

# A FOCUS ON THE SCSEP PARTICIPANT

Participant-Focused Services

Tuesday 8:30 -9 am

# Who Are SCSEP Participants?

- Participants come from all walks of life. Culturally diverse, they are 55 to 90-plus year-olds who need and want to work.
- Most are women.
- Most have incomes below poverty.
- Most have significant barriers to employment.

# Profiles of Participants

## Many experience:

- Limited work experience or obsolete skills in today's economy
- Family, financial crises
- Lack of education, basic skills
- Language barriers
- Recent Immigration to the U.S.
- Health, Physical Barriers
- Environmental Barriers:
  - Age-ism
  - Geographical (rural, economy lacking jobs, transportation)

# Participant Characteristics

<u>Year 2000</u>		<u>Year 1980</u>	
Women	73%	Women	64%
Men	27%	Men	36%
<H. S. Ed.	33%	<H. S. Ed.	55%
Income At/BP	84%	Income At/BP	88%
Veteran	11%	Veteran	12%
Handicapped	13%	Handicapped	
Minority	43%	Minority	32%
60+ Age	83%	60+ Age	72%
70+ Age	39%	70+ Age	24%
Placed in Jobs	34%	Placed in Jobs	11%
Served	173%	Served	148%

# Participants Deserve:

- Quality Services
  - Services tailored individuals
  - Treating each participant with equal respect
  - Services provided in a timely, complete manner
  - Expectations of participants communicated clearly
  - Active listening, rechecking understanding

# More on Quality Services

- Written agreements and notices provided of any changes in participant's assignment/status
- Positive, constructive feedback shared; encouraging individual strengths and good performance; being honest, clear about improvements needed

# Participants and The Program

Keep in mind that  
Evaluation is a two-way  
street:

SCSEP assesses, evaluates  
Participants

Participants have many  
opportunities to  
evaluate the Program.



# A key part of service to participants is ongoing evaluation:

Evaluating individuals'

- » performance in community service assignments
- » Action on IEP agreements
- » training
- » individual job search activities



# Participants evaluate us

by their experiences of  
SCSEP:

- » the first interview,
- » assessment contacts,
- » host agency site monitoring,
- » job development with potential employers,
- » timely responses to questions
- » Lastly, formal, informal surveys (CS)

# Participant-Focused Interactions

Avoid cultural and age stereotypes –

- Prejudice, Age-ism are subtle and pervasive elements in our culture
- Avoid age-ism in language and attitude
- Monitor SCSEP staff interactions and communications

# Exercise: Creating Environments Where Participants Can Grow



# Table Exercise

- Two or more tables brainstorm best methods for creating and assuring participant-focused services.
- Two or more tables discuss and list a few examples of do's and don'ts with respect to subtle age-ist behavior and how to deal with age stereotyping.
- Each table share one best practice with the whole group.

# Next: Small Group Sessions

- Concurrent separate breakout sessions begin next for program and fiscal managers
- First session for program managers will cover recruitment, selection, eligibility determination, and enrollment issues
- First fiscal managers' session will cover financial management systems and cash management