73	25	98	100	-2
<b>Fayetteville, TN = 75</b>					
Bedford	9	0	9	10	-1
Coffee	9	0	9	14	-5
Franklin	7	0	7	10	-3
Giles	7	0	7	8	-1
Hickman	5	0	5	6	-1
Lawrence	9	0	9	11	-2
Lewis	4	0	4	4	0
Lincoln	8	0	8	10	-2
Marshall	7	0	7	6	+1
Moore	1	0	1	2	-1
Perry	4	0	4	3	+1
Wayne	<u>5</u>	<u>0</u>	<u>5</u>	<u>6</u>	<u>-1</u>
	75	0	75	90	-15
<b>Nashville, TN = 130</b>					
Davidson	91	0	91	82	+9
Montgomery	8	5	13	15	-2
Rutherford	15	0	15	19	-4
Trousdale	2	0	2	3	-1
Williamson	7	0	7	10	-3
Wilson	<u>7</u>	<u>0</u>	<u>7</u>	<u>11</u>	<u>-4</u>
	130	5	135	140	-5

**In the aggregate, NCOA Counties are underserved according to the current ED Report.**

From: Terry Reynolds  
To: Paulette Osborne  
CC: Jodie Fine, Mohan Singh  
Subject: Comment Reminder

3/29/2004

Paulette, on behalf of Senior Service America, Inc., I thank you for the opportunity to review and comment on the Tennessee State Senior Employment Services Coordination Plan.

We agree with the need to improve the responses of the Tennessee Workforce Development System to the needs of older workers as detailed on page 11. We also appreciate the update on progress since the 2001 Plan was developed.

Terry Reynolds  
Program Technical Assistance Manager  
Senior Service America, Inc.  
8403 Colesville Road, Suite 1200  
Silver Spring, MD 20910-3314  
tel/ 301-578-8812  
fax/ 301-578-8859  
E-Mail: [treynolds@ssa-i.org](mailto:treynolds@ssa-i.org)