IDAHO COMMISSION ON AGING

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C.L. "Butch" Otter, Governor

Sam Haws, Administrator

November 26, 2014

Division of National Programs
Tools and Technical Assistance
Employment and Training Administration
U.S. Department of Labor
200 Constitution Avenue NW, Room S-4209
Washington, DC 20210
Attention: Kimberly Vitelli

Dear Ms. Vitelli,

On behalf of the designated State Unit on Aging, the Idaho Commission on Aging respectfully submits the modified Idaho Senior Community Services Employment Program (SCSEP) Plan. A summary of the modifications can be found in Attachment J: 2014 SCSEP State Plan Modification Updated Section. The modified plan is now available on the Idaho Commission on Aging website at www.aging.idaho.gov.

If you have questions or need further information, please contact Raul Enriquez at the Idaho Commission on Aging at raul.enriquez@aging.idaho.gov.

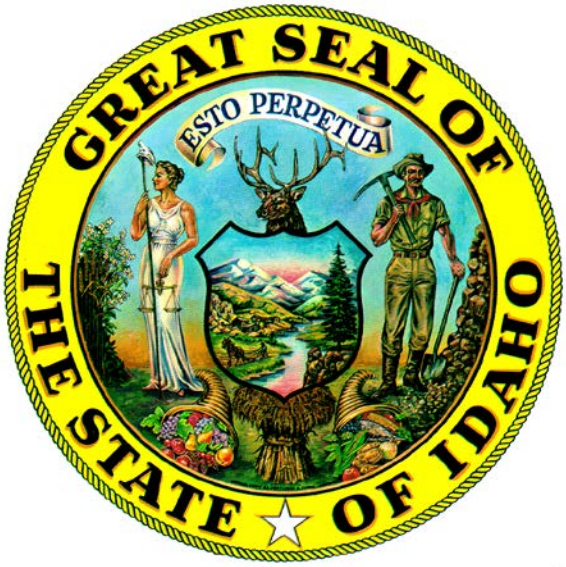
Sincerely,

Sam Haws

Sam Haws, Administrator
Idaho Commission on Aging

IDAHO SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM PLAN

July 1, 2012 – June 30, 2016



ICOA Idaho Commission On Aging

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I. Key Senior Community Service Employment Program (SCSEP) Staff

State Grantee:		**Experience Works Site:**
The Idaho Commission on Aging		**Coeur d'Alene**
Sam Haws, ICOA Administrator		Pat O'Sullivan, **(Updated November, 2014)** Employment and Training Coordinator
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Website: www.aging.idaho.gov		Website: www.experienceworks.org
State Grantee:		**Experience Works Site:**
The Idaho Commission on Aging		**Boise**
Raul Enriquez, SCSEP Program Manager		Gerry Autry, Employment and Training Coordinator
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Email: raul.enriquez@aging.idaho.gov		Email: Gerry_autry@experienceworks.org
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Contractor:		**Experience Works Site:**
Experience Works (EW)		**Twin Falls**
Margie Alexander, State Director		Margie Alexander, **(Updated November, 2014)** State Director
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Phone: 208.734.3305		Phone: 208.734.3305
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Website: www.experienceworks.org		Website: www.experienceworks.org

II. Executive Summary

The SCSEP program is authorized by Title V of the Older Americans Act (OAA) and is a federally sponsored senior employment training program that provides part-time community service through work-based training opportunities. The Idaho Commission on Aging (ICOA) is designated to administer the SCSEP program for Idaho and provides compliance monitoring, corrective action, statewide goal setting, federal reporting, and program reimbursement.

The program assists low income older individuals who need to enhance their skills to be able to compete in the job market and move into unsubsidized employment. The implementation period for the SCSEP State Plan is July 1, 2012 through June 30, 2015. The SCSEP State Plan is

the result of a twelve month process, coordinated along with the development of the Idaho Senior Services State Plan.

Although the SCSEP State Plan was created independently from the Workforce Investment Act (WIA) Unified Plan, collaboration occurred between organizations to coordinate efforts and utilize shared resources. The WIA is a federal job training program that creates a workforce investment system that focuses on the customer, who is provided access to services through a streamlined One Stop service delivery concept. In 2007, A Memorandum of Understanding (MOU) was established between the Workforce Development Council and the ICOA as a partner in the One Stop Shop. On September 19, 2014, ICOA and the Workforce Development Council updated their MOU continuing the Idaho SCSEP participation in the One Stop deliver system. **(Attachment B: 2014 One Stop Shop Memorandum of Understanding)**

The ICOA established a contract with Experience Works (EW) to implement and operate the statewide SCSEP program from September, 2011 – June, 2015. Any program clarification or changes will go through the ICOA. EW must meet or exceed the annual performance measures established by the United States Department of Labor (USDOL) and provide a quarterly report to the ICOA that outlines the status of each measure. A corrective action strategy must be provided by the end of the program year if the measure does not appear to be met.

Workforce Development Council members along with other key partners were invited to join the SCSEP Steering Committee to provide guidance and recommendations in the development of the SCSEP State Plan. **(Attachment H: Invitation of Steering Committee Members)** Two initial Steering Committee meetings were held on the 12th and 13th of July, 2012. The meetings provided an overview of the program and emphasized the importance of collaboration among members in carrying out SCSEP activities. Members were given the opportunity to provide feedback from July 12 – July 20, 2012. A final review by the Steering Committee was made available from August 22 – August 28, 2012. On November 7, 2014 the plan was updated and sent to the SCSEP Steering Committee to provide feedback. Furthermore, the modified plan was posted for public comment on ICOA's website (www.aging.idaho.gov) from November 12, 2014-November 19, 2014 along with announcements on Facebook and Twitter.

In order to receive further guidance and recommendations, the ICOA made the SCSEP State Plan available for public comment from July 27 – August 10, 2012. The ICOA reached out to rural communities, the general senior population, and the minority senior population

through mailings and invitations. Access to the plan was made available on the ICOA website (www.idaho.aging.gov) and copies of the plan were mailed out upon request during the public comment process.

Long-term projections for job growth in industries and occupations were identified using Idaho Department of Labor (IDOL) data. Annualized growth of occupations through 2020 was used to identify viable employment opportunities for older workers. The ICOA will utilize these growth projections and implement strategic trainings for SCSEP participants to strengthen their job skills.

Along with identifying job growth in Idaho, the ICOA entered into a contract with Boise State University (BSU) to update a 2008 Statewide Needs Assessment by conducting a new and revised statewide survey. The assessment was used to identify significant changes regarding employment for seniors during the past four years and enables ICOA to determine future statewide demands. The assessment identified cost of living, education/training, and employment as needs that were not being met. **(Attachment F: Center for the Study of Aging Needs Assessment)**

Goals outlined in the Senior Services State Plan for Idaho served as a guide in the development of SCSEP goals, objectives, and strategies. In particular, emphasizing the importance of creating employment opportunities by connecting employers with unemployed older Idahoans. The Senior Services State Plan identified the importance of marketing the SCSEP Program and IDOL's One Stop Shop employment program to transition managers, the ability of host-sites to identify on-the-job training sites, and linking volunteer programs to SCSEP. Another parallel in both plans is the importance of identifying and collaborating with key organizations to improve employment opportunities of program participants.

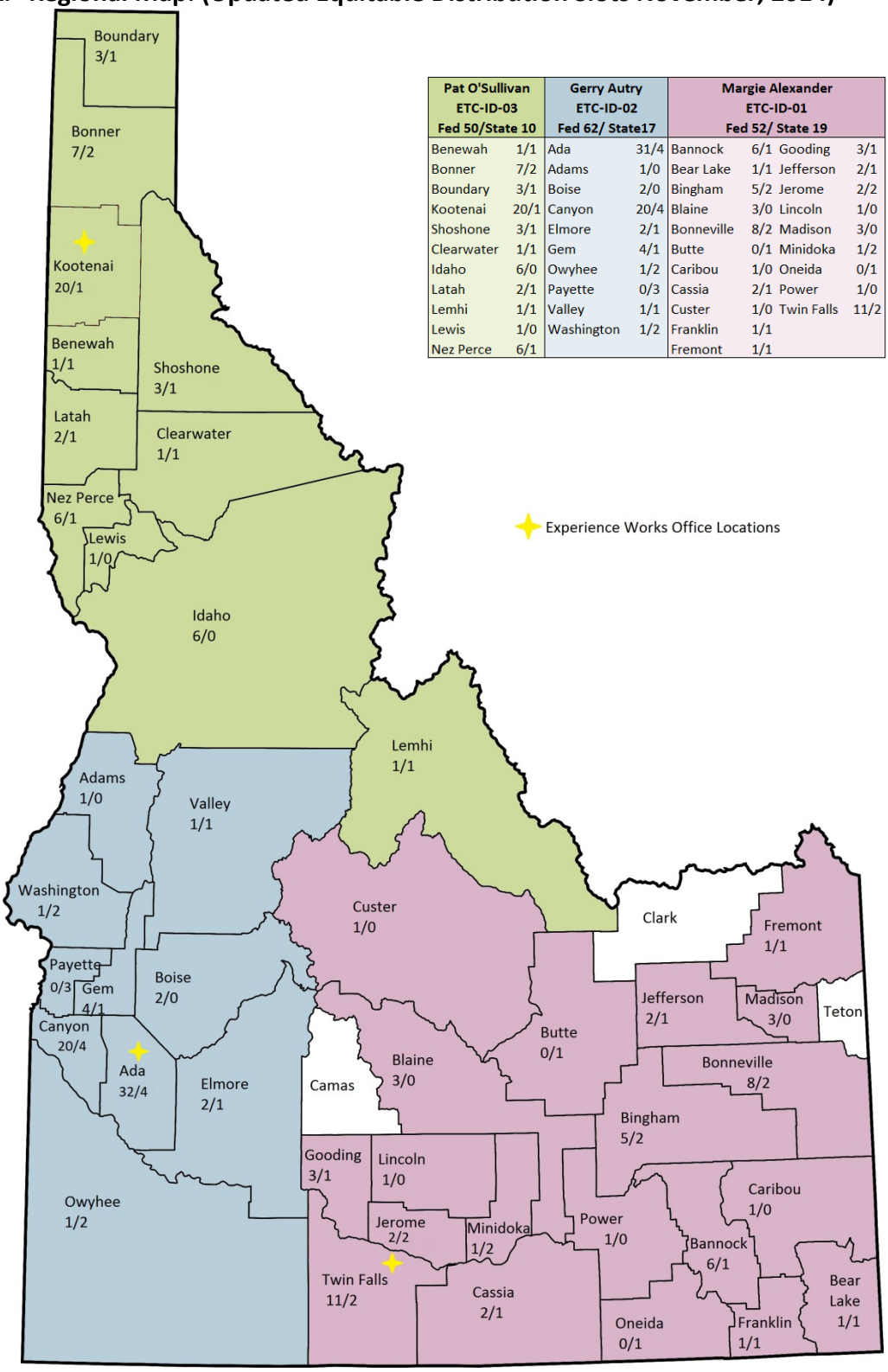
Additional resources used to develop the SCSEP State Plan include:

- 2010 Census data
- Idaho Department of Labor statistics
- Department of Labor Equitable Distribution report
- SCSEP State Plan Steering Committee input
- 2010 SCSEP Final Rule

The SCSEP State Plan has gone through an extensive internal and external review process to outline the direction the ICOA will take over the next four years.

A. Regional Map: (Updated Equitable Distribution Slots November, 2014)

Pat O'Sullivan ETC-ID-03 Fed 50/State 10		Gerry Autry ETC-ID-02 Fed 62/ State17		Margie Alexander ETC-ID-01 Fed 52/ State 19			
Benewah	1/1	Ada	31/4	Bannock	6/1	Gooding	3/1
Bonner	7/2	Adams	1/0	Bear Lake	1/1	Jefferson	2/1
Boundary	3/1	Boise	2/0	Bingham	5/2	Jerome	2/2
Kootenai	20/1	Canyon	20/4	Blaine	3/0	Lincoln	1/0
Shoshone	3/1	Elmore	2/1	Bonneville	8/2	Madison	3/0
Clearwater	1/1	Gem	4/1	Butte	0/1	Minidoka	1/2
Idaho	6/0	Owyhee	1/2	Caribou	1/0	Oneida	0/1
Latah	2/1	Payette	0/3	Cassia	2/1	Power	1/0
Lemhi	1/1	Valley	1/1	Custer	1/0	Twin Falls	11/2
Lewis	1/0	Washington	1/2	Franklin	1/1		
Nez Perce	6/1			Fremont	1/1		



B. Timeline:

Schedule	Date
Initial: Steering Committee Meeting (Thirty Minute Conference Call)	Either Thursday, July 12 or Friday, July 13. Select a time that fits best.
Send out: First draft of SCSEP State Plan for review	This will be sent after initial meeting
Receive Steering Committee's comments by:	Friday, July 20, 2012
Public Comment available on www.aging.idaho.gov	Friday, July 27, 2012
Deadline for public comments	Friday, August 10, 2012
Compile/Incorporate public comment	Friday, August 17, 2012
Final: Steering Committee Review	Wednesday, August 22, 2012
Receive Steering Committee's comments to be incorporated into final SCSEP State Plan by:	Tuesday, August 28, 2012
Submit SCSEP State Plan to Department of Labor	Monday, September 10, 2012
Modified SCSEP State Plan sent to SCSEP Steering Committee for comment.	November 07, 2014
Modified SCSEP State Plan available for public comment on www.aging.idaho.gov	November 11, 2014
Deadline for public comments	November 19, 2014
Modified SCSEP State Plan submitted to DOL	November 26, 2014

C. SCSEP Steering Committee Members:

Name	Affiliation	Title
Dwight Johnson	Idaho Workforce Development Council lead staff /Idaho Department of Labor	Assistant Deputy Director
Pamela Langley **(Updated November, 2014)**	Veterans' Employment and Training Service/Idaho Department of Labor.	Director
Gordon Graff **(Updated November, 2014)**	Idaho Department of Labor	Administrative Support Manager
Margie Alexander **(Updated November, 2014)**	Experience Works	Experience Works Idaho State Director
Robert Vande Merwe	Idaho Health Care Association	Executive Director
Carol Teats	Canyon County Organization on Aging	Director
Patty Haller	Idaho Office for Refugees	Assistant Director
Jeffery Hill **(Updated November, 2014)**	Area Agency on Aging I	Director
Jenny Zorens	Area Agency on Aging II	Director
Jeff Weller **(Updated November, 2014)**	Area Agency on Aging III	Director
Suzanne McCampbell **(Updated November, 2014)**	Area Agency on Aging IV	Director
Sister Anthony Marie Greving	Area Agency on Aging V	Director
Nick Burrows	Area Agency on Aging VI	Director

III. Public Comment

ICOA mailed out 5,000 invitations to low income individuals 54 and older that consisted of 500 veterans, 500 minorities, and 4000 other residents of Idaho. Residents resided in the following locations: Boise, Coeur D'Alene, Idaho Falls, Lewiston, Pocatello, and Twin Falls. Public comment was made available from July 27, 2012 to August 10, 2012 and could be accessed through the Idaho Aging and Disability Resource Center website (http://aging.idaho.gov) or participants could request a hardcopy from ICOA.

The ICOA mailed out 38 copies of the SCSEP State Plan upon request. Copies were sent to the following locations: 16 – Boise, 1 – Caldwell, 1 – Garden City, 6 – Idaho Falls, 4 – Lewiston, 1 – Nampa, 5 – Pocatello, 4 – Twin Falls. As of August 20, 2012, the ICOA has received ten public comment responses. (**Attachment I: Public Comments**)

IV. Industry and Occupational Projections

According to the Idaho Department of Labor, "After 30 straight months of year-over-year job loss, total nonfarm jobs moved back into the black in January 2011 and have been steadily increasing, exceeding 1 percent year-over-year growth since 2012 began." As of October 2014, the unemployment rate in Idaho is 4.5 percent.

Data from the 2010 U.S. Census reports that the number of Idaho residents 65 and older is expected to reach 55,969 by the year 2020, which will be about 16.76% of the total population. The senior age group of 85 and older is expected to increase by 11.5% in that timeframe. The ICOA has recognized the importance of preparing an increasing population of seniors for unsubsidized employment by addressing gaps in qualifications and necessary employment skills. The SCSEP State Plan takes into consideration the fact that seniors deal with multiple barriers while seeking employment in a highly competitive job market. In order to improve unsubsidized job placement for seniors in Idaho, long-term occupation projections will be used to create better placement opportunities and job specific trainings.

The following table portrays the projected annualized growth for long-term occupations in Idaho:

Table 1. **(Updated November, 2014)**

2012-2022 Long-Term Occupation Projections In Idaho	
Occupational Title	**Net Change**
Upper 10	
Construction and Extraction	27.1%
Healthcare Practitioners and Technical	24.8%

Healthcare Support	24.3%
Food Preparation and Serving Related	23.8%
Personal Care and Service	22.7%
Installation, Maintenance and Repair Occupations	17.6%
Sales and Related	16.9%
Community and Social Service	16.9%
Computer and Mathematical	15.4%
Business and Financial Operations	14.6%
Lower 10	
Building and Grounds Cleaning and Maintenance	13.3%
Management	13.2%
Office and Administrative Support	13.0%
Farming, Fishing and Forestry	12.3%
Education, Training and Library	11.0%
Architecture and Engineering	9.9%
Protective Services	9.8%
Arts, Design, Entertainment, Sports, and Media	9.3%
Life, Physical, and Social Science	9.2%
Legal Occupations	5.0%

Source: Projections ~ 2012-2022 Idaho Department of Labor Occupation Projections (http://lmi.idaho.gov/Occupations/OccupationalProjections.aspx)

The following table portrays the projected annualized growth for Short Term Occupations in Idaho:

Table 2. **(Updated November, 2014)**

2013-2015 Short Term Occupations Projections in Idaho	
Industry Classification	**Annualized Growth**
Upper 10	
Healthcare Practitioners and Technical	5.7%
Healthcare Support	5.6%
Personal Care and Service	5.4%
Construction and Extraction	5.2%
Production	4.5%
Building and Grounds Cleaning and Maintenance	4.5%
Protective Service	3.6%
Community and Social Service	3.6%
Food Preparation and Serving Related	3.2%
Farming, Fishing, and Forestry	3.1%
Lower 10	
Education, Training, and Library	2.9%
Office and Administrative Support	2.8%
Sales and Related	2.4%

Installation, Maintenance, and Repair	2.3%
Management	1.4%
Life, Physical, and Social Science	1.4%
Computer and Mathematical	.09%
Arts, Design, Entertainment, Sports, and Media	.08%
Legal	.08%
Architecture and Engineering	-2.0%

Source: Projections ~ 2012-2022 Idaho Department of Labor Occupation Projections (http://lmi.idaho.gov/Occupations/OccupationalProjections.aspx)

V. Goals, Objectives, Strategies, Measures and Baselines:

Goal 1: Utilize current information and identify occupations experiencing job growth and incorporate specific training into the SCSEP program.	
CFR 641.302(d) Long-Term Projections for job growth in industries and occupations and how they relate to the types of unsubsidized jobs with SCSEP participants will be trained, and the types of skill training to be provided;	
Objective: Identify occupations experiencing job growth and provide targeted trainings to participants.	
Strategy: Based on job growth projections the sub-grantee will prepare participants for unsubsidized employment by utilizing local trainings that coincide with job growth trends.	**Baseline:** 1. Currently there are 40 training opportunities through sub-grantees JobReady software. **Measure:** 1. Identify one additional training program per year specific to job growth trends.
Goal 2: Ensure a protocol is in place to prepare for disruptions in services and also establish a procedure to resolve over enrollment.	
CFR 641.302 (b) The State's long-term strategy for avoiding disruptions to the program when new Census or other reliable data become available, or when there is over enrollment for any other reason;	
Objective: Incorporate a formal procedure in sub-grantee contract that identifies consistent communication to resolve over enrollment issues.	
Strategy: The ICOA and the sub-grantee will continue to have monthly teleconferences to discuss the distribution of slots, updates in performance goals, and share information gathered from Training and Employment Guidance Letters.	**Baseline:** 1. No formal procedure written. 2. Currently meeting one to two times a month. **Measure:** 1. Incorporate a monthly communication meeting requirement in the 2015 updated contract with sub-grantee. **(Updated November, 2014)** 2. Maintain monthly meetings for the duration of the SCSEP State Plan.
Goal 3. Improve training and employment opportunities to service minorities.	
CFR 641.302 (c) The State's long-term strategy for serving minority older individuals under SCSEP;	
Objective: Coordinate with organizations that provide employment services and trainings for minorities and incorporate opportunities into Idaho SCSEP.	
Strategy: Collaborate with the Idaho Hispanic Commission, Idaho Office on Refugees, Idaho State Veterans Administration, Idaho Division of Vocational Rehabilitation, the Idaho Department of Labor and the Community Council of Idaho to increase training and employment opportunities for older low-income minority individuals and older individuals with limited English proficiency. **(Idaho Senior Services State Plan Goal 3, Objective 3, Strategy 4)**	**Baseline:** 1. The ICOA participates on one employment related council: Workforce Development Council. 2. The ICOA participates in IDOL's One Stop Shop employment sites. 3. 2011 Service Most in Need. (2.47) **Measure:** 1. Increase agency participation in the development of senior employment programs through the SCSEP State Plan update. 2. Successful completion of Most-in-Need Proposed Goal. 3. To meet minimum service to minorities, increase the number of Asians served by 10%. **(Updated November, 2014)**

Goal 4. Engage Employers to develop and promote opportunities for the placement of participants into unsubsidized employment.	
CFR 641.302 (e) The State's long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment;	
Objective: Collaborate with successful host sites to improve employment opportunities for participants.	
Strategy: Increase options for On-the-Job training, identify prioritization for placement of participants at Host sites who have a record of hiring participants and identify funding to be used to provide occupational skill training. **(Idaho Senior Services State Plan Goal 3, Objective 3, Strategy 2**	**Baseline:** 1. 43 Active Host Agencies. 2. Entry Into Unsubsidized Employment (26.7%) percentage of persons employed in the first quarter. **Measure:** 1. Increase in the amount of Active Host Agencies. 2. Successful completion of Entered Employment Proposed Goal.
Goal 5. Improve performance levels of participants entered into unsubsidized employment.	
CFR 641.302 (f) The State's strategy for continuous improvement in the level of performance for entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in § 513(a)(2)(E)(ii) of the OAA;	
Objective: Achieve and maintain performance levels specific to the U.S. Department of Labor and Older Americans Act .	
Strategy: Monitor contractually and ensure sub-grantee adheres to and complies with the minimum performance levels of entry to unsubsidized employment as established by USDOL and specified in the Older Americans Act.	**Baseline:** 1. The 2011 Entered (Unsubsidized) Employment Performance Level was 26.7% of persons employed in the first quarter after exit. 2. The 2011 Employment Retention Performance Level was 66.7% of persons still employed in the second and third quarter after exit. **Measure:** 1. Successful completion of Entered Employment Goal. 2. Successful completion of Retention Proposed Goal.
Goal 6. Develop opportunities for participants 55 and older to engage in state activities offered under title I of WIA through the established MOU with the Workforce Development Council.	
CFR 641.302 (g) Planned actions to coordinate activities of SCSEP grantees with the activities being carried out in the State under title I of WIA, including plans for using the WIA One-Stop delivery system and its partners to serve individuals aged 55 and older;	
Objective: Engage a community program currently being offered and connect resource to the WIA One Stop delivery system.	
Strategy: Provide access to Senior Community Service Employment Program (SCSEP) and Idaho Department of Labor's (IDOL) One Stop Shop employment sites to the Idaho Home Choice program's transition managers to link people, in particular, low-income seniors to employment opportunities. **(Idaho Senior Services State Plan Goal 3, Objective 3, Strategy 1)**	**Baseline:** 1. No marketing or training to transition managers on the SCSEP or IDOL's One Stop Shop employment programs. 2. Statewide Trainings on SCSEP provided to 21 Idaho Home Choice Transition Managers on 02/04/2014; 02/05/2014; 02/25/2014. **(Updated November, 2014)** **Measure:** 1. Incorporate strategies in the ADRC/No Wrong Door grant to promote the WIA One-Stop delivery system. **(Updated November, 2014)**
Strategy: Collaborate via quarterly meetings with the Idaho Commission on Aging, Idaho Department of Labor, and sub-grantee to stay informed of services, activities and address needs for shared customers.	**Baseline:** 1. Monthly meetings between sub-grantee and the ICOA. 2. Workforce Development Council meetings. **Measure:** 1. Number of meetings held between the ICOA, IDOL, and sub-grantee. 2. Number of activities offered under WIA connected to the SCSEP participants.

Goal 7. Develop opportunities for participants to engage in state activities offered under other titles of the OAA.	
CFR 641.302 (h) Planned actions to coordinate activities of SCSEP grantees with the activities being carried out in the State under other titles of the OAA;	
Objective: Identify an OAA program that will benefit SCSEP participants and implement changes in processes to coordinate services.	
Strategy: In collaboration with IDOL, develop training materials that explains the purpose of the One Stop Shop to provide orientations to Area Agency on Aging, Information & Assistance staff, and other service providers throughout the state as a means to enhance customer referrals.	**Baseline:** 1. No training materials in place. 2. No standardized tracking system in place. 3. Existing numbers show five referrals sent from Information and Assistance to the One Stop Shop. **Measure:** 1. Develop training materials. Establish a standardized tracking system to track number of training/orientation with Area Agency on Aging. 2. Establish a standardized tracking system to track number of training/orientation with providers. 3. Track number of referrals from Information and Assistance to the One Stop Shop.
Goal 8. Develop opportunities for participants to engage in other public and private entities and programs that provide services to Older Americans.	
CFR 641.302 (i) Planned actions to coordinate the SCSEP with other public and private 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;	
Objective: Identify a public and/or private program currently active in Idaho and explore opportunities to provide work experience for participants.	
Strategy: Match evidence-based program information to agencies and organizations for implementation: For example, provide Chronic Disease and Self-Management Program (CDSMP) to SCSEP participants, explore option of providing work experience credit for CDSMP participation hours, and provide to IDOL One-Stop Career system to encourage involvement. **(Idaho Senior Services State Plan Goal 2, Objective 2, Strategy 1)**	**Baseline:** 1. Living Well in Idaho/Chronic Disease Self-Management Program (CDSMP), Senior Medicare Patrol (SMP), Senior Community Service Employment Program (SCSEP), Fit and Fall Proof and Building Better Caregivers. 2. SCSEP Volunteer Performance Measure, number of participants who engaged in volunteer services but were not engaged upon entering program. **Measure:** 1. Track the number of evidence based programs that are linked to agencies who were not originally using them. 2. SCSEP Volunteer Performance Measure, number of participants who engaged in volunteer services but were not engaged upon entering program.
Goal 9. Identify and promote other labor markets and job training initiatives related to SCSEP services.	
CFR 641.302 (j) Planned actions to coordinate the SCSEP with other labor market and job training initiatives;	
Objective: Identify local job training initiatives and link them to participants.	
Strategy: Link and increase volunteer programs to training opportunities for low-income seniors through SCSEP, SERVE Idaho, Senior Companion, and Foster Grandparent Programs. **(Idaho Senior Services State Plan Goal 3, Objective 3, Strategy 3)**	**Baseline:** 1. Volunteer programs have not been linked to the SCSEP program. 2. SCSEP Volunteer Performance Measure, number of participants who engaged in volunteer services but were not engaged upon entering program.

	Measure: 1. The number of SCSEP participants assigned to volunteer programs. 2. SCSEP Volunteer Performance Measure, number of participants who engaged in volunteer services but were not engaged upon entering program.
Goal 10. Develop long-term strategies to improve SCSEP services.	
CFR 641.302 (k) The State's long-term strategy to improve SCSEP services, including planned longer-term changes to the design of the program within the State, and planned changes in the use of SCSEP grantees and program operators to better achieve the goals of the program; this may include recommendations to the Department, as appropriate.	
Objective: Implement goals and strategies identified in the SCSEP State Plan and monitor consistently.	
Strategy: Review SCSEP State Plan goals every two years and seek out input from SCSEP sub-grantee and members of the Workforce Development Council to ensure strategies are current and applicable to maintain and increase performance measures.	**Baseline:** 1. ICOA Administrator appointed to the Workforce Development Council 2. Current performance goals: Entered Employment 2012 Goals 36.4, Retention Goal 65.9, Average Earning Goal $7417, Service Level Goal 150%, Community Service Goal 75.7% and Most-in-Need Goal 2.41. 3. Presentation on SCSEP Performance levels provided to the Workforce Development Council on November 15, 2012. **(Updated November, 2014)**
	Measure: 1. Present SCSEP State Plan as a transmittal to the Workforce Development Council. 2. Successful completion of DOL goals for program years 2013-2015
Goal 11. Achieve equitable distribution of SCSEP positions within the State that moves positions from over served to underserved locations within the state that: serves rural and urban areas and serves individuals afforded priority of services.	
CFR 641.302 (a) The State's long-term strategy for achieving an equitable distribution of SCSEP positions within the State that: (1) Moves positions from over-served to underserved locations within the State, under § 641.365; (2) Equitably serves rural and urban areas; and (3) Serves individuals afforded priority for service, pursuant to § 641.520	
Objective: Ensure outreach to people afforded priority for service is conducted through contract language and collaboration with existing partners.	
Strategy: Through contract language with the sub-grantee, ensure participants who are veterans 55 and older, seniors 65 years older, disabled, have low literacy skills, reside in a rural area, or at risk for homelessness are afforded priority of service.	**Baseline:** 1. Veteran's Priority of Service Policy (**Attachment E**: **ICOA SCSEP Policies**) 2. Current language on priority of service listed in scope of work with sub grantee.
	Measure: Review priority of service compliance through quarterly sub-grantee reports.
Strategy: Sub-grantee will outreach and provide referral information to agencies who serve individuals afforded priority of service such as: Vocational Rehabilitation, Veterans Administration Representative and Homeless Shelters.	**Baseline:** 1. Number of informal and formal partnerships throughout the state with Vocational Rehabilitation, Veterans Administration and Homeless Shelters.
	Measure: 1. Number of informal and formal partnerships throughout the state with VR and Homeless Shelters.
Strategy: 1. Support senior employment strategies through the Idaho Council on Developmental Disability (ICDD) Employment First Initiative. (**Attachment G: Employment First Initiative)**	**Baseline:** 1. SCSEP program specialist is a current member of the employment workgroup on the ICDD. 2. No Employment First Initiative information on Idaho Aging and Disability Resource (ADRC) website.
	Measure: 1. Support Employment First Initiative in quarterly ICDD meetings. 2. Employment First Initiative recognized on the Idaho ADRC website.

VI. Basic Distribution of SCSEP Positions Within the State

Table 1 **(Updated November, 2014: Persistent Unemployment, FY14 Participant Slots, Current State Participants, Current National Slots and PY15 State Targeted Participation)**

Equitable Distribution of SCSEP Services									
County	**Persistent Unemployment**	**Rural Residents**	**% of Idaho Population 55 and older**	**% of Non-English Speaking Households**	**% of Population That Are Veterans**	**FY14 Participant Slots**	**Current State Participants**	**Current National Slots**	**PY15 State Targeted Participation**
Experience Works Coeur d'Alene Office									
Benewah	Yes	6677	33.8	0.08	12.11	1	0	1	1
Bonner	Yes	29614	35.2	0.85	14.03	2	2	7	2
Boundary	Yes	8359	33.6	2.10	16.76	1	1	3	1
Kootenai		33577	27.9	1.05	12.84	1	3	20	1
Shoshone	Yes	7153	36	0.14	16.44	1	0	3	1
Clearwater	Yes	5135	40.4	0.64	14.70	1	3	1	1
Idaho		13117	38.9	0.44	14.92	0	0	6	0
Latah		13032	20.7	1.09	7.57	1	2	2	1
Lemhi	Yes	4852	41.3	0.57	15.93	1	0	1	1
Lewis		3821	37.7	2.10	16.97	0	0	1	0
Nez Perce		7525	30.8	0.84	13.42	1	0	6	1
Area Total		**132862**	**N/A**	**N/A**	**N/A**	**10**	**11**	**51**	**10**
Experience Works Boise Office									
Ada		21471	21.7	3.55	10.66	4	18	31	10
Adams	Yes	3976	40.4	0	14.91	0	0	1	0
Boise		7028	36.5	1.24	15.36	0	0	2	0
Canyon		37535	20.8	13.75	10.79	4	6	20	4
Elmore		7269	19.4	9.19	25.21	1	1	2	1
Gem		7527	32.4	5.24	12.66	1	2	4	1
Owyhee		8909	26	17.24	11.44	2	4	1	3
Payette		9653	26.9	6.31	12.76	3	1	0	2
Valley	Yes	9862	35.6	1.24	15.89	1	0	1	1
Washington		4647	34.9	9.09	13.67	2	2	1	2
Area Total		**117877**	**N/A**	**N/A**	**N/A**	**18**	**34**	**63**	**24**
Experience Works Twin Falls Office									
Blaine		7004	25.6	11.99	8.00	0	0	3	0
Camas		1117	26.4	6.01	15.14	0	0	0	0
Cassia		11823	23.3	10.23	8.91	1	0	2	1
Gooding		8982	26.1	14.14	10.86	1	0	3	1

Jerome		11482	21.9	15.89	8.48	2	2	2	2
Lincoln		5208	22.3	22.85	6.57	0	0	1	0
Minidoka		8875	26.5	17.66	9.80	2	1	1	2
Twin Falls		21617	25.1	7.08	9.86	2	6	11	4
Bannock		13030	22.2	1.80	9.71	1	2	6	1
Bear Lake		5986	31.9	1.82	11.15	1	0	1	1
Bingham		25554	22.2	10.76	9.75	2	1	5	2
Caribou		4170	29.3	0.72	9.59	0	0	1	0
Franklin		8463	22.4	4.51	9.89	1	2	1	2
Oneida		4286	31.2	0.64	14.35	1	0	0	1
Power		3329	24.2	23.07	7.74	0	0	1	0
Bonneville		13500	21.5	6.39	9.58	2	3	8	2
Butte		2891	34.1	2.27	14.33	1	0	0	1
Clark		982	28.3	23.65	8.41	0	0	0	0
Custer		4368	37.8	0.96	15.82	0	0	1	0
Fremont		9540	25	10.10	11.51	1	0	1	1
Jefferson		17412	18.9	5.39	9.36	1	1	2	1
Madison		10684	10.8	4.34	3.62	0	0	3	0
Teton		10170	17	10.76	5.93	0	0	0	0
Area Total		**210473**	**N/A**	**N/A**	**N/A**	**19**	**18**	**53**	**22**
State Total		**461212**	**24.1**	**5.65**	**11.06**	**47**	**62**	**167**	**56**

Source: (Atlas of Rural and Small Town America Version 10, 2010 Census, 2012 American Community Survey)
(Equitable Distribution Report: 5/20/2014)

Table 2

Persons With One or More Disabilities in Idaho (2009-2012)						
Year	Disabled	Employed	Individuals Employed	Average Annual Work Earnings	Average Hours worked Per Week	Below Poverty
2009	102,466	39636	0.39	25059	35.85	22.62
2010	104464	37803	0.361876	25116	36.20664	26.20
2011	102884	38192	0.371214	24177	35.74802	26.80
2012	106287	41739	0.392701	25703	36.09075	26.40

American Community Survey – One or More Disabilities: 2008-2009, http://www.statedata.info/download/download_1.php)

Table 3

Homeless Persons in Idaho (2013)				
Total Homeless Persons	Percent of Homeless Who Are Chronically Homeless	Percent of Homeless Persons In Households w/ Children	Percent of Homeless Who Are Unsheltered	Percent of Homeless Veterans
1,781	15%	40%	21%	23%
(Homelessness in Idaho 2013 Point-In-Time Count Report, http://www.idahohousing.com/Portals/0/Media/grant%20programs/2013%20State%20of%20Idaho%20Point-in-Time%20Count%20Report%20041613.pdf)				

VII. Community Service Needs

A. The ICOA contracted with the Center for the Study of Aging at BSU to conduct an assessment of Idaho residents 50 and older. A total of 814 surveys were used to specifically identify the needs and locations **(Attachment E: Center for the Study of Aging Needs Assessment)** of those individuals most in need of community services. Concerns identified in the assessment regarding employment for seniors in Idaho are: the ability to pay for expenses, education and training, as well as the ability to obtain or continue employment.

B. Cost of living

According to the BSU Needs Assessment the percentage of seniors who receive an income of less than $20,000 has increased from 17% up to 29% in just four years. Respondents are concerned about their ability to cover future healthcare costs, medications, and other expenses associated with aging. Twice the amount of respondents anticipated problems regarding the ability to cover expenses associated with healthcare and medications. Transportation and related costs, especially in areas I and VI are a concern since Idaho is a predominantly rural state.

C. Education/Training

Although 42% of seniors are able to access the internet frequently or somewhat frequently, the majority of seniors still look to newspaper and television as their most popular sources of information. Regarding internet use, the assessment shows that the level of internet usage decreases as the age of the individual increases.

The SCSEP program provides training and educational opportunities to better prepare seniors for unsubsidized employment. This is especially important in Idaho where 56 of the 815 respondents reported not having attained a high school diploma. Although lower levels of educational attainment were recorded, 64% of survey respondents reported not being interested in taking degree or non-degree courses.

D. Employment

In 2012, 55% of those surveyed reported as retired, which is a five percent increase from 2008. Only three percent of respondents were unemployed or looking for work, while 48% were not interested in working for pay. The percentage of individuals who were not interested in working for pay increased dramatically by age, with 78% of respondents age 75 and older not interested in working for pay compared to 9% of those 50-57 years old. Conversely, the highest percentage of individuals who were not working for pay nearly as often as they would like was found in the 50-57 year old group (11%). More than a third (35%) of those respondents age 75 and older and another 41% of those respondents age 58-74 can only perform moderate level physical activities with some help.

E. Rural and Persistent Unemployment Needs

ICOA solicited input from the sub-grantee field staff to identify counties where SCSEP community service projects are most in need. Experience Works identified the following counties as difficult to meet entered employment and average earnings performance goals: Bonner, Shoshone, Clearwater, Boundary, Idaho, Benewah, Valley, Adams, Gem, and Lincoln. Difficulty in meeting performance goals is due in part to the depressed economic conditions that results in persistent unemployment as identified by the Department of Labor. Experience Works will identify and train participants who can provide a specialized service or product in the counties listed to be self-reliant.

Experience Works also identified the following counties as difficult to serve due to their rural locations: Lemhi, Custer, Butte, Blaine, Valley, Boise, Adams, Power, Oneida, Franklin, Bear Lake, Freemont, and Teton. Serving rural counties can be more expensive due to the maintaining of remote staff and increased travel. Many rural counties often find it difficult to maintain employment due to a lack of training and limited or seasonal employment.

F. Timeline for Host Agency Recruitment (Goal 3, Goal 4, Goal 8, Goal 9)

1. **Year One and Two**
   a. Contact agencies identified in SCSEP State Plan to develop and promote opportunities for placement.
   b. Identify field positions that can be filled by participants, in particular, rural and persistent unemployment locations.
2. **Year Three and Four**
   a. Determine recruitment success by evaluating the number of Host Agencies established.

b. Revisit strategies with sub-grantee and identify potential new host agencies to strengthen program.

VIII. Summary

ICOA submits the SCSEP State Plan as authorized by Governor C.L. "Butch" Otter. The plan is a "stand-alone" plan submitted separately from the WIA Coordinated plan. However, efforts were made to coordinate with IDOL and WDC members and staff to collaborate on similar projects and strengthen the existing MOU established between ICOA and the One Stop Shop. Furthermore, the SCSEP State Plan was written with advice and input from stakeholders and the public to validate the proposed goals and strategies. ICOA has identified and will continue to monitor trends in employment to provide meaningful and productive trainings for SCSEP participants which will eventually lead them to unsubsidized employment opportunities. The plan also provides details of the various employment programs ICOA will pursue involvement with to provide additional opportunities for participants. ICOA believes with the involvement of our partners, input from the participants and responsible management of the program, the SCSEP program for Idaho will continue to be a valuable employment opportunity for the seniors we serve.

Attachment A:

Governor Authorization

C.L. "BUTCH" OTTER
GOVERNOR

August 7, 2012

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
Attention: Kimberly Vitelli

Dear Kimberly,

I authorize the Idaho Commission on Aging (ICOA) to submit the Idaho State Senior Employment Services Coordination Plan (Section 503, Older Americans Act) on behalf of the Governor of the State of Idaho. This authority shall remain in effect until revoked by the Office of the Governor.

As Always – Idaho, "Esto Perpetua"

C.L. "Butch" Otter
Governor of Idaho

STATE CAPITOL • BOISE, IDAHO 83720 • (208) 334-2100 • FAX (208) 334-3454

Attachment B:

One Stop Shop MOU

MEMORANDUM OF UNDERSTANDING for the Idaho One Stop System
Workforce Investment Act Program years 2012-2016

PURPOSE

The Workforce Investment Act of 1998 (WIA) Sec. 121 requires that a Memorandum of Understanding (MOU) be developed and executed between the Local Workforce Investment Board and the required One-Stop partners relating to the operation of the One-Stop system in the local area.

BACKGROUND

WIA mandates the One-Stop system of service delivery in the local areas. The One-Stop system combines separate workforce investment, education and other human resource programs and funding streams to create a seamless system of service delivery for individuals receiving assistance. (Reference programs listed under Required Partners.)

The Idaho Workforce Development Council (WDC) serves as an Alternative Entity for the required State Workforce Investment Board. Because of a federal waiver, Idaho's Workforce Development Council may serve as a Local Workforce Investment Board for the entire state of Idaho. Idaho is unique among the states with this type of arrangement. It reflects Idaho's strong statewide strategic vision, a high level of statewide collaboration and a desire to maximize the impact of modest resources by minimizing administrative costs.

The MOU must contain the following provisions:

- Services to be provided through the One-Stop delivery system
- Funding of services and operating costs of the system
- Methods for referring individuals between the One-Stop operators and partners
- Duration and procedures for amending the MOU
- Other provisions consistent with WIA deemed appropriate by the parties

REQUIRED PARTNERS

The required One-Stop partners are the entities that administer the following programs:

- WIA Title I
    - Adults
    - Dislocated Workers
    - Youth
    - Job Corps
    - Native American Programs
    - Migrant and seasonal farmworker programs
    - Veterans' workforce programs
- Wagner-Peyser Act
    - Employment Service
- Adult education and literacy activities authorized under title II of WIA
- Programs authorized under parts A and B of the title I of the Rehabilitation Act
- Senior Community Service Employment Program activities authorized under title V of the Older Americans Act of 1965

- Postsecondary vocational educational activities under Carl D. Perkins Vocational and Applied Technology Education Act
- Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974
- Local veterans' employment representatives and disabled veterans outreach programs authorized under chapter 41 of title 39, U.S.C.
- Community Services Block Grant employment and training activities
- State unemployment compensation programs

OPTIONAL PARTNERS

- Temporary Assistance for Needy Families (TANF) programs authorized under part A of title IV of the Social Security Act
    - Temporary Assistance for Families in Idaho (TAFI)
- Employment and training programs authorized under section 6(d)(4) of the Food Stamp Act of 1977
- Work programs authorized under section 6(o) of the Food Stamp Act of 1977
- Programs authorized under the National and Community Service Act of 1990
- Other appropriate Federal, State or local programs, including programs related to transportation and housing and programs in the private sector

DESIGNATION OF ONE-STOP OPERATOR

The Workforce Development Council, with agreement of the governor, must designate and certify a One-Stop operator. The Idaho Department of Labor has served as the One-Stop operator prior to the enactment of WIA (August 7, 1998) and has modified its delivery system to meet the requirements necessary to continue to serve as the One-Stop operator under WIA Sec. 121, including execution of this MOU.

PARTIES AND PROGRAM SERVICES

The **Workforce Development Council** serves as both the State Workforce Investment Board and Local Workforce Investment Board for the entire state of Idaho. The primary role of the WDC is to represent the Governor and set policy for the statewide workforce investment system.

The responsibilities of the WDC as the State Board include:

1) Development of the state workforce investment plan
2) Development and continuous improvement of a statewide system of activities carried out through the One-Stop delivery system
3) Commenting at least once annually on the measures taken under section 113(b)(14) of the Carl D. Perkins vocational and Technical Education Act.
4) Development of allocation formulas for the distribution of funds for adult employment and training activities and youth activities to local areas
5) Development and continuous improvement of comprehensive State performance measures to assess the effectiveness of workforce investment activities in the State
6) Preparation of the annual report to the Secretary
7) Development of the Statewide employment statistics system described in section 15(e) of the Wagner-Peyser Act
8) Development of an application for an incentive grant under WIA section 503

The responsibilities of the WDC as the Local Board include:

1) Development of the five-year workforce investment plan and conducting oversight of the One-Stop system, youth activities and employment and training activities under title I of WIA
2) Selecting One-Stop operators
3) Selecting eligible youth service providers based on the recommendations of the youth council, identifying eligible service providers of adult and dislocated worker intensive services and training services and maintaining a list of eligible service providers with performance and cost information.
4) Developing a budget for the purpose of carrying out duties of the Board
5) Coordinating workforce investment activities with economic development strategies and developing employer linkages; Promoting private sector involvement in the Statewide workforce investment system through effective connecting, brokering and coaching activities through intermediaries such as the One-Stop operator or through other organizations to assist employers in meeting hiring needs
6) Appoints a youth council as a subgroup of the Board and coordinates workforce and youth plans and activities with the youth council

The following One-Stop partners have established relationships within Idaho's local communities.

The **Idaho Department of Labor** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- WIA Title I
    - Adults
    - Dislocated Workers

        - Youth
        - Migrant and seasonal farmworker programs
        - Veterans' workforce programs
- Wagner-Peyser Act
        - Employment Service
        - Statewide Labor Market Information
- Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974
- Local veterans' employment representatives and disabled veterans outreach programs authorized under chapter 41 of title 39, U.S.C.
- State unemployment compensation programs
- Work Opportunity and W2W Tax Credits

The **Idaho Department of Labor** is also a One-Stop partner responsible for the delivery of the following ***optional*** programs:

- Workforce Development Training Fund
- Incumbent Worker Revolving Loan Fund
- Foreign Labor Certification Program
- State Wage & Hour
- Career Information System

The **Idaho Department of Commerce** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- Economic and Community Development

The **Idaho Department of Commerce** is also a One-Stop partner responsible for the delivery of the following ***optional*** programs:

- Regional Travel & Convention Grants
- Rural Community Block Grants
- Gem and Rural Community Review Technical Assistance

The **Idaho Division of Vocational Rehabilitation** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- Programs authorized under parts A and B of the title I of the Rehabilitation Act

The **Idaho Commission for the Blind & Visually Impaired** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- Programs authorized under parts A and B of the title I of the Rehabilitation Act

The **Idaho Division of Professional-Technical Education** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- Postsecondary professional-technical educational activities under Carl D. Perkins Vocational and Applied Technology Education Act
- Adult education and literacy activities authorized under title II of WIA

The **Idaho Commission on Aging** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- Senior Community Service Employment Program activities authorized under title V of the Older Americans Act of 1965

The **Centennial Job Corps Civilian Conservation Center** is a ***required*** One-Stop partner responsible for the delivery of the following programs:

- WIA Title I
    - Job Corps

The **Idaho Department of Juvenile Corrections** is a One-Stop partner responsible for the delivery of the following ***optional*** programs:

- Juvenile Corrections Community Services Program

The **Idaho Department of Health and Welfare** is a One-Stop partner responsible for the delivery of the following ***optional*** programs:

- Temporary Assistance for Needy Families (TANF/TAFI)-Self-Reliance Program
- Food Stamps Employment & Training – Self-Reliance Program

SERVICES TO BE PROVIDED THROUGH THE ONE-STOP DELIVERY SYSTEM

WIA SEC. 134 (d)(1) requires that funds allocated to the local areas for Adult and Dislocated Worker services be utilized to establish a One-Stop delivery system and provide WIA services as specified below.

Core services shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include--

(A) determinations of whether the individuals are eligible to receive assistance under this subtitle;

(B) outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;

(C) initial assessment of skill levels, aptitudes, abilities, and supportive service needs;

(D) job search and placement assistance, and where appropriate, career counseling;

(E) provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including--

(i) job vacancy listings in such labor market areas;

(ii) information on job skills necessary to obtain the jobs described in clause (i); and

(iii) information relating to local occupations in demand and the earnings and skill requirements for such occupations; and

(F) provision of performance information and program cost information on eligible providers of training services as described in section 122, provided by program, and eligible providers of youth activities described in section 123, providers of adult education described in title II, providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);

(G) provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;

(H) provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;

(I) provision of information regarding filing claims for unemployment compensation;

(J) assistance in establishing eligibility for--

(i) welfare-to-work activities authorized under section 403(a)(5) of the Social Security Act (as added by section 5001 of the Balanced Budget Act of 1997) available in the local area;

(ii) programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and

(K) followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Intensive services shall be provided to determined eligible adults and dislocated workers through the one-stop delivery system and may include the following:

(i) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include--

(I) diagnostic testing and use of other assessment tools; and

(II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

(ii) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.

(iii) Group counseling.

(iv) Individual counseling and career planning.

(v) Case management for participants seeking training services

(vi) Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Training services may be provided to eligible adults and dislocated workers:

(i) occupational skills training, including training for nontraditional employment;

(ii) on-the-job training;

(iii) programs that combine workplace training with related instruction, which may include cooperative education programs;

(iv) training programs operated by the private sector;

(v) skill upgrading and retraining;

(vi) entrepreneurial training;

(vii) job readiness training;

(viii) adult education and literacy activities provided in combination with services described in any of clauses (i) through (vii); and

(ix) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.):

(i) Filing job orders, preliminary screening and referring applicants, referral follow-up and amending job order specifications as necessary to provide appropriate and adequate referrals.

(ii) Assisting employers in defining job duties for job orders, training programs and meeting basic legal requirements.

(iii) Recruiting applicants to increase the labor pool. Recruit applicants for a particular employer via special efforts such as job fairs.

(iv) Placing job orders on the Internet. Employers are provided options with regard to such listings.

(v) Including in the Resource Centers employer-orientated materials. Provide employers with a list of mandatory worker and employer posters.

(vi) Offering assistance in employer/community economic development activities. The assistance will vary according to need but can include labor market data, labor availability analyses and referral to local and state economic development officials.

(vii) Provide educational seminars on relevant topics and participate in local business groups.

Access to One-Stop partner programs shall be provided at each One-Stop location. One-Stop partners are responsible and expected to make available the full range of their own core services through each One-Stop location and to make additional services available to their own customers through a One-Stop referral process.

REFERRAL PROCESS

A seamless flow of One-Stop partner services is provided to all customers.

Information on system partners is available in the American Job Center resource centers, on the Idaho Department of Labor website and within the IdahoWorks labor exchange and workforce development system. Most partners are able to provide core services through this system.

All One-Stop staff shall assist with referrals and access to information to One-Stop partners and their programs. Formal referrals will be made to relevant One-Stop services primarily based on staff assessment. All One-Stop staff are required to be knowledgeable about system partner services and encouraged to foster personal relationships with service providers.

Staff may make referrals by direct communication using phone, email, referral card or in person, depending on what is best for the partner and the customer.

COST SHARING

Partners agree to enter into a cost sharing agreement on an annual basis to support the cost of shared services and jointly occupied facilities. Such agreement shall meet the principle of proportionate responsibility for support of services. Cost allocation among partners shall meet WIA and its regulations, OMB circulars A-21, A-87 and A-102 state rules and policy guidelines and any local policies regarding cost sharing.

Workforce Development Council Cost Allocation

Each of the partners will be solely responsible for their own costs while engaged in Workforce Development Council activities, including staff salaries, non-member travel expenses and all other direct and indirect costs of participating.

The Idaho Department of Labor, the Idaho Department of Commerce, the Idaho Department of Health and Welfare, the Idaho Department of Correction, the Idaho Commission on Aging, the Idaho Commission for the Blind and Visually Impaired, the Idaho Division of Vocational Rehabilitation, and the Idaho Division of Professional Technical-Education do hereby agree to pay for the operating expenses of the Workforce Development Council in accordance with an allocation strategy based upon the relative share of federal funds received by the organization during the fiscal period, excluding funds used for direct payments to participants or payments made to third parties on their behalf.

Full-Time Co-location

The Idaho Department of Labor is the One-Stop Operator and manages all Idaho American Job Centers. The general operating costs of the American Job Centers/One-Stops will be paid for by the following programs:
Unemployment Insurance
Wagner-Peyser Employment Services
Workforce Information ETA+BLS
Workforce Investment Act – Title I –Adults
Workforce Investment Act – Title I –Youth
Workforce Investment Act – Title I –Dislocated Workers
Trade Act (TAA-Trade Adjustment Assistance/TRA-Trade Readjustment Allowance)

State Wage & Hour
Work Opportunity Tax Credit (WOTC)
Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representative Act (LVER)
Foreign Labor Certification Program

Part Time or Visiting Partners

Service delivery costs will be borne by the partners per their independent funding streams for services provided.

DATA SHARING

To facilitate the integration of services, partners are encouraged to provide cross-access to customer data within the applicable privacy laws and regulations governing the partner programs.

MODIFICATION/TERMINATION

Modification
This MOU may be modified, altered, revised, extended or renewed by mutual written consent of all the parties, by the issuance of a written amendment, signed and dated by all the parties.

Incorporation of Additional Partners to Agreement
The WDC or partners may agree to invite other organizations to participate. If such an invitation is issued and accepted, the organization will be considered a partner from the date of its acceptance letter and the review and approval by the WDC.

Withdrawal from or Termination of the Agreement
Any partner to this Agreement may withdraw its participation in the MOU, in whole or in part, upon giving written notice of at least 30 days, provided that a written explanation of the scope of withdrawal and the reasons for that withdrawal are included in the written notice. This MOU may be terminated at any time by mutual written consent of all partners. It is understood that the partners will seek to resolve all conflicts in order to avoid termination. The designated representative of each partner will be responsible to coordinate all matters associated with this MOU for their party, including all written notices.

Disputes
The partners acknowledge that disputes may arise from time to time and agree to attempt to resolve such disputes in the most expeditious manner possible. The lead representative for each partner involved in a dispute will attempt to reach resolution before turning the matter to the WDC. The WDC will agree upon a resolution and offer a recommendation for action to the parties involved.

DURATION

The partners agree that the terms of this Agreement will take effect as of July 1, 2014 and will continue until such time as any partner or partners, shall modify, extend or terminate this agreement as provided above.

SIGNATURES

The partners to this agreement evidence their acceptance of its terms by their attached signatures.

Tim Komberec, Chair
Workforce Development Council

Jane Donnellan, Interim Administrator
Idaho Division of Vocational Rehabilitation

Kenneth Edmunds, Director
Idaho Department of Labor

Sam Haws, Administrator
Idaho Commission on Aging

Jeff Sayer, Director
Idaho Department of Commerce

Angela Jones, Administrator
Idaho Commission for the Blind & Visually Impaired

Dwight Johnson, Administrator
Professional Technical Education

Michelle Woods, Center Director
Centennial Job Corps Civilian Conservation Center

Richard M. Armstrong, Director
Idaho Department of Health and Welfare

Sharon Harrigfeld, Director
Idaho Department of Juvenile Corrections

Attachment to MEMORANDUM OF UNDERSTANDING for the Idaho One Stop System
Workforce Investment Act Program years 2012-2016

The partner to this agreement evidences acceptance of its terms by the signature below.

Sam Haws

Sam Haws, Administrator
Idaho Commission on Aging

9/19/2014
Date

Attachment C:

Idaho Workforce Development Council Members

Idaho Workforce Development Council

The Idaho Workforce Development Council consists of 33 members appointed by the governor and is responsible for advising the governor and the State Board of Education on issues surrounding work force development, a statewide employment statistics and labor market information system and any incentive grants as outlined under section 503 of the Workforce Investment Act. The governor names the chair and vice-chair of the council, which is jointly staffed by a management team of directors of state agencies that administer work force development programs. Council members serve at the pleasure of the governor and appointments are for three-year terms.

TIM KOMBEREC, Chair
Empire Airlines, Inc.
11559 N. Atlas Road
Hayden, ID 83835

B. J. SWANSON, Vice-Chair
Latah Economic Development Council
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Attachment D:

Workforce Development Council By Laws

BYLAWS

WORKFORCE DEVELOPMENT COUNCIL

ARTICLE I

NAME

The name of this body shall be the Idaho Workforce Development Council. The Council is established pursuant to Section 701 of Public Law 97-300, commonly known as the Job Training Partnership Act of 1982, as amended in 1992. This Council shall consolidate the Idaho State Council on Vocational Education, the Idaho Job Training Council, the Idaho Employment Security Advisory Council, and the Idaho School To Work Collaborative Team.

ARTICLE II

DUTIES

SECTION A. The Council will be responsible for advising the Governor and the State Board of Education, as appropriate and at regular intervals, on the following:

1) Development of a statewide strategy for workforce development programs which encompasses all workforce programs including school-to-work, work-to-work, welfare-to-work and economic stimulus initiatives;
2) Priorities for the use of any federal employment and training block grant and the employment and training related activities under any welfare reform grant as well as state appropriated workforce development funds;
3) Development, in collaboration with local and state stakeholders, of a substate structure for planning and oversight of the statewide workforce development system;
4) Streamlining of services to customers to achieve an efficient and effective, customer driven workforce system for the state;
5) Development of goals, standards and measures to evaluate the effectiveness and efficiency of workforce development programs; and,
6) Implementation of a continuous improvement process designed to ensure high quality services for Idaho's citizen and business customers;

SECTION B. The Council shall also be responsible for:

1) Effective January 1, 1997, approval and oversight of the expenditures from the Employment Security Special Administration Fund as set forth in Idaho Code, § 72-1347A;
2) Effective January 1, 1997, development and oversight of procedures, criteria and performance measures for the Workforce Development training fund established under Section 71-1347B, Idaho Code;
3) Effective December 1, 1996, oversight of all remaining funds and performance of duties of the State Council on Vocational Education as described in the Carl D. Perkins Act under P.L. 101-392, Section 112;
4) Such functions and responsibilities transferred to it from existing councils; and
5) Such other duties as the Governor assigns the Council.

ARTICLE III

MEMBERSHIP

SECTION A. APPOINTING AUTHORITY.

The Council shall consist of not more than 33 members appointed by the Governor, drawing upon the membership of the consolidated councils identified above. The Council's membership, shall be as follows:

1) Representatives of business and industry shall comprise at least 40% of the members;
2) At least 15% of the members shall be representatives of local public education, postsecondary institutions, and secondary or postsecondary vocational educational institutions;
3) At least 15% of the members shall be representatives of organized labor based on nominations from recognized state labor federations;
4) Representatives from the Department of Labor, the Department of Health & Welfare, the Department of Commerce, the Division of Vocational Rehabilitation, the Division of Vocational Education, the Commission on Aging and the Superintendent of Public Instruction;
5) Representative of a Community-Based Organization; and
6) Individuals from the general public who have special knowledge and qualifications with respect to special education and career development needs of hard to serve individuals.

SECTION B. TERMS OF APPOINTMENT.

Initial appointments shall be made within all categories of membership for one-year, two-year, and three-year memberships in order to set in place a system of rotating memberships. Thereafter, all appointees shall serve fixed, three-year terms. If an appointee resigns or is removed during the term of his/her appointment, a new appointment will be made within the appropriate category of membership, and the new appointee shall complete the remainder of the term for which the original appointment was made.

A member may be reappointed at the pleasure of the Governor.

Attendance. The Council shall recommend to the Governor that a member missing two consecutive meetings, without just cause, shall be replaced.

Alternates. A member may designate an alternate to represent him/her at a Council meeting, provided that a request is submitted in writing to the Chairperson prior to the meeting. The alternate shall have full participating rights, but shall not have voting rights.

ARTICLE IV

OFFICERS AND THEIR DUTIES

SECTION A. The Chairperson of this body shall be a private sector member appointed by the Governor. The duties of the Chairperson shall be:

1) To call and preside at all meetings of the full Council;
2) To make committee assignments;
3) To appoint committee chairpersons; and
4) To appoint consultants to committees.

SECTION B. The Vice Chair of this body shall be a private sector member appointed by the Governor. The duties of the Vice Chair shall be:

1) To preside at meetings in the absence of the Chairperson; and
2) To assume other responsibilities, as requested by the Chair.

ARTICLE V

MEETINGS

SECTION A. To the extent possible, meetings of the Council shall be scheduled a year in advance by the Council Chairperson.

SECTION B. Special meetings may be held at the call of the Chairperson or by a simple majority vote of the Council members.

SECTION C. The principal meeting place of the Council shall be in the City of Boise, Idaho, except that at least one meeting each year shall take place in another selected city for the purpose of obtaining public input on workforce education and training needs throughout the state.

SECTION D. Action items to be included on any meeting's agenda shall be made available to the Chair no less than 14 days prior to the scheduled meeting.

SECTION E. The Council exists to serve the public interest. Therefore, actions of the Council and its meetings shall be conducted in accordance with Idaho Open Meeting Law, I.C.§ 67-2340 - 67-2347.

SECTION F. Secretariat services for Council meetings shall be coordinated by the Idaho Department of Labor. Duties shall include:

1) Recording, publishing, and distributing Council minutes;
2) Supplying Council members with information as needed to conduct Council business;
3) Maintaining contact with local and regional organizations involved in workforce development activities; and
4) Providing and/or coordinating professional, technical and clerical staff.
5) Mailing official notice of meetings at least 10 days prior to scheduled meetings.

ARTICLE VI

QUORUM

SECTION A. A quorum of the Council shall consist of fifty percent plus one of the members of the Council. No official business shall be conducted in the absence of a quorum.

SECTION B. Each Council member is entitled to one vote.

ARTICLE VII

RULES

SECTION A. The conduct of the meetings shall be in accordance with the current edition of Robert's Rules of Order, Newly Revised, except where inconsistent with these bylaws.

SECTION B. Business shall be conducted by a majority vote of those present, except as otherwise provided herein.

SECTION C. Voting shall be done in a manner most appropriate to the issue. Voting may be done by teleconference in compelling and unusual circumstances, as determined by the Chairperson, and as allowed in the Idaho Open Meeting Law. Secret ballots shall not be used.

SECTION D. Minutes are to be distributed to all Council members and others expressing interest in receiving them.

SECTION E. Formal decisions, directives from the Chair, and major deliberations will be reported in sufficient detail to make the intention clear. Records of attendance and reports, and the names of persons who make and second motions shall be included.

SECTION F. No member shall cast a vote on any matter which has a direct bearing on services to be provided by that member or any organization which such member directly represents or on any matter which would financially benefit such member or any organization such member represents.

SECTION G. A Council member may contract for personal and property services funded with state and local workforce development funds, provided that:

1) the member notifies the applicable Council in writing that a potential conflict of interest exists;
2) the applicable Council records the notice, along with its reasons for awarding the contract, and indicates why the award is in the public's best interest; and
3) the Council member, after giving proper notice, abstains from voting on any matter involving such conflict of interest.

ARTICLE VIII

COMMITTEES

SECTION A. The Council Chair and the Chairs of the Committees to the Council shall comprise the Executive Committee of the Council, whose responsibility it shall be to plan agendas for Council meetings and coordinate the work of the Council's Committees.

SECTION B. The Chairperson, or the Council by a simple majority vote, may appoint Ad Hoc and/or Standing Committees as deemed necessary to conduct the business of the Council.

SECTION C. Committees of the Council will advise and submit recommendations to the full Council.

SECTION D. All rules that apply to the Council shall also apply to the Committees of the Council.

ARTICLE IX

AMENDMENT TO BYLAWS

SECTION A. These bylaws may be amended or repealed at any regular meeting of the Council by a two-thirds vote, provided that copies of such amendments shall have been submitted in writing to each member at least seven (7) days before they are proposed.

SECTION B. These bylaws and all amendments to them are subject to the approval of the Governor.

Attachment E:

ICOA SCSEP Policies

ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) **Duration Limits**	**Kevin Bittner**	**SCSEP-2010-03**

Purpose:

The purpose is to ensure that SCSEP participants understand and have the opportunity to request an extension waiver and if they do not qualify to be provided with a transition plan.

Scope:

All participants must be informed of the duration limits and waiver criteria and have an individual participant transition plan if they don't qualify for the waiver. The durational limit for participants in Idaho's SCSEP is 48 months. The time period for calculating the 48 months begins from July 1, 2007 or when the participant first enrolls in the program after that date. Idaho will extend the option of a 1 year waiver in situations where statistics meet the following criteria:

1) Have a sever disability
2) Are frail or age 75 or older
3) Meet the eligibility requirements related to age for, but do not receive benefits under Title II of the Social Security Act (42 USC 401 et seq)
4) Live in an area with persistent unemployment and are individuals with severely limited employment prospects
5) Have limited English proficiency or low literary skills.

Definitions:

- ICOA: Idaho Commission on Aging: SCSEP Grantee
- SPARQ: Federal SCSEP reporting system
- 20 CFR Part 641, Final Rule: Gives the SCSEP program requirement.

Procedures:

1) Review duration limits and waiver criteria with each participant during the initial orientation and during each annual assessment and document that it was done.
2) Use SPARQ to identify which participants have reached 12 and 6 months from the 48 month duration limit and reassess their eligibility and if they don't qualify for a waiver, identify transitional services available to the participant once he/she exits from program.
3) Within 6 months of exit for those participants who meet the eligibility criteria, case managers must notify ICOA, so ICOA can request a 1 year waiver extension for the participant.

Exceptions:

1) Exceptions are based on unforeseen issues or situations

References:

1) Final Rule: http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf
2) State Agreement: Sections 13. Durational Limits, 14. Individual Participant Transition Planning

Federal Requirement:

1) SCSEP Final Rule part 641.570 Individual time limit:
2) SCSEP Final Rule part 641.730 Transition planning

ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) **Participant Termination**	**Kevin Bittner**	**SCSEP-2010-04**

Purpose:
The purpose is to ensure that adequate enrollee notification and termination procedures are followed.
Scope:
This policy identifies the different reasons for termination and notification timeline.
Definitions:

- IEP: Individual Employment Plan outlines the goals and objectives for training and employment.

Procedures:
There must be a **written notification** for all termination. The termination letter must be dated, the reason clearly stated, the date that the termination is in effect and the letter needs to be signed. Below are reasons for termination with corresponding termination timeframes:

1) If false information were knowingly provided to become eligible for the program, terminate immediately upon **written notification**.
2) If incorrect initial eligibility were determined, terminate after 30 day written notice.
3) If income level at recertification became ineligible, terminate after 30 day written notice.
4) Termination "For Cause": Participants may be place on approved unpaid leave at the discretion of the sub-grantee while investigation into "For Cause" takes place. "For Cause" may include, but is not limited to the following reasons:
    a. Refusal to cooperate in recertifying eligibility: terminate after 30 day written notice.
    b. Unwillingness to perform assigned training tasks as outlined in IEP: terminate after 30 day written notice
    c. Unreasonable refusal to accept a different community service assignment: terminate after 30 day written notice.
    d. Refusal to accept a job offer or referrals to unsubsidized employment consistent with the IEP with no extenuating circumstances: terminate after 30 day written notice.
    e. Frequent tardiness: Accumulation of three (3) consecutive absences without notice to a supervisor is considered resignation from the program, otherwise. (30 day written notice before termination with documented attempts by the sub-recipient to identify and resolve any issues)
    f. Falsification by the participant of time sheets or other official records. (30 day written notice before termination with documentation)
    g. Insubordination (30 day written notice before termination with documentation)
    h. Obscene/abusive language/behavior (30 day written notice before termination with documentation)
    i. Dispensing, possession or use of a controlled substance or alcohol while in the conduct of a community service assignment (30 day written notice before termination with documentation)
    j. Failure to cooperate with grantee and/or host agency staff (30 day written notice before termination with detailed documentation)

Exceptions:

1) Exceptions are based on unforeseen issues or situations

References:

1) 20 CFR part 641: SCSEP Final Rule: http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf

Federal Requirement:

1) 20 CFR part 641.580 Terminating a Participant

ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) **Participant Grievance**	**Kevin Bittner**	**SCSEP-2010-05**

Purpose:

The purpose is to ensure that SCSEP applicants, employees and participants understand the grievance process and understand that they can use it if they feel they have been unfairly treated.

Scope:

This policy sets a process to resolve grievances informally at the local level (Case Manager), then formally through IDOL's grievance procedures, which can be appealed to state (ICOA) for resolution. For allegations concerning federal law or Civil Rights that can't be resolved with this policy's procedures, claimants may appeal to the U.S. Department of Labor as described in exceptions below.

Definitions:

- ICOA: Idaho Commission on Aging: SCSEP Grantee
- IDOL: Idaho Department of Labor: SCSEP Sub-grantee

Procedures:

1) Grievances shall first be resolved informally at the local level with IDOL's case managers.
2) If resolution is not agreed upon a formal complaint should be filed and submitted to the State Equal Opportunity Officer, Idaho Department of Labor, 317 West Main Street, Boise ID 83735-0960 (form WIA 43 enclosed as reference to this policy).
3) If the dispute remains unresolved, a written complaint may be filed with the Idaho Commission on Aging within 30 days following IDOL's decision. At that time, the Idaho Commission on Aging will establish a complaint file that contain, all SCSEP application and enrollment forms, the complaint statement, chronological log of events, relevant correspondence, record of the resolution attempted and depending on the nature of the complaint, the ICOA's Director will render a decision or elevate the complaint to a hearing officer for final determination.

Exceptions:

1) Complaints alleging violations of law, which cannot be resolved within 60 days as a result of the recipient's procedures, may be filed with the Chief, Division of Adult Services, Employment & Training Administration, USDOL, 200 Constitution Avenue NW, Washington, DC 20210.
2) Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, handicap, or age, may be directed or mailed to the Director, Civil Rights Center, U.S. Department of Labor, Room N–4123, 200 Constitution Avenue, NW, Washington, DC 20210.

References:

1) 20 CFR part 641: SCSEP Final Rule: http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf
2) 29 CFR Administrative Requirements: http://www.access.gpo.gov/nara/cfr/waisidx_09/29cfr34_09.html
3) State Agreement, Section 19 Complaint Resolution (page 17)

Federal Requirement:

1) Grievance Procedures 20 CFR part 641.910

Enclosures: English and Spanish version of IDOL's WIA 43 Complaint Form

ICOA POLICY & INSTRUCTION

Policy Subject	Author	Policy #
Senior Community Service Employment Program (SCSEP) **Veterans' Priority of Service**	**Kevin Bittner**	**SCSEP-2010-06**

Purpose:

The purpose is to ensure that SCSEP eligible veterans and spouses have priority when placed on waiting list or enrolled into the program.

Scope:

This policy applies to the documentation and application to ensure that eligible veterans and spouses have been prioritized first on a waiting list or enrolled into SCSEP.

Definitions:

- Jobs for Veterans Act: Creates a priority of service for veterans (and some spouses)
- TEGL No.5-03: Training & Employment Guidance Letter that explains the Jobs for Veterans Act.
- 20 CFR Part 641, Final Rule: Gives the SCSEP program requirement.
- 20 CFR Part 1010, Final Rule: Gives veterans priority qualifications for job training programs.

Procedures:

1) Documentation must show that applicants with veteran's status or an eligible spouse were evaluated first and if they met the following criteria were placed first on a waiting list or were enrolled into SCSEP:
    a. Anyone who is at least 55 years old, unemployed, and is a member of a family whose income is not more than 125% of Health and Human Service levels. (Part 641.520(b)
2) Documentation must show that an eligible spouse of a veteran who meets the following criteria was prioritized first on the waiting list or entered enrollment:
    a. Spouse of a veteran who died of a service connected disability;
    b. Spouse of a member of the Armed Forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power;
    c. Spouse of any veteran who has a total disability resulting from a service connected disability;
    d. Spouse of any veteran who died while a disability so evaluated was in existence. (Part 641.520(b))

Exceptions:

1) No exceptions

References:

1) *Jobs for Veterans Act* Public Law 107–288 (2002). Section 2(a) of the Jobs for Veterans Act, codified at 38 U.S.C. 4215(a)
2) OAA: http://www.doleta.gov/Seniors/other_docs/PublicLaw109-365.pdf
3) *TEGL No. 5-03:* http://wdr.doleta.gov/directives/attach/TEGL5-03.html
4) 20 CFR 641, SCSEP Final Rule: http://www.doleta.gov/Seniors/pdf/FinalRule2010.pdf
5) 20 CFR Part 1010 Priority of Service for Covered Persons; Final Rule, December 19, 2008: http://www.dol.gov/vets/E8-30166.pdf

Federal Requirement:

1) 20 CFR Part 641.520 (a) & (b) Selecting Eligible Individuals

Attachment F:

Center for the Study of Aging Needs Assessment

Idaho Commission on Aging Needs Assessment Survey Results

May 2012

Conducted by
Center for the Study of Aging
Boise State University

Funded by
Idaho Commission on Aging

Tamra Fife, MHS
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Appendices

Appendix A. Survey Instrument

Appendix B. Idaho Commission on Aging Area Map

Appendix C. Overall 2012 Survey Results

Appendix D. Area Agency on Aging Results

Executive Summary

The findings reported in this document are based on a statewide survey of individuals 50 and older conducted for the Idaho Commission on Aging in March 2012. The survey, based on a similar assessment conducted in 2008, was designed to provide information for future planning for the long-term care needs of older Idahoans. A unique feature of this assessment as compared to the 2008 survey was the collection of information from participants at selected congregate meal sites representing each of the six Agency on Aging Area (AAA) regions in addition to a mailed survey. A total of 4,000 surveys were distributed, 3,000 through direct mail and 1000 at congregate meal sites, and 814 surveys were returned representing a response rate of 20 %.

The demographic characteristics of this population differ slightly from the 2008 report. In 2012, the age range of respondents was 51 to 97 years, with an average age of 71 in comparison to an average age of 67 for respondents to the 2008 survey. In 2012, 55% of respondents were retired compared with 62% in 2008. In this survey an additional 28% were still working either part- or full-time. Only 48% of the respondents were married, compared to 73% in the 2008 study, and 28% were widowed. For income, 29% reported being in the less than $20,000 income group, compared to 17% reporting that income level in the 2008 study.

For transportation, 85% of respondents indicated they drive themselves and those that indicated having problems with transportation reported health or disability as the major reasons. In the 2008 survey the question regarding transportation was asked as “Drive or ride in a car”, making direct comparison difficult but when you combine this question from the 2012 survey with “Ride with a family member or friend” at 12.4% we come close to the 98% from 2008 who “Drive or ride in a car” with about 97% in the current survey falling into these two categories.

Overall 85% of respondents indicated their community is a good place to grow old with the remaining 15% reported transportation and lack of access to health services as factors contributing to their selection of a “No” response. The majority of respondents, almost 80%, indicated they did not have trouble affording items that were needed, but among those who did report difficulties, access to dental care and eye glasses were significantly different from other items.

As in the 2008 study, respondents provided information about their ability and desire to participate in activities, their ability to perform varying levels of physical activities, and ways they obtain information about services. New to the 2012 survey, respondents were asked how often they accessed the internet for information. Respondents were also asked about long-term care planning, support from community and family members, and their current quality of health.

Key results derived from the 2012 report were very consistent with the 2008 study and include the following:

- The majority of respondents do not have long-term care insurance (79.1%) and when asked how they were going to pay for long-term care, they indicated Medicare.
- Most respondents either participate in activities as much as they would like or are not interested. Overall, 46% of respondents indicated they were not interested in attending a Senior Center, which is much lower than the 61% who were not interested in the 2008 survey.
- Of those that provide care for someone else, 68% indicated they were not aware of care giver services provided in their community.
- Overall, 42% of respondents access the internet frequently or somewhat frequently, and most do so from their homes. Between ages 50-65, about 60% of respondents reported frequently using the

internet. In the 66-74 year old age group this dropped to 42% who frequently use the internet, and in the oldest age group only 19% reported frequently using the internet.

- Some individuals receive support from family and friends, but over 85% indicated they do not get support from their community or through community services.
- The majority of respondents (80%) indicate their quality of life is good to very good, with another 11% indicating neither bad nor good.
- The top concerns among this population were the cost of healthcare, long term care, and their concern about their ability to stay in their homes as they age.

Introduction

The purpose of this study was to investigate the current and future long-term care needs of older adults in Idaho. A random sample of 3,000 individuals aged 50 and older throughout Idaho were sent a survey asking them a range of questions about their needs, abilities, preferences and activities. This document is organized in sections to report the results

First, the report begins with a description of the study and the study instrument. The sampling procedure is detailed, as well as the data collection methods and the analysis plan. Next, the report summarizes the return rate and the demographic information about the survey participants. Preferences and needs of the participants follow the description of the survey participants. These preferences are divided into seven categories: social activities, physical activities, sources of information, transportation, care giving, assistance and support, and other concerns. The report ends with a summary of the results and implications for future planning and policy development.

Survey Instrument

The survey items and format were adapted from an existing needs assessment tool administered in 2008 by the Center for the Study of Aging at Boise State University under a subcontract from the Idaho Commission on Aging (ICOA). Other questions were created based on the needs and interests of the Idaho Commission on Aging and from a review of needs assessment tools used in other states. The survey was designed to collect basic demographic and socio-economic information, transportation uses and needs, sources of support and assistance, and potential caregiver responsibilities. Specific items included frequency of attendance at such services as senior centers, exercise and fitness classes, sporting events or religious services. In addition, respondents were asked how they find out about services, items that were needed but could not be afforded, and the activities they need help with or are able to perform for themselves. The survey form is reproduced in Appendix A.

Sampling

The Center for the Study of Aging contracted with AccuData to select a population of 3,000 individuals who mirrored the percent of aged 50 and older residents from each of the six AAA areas (shown in Appendix B). These were then sorted to select 50% males and 50% females within each area. All addresses were for non-institutional settings. The area population percentages aged 50 and older were obtained from the Department of Labor statistics. The Center for the Study of Aging purchased a one time mailing option and received the list in an Excel dataset. The envelopes were printed by the BSU Printing and Graphics Department and bulk mailed after printing. Because the envelopes were bulk mailed by zipcode, we did not receive undeliverable envelops back to BSU. Therefore we have no way to calculate the proportion of the mailing addresses which were no longer valid at the time of mailing. (Overall results from the survey are found in Appendix C).

In addition to the 3,000 randomly selected individuals who received a mail survey, 1,000 surveys were distributed to a representative sample of congregate meal sites. ICOA provided the researchers with a list of all congregate meal sites in the six AAA areas. Using the same percentage of the population in each area that was used from the random selection of mail participants, the researchers calculated the number of surveys to be sent to each Area. Using this population estimate, the researchers randomly selected small, medium, and large meal sites across the state as survey distribution points. The coordinator at each site was contacted to inform them of the purpose of the survey and distribution process and verify the mailing address. A packet of surveys and postage paid return envelopes were sent to each site and the site coordinators were asked to

give them to persons aged 50 and over receiving services at the center. The distribution of surveys by Area and meal site was as follows:

- Area 1: 6 sites selected and 165 surveys distributed;
- Area 2: 6 sites selected and 95 surveys distributed;
- Area 3: 5 sites selected and 400 surveys distributed;
- Area 4: 8 sites selected and130 surveys distributed;
- Area 5: 7 sites selected and 100 surveys distributed; and
- Area 6: 6 sites selected and 110 surveys distributed.

Results by area, based on findings from congregate meal sites are located in Appendix D. Although these results are based on a smaller sample of the population, because they were completed by individuals receiving services, they provide insight into the needs and concerns of some of the most vulnerable Idaho elderly. This provides a snapshot of a population of high interest to ICOA and the areas.

Data Collection

Prior to contacting any persons in the sample, approval for the study was received from the Institutional Review Board (IRB), approval #EX 193-SB12-039, of Boise State University, which is the federally mandated mechanism used to protect human subjects in research. The cover letter to the survey stated that this research was approved by the IRB and provided phone and address information for both the lead researcher of the Center for the Study of Aging and the IRB staff person who could be contacted with any questions. In addition, AccuData reviewed both the survey and cover letter to ensure that we were not purchasing the list for purposes other than our stated intent. AccuData required several minor wording changes which were sent through the BSU IRB for a second time to ensure both entities were aware of all changes to the documents prior to mailing.

Response Rates and Sample and Respondent Characteristics

Of the 3,000 surveys distributed by mail, 550 or 18.8% were returned with the survey form completed in total or in part. Of the 1,000 surveys sent to congregate meal sites, 236 or 23.6%, were returned. There was also an additional 28 surveys completed using the on-line version of the survey. The respondents of the survey were slightly different than Idaho's population. For example, the female response rates are slightly higher than the population mix. In the 2010 U.S. Census, 48% of the population age 50 and older in Idaho was male and 52% was female whereas the survey respondents were 43% male and 58% female.

Table 1. Demographic information of sample population.

	Idaho Population over 50 years old	Sample Sent Survey N=4000	Respondents N=814
	(2010)		
Male 50+	48%	50%	42%
Female 50+	52%	50%	58%

Data Preparation and Analyses

Data entry was performed by Center for the Study of Aging staff. Data entry checks were conducted after data entry was completed. Prior to analyses, data were checked for out-of-range values, appropriate skip patterns and patterns of missing responses. All analyses were conducted by staff at the Center for the Study of Aging using the statistical software package, SPSS v.19.

Demographic Characteristics

The survey respondents were generally equally represented across all demographic categories. Two participants ages were not included in the age characteristics (ages 34 & 37) as they appear to be care givers. Table 2 reports the survey participants' average age, standard deviation, and the range of ages. Overall the average age of respondents was 70 years old and participants ranged from 51-97 years old. Table 2 also represents the difference from the 2008 survey where the average age was slightly less at 67.5.

Table 2. Survey participant age

Survey Year	Average	Standard Deviation (sd)	Range
2012	70.5	11.1	51-97
2008	66.9	10.8	50-99

Table 3 provides additional demographic characteristics of the survey respondents. Approximately 61% of respondents have lived in their community for 20 years or more. Most of the respondents can be described as retired (55%), married (48%), and white (95%) and describe their health as very good or good (86%).

The income levels of respondents were 29% reporting being in the less than $20,000 group, compared to 17% reporting that income level in the 2008 study. In addition, the income range from $50,000-$59,999 was only 6% of the 2012 population. Thirty percent of respondents self-reported having an educational attainment of high school or less, 33% reported some college, with the remaining 34% reporting an Associate's degree or higher. Respondents also relied heavily on private insurance (38%) and Medicare (39%) for their health insurance. Forty-three percent of respondents indicated they used a combination of Medicare and private insurance. Only 6% of the respondents indicated they only used Medicaid as their health insurance, a reduction of 3% from the 2008 study. Of the 17% that reported "other insurance", 35% of those respondents indicated having no insurance.

Table 3. Demographic characteristics of survey respondents

	Characteristic (n=815)	n	2012 Results	2008 Results
Gender	Male	333	41.8	43.3
	Female	463	58.2	55.7
Health Status	Very Good	334	41.0	47.2
	Good	364	44.7	41.8
	Neither Good nor Bad	90	11.0	7.8
	Bad	6	0.7	0.7
	Very Bad	1	0.1	0.4
Household Income	Less than $10, 000	65	8.0	4.1
	$10,000 to $19,999	167	20.5	13.4
	$20,000 to $29,999	114	14.0	14.0
	$30,000 to $39,999	84	10.3	11.2
	$40,000 to $49,999	71	8.7	10.7
	$50,000 to $59,999	53	6.5	6.9
	$60,000 to $74,999	49	6.0	10.0
	$75,000 and over	100	12.3	19.3
Education	0-11 years, no diploma	56	6.9	6.2
	High School graduate/GED	191	23.4	22.3
	Some college/technical training	272	33.4	33.3
	Associate's degree	55	6.7	5.5
	Bachelor's degree	134	16.4	17.4
	Graduate/Professional degree	92	11.3	14.7
Employment	Retired	445	54.6	50.4
	Working part-time	78	9.6	7.9
	Working full-time	156	19.1	26.6
	Unemployed/looking for work	22	2.7	0.4
	Homemaker	32	3.9	4.6
	Disabled	44	5.4	2.9
	Other	19	2.3	1.3
Marital Status	Married	391	48.0	72.9
	Widowed	228	28.0	13.5
	Divorced	117	14.4	9.1
	Single	51	6.3	3.5
	Partnered	12	1.5	0.1
	Other	3	0.4	0.1
Ethnicity	White	771	94.6	96.2
	Black /African American	2	0.2	0.1
	American Indian /Alaskan Native	7	0.9	1.2
	Native Hawaiian/Other Pacific	0	0.0	0.1
	Other	15	1.8	1.5
	Hispanic or Latino	7	0.9	1.5
Years in Community	0-5	101	12.4	10.6
	6-10	78	9.6	8.6
	11-15	75	9.2	8.8
	16-20	48	5.9	7.7
	20 or more	495	60.7	62.4

Most respondents live in a single family home (78%) and reported owning their home (81%), with most having two people per household. Sixty-three percent live with their spouse and 17% live with at least one child (Table 4).

Table 4. Household characteristics of 2012 versus 2008 survey respondents

Household Characteristics (n=815)		n	2012 Results	2008 Results
Ownership	Rent	112	14.1	6.3
	Own	646	81.2	90.5
Type of Home	Single family home	633	77.7	86.5
	Townhouse, condo, duplex or apartment	61	7.5	6.1
	Mobile home	61	7.5	4.4
	Assisted living residence	8	1.0	0.4
	Nursing home	4	.5	0.0
	Subsidized housing	26	3.2	1.0
	Other	10	1.2	0.9
Residents	Spouse	313	63.0	72.4
	Significant Other	26	4.0	1.0
	At least one child	32	17.0	13.0
	Child(ren) and his/her/their family	2	2.0	1.7
	Other relative(s)	17	5.0	1.7
	Unrelated adults/friends	10	2.0	0.9
	Grandchildren/great-grandchildren	5	5.0	1.3
	Other	8	1.0	1.2
Number of Residents	1 person	304	37.3	23.7
	2 people	387	47.5	59.9
	3 people	57	7.0	8.5
	4 people	26	3.2	3.8
	5 or more people	24	2.9	2.7

Social Activities

Social activities can provide a plethora of benefits that can sometimes be overlooked in planning for older adults. Engaging with others can enhance the well-being of older adults, thus, survey respondents were asked about their ability to, and interest in, participating in various types of social activities.

When asked about the frequency of participating in different types of social activities, there was greater variation based on the type of activity. Remove “return” here
Table 5 illustrates the interest level as well as whether individuals are able to participate as often as they would like. The activities where respondents indicated they are not able to participate as often as they like included: exercise or fitness (21%), community events (16%), and volunteer

work (15%). Respondents also did not get to attend degree/non-degree courses (16%) or family activities (16%) as often as they would like.

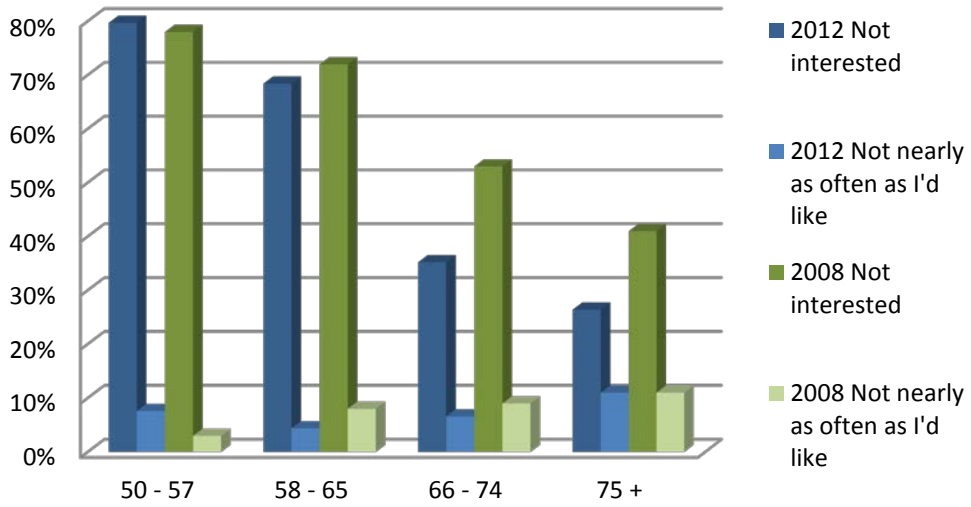
Table 5. Social activity participation from the 2012 respondents

	As often as I'd like	Almost as often as I'd like	Not nearly as often as I'd like	Not interested
Community Events/ Social Clubs	43.1%	15.1%	16.4%	25.5%
Degree/non-degree courses	16.1%	4.0%	16.0%	63.9%
Exercise / Fitness / Workouts / Activities	40.1%	11.9%	20.7%	27.3%
Family Activities	58.2%	19.5%	16.4%	5.9%
Library/Internet	48.3%	11.3%	14.3%	26.1%
Medical and pharmacy visits	76.8%	13.7%	4.0%	5.5%
Parks	58.1%	13.2%	13.8%	14.9%
Religion/worship	61.7%	8.0%	8.4%	21.9%
Senior centers	40.8%	6.8%	6.4%	46.0%
Shopping	73.4%	15.6%	7.1%	3.9%
Sporting events	42.8%	10.8%	12.8%	33.6%
Volunteer work	45.5%	10.8%	15.6%	28.1%
Working for pay	35.4%	6.4%	9.8%	48.4%

Two areas are notable, first almost half of survey respondents reported not being interested in taking degree and non-degree courses (64%) and going to senior centers (46%). Second, respondents were either not interested in working for pay (48%) or they were working for pay as often as they would like (35%).

Interest in senior centers was very different by age group (Figure 1). The majority of 50-57 year olds (79%) were not interested in using senior centers, followed closely by 58-65 years olds at 69%. Yet, of the age group that had the highest interest in going to a senior center, those age 75 and older, only 9% do not get to go as often as they would like. Figure 1 shows that, compared to 2008, there was a decrease in respondents who reported that they were not interested in a senior center among the 66 years and older age groups.

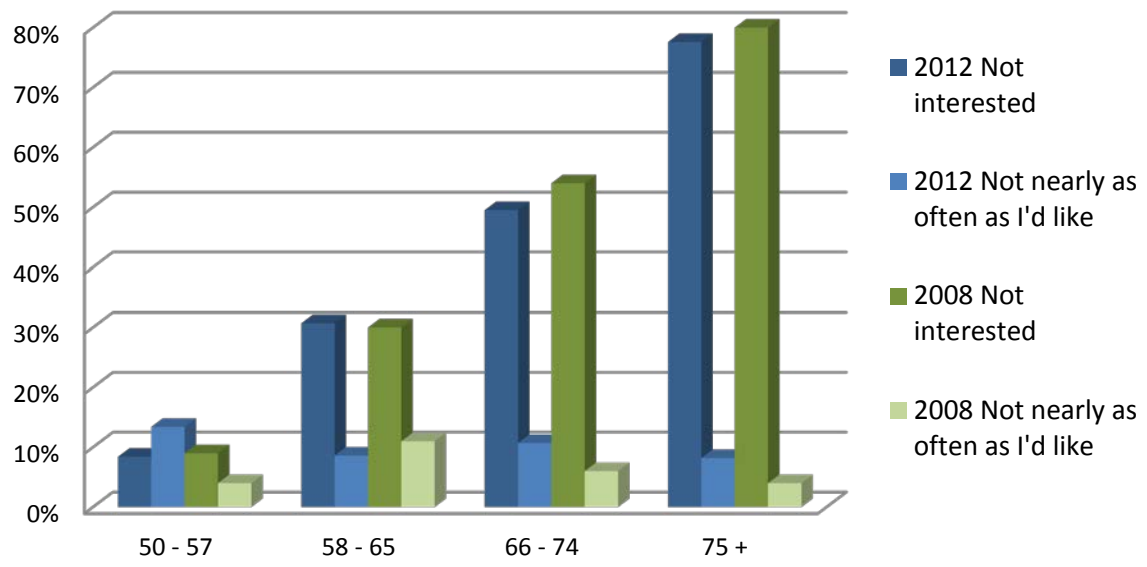
Figure 1. Percentage of respondents' interest in attending a senior center by age



As might ng for pay increased t interested

in working for pay compared to 9% of those 50-57 years old. Conversely, the highest percentage of individuals who were not working for pay nearly as often as they would like was found in the 50-57 year old group (11%).

Figure 2. Percentage of respondents' interest in working for pay by age



Physical Activity

In order for older adults to remain independent, they must be able to perform a variety of tasks. These tasks can include Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). ADLs include basic personal care activities such as eating, walking and bathing. IADLs include more complex activities such as managing finances, home care and grocery shopping.

Most of the survey respondents were able to complete ADLs and IADLs without any help from others (Table 6). However, there are certain activities, particularly activities that require physical exertion, where respondents indicated more help is needed. For example, 27% of survey respondents indicated they need some help with heavy housework like moving furniture or washing windows and 15% indicated they cannot do this at all. Additionally, 34% need some help doing interior or exterior repairs and 27% need some help doing yard work and shoveling snow. The 2012 results of those able to complete ADLs and IADLs were similar to the 2008 results, with the exception that the percentage of those who cannot do activities such as interior or exterior repairs, yard work and heavy housework increased for those 65 years or older.

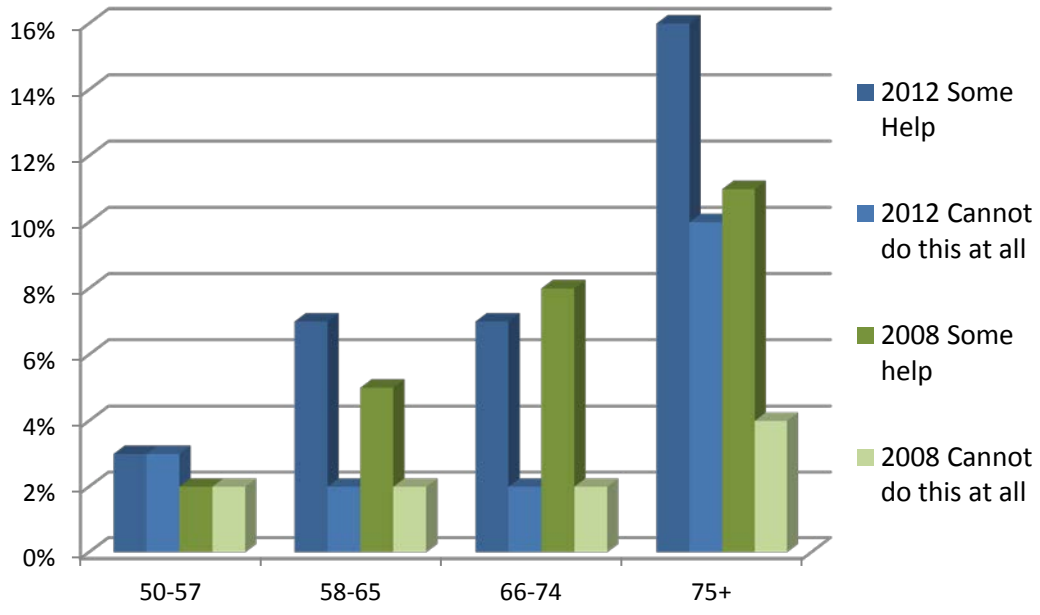
Table 6. Ability of respondents to perform various activities

Activity	Without any help		With some help		Cannot do this at all	
	n	%	n	%	n	%
Prepare own meals	737	90.9	56	6.9	18	2.2
Shop for personal items	735	91.1	57	7.1	15	1.9
Manage own medications	757	93.9	33	4.1	16	2.0

Manage own money	745	92.2	54	6.7	9	1.1
Use a telephone	775	96.6	19	2.4	8	1.0
Do light housework like dusting or vacuuming	688	85.3	80	9.9	39	4.8
Do heavy housework like moving furniture or washing windows	463	57.6	218	27.1	123	15.3
Do interior or exterior repairs	339	42.4	270	33.8	191	23.9
Do yard work and snow shoveling	445	55.3	217	27.0	143	17.8
Walk	720	89.6	66	8.2	18	2.2
Eat	795	98.8	8	1.0	2	.2
Dress self	786	97.3	20	2.5	2	.2
Bathe	774	95.7	29	3.6	6	.7
Use the toilet	797	98.6	9	1.1	2	.2
Get in and out of bed	795	98.1	10	1.2	2	.2
Respond to emergencies	720	90.0	63	7.9	17	2.1

The need for assistance or the inability to perform certain activities was exacerbated for the oldest survey respondents. Light and heavy housework, interior or exterior repairs, yard work, shoveling snow and walking presented increasing challenges as age group increased. Figures 3 through 7 illustrate the percentage of individuals by age group that reported the ability to do a particular activity with some help or if they cannot perform the activity at all.

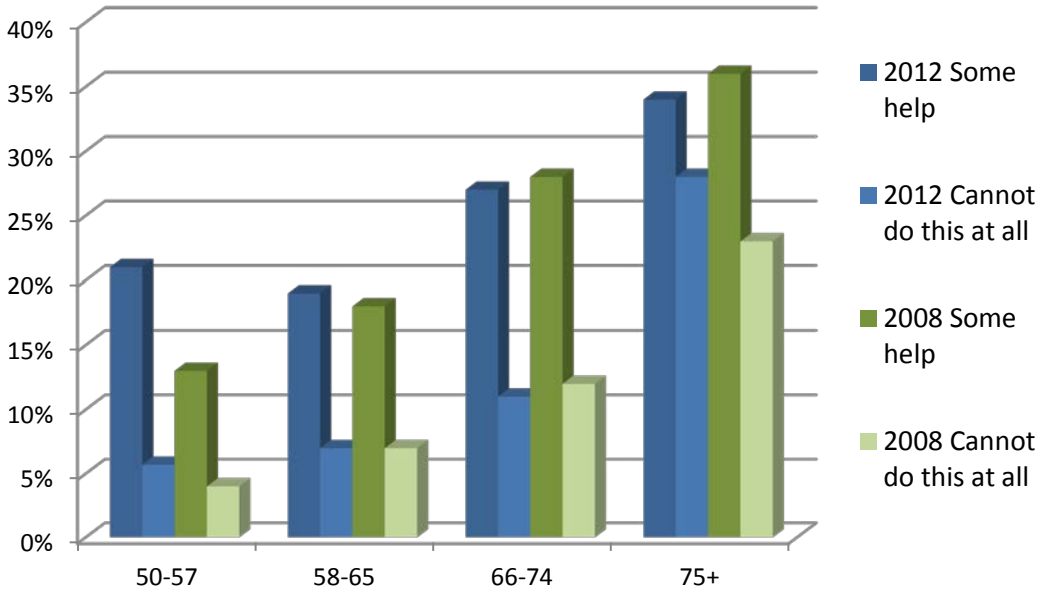
Figure 3. Respondents' level of help needed to perform light housework by age



Si housework compared to 7% of 66-74 year olds and 3% of 50-57 year olds (Figure 3).

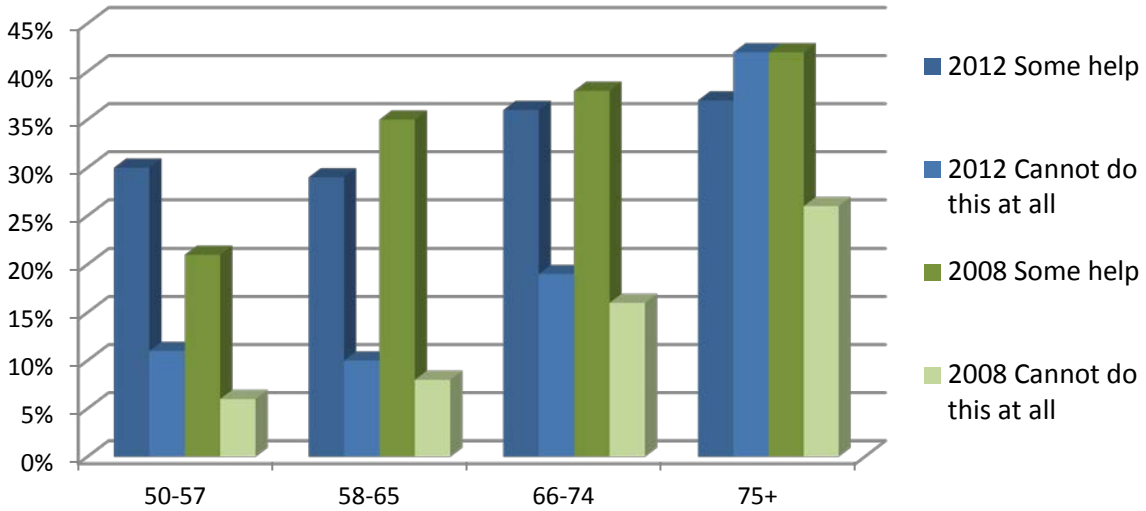
A larger proportion of survey respondents age 75 and older (34%) needed some help with heavy housework compared to 20% of individuals age 50-57. In addition, 28% of those 75 and older reported that they cannot do heavy housework, like moving furniture or washing windows at all compared to only 5% of 50-57 year olds (Figure 4).

Figure 4. Respondents' level of help needed to perform heavy housework by age



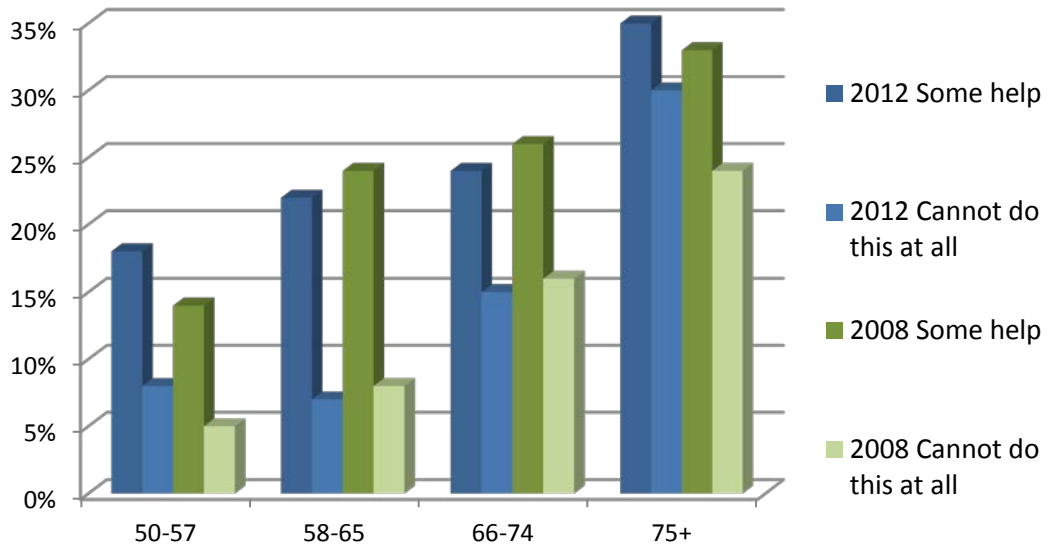
Performing interior and exterior repairs not only presents difficulties for the oldest group (37%), but also for the 66-74 (36%) and 58-65 (29%) year old groups (Figure 5). Overall, 42% of those surveyed in 2012 who self-reported being age 75 and older cannot do interior or exterior repairs at all, compared to 25% in 2008.

Figure 5. Respondents' level of help needed to perform interior or exterior repairs by age



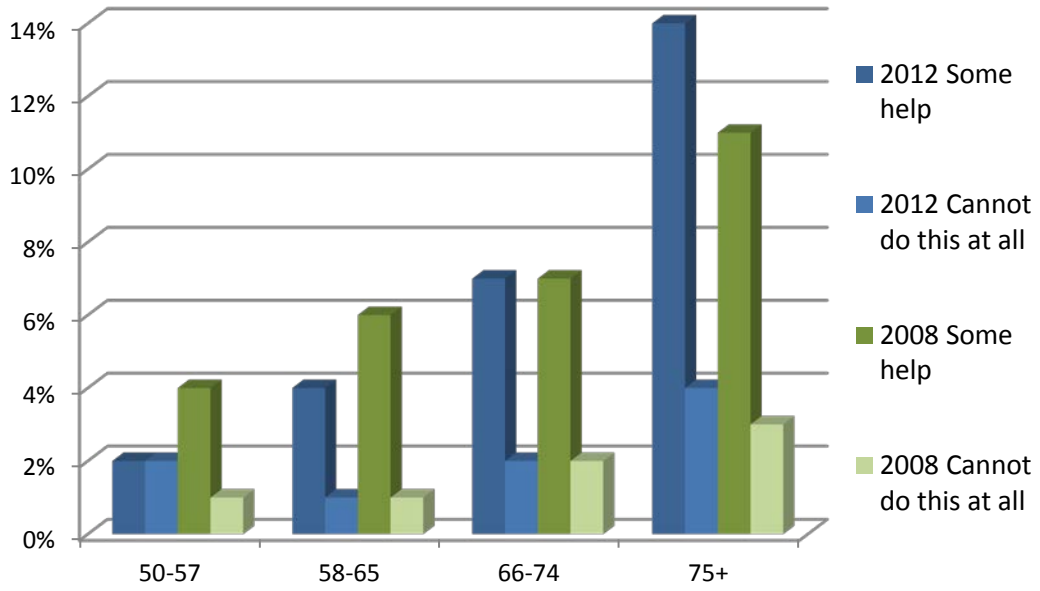
for 66-74 year olds cannot do any yard work or snow shoveling. More than a third (35%) of those respondents age 75 and older and another 41% of those respondents age 58-74 can perform those activities only with some help.

Figure 6. Respondents' level of help needed to do yard work or shovel snow by age



The percentage of respondents who need help walking also increased with age (Figure 7). Only 2% of 50-57 year olds needed some help with walking compared to 14% of respondents 75 and older.

Figure 7. Respondents' level of help needed to walk by age



Sources of Information

A key part of service delivery is understanding how the individuals who may require services prefer to receive information. In Idaho, respondents age 50 and older primarily use a newspaper to get information about available services and activities. Fifty-seven percent of respondents

indicated they frequently use a newspaper to get information about services and activities. Another 31% sometimes use this medium. The next most frequently used sources were television (55%), word of mouth (49%) and the Internet (42%). Overall, 52% of respondents indicated they never use the library and 41% never use senior publications as a source of information for services or activities (Table 7).

Table 7. Frequency of use of information sources for services or activities

	2012 Frequently	2012 Sometimes	2012 Never	2008 Frequently	2008 Sometimes	2008 Never
Newspaper	57%	31%	11%	65%	25%	7%
Radio	30%	40%	31%	33%	38%	22%
Television	55%	34%	11%	56%	31%	9%
Library	15%	33%	52%	12%	35%	44%
Internet	42%	26%	33%	42%	24%	25%
Word of mouth	49%	46%	5%	44%	45%	6%
Senior publications	18%	41%	41%	15%	36%	42%

Across all age groups newspapers remain the most frequently used source of information for services and activities. However, there are interesting differences between the age groups. For instance, respondents age 50-57 are much more likely to frequently use the Internet (57%) as a source than respondents age 66-74 (43%) and respondents, age 75 and older (19%). Frequent library use is also higher for the older groups; 17% of respondents age 66-74 and 12% of respondents age 75 and older frequently use the library as a source of information for services and activities (Figures 8-12).

Figure 8. Respondents age 50-57 frequently used information sources

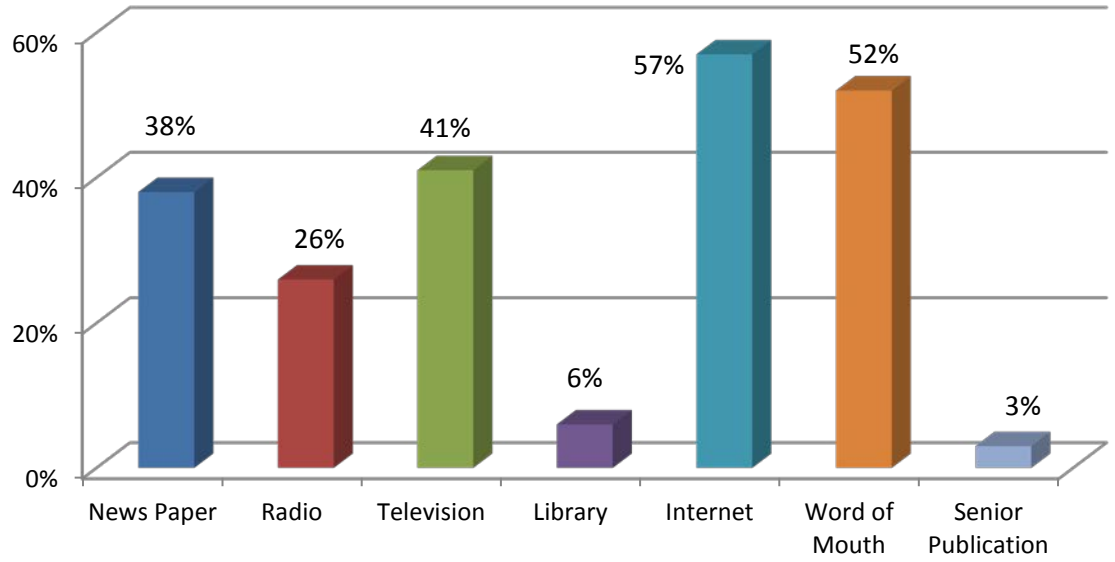


Figure 9. Respondents age 58-65 frequently used information sources

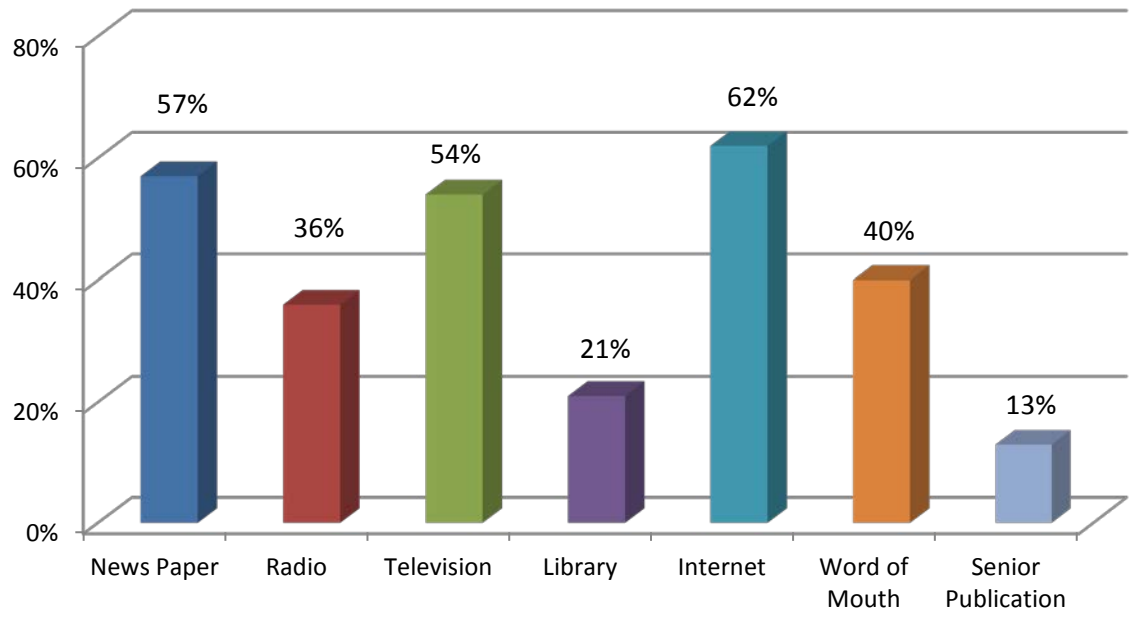


Figure 10. Respondents age 66-74 frequently used sources of information

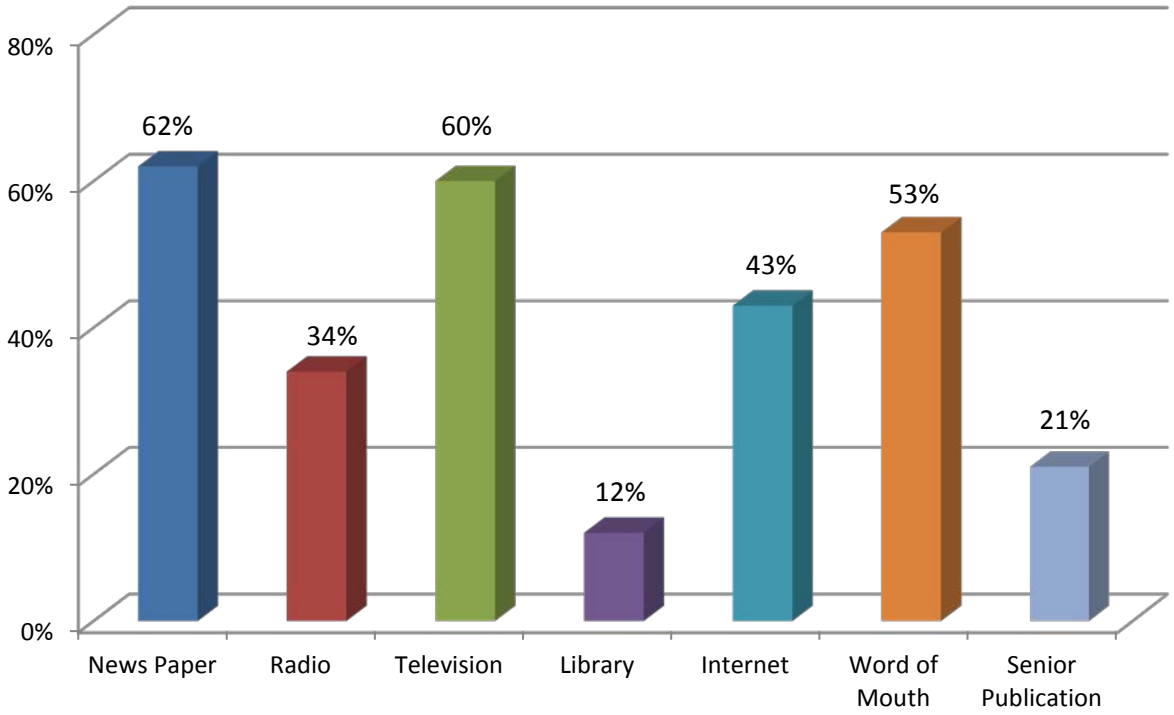
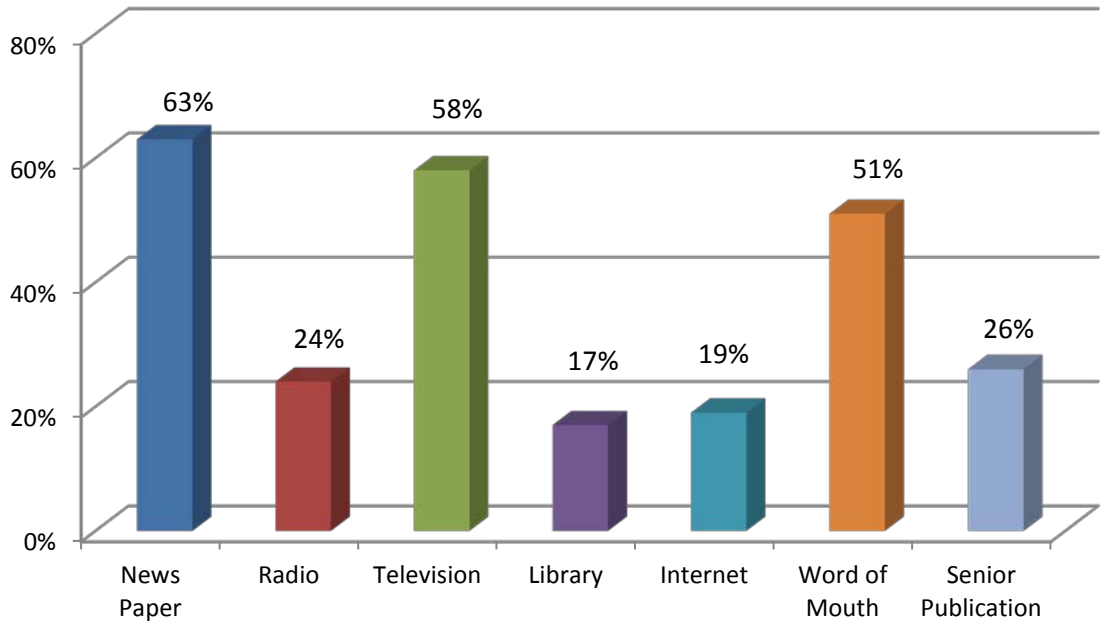
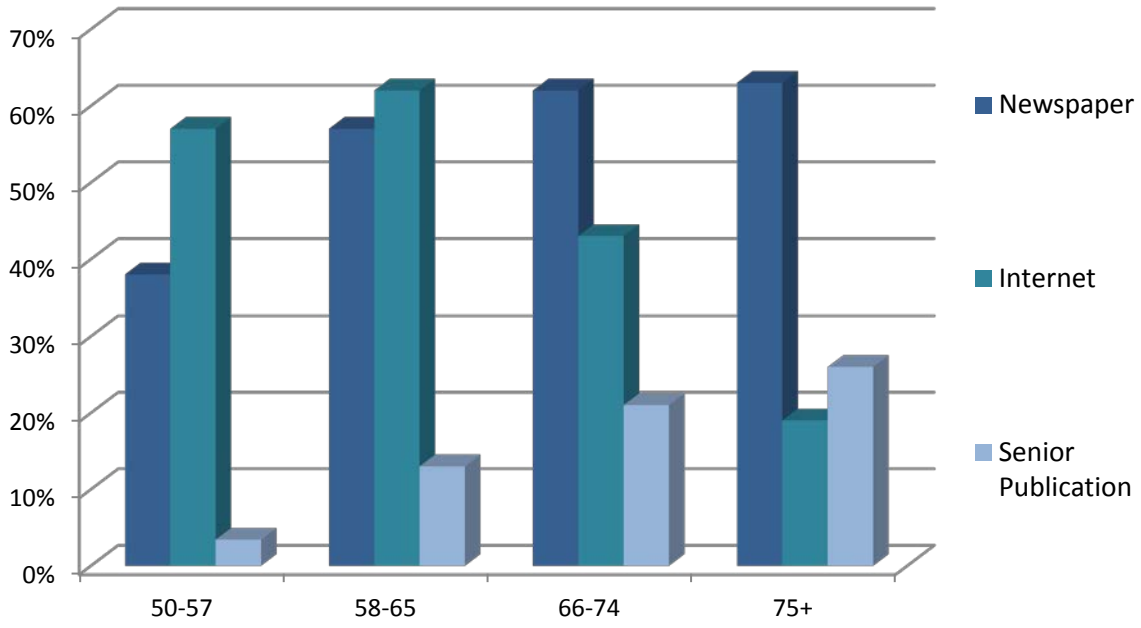


Figure 11. Respondents age 75+ frequently used information sources



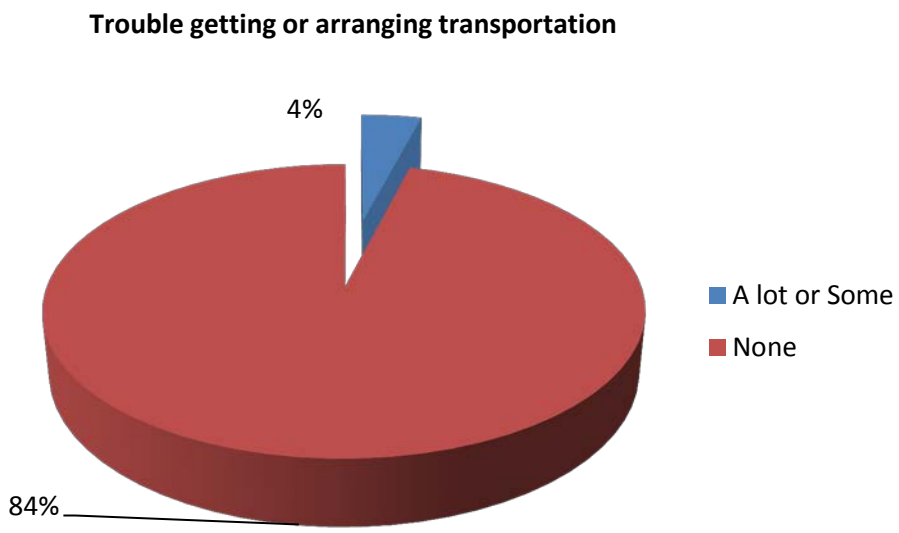
The most important differences between the age groups and the sources they frequently use for information about services and activities are TV, Internet, and senior publication use. Figure 12 shows that the use of senior publications and TV as a source of information increases as the age of the respondents' increases. The percentage of respondents using the Internet as a frequent source of information for services decreases with the increasing age, where as printed sources increase.

Figure 12. Use of newspaper, internet and senior publications for service information by age



Access to transportation is often cited as a major problem for seniors in western states like Idaho, where distances to medical facilities or locations where seniors might receive services can be many miles away. However, 84% of 2012 survey respondents indicated they have not needed any help getting or arranging transportation, down slightly compared to 88% in 2008 (Figure 13).

Figure 13. Percentage of individuals who need help getting or arranging transportation



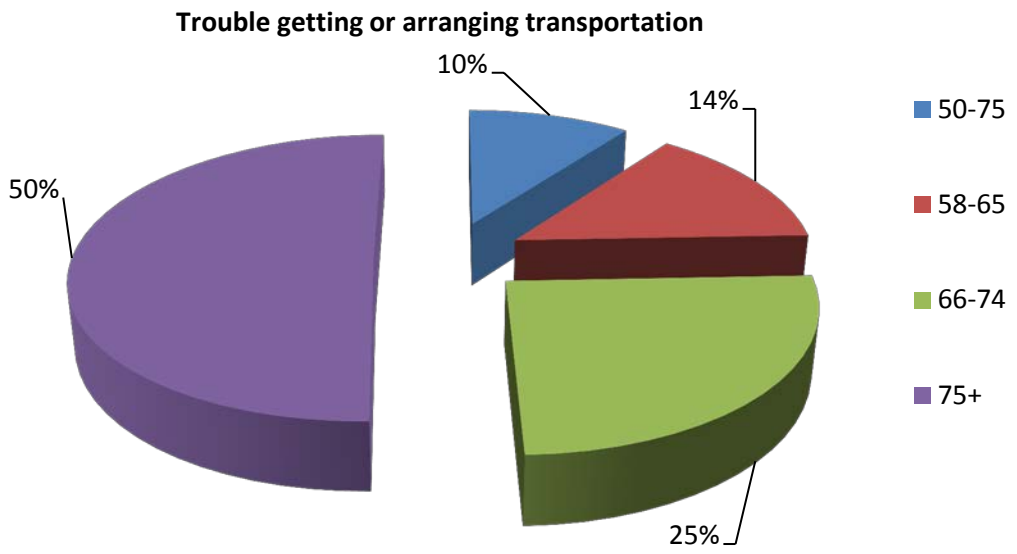
Survey respondents drive themselves (85%) or ride with friends or family members (12%) for most of their trips. Less than 1% walk, use public transportation, or take a senior van, shuttle, minibus, or taxi. Table 8 shows that when individuals do have trouble getting transportation, the most common reasons are; having to rely on others (7% vs.15% in 2008), disability (5% vs. 5%), or weather (4% vs. 13%). Overall the 2012 respondents seemed to have much lower difficulty with transportation problems than the 2008 survey results.

Table 8. Reasons for difficulties in finding or arranging transportation

Reasons for Difficulty	n	2012 %	n	2008 %
Have to rely on other(s)	56	6.9	121	14.7
Not available when I need to go	16	2.0	46	5.6
Can’t afford it	21	2.6	59	7.2
Not available in my community	16	2.0	51	6.2
Have trouble getting around without someone to help	28	3.4	26	3.2
Unfamiliar with transportation options or systems	12	1.5	45	5.5
Car doesn’t work/problems with vehicle	15	1.8	78	9.5
Don’t know who to call	12	1.5	23	2.8
Too far/Distance related	18	2.2	33	4.0
Weather	33	4.0	109	13.3
Transportation does not go where I need to go	22	2.7	54	7.8
Disability/health related reasons	44	5.4	44	5.4
Other	13	1.6	33	4.0

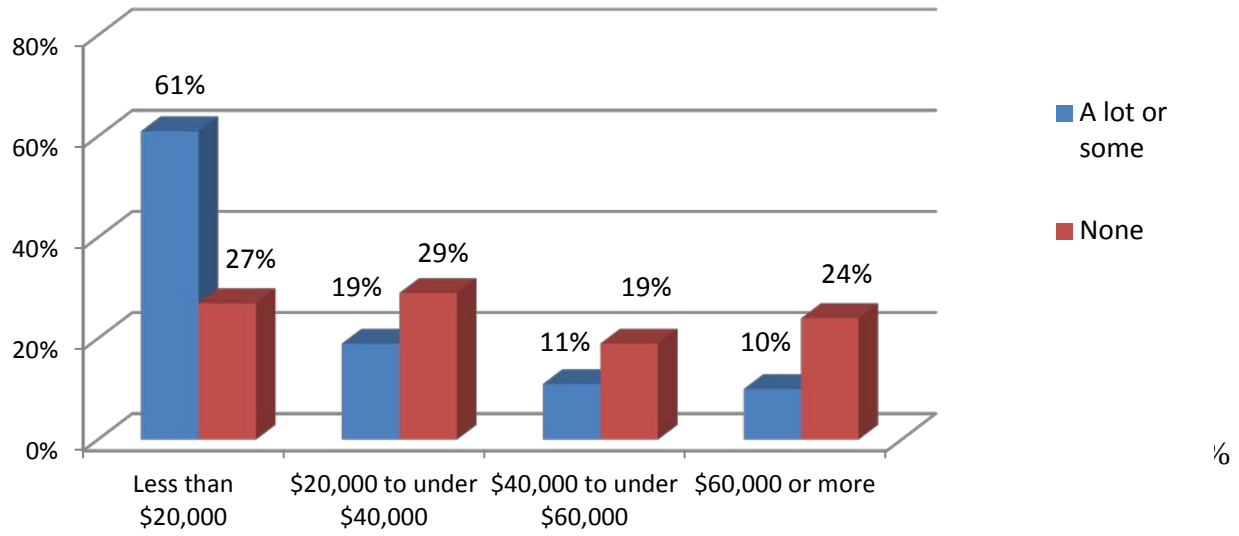
Of those individuals who indicated they needed a lot or some help getting or arranging transportation, half (50%) were age 75 and older and 25% were in the 66-74 year age group. Figure 14 illustrates how the need remains fairly stable among respondents aged 50-65.

Figure 14. Percentage of individuals who need a lot or some help finding or arranging transportation by age group



Respondents with lower household income levels had increased difficulty with transportation. Figure 15 shows that as respondents' household income increases, their need for help in finding transportation decreases. Over half (61%) of the respondents who needed a lot or some help in finding or arranging transportation had a reported household income of less than $20,000 per year, compared to 46% in 2008. Conversely, only 10% of those with a household income of $60,000 or more needed a lot or some help.

Figure 15. Comparison of percentage of respondents' ease in getting transportation, by income level

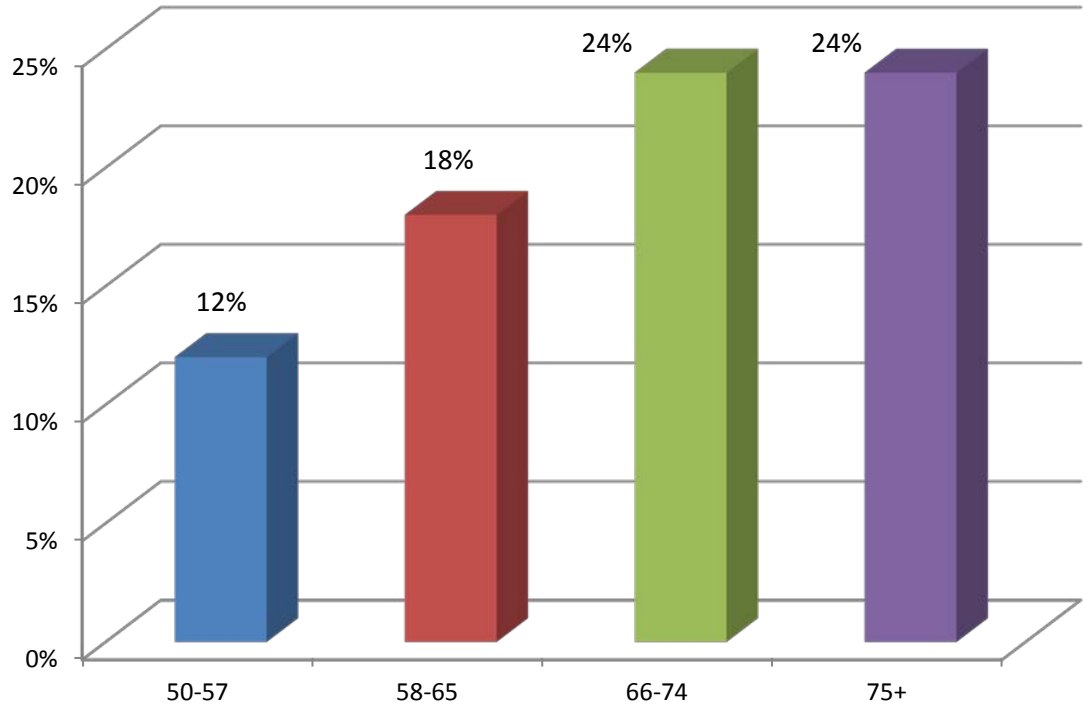


medical trips, similar to the 2008 study (17%). Additionally, 11% and 10% frequently or sometimes had trouble arranging transportation for shopping or personal errands, respectively. Transportation difficulties can also hinder the ability for seniors to be social, with 14% noting they frequently or sometimes had difficulty arranging transportation for recreation or social trips; similar to the 15% from 2008.

Long-Term Care Insurance Plans

The majority (79%) of survey respondents do not have long-term care insurance. Most individuals (51%) noted they plan on paying for long-term care with Medicare. Additionally, 6% plan to use Medicaid (down from 15% in 2008), and of the 27% who indicated "other" (down from 32% in 2008). Overall in 2012, 30% don't know how they will pay for long term care, 8% plan to rely on family and 35% indicate savings and investments. Ten percent of respondents responded that they will rely upon their private insurance or veteran's benefits. Fewer respondents age 50-57 have long-term care insurance than those ages 75 and older (Figure 16). Still, over 75% of respondents age 66 and older do not have long-term care insurance, which is consistent with the 2008 survey results.

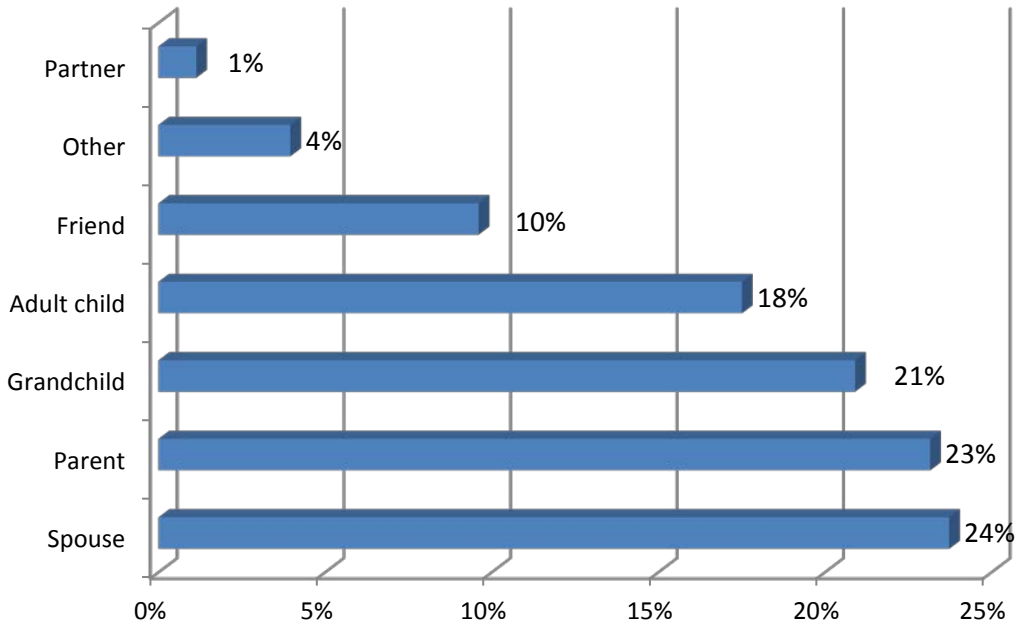
Figure 16. Percentage of respondents by age that have long-term care insurance



Care Giving

Among survey respondents, 19% (n=156) indicated they provide care for at least one friend or family member on a regular basis. Of those who provide care for friends or family members, 63% provide care for one person, 21% for two people and 16% for three or more people. Twenty-three percent of the caregivers in the sample are taking care of a parent and 24% are taking care of their spouse. In addition, 21% are taking care of a grandchild (Figure 17).

Figure 17. Percentage of care recipients among respondents who are caregivers



Caregivers who provide care for family and friends spend a great deal of time providing care. The average number of hours per week is illustrated in Table. The highest average (68 hours) is for spousal care giving, followed by caring for an adult child (49 hours), then grandchild member (35 hours).

Table 9. Average number of hours of care by care recipient

Care Recipient	Average number of hours per week
Spouse	68
Parent	10
Friend/neighbor	11
Adult child	49
Grandchild	35
Partner	34
Other family member	21
Other	23

Forty-six percent of caregivers were providing care without any help from friends or family members (41% in 2008), and on average spend $293 per month of their own money to provide this care. Over half (68%) of caregivers are not aware of services in their community that could

help them provide care, compared to 54% in 2008. Of those who are aware of available services, they were familiar with include home health care and Meals on Wheels. Few were aware of respite and transportation options.

Twenty-one percent of respondents who are caregivers said they receive no help or far less help than they need; a 3% increase from 2008. For those respondents who do share caregiving responsibilities, they share duties with other family members, such as taking turns providing transportation to appointments, cooking meals, and overseeing finances. Fifty-one percent of caregivers noted they are frequently or sometimes stressed by their caregiving responsibilities, which is down slightly from 2008 (59%). (Figure 18).

Figure 18. Caregiver rate of stress experienced in the past two months

Caregivers noted numerous types of supports that would help them in their care giving role (Table 10). The greatest need was for services such as financial support or formal advice. In 2012, financial support became the top need for caregivers, compared to adult day care services, which was the top need in 2008. Additionally, the 2012 results indicate a stronger need for formal advice or emotional support compared to 2008, 17% and 13% respectively.

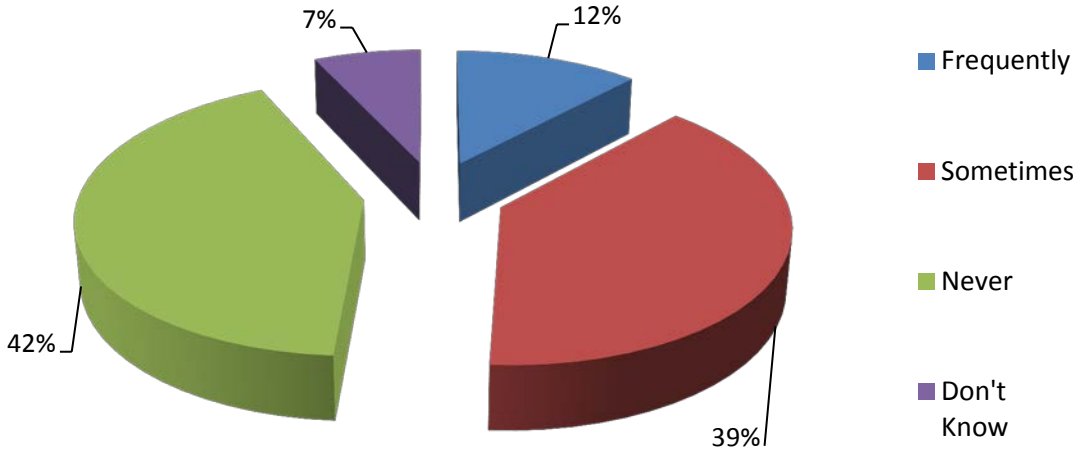


Table 10. Type of help caregivers could use in caregiving

Type of Help	2012	2008
Financial support	21%	13%
Formal advice or emotional support (from a therapist, counselor, psychologist, or doctors) on issues such as caring for grandchildren and other caregiving issues	17%	12%
Services such as adult day services, supervision, benefits, transportation	14%	20%
Equipment (such as assistive devices, ramps, rails, etc.)	10%	11%
Communication tips for people with reduced mental function (i.e. dementia, Alzheimer's)	9%	11%
Organized support groups	8%	6%
Legal Assistance	8%	10%
Physical care information (lifting, diapering, transporting, cleaning for an ill person	4%	7%
Respite (services that allow me to have free time for myself)	7%	12%

Assistance and Support

Respondents were asked how much practical support they receive; such as being given a ride, having someone shop for them, loan them money, or do a home repair. Respondents indicated that do not receive much support. The most frequent source of support reported was from family members, with 32% receiving a lot of support, 19% some support, and 19% a little support. These findings were generally consistent with those from the 2008 survey. Table 9 illustrates the percentage of individuals receiving the different levels of support from different sources.

Table 9. Sources and level of support

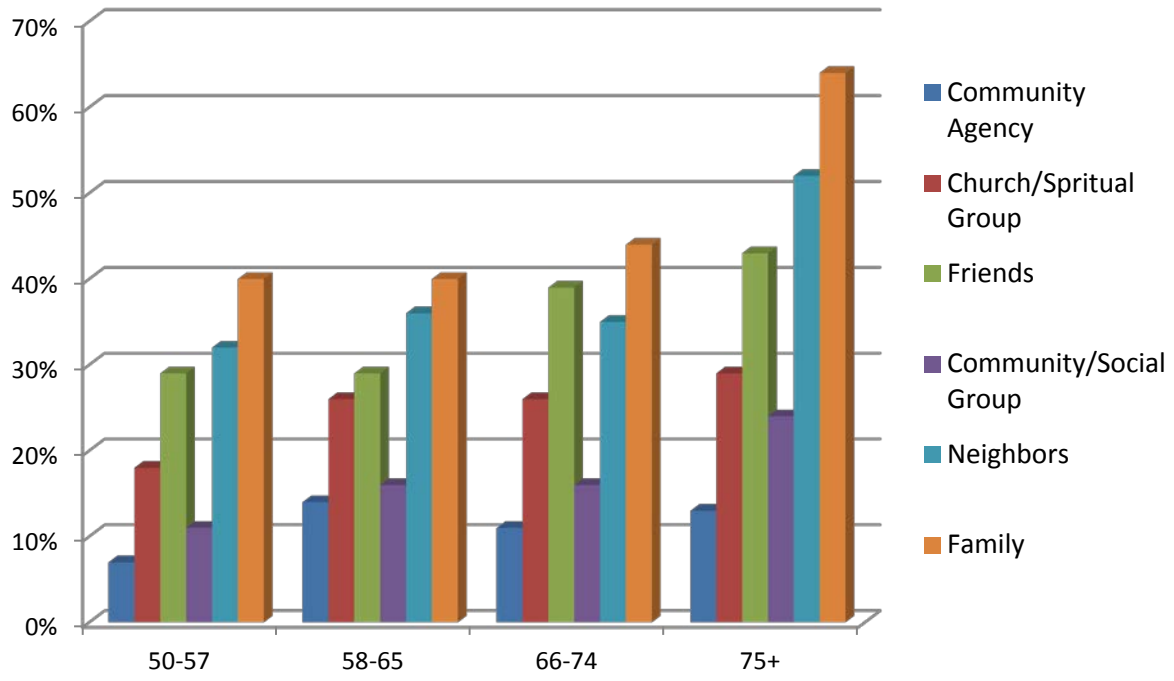
	A lot of support	Some support	A little support	No support
Your family	31.8%	18.6%	18.6%	31%
Your friends	14.8%	21.9%	25.5%	37.8%
Your neighbors	8.0%	16.5%	24.8%	50.7%
A church or spiritual group	10.5%	13.1%	12.8%	63.6%
A club or social group	3.2%	7.1%	10.4%	79.3%
A non-profit community agency	2.3%	4.9%	7.0%	85.8%

Despite reporting that they do not receive a lot of support from any one source, respondents overwhelmingly reported they could call a family member for help (74%). Fifteen percent said they had a friend or neighbor they could call. Of those who had someone they could call, 80% lived less than 10 miles from this person and 9% lived within 10-25 miles. Six percent said there was no one they could call for help. The results for assistance were consistent with the 2008 results.

Respondents of varying ages receive significantly different levels of assistance and support. As might be expected, the level of support received from all types of resources increased for the older groups. Figure 19 shows the percentage of respondents who receive some level of

assistance or support (a lot, some, or a little) by entity or organization. Family members provide the most support across all age groups followed by friends and neighbors. The percentage of respondents receiving some level of support or assistance from family members increases from the 50-57 year old group to the 58-65 year old group and again from the 66-74 year old group to the oldest group, age 75 and older. Respondents in the 58-65 year old and 66-74 year old groups are relatively consistent.

Figure 19. Percentage of respondents that receive a lot, some or a little support or assistance from various sources by age



The respondents have numerous areas of concern emotionally, physically and financially that might indicate that, while they have individuals they can call in an emergency situation, they may not be calling for help - especially for their emotionally needs. The area of most concern for respondents was their physical health. Forty-one percent said it was a minor problem and 14% said it was a major problem and an additional 4% anticipate having a problem with their health in the future representing a slight increase from 2008. While most respondents do not consider their emotional problems major, many noted feeling depressed (21%), feeling lonely, sad or isolated (19%) or having too few activities or feeling bored (16%) as a minor problem. Having

financial problems (20%) and feeling lonely or depressed, 19% and 21%, respectively are among the top minor problems. The issues most concerning for respondents in the future (anticipating a problem in the future) were having financial problems (8% in 2012 and 4% in 2008), affording needed medications (6% in 2012 and 3% in 2008) and having housing suited to their needs (10% major and minor – or should this be a comparison to 2008).

Table 12 illustrates the areas respondents describe as major or minor problems. In all categories, major and minor problems increased from 2008 to 2012 with the exception of physical health, which was unchanged.

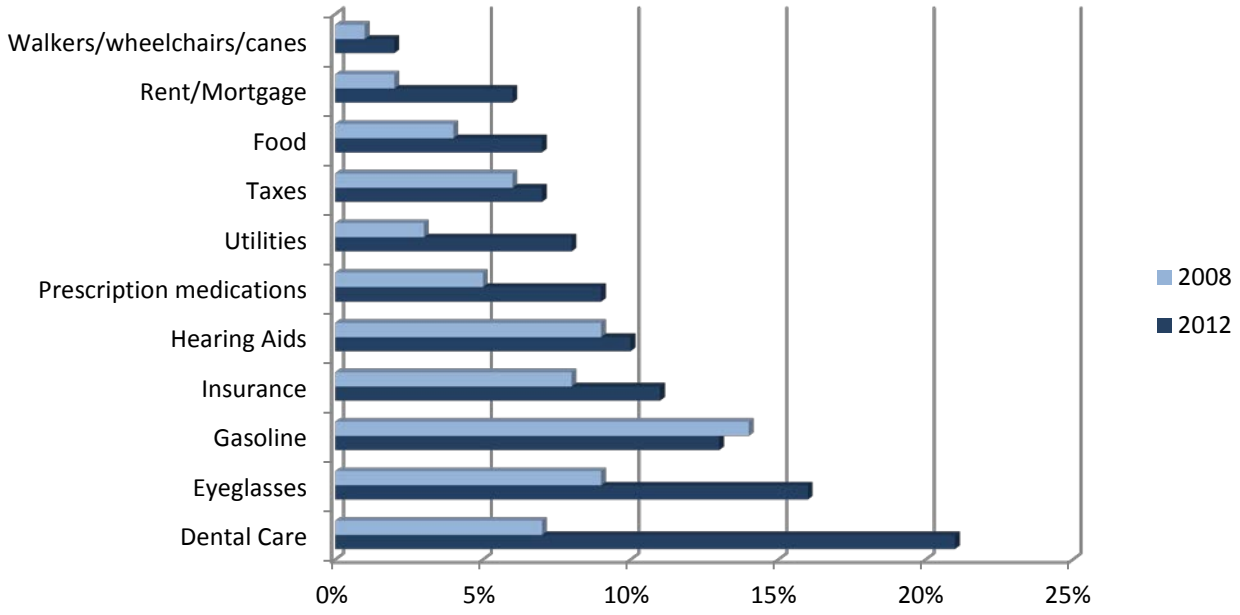
Table 12. Major and minor problems for self-reported by respondents from the 2012 versus 2008 surveys

	2012 Major	**2012 Minor**	**2008 Major**	**2008 Minor**
Your physical health	14.8%	41.0%	14.0%	41.4%
Having housing suited to your needs	2.5%	7.2%	0.9%	5.7%
Getting the health care you need	6.9%	11.4%	3.6%	10.2%
Having inadequate transportation	3.7%	7.8%	0.7%	7.2%
Feeling lonely, sad or isolated	3.3%	18.8%	2.9%	16.5%
Having enough food to eat	4.5%	5.0%	1.2%	2.6%
Affording the medications you need	6.1%	13.0%	3.4%	13.1%
Having financial problems	5.5%	20.3%	4.0%	16.7%
Feeling depressed	3.8%	20.8%	3.5%	23.1%
Being physically or emotionally abused	1.4%	3.0%	0.0%	1.0%
Being financially exploited	1.7%	6.4%	1.0%	3.9%
Being a victim of crime	1.4%	3.8%	0.4%	2.4%
Dealing with legal issues	2.6%	10.2%	1.2%	7.8%
Performing everyday activities such as walking, bathing, or getting in and out of a chair	3.3%	9.3%	1.3%	6.3%
Having too few activities or feeling bored	3.3%	16.1%	1.8%	13.4%

Between 2008 and 2012, the percentage of respondents choosing major or minor concerns increased for every category except affording gasoline. This likely reflects the current economic problems throughout the United States. In 2008, the highest financial concern was being able to afford gasoline, whereas in the 2012 survey; affording dental care was the highest concern at 21%. Other necessities that were reported as being difficult to afford were: 16% of respondents have not been able to afford eyeglasses compared to 9% in 2008 and 10% are unable to afford hearing aids, similar to the 2008 findings. Eleven percent cannot afford insurance, compared to 8% in 2008.

Figure 20 illustrates the percentage of respondents who have needed certain necessities like dental care, eyeglasses, and insurance and have not been able to afford them.

Figure 20. Percentage of respondents not able to afford necessities



Other Concerns

Many survey respondents have concerns about their future even though most (85%) consider their community a good place to grow old. Those concerns include how they will pay for health care or be able to afford other necessities, not having health insurance, and needing help with transportation, in-home repairs and caregiving. Numerous respondents also mentioned they are unnerved by the state of world affairs.

Primarily, all the concerns of respondents focused on their financial viability, even more so than in 2008. Several respondents from rural areas are concerned about having to leave their community when they need help: "I live in a rural area. I am at the point where I can no longer adequately take care of my house and yard. I do not need assisted living and do not want to live in a city or town."

Respondents also worry they will not have enough money to pay for health care and without health insurance many noted they will not be able to pay for prescription medications. Escalating costs for utilities, rent/mortgages and food make it even more difficult for individuals to afford health care. Additionally, some respondents worry about their own declining health in the mix of being able to afford to care for others. Some are concerned who will take care of them when their spouse dies. There is a need for more services to help care for family members (spouse or parents). There are a large percentage of those who care for family members who do not know what services are available.

Summary and Implications

The Idaho Commission on Aging Needs Assessment provides numerous important findings for future planning. Respondents provided information about their ability and desire to participate in various social activities, their ability to perform varying levels of physical activities and the ways they obtain information about services. In addition, respondents were asked about transportation options within their communities, the level of support they receive from family, friends or community members, and how they will pay for long-term care. The survey closed with an opportunity for respondents to share any other issues that might be of concern.

Key results derived from this study are overall similar to the 2008 findings, with some specific changes highlighted below.

1. **Respondents are most concerned about the cost of medical care, health insurance and staying in their homes as they age.**

Respondents are most concerned about their ability to afford their homes, health insurance and medical care. Numerous respondents noted they were already living on a tight budget. With increasing costs for utilities and food, being able to afford dental care, eyeglasses, medications, and health care has become increasingly difficult. Individuals who are not able to perform physical activities, such as housework or home repairs, or get the assistance they need to perform such tasks, will find it increasingly difficult to remain in their own homes. Providing the assistance for these physical household chores could impact the ability of many to remain in their homes and overall could reduce the cost of their care.

2. **Changes in access to information vary widely by age, and need to be considered when targeting specific segments of the over 50 population.**

The method used to reach seniors needs to be carefully considered. Across all age groups, respondents lack interest in senior centers. Senior centers, as one respondent put it, need to be "cheerful and bright for active intelligent people, not just [a place] to serve cheap meals and play Bingo." While this characterization may not be an accurate representation of many senior centers, it illustrates a perception about senior centers that may hinder participation by the younger groups or those closer to age 50. In addition, if a proposed service is to be delivered

across all age groups (50 and older) then newspapers and television will reach the widest audiences. However, if the target audience is under 65, the Internet could be an effective way to reach a wide audience. Information from friends and family members carry a great deal of weight with the oldest group.

3. **The oldest Idahoans have the greatest needs for assistance in finding transportation and performing the physical activities necessary to remain in their homes.**

The results provide important information for service delivery planning for older adults. Key to this planning will be paying close attention to the oldest group of Idahoans (age 75 and older) as this group struggles the most to find transportation options and keep up with the physical activities necessary to keep their homes and remain in their communities. This is not to say that younger respondents do not also have difficulty; in fact, the results show an increasing percentage of individuals in each age group who struggle with these issues. Also key in planning is understanding that older adults in Idaho do not receive a significant amount of help from sources other than family members, most do not have long-term care insurance and more than half plan to pay for long-term care with Medicare.

4. **Even with 74% of respondents indicated they have someone to call who lives within 10 miles, most do not receive a significant amount of help.**

Only 32% of respondents receive a lot of help from family members and 36% receive some or a little support from family members. Even less receive any support from friends and neighbors or the community. However, the perception is that most have someone they can call who lives close by. Despite this perception, about 22% noted that feeling depressed, lonely, sad, or isolated was a major or minor problem and respondents overall were having more difficulty affording the necessities, including dental care (21%) and being able to afford eyeglasses (16%).

5. **Fewer than 25% of survey respondents have long-term care insurance and most believe they can use Medicare or private insurance to pay for long-term care.**

It is imperative that seniors receive more education about long-term care issues. Overall more than 50% of individuals plan to use Medicare to pay for their long-term care needs. Medicare does not currently cover many of the services that might be needed for long-term care and thus, a large percentage of elderly Idahoans are vulnerable should they need long-term care services.

6. **Almost 25% of respondents are caregivers for family or friends and 33% of those caregivers provide care for more than one person.**

Respondents who are caregivers for family or friends provide an invaluable service for those that depend upon them; however, the burden seems to be quite heavy. More than 33% of those respondents who are caregivers are caregivers for more than one person; 22% for two people and 13% care for three or more people. In addition, they spend an average of $293 per month of their own money. The most common care recipients are spouses and parents. Caregivers spend an average of 68 hours per week for spouses and 10 hours per week for parents. Of concern is the fact that approximately 51% of respondents reported being frequently or sometimes stressed in the past two months by their caregiving role.

Attachment G:

Employment First Initiative

What is Employment First?

Employment First is an idea that means having a job in the community should be what we expect for people with developmental, intellectual, and other disabilities. It is a national movement and many states have changed their laws, services, and systems.

The Idaho Employment First Consortium is…

…a group of people from advocacy organizations, state agencies, parents, and self-advocates that will work together to think of ways to improve how employment services and systems work in Idaho so that people with developmental, intellectual, and other disabilities are able to reach their career goals.

The group will write an Employment First message, recommend changes to Idaho policies, and make a plan to improve services that help people get jobs in their community and the support they need to keep their job.

The Idaho Council on Developmental Disabilities will be working over the next several years to create more opportunities for people with developmental disabilities to have jobs in the community where they have co-workers who do not have disabilities and they get paid at least minimum wage or more. In order to do this we plan to support the Consortium as part of our Employment First Initiative.

Developing the Employment First Message for Idaho:
Common Themes

1. Expectation to Work:
   Build common expectation from people with disabilities, others in the community, families, schools, and business
2. Equal Opportunity for Employment and Career Growth
3. Empowerment, Personal Growth, and Interdependence
4. Reciprocity:
   People with disabilities contribute to the community and the community, especially the employer, values and uses what people have to offer
5. Systems and policies support an "Expectation to Work"
6. Positive Benefits for Idaho:
   Diversity – lots of different kinds of workers, qualified workers who have the training and skills needed to do the job, better quality of life, fewer people without jobs, more money into the economy

Attachment H:

Invitation of Steering Committee Members

IDAHO COMMISSION ON AGING

▪ 341 W. Washington, 3rd Floor Boise, Idaho 83702 ▪ P.O. Box 83720 Boise, Idaho 83720-0007
▪ Telephone: 208-334-3833 ▪ Facsimile: 208-334-3033 ▪ Web site: www.aging.idaho.gov

C.L. "Butch" Otter, Governor
Sam Haws, Administrator

The Idaho Commission on Aging (ICOA) invites you to participate in our four-year Senior Community Service Employment Program (SCSEP) State Plan update (July 1, 2012 – June 30, 2016). The SCSEP State Plan is a coordination plan required by the United States Department of Labor. We have identified a list of key participants whose input can assist us in strengthening the employment services we provide to seniors in Idaho. We also look forward to building lasting relationships and opportunities with you for further coordination and collaboration among agencies.

The ICOA has developed strategies based on federal requirements that we would like the Steering Committee to review and provide recommendations. Taking into consideration your time and our objectives, we have developed the following schedule to gain your perspective and input on the direction that ICOA should take during the next four-years.

The commitment of the Steering Committee consists of an initial thirty minute conference call offered at two different times for convenience. A follow-up call is also scheduled for final review after public comment and Steering Committee input has been incorporated. Each conference call includes a presentation of the current SCSEP draft and will allow a one week review time. All review materials will be posted on the ICOA website www.aging.idaho.gov and comments will be submitted to the ICOA electronically through email.

Schedule:	Date:
Initial: Steering Committee Meeting (Thirty Minute Conference Call):	Either Thursday, July 12 or Friday, July 13. Select a time that fits best for you.
Send out: First draft of SCSEP state plan for review:	This will be sent after initial meeting
Receive Steering Committee's comments by:	Friday, July 20, 2012
Public Comment available on www.aging.idaho.gov	Friday, July 27, 2012
Deadline for public Comments	Friday, August 10, 2012
Compile/Incorporate Public Comment	Friday, August 17, 2012
Final: Steering Committee Review	Wednesday, August 22, 2012
Receive Steering Committee's comments to be incorporated into final SCSEP state Plan by	Tuesday, August 28, 2012

Idaho's Aging & Disability Resource Center
An Initiative of the U.S. Department of Health and Human Services

Key Participants:

Name	Affiliation
Dwight Johnson	Idaho Workforce Development Council Lead staff/Assistant Deputy Director Idaho Department of Labor
Karla Draper	Idaho Director of Veterans' Affairs training and Employment/Idaho Department of Labor.
Pam Pearson	Senior Socio-Economic Planner/Idaho Department of Labor staff to the Workforce Development Council
Gordon Graff	Senior Socio-Economic Planner/Idaho Department of Labor
Stephanie Cabral	Idaho State Director/Experience Works
Robert Vande Merwe	Executive Director/Idaho Health Care Association
Carol Teats	Director/Canyon County Organization on Aging
Patty Haller	Assistant Director/Idaho Office for Refugees
Pearl Bouchard	Director/Area Agency on Aging I
Jenny Zorens	Director/Area Agency on Aging II
Sarah Scott	Director/Area Agency on Aging III
Jim Fields	Director/Area Agency on Aging IV
Sister Anthony Marie Greving	Director/Area Agency on Aging V
Nick Burrows	Director/Area Agency on Aging VI
Lynn McDonald	Unemployed Older Individual

*We welcome your participation and would appreciate hearing from you by Friday**, June 22, 2012** by contacting Raul Enriquez at Raul.Enriquez@aging.idaho.gov. If you are available, please select a time for the welcoming conference call scheduled on Thursday, July 12th at 2:00 PM **or** Friday, July 13th at 10 AM.*

Regards,

Sam Haws

Administrator

Attachment I:

Public Comments

Attachment I: Public Comments

Comment 1:

Potential language to incorporate into State Plans:

- Focus on updating One-Stop Partner MOUs including SCSEP in 2012.
- Reenergize collaboration via quarterly or as needed, administrative meetings with the Idaho Commission on Aging, Idaho Department of Labor (and Experience Works?) to stay informed of services, activities and address needs for shared customers.
- Enhance automated linkages to IDOL, SCSEP and ADRC services via agency websites.
- Implement IDOL and Aging/SCSEP agency/services orientations that can be delivered to service providers and staff throughout the state as a means to enhance customer referrals, accessibility and connectivity to services.
    - Delivery method: PowerPoint, or other automated presentation that could delivered in a facilitated session or self-directed fashion.
    - Availability/Sustainability: Presentation will be made available to staff within either agency and housed internally within both agencies to ensure immediate and just-in-time access to training about the services available to mutual customers within our respective agencies. Once in place, this is a self-sustained training mechanism that will only require periodic updates as services or policies change.
    - Result: Ensures staff are properly educated about partner services and can refer customers appropriately enhancing customer connectivity and accessibility.
- As well, Renee Cox might be a good point of contact regarding ideas for enhancing volunteer opportunities. I'll cc her as well.

Comment 2:

I would like to have seen some language that addresses the geographic reach of the program and what will be done to assure that the entire geographic reach is served.

Comment 3:

I realize I am late, but if you can still use my comments, here they are. Under goal 3, I would love to see you add Idaho Office for Refugees as an organization to collaborate with. I realize the others listed are all state agencies (or quasi state agencies) but our office does have statewide responsibility for coordination around refugee issues. We also have a group that meets monthly to discuss issues related to senior refugees specifically.

Comment 4:

Is this program similar to Experience Works only geared more those interested in computer and health related fields?

This grant would pay those enrolled in this program, much like Experience Works does now, and would give participants tools to take with them to full time employment in the public/private sectors?

Is there a great interest among seniors to find work in computer relation jobs? It has been our experience that most seniors we get through Experience Works already have computer training because they were interested in that field when they were younger and were already working in those fields prior to enrolling with Experience Works. When we are fortunate to have an Experience Works staff person and not already trained in computer related fields, they did not want to pursue learning computer skills. Many of them felt inadequate and were frightened of computers. They are great working one-on-one with those that come into our office and in working with existing staff. They are dedicated, punctual and hard working. But our experience has been, for the most part, that they are not interested in learning computer skills.

Our agency will always welcome the opportunity to be a host agency. We have witnessed how having an older staff person helps being able to relate and communicate with those that are elderly and needing assistance. I can see where this would be most beneficial in health related fields.

In Section II.A. Purpose: "provides part-time community service. VII.A. Community Service includes Weatherization activities. Having Weatherization as a program within our agency, I disagree with having weatherization activities listed among those in community service. All our employees are highly trained and skilled and must perform activities that may be difficult for an older work to complete. Weatherization activities may not entail all that our program does, but I see how physically demanding that job can be. Some of the other categories under community service may also be as difficult to perform as Weatherization.

Otherwise, I feel that the goals, objectives, and strategies are adequate and appropriate. I believe it will take a lot of commitment, recruitment, training, guidance and follow-up to help make this project succeed. Please count CCOA in as a host site and an agency to help in whatever way possible.

Comment 5:

- I think this is a strong plan Raul.
- I don't know if ICOA developed the goals or if those are part of the SCSEP program. I would think consolidating goals with multiple objectives would be easier to manage and follow.

- Also, I think it would be nice to have a goal or strategy to have the SCSEP Sub-grantee represented on AAA Advisory Councils.
- Thank you!

Comment 6:

Thank you for sending me a copy of the SCSEP four year plan. I think it is great.

Comment 7:

I am working at Canyon County Organization on Aging at Caldwell through Experience Works. I tried for over two years to find a job without success. Working at CCOA gives me some income while I continue to look for a job. At the same time, I am maintaining my computer skills.

If it hadn't been for experience works, I would have used up all my savings. To me, Experience Works is a life saver. I can still buy my groceries and make my payments while looking for a job.

Comment 8:

Education for the seniors is a wonderful idea because I really didn't want to retire. For us that don't have the money we need to live in luxury, have to just barely survive. I'm grateful for my income, the section 8 and El Ada programs because it keeps me from living in my car and dangerous streets.

The one thing I miss most about working was the camaraderie of being with other people. Everything is geared towards the young while the seniors are struggling to find a bit of compassion.

I'm not sure I understand all the camaraderie of this project but sure it will help many people in the future. My interest lies in instruction to be able to use a computer and also in postal service mail center.

Like I mentioned before this project is probably for future generations so I'll be in another doughnut hole but if it can help my children or grandchildren. Thanks.

Comment 9:

After reading the Idaho Senior Community Services Employment Plan I was very hopeful about re-entering the workforce after 3 years away. I was laid off my job as a CNA about 3 1/2 years ago. During that time it became necessary to taking care of my elderly parent who was diagnosed with dementia. I also stopped attending classes at Idaho State University but now feel it is time for me to finish school and I look forward to working and supporting myself again. ISCS Employment Plan really was timely and encouraging to me. I was beginning to

wonder if I would ever again find gainful employment at my age, 59. Such speculation caused unease at the prospect that I would become chronically unemployed.
This plan offers real hope at the end of the tunnel. I look forward to hearing more from the ICOA and their efforts to address the employment needs of seniors in our community.

With sincere gratitude for all your efforts in this area important to many seniors.

Comment 10:

Attachment E: Page 1 of the ICOA Policy & Instruction, Duration Limits, Scope #1 – Have a severe disability. Nothing changed, just the spelling.

Attachment E: Page 1 of the ICOA Policy & Instruction, Participant Termination, Procedures: I understand the need for written notification. However, in incidents regarding issues such as listed in items g.,h.,i., and j. I feel that a 30 day written notice before termination is not warranted. Items g. and j. need to have notice given, but I disagree with 30 days. Perhaps two weeks is more appropriate timeframe. I also believe items h. and i. need no written notice before termination.

These are my only comments. Thank you for the opportunity to be on this committee.

2014 Modified SCSEP Public Comments

Comment 1:

- Can any work get done with 33 representatives on the Council? This is a major feat in itself.
- Glad to see the Duration Limits in effect because without this structure, this issue was very nebulous. Now it is made clear. Thanks.
- With three designated areas having SCSEP staff, how are the areas covered in II, V, and VI with employment outreach?

Comment 2:

I have reviewed the SCSEP State Plan and have no additional comments. We have two Experience Works participants in our office, and they add so much to our agency. So, I'm a firm believer in helping seniors learn and develop new skills. Thank you for the opportunity to take part in this project.

Attachment J:

SCSEP State Plan Modification Summary

Attachment J: 2014 SCSEP State Plan Modification Summary

SCSEP State Plan Section	Updated Content
Table of Contents	Updated "Attachment B: One Stop Shop Memorandum of Understanding" Updated "Attachment C: Idaho Workforce Development Council Members" Updated "Attachment I: Public Comment Added "Attachment J: SCSEP State Plan Modification Summary" Added "Attachment K: National Grantee Letter of Support"
I; Key Senior Community Service Employment Program Staff	Updated Coeur d'Alene and Twin Falls Work Site contact information with new Employment and Training Coordinator names.
II. Executive Summary	Added the following statements: • "On September 19, 2014, ICOA and the Workforce Development Council updated their MOU continuing the Idaho SCSEP participation in the One Stop deliver system." • On November 7, 2014 the plan was updated and sent to the SCSEP Steering Committee to provide feedback. Furthermore, the modified plan was posted for public comment on ICOA's website (www.aging.idaho.gov) from November 12, 2014-November 19, 2014 along with announcements on Facebook and Twitter.
II A; Regional Map	New Regional Map added with current Federal and State Slot allowances
II B; Timeline	Added the update of State Plan to the existing timeline
II C; SCSEP Steering Committee Members	Updated Gordon Graff title. Updated Veterans Employment and Training, Experience Works and AAA I, III and IV Directors
IV; Industry and Occupational Projections; Table 1 and 2	Updated the following sentence, "As of October 2014, the unemployment rate in Idaho is 4.5 percent."
	Updated Table 1 and 2 to reflect current long term and short term occupation projections.
V. Goals, Objectives, Strategies, Measures and Baselines	**Goal 2; Measure 1:** Updated measure: "Incorporate a monthly communication meeting requirement in the 2015 updated contract with sub-grantee."
	Goal 3; Measure 3: Added the following measure, "To meet minimum service to minorities, increase the number of Asians served by 10%."
	Goal 6; Baseline 2: Added the following baseline, "2. Statewide Trainings on SCSEP provided to 21 Idaho Home Choice Transition Managers on 02/04/2014; 02/05/2014; 02/25/2014." **Goal 6; Measure 1:** Updated measure: "Incorporate strategies in the new ADRC/No Wrong Door three year strategic plan to

	promote the WIA One-Stop delivery system."
	Goal 10; Baseline 3: Added the following baseline, "3. Presentation on SCSEP Performance levels provided to the Workforce Development Council on November 15, 2012."
VI; Basic Distribution of SCSEP Positions Within the State	Updated the following columns in Tables 1: • Persistent Unemployment • FY14 Participant Slots • Current State Participants • Current National Slots • PY15 State Targeted Participation

Attachment K:

National Grantee Letter of Support

ExperienceWorks
Formerly Green Thumb

The Idaho Commission on Aging
341 W. Washington
Boise, Idaho 83702

November 18, 2014

Dear Idaho Commission on Aging;

Experience Works, Inc. participated in the development of the Senior Community Services Employment Program (SCSEP) four-year plan and appreciates the opportunity to review the updates.

The updates are valuable and support the remaining two years of the plan and takes into consideration existing opportunities available in the state to enhance the program.

The SCSEP State plan supports collaboration between for profit businesses and community based organizations to provide referrals, engage in the recruitment of host agencies and find opportunities for unemployed seniors. The plan takes into consideration long term and short term occupation projections and provides ICOA with the guidance to assist participants with acquiring the necessary skills to find employment.

As a partner, we thank you for the opportunity to provide feedback to the SCSEP State Plan goals and objectives and support them.

Sincerely,

RJ Flowers
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