

California Department of Aging  
Senior Community Service Employment Program (SCSEP)  
Transition Planning Process  
August 2010

One year before participants' exit:

- Develop a month-by-month matrix or Microsoft Excel spreadsheet to chart the participants that are scheduled to exit starting July 1, 2011. Participant information will be available in the SCSEP Performance and Results QPR (SPARQ) database in August 2010.
- Train SCSEP staff on required transition processes and the priority activities they will need to undertake.
- Beginning July 2010, inform all participants, in writing of the maximum time they have remaining in the Program.
- As new participants enter the Program, inform them in writing of the number of months they have to obtain unsubsidized employment. This information must be included in the orientation process.
- Establish a realistic assessment of each participant's strengths and weaknesses, with input from the host agency supervisor and staff that work closely with the participant.
- For all participants with a year or less of services remaining, reassess their current Individual Employment Plan (IEP) and include a transition plan.
- Triage participants into three groups:
  - Participants with unsubsidized job potential.
  - Participants with possible unsubsidized job potential.
  - Participants who will most likely never achieve unsubsidized placement.
- Participants with unsubsidized job potential:
  1. Focus on job skills and placement. This includes such strategies as host agency rotation, specialized training, on-the-job employment, and other escalated job development efforts.
  2. Provide job development services to participants (i.e., interviewing techniques, job search skills, job leads, employment workshops, job clubs, etc.).
  3. Reassess participants' placement potential quarterly. At the beginning of the last quarter before exiting, decide if obtaining a job is still a viable option. If so, keep the participant in intensive job search and training. If it appears they will not find employment before exiting the Program, transition them to safety net planning as described below.

- Participants with possible unsubsidized job potential:
  1. Update the participant's IEP and offer job development services (i.e., interviewing techniques, job search skills, job leads, employment workshops, job clubs, etc.).
  2. If the participant does not obtain unsubsidized employment after six months begin safety net planning.
  
- Participants who will most likely never achieve unsubsidized placement:
  1. Work with the participant to continue to find unsubsidized employment and provide job development services (i.e., interviewing techniques, job search skills, job leads, employment workshops, job clubs, etc.).
  2. Incorporate safety net planning into their updated IEP.
  
- Safety net planning consists of the following:
  1. Ensure each participant has a personal budget. This budget should not include SCSEP wages.
  2. Make referrals to appropriate programs that can provide further employment assistance:
    - Local One-Stop Career Centers
    - Stipend programs: Corporation for National and Community Service and Senior Corps, Foster Grandparents/Senior Companion Programs. Volunteers can serve up to 40 hours a week and some volunteers qualify to earn tax-free hourly stipends.
  3. Ensure the participant is enrolled in all appropriate social service programs.
  4. Determine if the participant has a social support network and make certain that they are alerted to this individual's soon to be increased vulnerability. Note: Staff must first receive permission in writing from the participant before contacting their social support network.
  5. Provide participants with a list of services available in their area such as local health services organizations, senior centers, and other organizations that serve the local area.
  6. Train participants to use Internet resources such as CalJobs, Career Builder, Vet Central, One Stop Career Center, Monster Jobs, local newspapers, and other listings of major employers.

In addition to the process outlined above, staff must:

- Provide supportive services as appropriate: gas, food and clothing vouchers, glasses, minor car repairs, vehicle registration, bus

- passes, licenses/certifications, help with health care costs, housing, and utility bills.
- Establish a quarterly schedule of counseling and IEP follow-ups to refocus participants on the reality of exiting the Program.
  - Offer participants refresher courses in skills such as basic education (Math & English), typing, and basic Microsoft Word and Excel computer courses.
  - Keep in contact with participants on a bi-weekly basis to ensure they are following their IEP.
  - Assist participants to update their resume to include their most current training and host agency assignment information.
  - Assist participants in obtaining letters of recommendation from past or current employers.
  - Provide a list of places where computers are available for public use.
  - If applicable, refer participants to the California Department of Vocational Rehabilitation.

**Note about SCSEP participant staff:** Participant staff should be assessed in the same manner described above and be provided with services based on their potential for obtaining unsubsidized employment. DOL recommends having new participant staff recruits shadow current participant staff for approximately three months before the existing staff exit.

### **Additional Information**

- Contact host agencies to inform them about durational limits and how they will impact their agency.
- Establish a participant recruitment plan to refill each slot.
- Maintain case notes on all activities associated with a participant's transition plan. Good case notes become more critical when working with participants to ensure that they receive appropriate assistance before exiting the Program.
- Develop partnerships with organizations and agencies providing supportive services to be knowledgeable of the most current services available in your area.
- Establish a host agency recruitment plan to support new participants.