WORKSHOPS CONDUCTED AT THE SCSEP BUSINESS MEETING
Philadelphia, PA
July 13-15, 2005

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5.	**Linking SCSEP and Higher Education** SCSEP staff and participants can benefit from stronger linkages with two- and four-year institutions of higher education. This workshop includes presentations about community colleges that are training SCSEP participants in computer basics and customer service; university students in gerontology and other classes that are involved in support of a local SCSEP program; and a case study of tuition-free higher education benefits available to older persons in one state. **(Material Not Available)** **Presenters:** Joel Millman, Arizona Department of Economic Security, Phoenix, AZ Tony Sarmiento, Senior Service America, Silver Spring, MD Elizabeth Yielding, NCOA, University of Louisiana at Monroe, Monroe, LA
6.	**Focusing the Highbeam on Health Care** Over the next several years, the health care industry expects to realize a 30% increase in jobs, making it not only one of the largest, but also the fastest growing industry in the US. By creating Community Service Assignments in this industry, it is possible to equip older workers for competitive employment in an environment of increasing labor shortages: a win-win situation! **Presenters:** Mark Dunlap, National Council on Aging, Pasadena, CA Bridget Harris, US Forest Service, Washington, DC Angela Miller, Mature Services, Akron, OH
7.	**Participant-Centered Success** This workshop showcases participant-centered approaches to enhance program creativity and success; through leadership, team effort, and motivation of others. This workshop also highlights Easter Seals' Participant Advisory Council. **Presenters:** Debbie Edmonds, Easter Seals, Mobile, AL Carol Salter, Easter Seals, Chicago, IL Joanne Waters, Center for Senior Employment, Modesto, CA
8.	**Hard Times, Good Jobs** This workshop discusses ways to impress employers with the economic advantages to hiring older workers. During "hard times," seniors can provide stability and a lifetime of valuable experience, in addition to utilizing the training they have already acquired in their worksite settings. Emphasis is placed on the benefit of special paid skill training provided for some potential employers through OJE opportunities. **(Material Not Available)** **Presenters:** Elizabeth Yielding, NCOA, University of Louisiana at Monroe, Monroe, LA
9.	**Welcoming New American Seniors: Learning the Language and Culture of the Workplace** Immigrant seniors face particular challenges as they learn to live and work in a new land. These challenges often include difficulties with using English and a sense of cultural dislocation and isolation from their new environment. This workshop assists SCSEP staff identify and address language and cultural barriers so they can better help immigrant seniors achieve economic self-sufficiency and meaningful civic participation. **Presenters:** Miriam Burt, Center for Applied Linguistics, Washington, DC Laura Chenven, Senior Service America, Silver Spring, MD Christine Takada, National Asian Pacific Council on Aging, Seattle, WA

10.	**MOU-ving Toward Shared Success**
	Developing and finalizing a comprehensive memorandum of understanding between older worker programs and our WIA partners is an insightful and valuable experience. Once finished and signed, the agreement lays the foundation for the provision of high quality workforce development services, the elimination of duplication, and shared success. These high-energy panelists lead a discussion on how to negotiate mutually rewarding agreements and what key components need to be included.
	Presenters:
	    Carol Salter, Easter Seals, Chicago, IL
	    JoAnn Williams, Florida Department of Elder Affairs, Tallahassee, FL
	    Billy Wooten, Experience Works, South Carolina

11.	**Empowering the Older Worker: Strategies That Promote Job Satisfaction, Job Retention, and Productivity, Regardless of Life's Challenges**
	Staff from the Employment and Training Administration and the Office of Disability Employment Policy are joined by staff from the Disability Program Navigator (DPN) System and a Customized Employment (CE) expert to discuss challenges faced by older workers and how these strategies can promote efficiency and satisfaction, creating a workplace where the older worker's contribution has maximum value. Participants are informed on how they can connect with existing DOL resources to accomplish their programs' employment objectives.
	Presenters:
	    Christopher Button, US DOL, Office of Disability Employment Policy, Wash., DC
	    Michael Callahan, Marc Gold & Assoc./Employment for All, Gautier, MS
	    James Downing, US DOL, Division of Disability and Workforce Programs, Wash., DC
	    Alexandra Kielty, US DOL, Division of Disability and Workforce Programs, Wash., DC
	    Merle Murray, Deleware Workforce Investment Board, Wilmington, DE

12.	**The Seduction of a One-Stop! How to Entice One-Stop Staff to Work Effectively with You and Your Clients**
	Presenters share their experiences in developing successful collaborative relationships with local one-stops. Learn different approaches that are working in different WIB areas.
	Presenters:
	    Kathryn Bruyere, Iowa Workforce Development, Sioux City, IA
	    Michi McNeace, Senior Service America, Inc., Silver Spring, MD
	    Becky Scott, Experience Works, Louisiana/Arkansas

13.	**Expanding WIA-Funded Intensive Services for Older Workers**
	This workshop includes a description of two projects funded by WIA Intensive Services: On-the-Job Training and One Stop Access Points for Mature Workers. Each panelist shows how his or her services met local needs and attracted WIA funds and discuss some of the barriers they overcame to secure funding.
	Presenters:
	    Dixie Cook, Mercy Senior Care, Rome, GA
	    Paul Magnus, Mature Services, Akron, OH

14.	**"What's 'Sup?" Supplementation vs. Supplantation**
	This workshop discusses recognizing and preventing Maintenance of Effort (MOE). Top 10 list of MOE Red Flags, the importance of monitoring in catching red flags, and the roles that the IEP and training play in detering Maintenance of Effort violations.
	Presenters:
	    Valerie Clark, Mature Services, Akron, OH
	    Janice Gathers, Mature Services, Hermitage, PA
	    Julie Sheeley, Mature Services, Youngstown, OH

15.	**How to Issue a Request for Proposal (RFP) for SCSEP services at the State Grantee Level**
	Attendees learn how to develop a SCSEP RFP at the state grantee level and competitively select SCSEP providers at the regional level. Attendees have a better understanding of when to competitively select SCSEP services. Attendees leave the workshop with an understanding of the pros and cons of competitively selecting SCSEP services for a state grantee.
	Presenters:
	    Rocco Claroni, Pennsylvania Department of Aging, Harrisburg
	    Jeff Kemp, Alaska Department of Labor and Workforce Development, Juneau, AK

16.	**Access to Benefits: Helping Low-Income Seniors Find and Enroll in Prescription Drug Savings Programs** This workshop focuses on how on-line tools are helping many communities assist SCSEP program participants and other low-income persons find and obtain a wide variety of supportive services, including prescription drugs. Learn how *Access to Benefits Coalition* (ABC), *BenefitsCheckUP* and *BenefitsCheckUP RX* are reaching out to the most vulnerable persons to help make the cost of medicines more affordable. **(Material Not Available)** **Presenters:** Wendy Zenker, The National Council on Aging, Washington, DC

17.	**Working with the Private Sector: Lessons Learned**
	Hear from three SCSEP 502(e) Grantees about their experiences and "lessons learned" in the implementation of the grant and placement of SCSEP participants in the private sector. Learn how grantees developed partnerships, provided pre-employment training, achieved job placement and the roadblocks along the way. **(Material Not Available)**
	Presenters:
	    Dave Holder, The New York Diagnostic Center, New York, NY
	    Alex Nerangis, SER, Irving, TX
	    Terry Reynolds, Senior Service America, Silver Spring, MD
	    Nena Siverd, Veterans Outreach Center, Rochester, NY

18.	**Information Technology Training: Opportunities for Rural Seniors**
	Learn how to develop new training and employment opportunities for older workers in rural America by utilizing demands in information technology. This workshop provides a review of the Experience Works, Inc. highly successful Rural Revitalization through Technology Project. Hear how innovative strategic alliances involving public/private partnerships resulted in successful project goal achievement.
	Presenters:
	    Jean Bennett, Experience Works, South Dakota
	    Dick Freeman, Experience Works, Iowa
	    Bryce Hammond, Experience Works, Montana

19.	**Recruitment Strategies that Work in Rural Communities**
	Learn how to create a map of local recruitment results. Use this effective visual to analyze gaps and develop a targeted recruitment methodology. Management tools provided include a recruitment plan of action and individual work plans. Explore recruitment as an integral part of a territory profile, a living document used by field staff to organize their work and achieve goals.
	Presenters:
	    Elizabeth Fry, Experience Works, Pennsylvania
	    Steve Weeks, Experience Works, Pennsylvania

20.	**"Who Dunne It and How?"**
	This is an exercise to explore team building concepts through a "who dunne it" scenario (a murder mystery). Participants gain an understanding of leadership and potential leadership skills as well as the importance of the group dynamics in identifying issues and proposing creative solutions. **(Material Not Available)**
	Presenters:
	Sally Anne Brown, Utah Division of Aging and Adult Services, Salt Lake City, UT
21.	**Adding Value: SCSEP and the Power of Coalitions**
	Partnership coalitions have the potential and the power to help you share effective practices, create informal mentoring contacts, and get you useful news and information quickly. This workshop highlights processes for developing and maintaining coalitions, as well as the many benefits the presenters have experienced. Hear about the issues and projects undertaken (past, present and future) from the Northwest Older Workers Coalition, the National Older Worker Employment Partnership, and the Colorado Older Workers Task Force.
	Presenters:
	Melinda Adams, Idaho Commission on Aging, Boise, ID
	Susan Cornejo, Colorado Department of Human Services, Denver, CO
	Jeff Kemp, Alaska Department of Labor and Workforce Development, Juneau, AK
	Audrey Krebs, Colorado Department of Human Services, Denver, CO
22.	**Electronic Tools: Finding Demand-driven Models that Work**
	Learn about the DOL Employment and Training Administration's newest electronic tools – your one-stop website at www.workforce3one.org to meet your demand-driven needs. The demo highlights this new website with its valuable features on partnership approaches; effective ways to engage business; demand-driven career guidance; webinars and self-paced learning; solutions-based tools and products; and communities of practice. The workshop session previews the latest up-dates to ETA's www.careeronestop.org and the new www.careervoyages.org website.
	Presenters:
	Harvey Ollis, US DOL, ETA E-Tools Group, Washington, DC
23.	**How to Make the Media your Megaphone**
	This seminar teaches participants how to work effectively with the media and place stories about SCSEP programs, services and operations in the local prints, broadcast and Internet press. Participants learn how the media operate, what deadlines they face on an ongoing basis, how and when they like to receive information, and in what format. This seminar is particularly helpful for preparing a local media outreach program for SCSEP's 40th Anniversary this September.
	Presenters:
	Dave Groobert, Environics Communications, Washington, DC
	Tracy Krughoff, Environics Communications, Washington, DC
24.	**Finding Hidden Treasures in Your Community**
	Participants discover the importance and benefits of establishing and maintaining good community relationships. Tips and tools to develop, coordinate and implement community outreach and relations programs are discussed. Strategies for enhancing communications with residents, businesses, other civic and community groups, and local government officials are shared.
	Presenters:
	Dave Groobert, Environics Communications, Washington, DC
	Tracy Krughoff, Environics Communications, Washington, DC

25.	**Financial Management Requirements for SCSEP Grantees**
	This workshop addresses the general requirements for the financial management of the SCSEP grant. The workshop focuses on the unique constraints or obligations for SCSEP such as cost limitations, cost classification and financial reporting.
	Presenters:
	Judi Fisher, US DOL, Division of Financial Grants Management Policy, Wash., DC
26.	**Grant Management Requirements for SCSEP grantees**
	This workshop addresses the requirements for managing grant activity under the SCSEP grant. The workshop focuses on those aspects of grant management such as match requirements, procurement and audit requirements as they apply to the SCSEP program.
	Presenters:
	Judi Fisher, US DOL, Division of Financial Grants Management Policy, Wash., DC
27.	**Disability-Related Laws and the SCSEP Program**
	This workshop familiarizes attendees with the disability requirements applicable to DOL financial assistance recipients. The workshop highlights such topics as reasonable accommodation, accessibility standards, communication, and collection and maintenance of medical information.
	Presenters:
	Denise Sudell, Civil Rights Center, U.S. Department of Labor, Washington, DC
28.	**Significant Equal Opportunity (EO) Obligations of DOL Financial Assistance Recipients**
	This workshop familiarizes attendees with general obligations applicable to financial assistance recipients. Workshop topics cover the role and responsibilities of persons designated to coordinate EO compliance and the key element of a discrimination complaint process and the procedures for processing discrimination complaints.
	Presenters:
	Greg Shaw, Civil Rights Center, U.S. Department of Labor, Washington, DC
29.	**Understanding SCSEP Edits and QPR Calculations**
	This workshop presents materials to help grantee and subgrantee staff understand the edits that are applied to all SCSEP data to ensure that QPRs are accurate. These edits result in both warning messages and in the rejection of participant records. Learn how the QPR counts and performance measures are calculated, including how the timing of follow ups affects quarterly and final QPR performance outcomes.
	Presenters:
	William Borden, Mathematica Policy Research, Princeton, NJ
30.	**What's New With SPARQ 2?**
	A nuts and bolts session on what to expect in the new program year when SPARQ 2.0 is implemented. Topics include a review of the new functionality that will be introduced, what you can expect when converting from DCS to SPARQ 2.0, as well as an overview of how the overall submission process will change. An important session for those who are responsible for the hands-on processing of SCSEP data.
	Presenters:
	Rose Pritchard, Mathematica Policy Research, Princeton, NJ
	Robert Soltis, SAIC, Falls Church, VA
	Jim Zoller, SAIC, Falls Church, VA

31.	**Using Managements Reports and the QPR to Manage Your Project**
	The Management Reports and the QPR provide a wealth of data that project managers can use to understand the characteristics and status of their participants, manage day-to-day operations, and track participants' progress. This workshop provides practical tips for interpreting and using these reports.
	Presenters:
	    Bennett Pudlin, Charter Oak Group, Glastonbury, CT
	    Ronald Schack, Charter Oak Group, Glastonbury, CT

32.	**What the QPR and the Customer Satisfaction Surveys Can Teach Us**
	The QPR and the customer satisfaction survey reports are not just scores you receive at the end of the year to tell you whether you have met your performance goals. They are also road maps that can direct you to superior service to your SCSEP customers. Learn how to use these tools to improve the quality of your services and maximize your performance.
	Presenters:
	    Barry Goff, Charter Oak Group, Glastonbury, CT
	    Bennett Pudlin, Charter Oak Group, Glastonbury, CT

33.	**One-on-One/ Hands on Session**
	(Material Not Available)
	Representatives from:
	    Charter Oak Group: Bennett Pudlin, Barry Goff, Ronald Schack
	    Mathematica Policy Research: Bill Borden, Rose Pritchard, Terry Cram, Matt Potts
	    SAIC: Robert Soltis, Jim Zoller

34.	**Open Discussion of Performance Issues** **(Material Not Available)** **Representatives from:** Charter Oak Group: Bennett Pudlin, Barry Goff, Ronald Schack
35.	**Data Collection for Beginners** This session is designed for new and less-experienced personnel who need more grounding in the basics of the data collection system. We explain how to use the Data Collection Handbook, and flag major issues in data collection and use of the DCS. **Representatives from:** Charter Oak Group: Bennett Pudlin, Barry Goff, Ronald Schack
36.	**Advanced Data Collection** This session includes a presentation of the new data elements and the new Common Measures earnings gain, along with an open Q & A session for more experienced staff who have mastered the basics of working with the data collection system. **Representatives from:** Charter Oak Group: Bennett Pudlin, Barry Goff, Ronald Schack