

U.S. Department of Labor

Employment and Training Administration
200 Constitution Avenue, N.W.
Washington, D.C. 20210



March 20, 2015

The Honorable Gary R. Herbert
Governor of Utah
Utah State Capitol
Suite 200
Salt Lake City, UT 84114

Dear Governor Herbert,

The Senior Community Service Employment Program regulations at 20 CFR 641.340(a) require that the Governor or highest government official review the current State Plan and submit an update to the Secretary of Labor for consideration and approval “not less often than every two years.” The current four year state plan covers Program Years 2012 through 2016.

This letter is to notify you that the Employment and Training Administration has reviewed and approved Utah’s Senior Community Service Employment Program (SCSEP) State Plan Two-year Modification for Title V of the Older Americans Act (OAA). This approved SCSEP modification is valid through June 30, 2016.

The purpose of the SCSEP State Plan modification is to foster coordination among the various SCSEP grantees and sub-grantees within the state and facilitate the efforts of the stakeholders, including state and local boards to accomplish the goals of SCSEP. The DOL encourages you to review your SCSEP State Plan more frequently and to make modifications as circumstances warrant.

Thank you for your submission and the efforts to coordinate services in your state. If you have any questions, please contact your Federal Project Officer Bill Martin, martin.bill@dol.gov.

Sincerely,

Sara Williams
Grant Officer

Utah SCSEP Program Update to Four-Year Strategic Plan 2012-2016

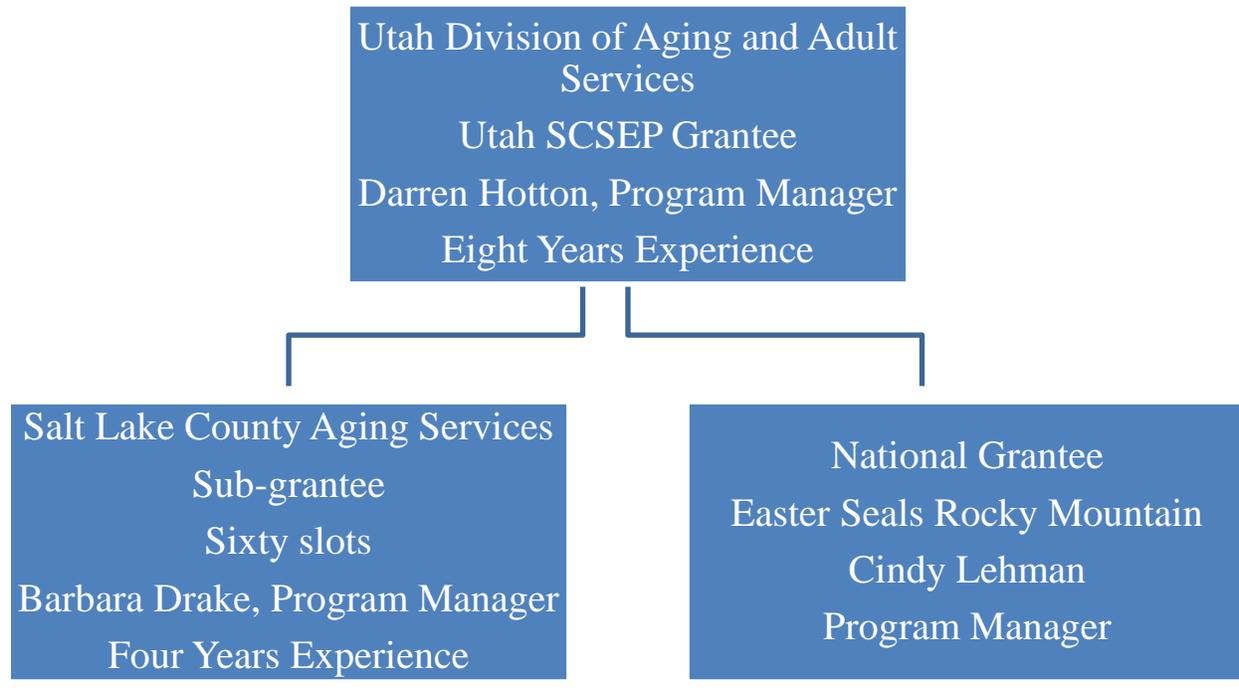
Update October 2014

Section 1. Utah SCSEP State Plan Modification

The Utah SCSEP Program Four-Year Strategic Plan 2012-2016 has only two updates/modifications from the original plan submitted in 2012. The first modification is the current makeup of the program with grantee and sub-grantee. The second modification is the update to Utah local workforce characteristics. The information was updated by the Utah Department of Workforce Services.

A. Senior Community Service Employment Program (SCSEP) for the Utah SCSEP program

The State Division of Aging and Adult Services (DAAS) will contract with one Area Agency on Aging (AAA), which expressed an interest and demonstrated the ability to place older individuals into meaningful community service assignments. In addition, this agency has been successful in achieving the required fifty percent placements for unsubsidized employment. We are always striving to increase our placement rates. At DAAS, the key grant staff is Darren Hotton. He will spend forty percent of his time assigned to this grant. DAAS will contract with Salt Lake County Area Agency on Aging for sixty (60) slots. Salt Lake County AAA has in place a designated Title V Program Manager who oversees the program in their county. The Salt Lake County AAA key staff are Barbara Drake (Program Manager), Teresa Howes (Employment Specialist), Charleen Lee (Employment Specialist), Kelly Roemer (Employment Specialist), and Jerry Urlacher (Employment Specialist). Salt Lake County AAA is responsible for training staff, recruiting enrollees, recruiting host sites, and locating employers. Salt Lake County AAA also assists in core and intensive training activities to enable enrollees to become job ready. They partner with the One-Stops and clients are co-enrolled.



States, which include SCSEP in the Integrated Workforce Plan must include:

- **Long-term projections for jobs in industries and occupations in the State, which may provide employment opportunities for older workers. (20 CFR 641.302(d).) (May alternatively be discussed in the economic analysis section of the strategic plan.)**

Short-Term Projections to 2015

The economic recovery has taken hold in Utah since 2011 with solid annual job growth of about 3.3 percent in 2012 and 2013. Similar employment increases are projected to occur in 2014 and 2015, increasing on average by 3.2 percent each year. Over this two-year period, there should be about 86,800 new payroll jobs and 4,200 new self-employment jobs. Over the short term projection period, new jobs will be added by almost all major industry groups.

The industry groups adding the most new positions are as follows. Within professional and business services, two industries, professional/scientific/technical services (9,600 new jobs) and administrative support services (9,100 new jobs) are the leading growth sectors. Retail trade is expected to add 8,800 new jobs, primarily from nonstore retailers, motor vehicle and parts dealers, food and beverage stores, health and personal care stores, and building material /garden supply stores. Educational services should also supply a large number of new positions, particularly colleges/universities (4,400 new jobs) and elementary/secondary education (4,600 new jobs). The healthcare sector will have significant gains, among hospitals (2,500 new jobs), nursing/residential care (2,400 new jobs) and ambulatory healthcare services (2,000 new jobs). The construction industry, which was hit the hardest during the recent recession, should add about 11,100 jobs among specialty trade contractors (8,100 new jobs), construction of buildings

(2,500 new jobs), and heavy and civil engineering construction (500 new jobs). Transportation and warehousing industry will likely contribute 5,600 new positions, the largest contributor being truck transportation (2,000 new jobs). Within the leisure and hospitality sector, the large food services industry will contribute about 5,900 new jobs. Manufacturing industries are expected to add 4,400 new jobs over the projection period.

Long-Term Projection

The healthcare sector is expected to dominate employment growth in Utah over the next decade. Projections for 2012 to 2022 indicate ambulatory healthcare, hospitals, and nursing/residential care industries will grow by almost 43,500 positions total. The education sector should also be a prime creator of new employment. Colleges/universities and elementary/secondary schools are expected to generate approximately 29,000 net new jobs. Other industries with large employment bases such as food services (19,300 additional jobs), specialty trade contractors (18,200 new jobs), local government (9,200 new positions), and general merchandise stores (6,000 new jobs) should add significant numbers of new positions to the Utah economy over the next decade.

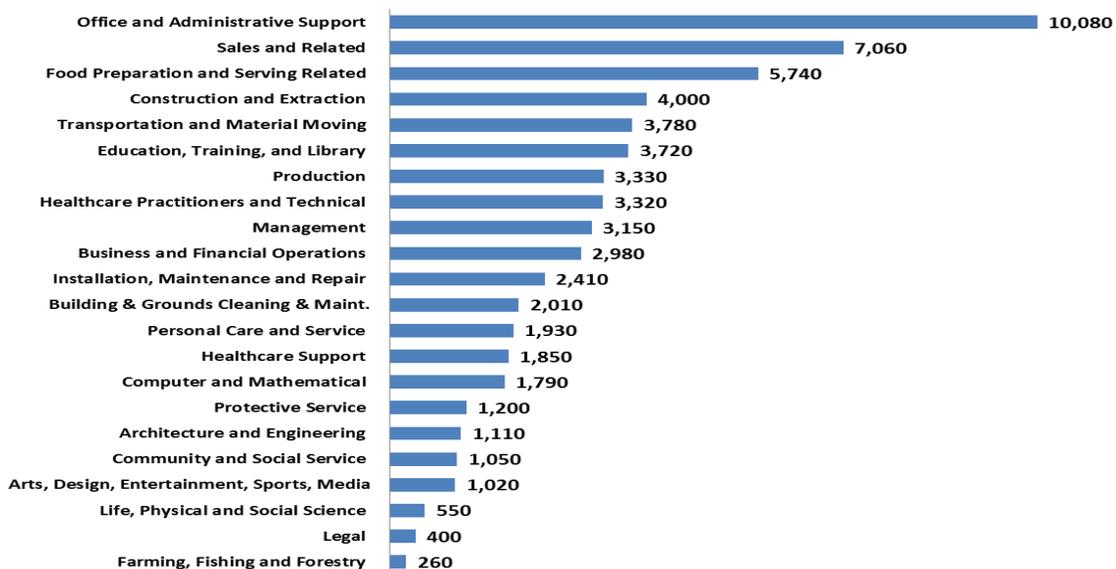
Long-term, Utah expects to experience employment declines in very few industries. Employment in the federal government (excluding the Post Office) is expected to fall 2,600 by 2022. Each of the following industries will decline by less than 500 jobs over the decade: printing, utilities, electronic markets, and coal mining.

In general, over the next decade, Utah industries expected to show the most rapid annual growth rates can be categorized into four categories—healthcare, education, administrative support, and technical services. The following industries are projected to rank among the fastest growing increasing on an average annual rate above five percent from 2012 to 2022: Other ambulatory health care (5.7 percent), educational support services (5.3 percent), office administrative services (5.2 percent), home health care (5.1 percent), and management/technical consulting service (5.0 percent).

Short-Term Occupational Growth to 2015

Following the industrial trend, the expanding Utah economy is expecting a broad range of

**Utah Major Occupational Groups
Annual Average Openings: 2012 to 2022**

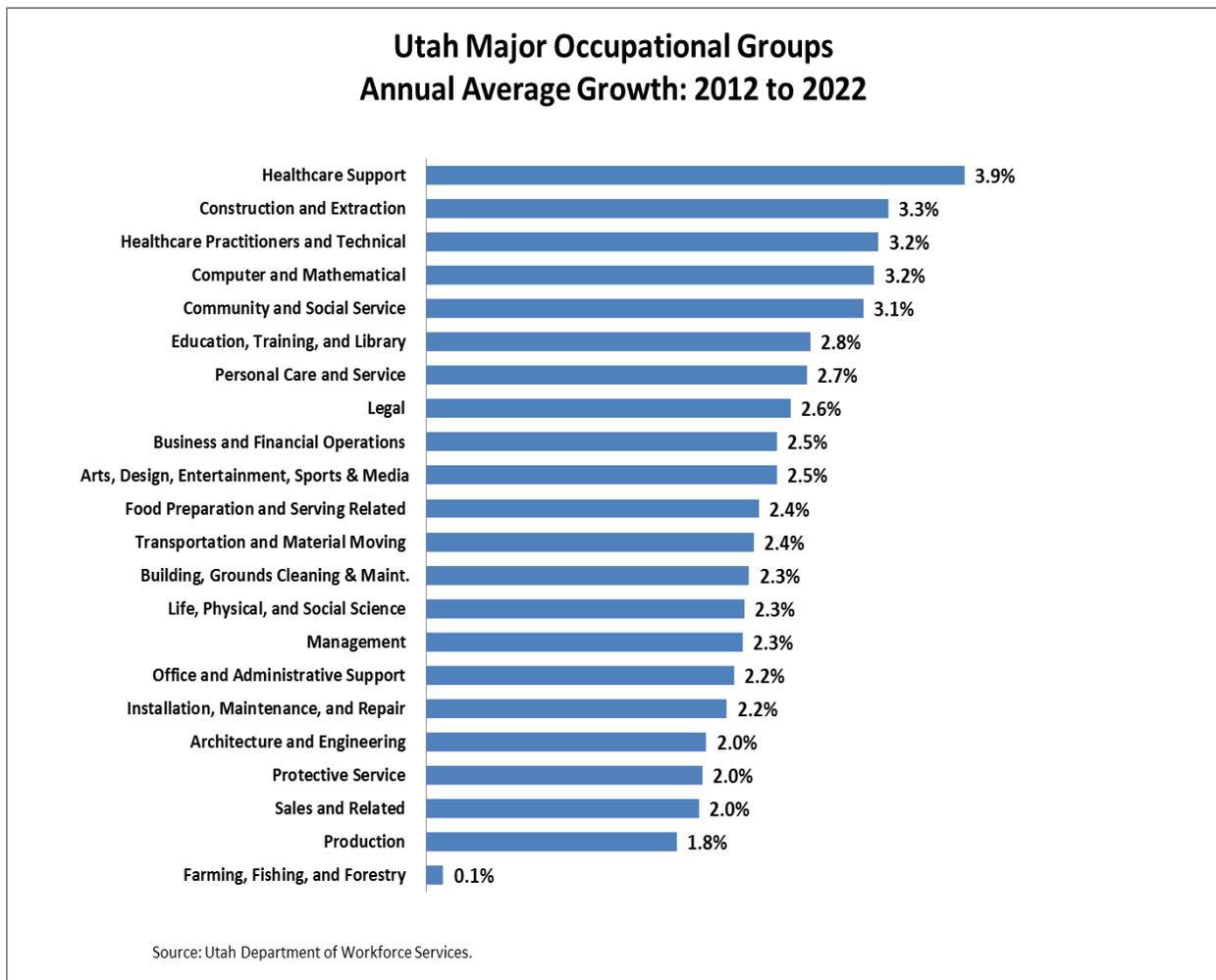


Source: Utah Department of Workforce Services.

occupational opportunities. Major occupational groups projected to show the highest level of new jobs include office and administrative support, sales, construction, food preparation, transportation, and healthcare. Most of these major occupational groups currently account for a high share of total employment and are related to industries generating the highest levels of new employment.

In terms of growth rates, occupational groups with the fastest expansion are directly tied to rapidly growing industries. Construction, computer, sales, business/financial, and personal care/service occupations are projected to show the fastest growth rates in the near-term.

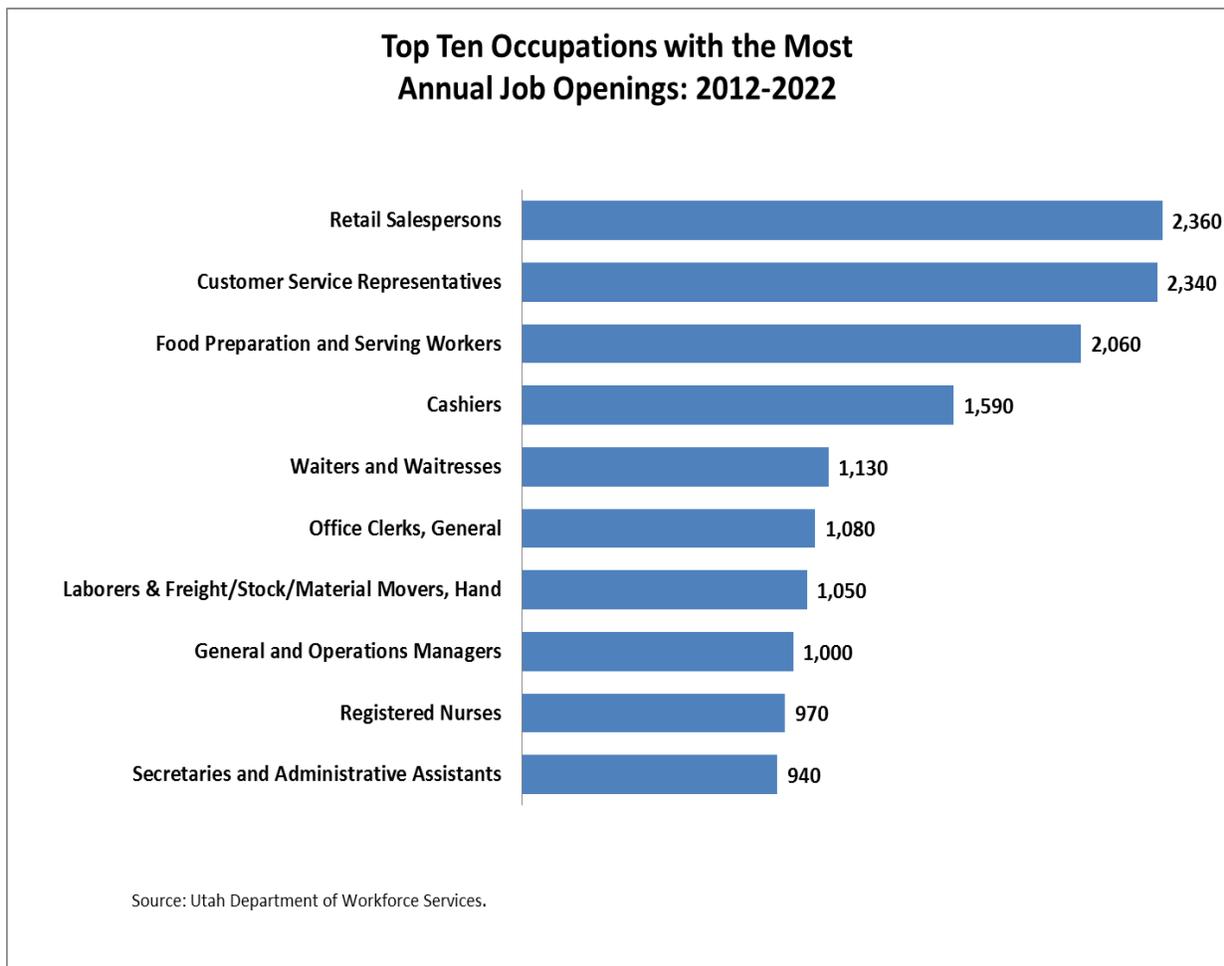
At a detailed occupation level, occupations, which account for a large share of current employment are also typically those with a high level of projected openings over the next two years. Retail salespersons, customer service representatives, fast food workers, general office clerks, cashiers, and construction laborers rank at the top of the highest-openings list. Occupations with the fastest growth rates are almost entirely related to construction as that industry continues to make up losses suffered in the last recession. Biomedical Engineers stand out as the one non-construction-related occupation on the fastest growing list.



Long-Term Occupational Growth

Projections show office and administrative support (clerical) occupations should have the largest number of total annual openings between 2012 and 2022 in Utah. This situation is directly related to the fact this occupational group currently maintains the largest employment level in the state. In other words, although technology has eliminated the need for many clerical workers, its current size dictates a large number of openings. Other groups with substantial numbers of annual openings include sales, food preparation and serving, construction and extraction, as well as transportation and material moving occupations.

Ranking these major occupational groups by their growth rate paints a somewhat different picture. Healthcare support and healthcare practitioner occupations show the first and third highest projected annual rates of expansion at 3.9 and 3.2 percent respectively, compared with the average of 2.4 percent for all occupations. Construction and extraction, computer and mathematical, as well as community and social service are also listed among the top five major occupational groups with high rates of growth.



At a detailed level, occupations with the largest numbers of projected openings are again typically those with current high levels of employment and/or high replacement needs. These

occupations include retail sales workers, customer service representative, fast food workers, cashiers, waiters/waitresses, and general office clerks.

- **A discussion of how the long-term job projections discussed in the economic analysis section of the strategic plan relate to the types of unsubsidized jobs for which SCSEP participants will be trained and the types of skill training to be provided. (20 CFR 641.302(d).)**

The Utah SCSEP program is concerned for the participants in the SCSEP program. According to the Utah Department of Workforce Services, the following industries are projected to rank among the fastest growing from 2012 to 2022: *Other ambulatory health care (5.7 percent), educational support services (5.3 percent), office administrative services (5.2 percent), home health care (5.1 percent), and management/technical consulting service (5.0 percent) are expected to show rapid expansion on an average annual basis.* Some of these industries such as management/technical consulting do not have occupations with job skill training for SCSEP participants. The Utah SCSEP participants’ lack the education and experience to apply for these positions. However, the SCSEP participants can be trained for the “supportive services” to these industries. Attached is the “High Growth Industries for Workers Ages 65-99”, these industries follow more closely the training provided to SCSEP participants.

**Utah High Growth Industries for Workers Ages 65 to 99
Top 10 Industries Ranked on the Greatest Employment
Private Firms Only**

Rank	Industry	Average Quarterly Employment Year-ending 3rd Q 2013	Percent Growth in Employment 3rd Q 2012 to 3rd Q 2013	Hiring Growth 3rd Q 2012 to 3rd Q 2013	Percent Hiring Growth 3rd Q 2012 to 3rd Q 2013	Hiring 3rd Q 2013	Hiring 3rd Q 2012	Average New Hire Earnings Year-ending 3rd Q 2013
	All NAICS Subsectors	34,882	7.7%	705	18.4%	4,537	3,832	\$1,999
1	541 Professional, Scientific, and Technical Services	2,646	17.4%	17	6.7%	270	253	\$3,335
2	561 Administrative and Support Services	2,613	13.9%	135	21.6%	759	624	\$1,591
3	722 Food Services and Drinking Places	2,242	4.9%	114	34.7%	443	329	\$1,082
4	621 Ambulatory Health Care Services	1,574	12.4%	25	19.8%	151	126	\$3,230
5	238 Specialty Trade Contractors	1,478	15.3%	82	27.1%	385	303	\$2,108
6	452 General Merchandise Stores	1,267	1.7%	2	2.5%	81	79	\$1,304
7	611 Educational Services	1,221	0.9%	-9	-6.7%	126	135	\$1,659
8	423 Merchant Wholesalers, Durable Goods	981	7.1%	21	46.7%	66	45	\$2,809
9	721 Accommodation	979	3.3%	13	9.4%	152	139	\$1,295
10	484 Truck Transportation	933	7.9%	30	25.6%	147	117	\$2,251

Source: U.S. Census Bureau, Local Employment Dynamics.

The following is an analysis of Utah’s SCSEP Strengths, Weaknesses, Threats, and Opportunities in employment opportunities for participants.

Strengths

- Most of the Host Agencies in the Utah SCSEP program train the individual in skills needed to be employed in the Healthcare industry (Administration, Supportive Services, and Intake).

- Most of the Host Agencies in the Utah SCSEP program train the individuals in skills needed to be employed in the Educational Infrastructure (Administration, Support Services, and Intake).
- Most of the Host Agencies in the Utah SCSEP program train the individuals in skills needed to be employed in the Social Assistance (Administration and Support Services).
- All Utah SCSEP program individuals have access to training in adjunct services for all growth industries (Janitors, Drivers, Kitchen help, etc.).
- All Utah SCSEP programs have partnered with community colleges and technology colleges for skill-specific training.
- Easter Seals – Goodwill Northern Rocky Mountain SCSEP uses monitoring and rotation of host agencies to ensure the participants are continually learning and acquiring skills, which will aid them in finding and retaining employment when the community service training has completed. The monitoring visits are to educate the host agency supervisors about the goals of SCSEP. The monitoring offers the host agency and the participant to share feedback about how the training is readying the participant for employment and what additional training the participant may need to become employable.

Weaknesses

- Most Administrative and Support Services jobs lead to low pay.
- The education level for most high growth industries is out of reach for most SCSEP individuals. Currently, over fifty percent of Utah’s SCSEP participants have a high school diploma or less.
- Workforce Investment Act training funds have reduced over the last three years.
- Utah SCSEP individuals have trouble accessing Utah Workforce Investment Act services.

Threats

- Basic skills needed for employment defined by the Utah Department of Workforce Services (mentioned above).
- Utah’s low employment rate causes a struggle with Utah’s younger workforce. Fifty percent of Utah’s workforce is thirty-five years or younger. This allows employers to discriminate toward younger workers.
- Utah SCSEP individuals have trouble accessing Utah Workforce Investment Act services.

With the information received under the Strengths, Weaknesses, and Threats, the Utah SCSEP Program has decided the following Opportunities will be used over the next four years to help improve our supporting employment opportunities for participants.

Opportunities

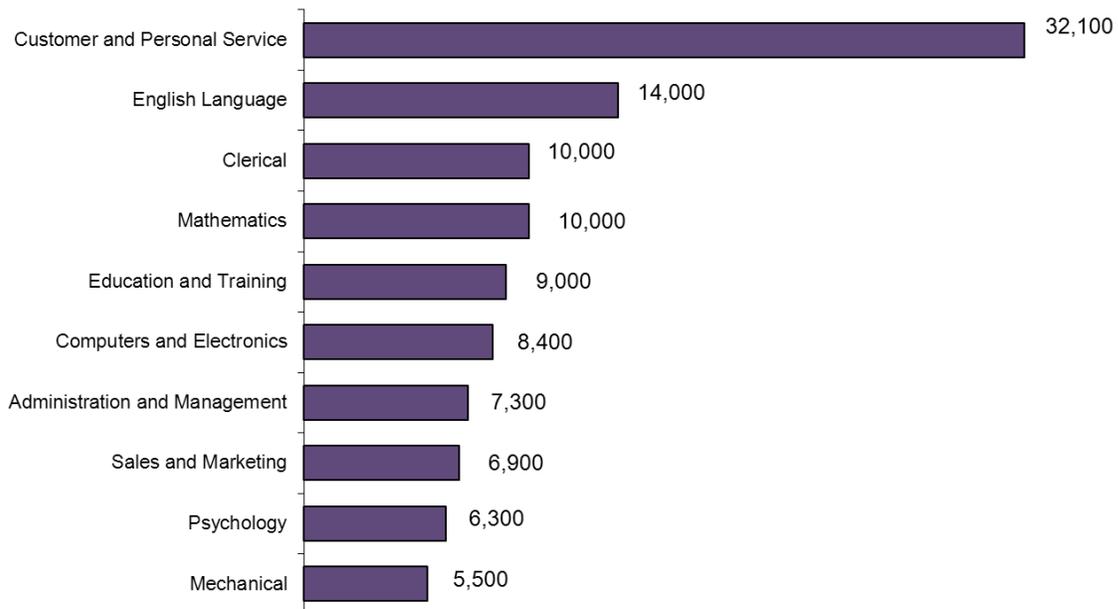
- The Utah SCSEP program sub-grantees (Salt Lake County Aging Services, Davis County Bureau of Health Promotion and Senior Services, and Weber Area Agency on Aging) will become members of the Local Workforce Investment Act board.
- The Utah SCSEP program with its partners, will look for a cost-effective, useful assessment tool. A proper assessment tool helps the Utah SCSEP program more effectively serve the SCSEP participants. With an improved assessment process, training needs and learning abilities and styles will be better identified. With this, better training opportunities

and placements will be recognized and based on better placements, there should be an increased unsubsidized placement rate.

- The Utah SCSEP program will work with the Local Workforce Investment Act Boards to find ways for SCSEP individuals to access WIA services.
- Easter Seals – Goodwill Northern Rocky Mountain SCSEP will better utilize their Business Advisory Council (BAC) to assist in making assessments on participants’ resumes, interviewing skills, and additional skills needed to better prepare them for employment. Easter Seals is evaluating assessment tools to determine which one will be the best fit for the program, to provide better assessment of a participant’s skills when entering SCSEP and assess how they have improved upon exiting SCSEP.
- Current and projected employment opportunities in the state (such as by providing information available under W-P Section 15 (29 USC 491-2) by occupation) and the types of skills possessed by eligible individuals. (20 CFR 641.325(c))

“Basic” skills dominate the top-ten “in-demand” skills for Utah. In other words, the most important skills in the labor market - regardless of education or occupation - are basic skills. These foundational skills are so important because they prepare workers to acquire other skills and will allow Utah’s workers to adapt quickly to shifting more detailed short-term skill and knowledge requirements. In particular, reading comprehension, active listening, critical thinking, and active learning top the list. Coordination and instructing are high-demand skills in the “social

2018 Projected Employment for Top In-Demand Knowledge Areas



*Employment in occupations where the knowledge area is at least moderately important to job performance, and the occupation requires at least a moderate level of knowledge competence.

Source: Utah Department of Workforce Services 2008-2018 Occupational Employment Projections.

skill” category. Time management ranks as the only high-demand “resource management” skill.

In Utah, the high-demand skills list for occupations requiring post-secondary training and the list for jobs requiring on-the-job training are very similar. Even as jobs require more education, basic skills show the highest levels of employment demand. Basic skills attainment is critical for Utah’s workforce in the long-term. A basic-skills deficiency may preclude obtaining highly-coveted technical skills in the short-term.

A strong underpinning in basic skills provides workers with the resources to learn new technical skills and quickly switch occupations as labor force demand changes. These technical skills are important for Utah’s workforce.

Utah’s current occupational projections show healthcare-related occupations will continue to provide some of the most rapid employment expansion. Along with the increased demand for healthcare occupations, trends show higher-than-average growth rates for computer-related occupations—designing, coding (software), repairing, etc. As technology improves and computers take over an ever-increasing number of tasks, jobs will be required to prepare and repair them for assigned computing tasks. In addition, projections more subtly reflect the need for technical, computer-related skills in many occupational categories. The automobile mechanic of the past is now an automobile technician because the level of technical, computer-related skills required for this occupation have increased dramatically.

Another trend entrenched in the projections data is the increasing education/skill levels required by jobs in general. Each year, the share of jobs, which require some type of college degree increases. While jobs, which require short-term on-the-job training, may dominate the current labor market, their share of that market continues to shrink.

If adequately prepared with the in-demand basic skills, Utah workers will be able to obtain knowledge in high-demand areas. These top knowledge areas provide guidance for training emphasis. Customer and personal service far outranks any other knowledge requirement area.

Knowledge of the English language also ranks high on the list. English knowledge may be an area particularly at risk for a generation, which has grown up doing more “texting” than academic writing. Within the in-demand knowledge areas, the need for technical training is also apparent. Other important knowledge areas? Clerical (a high portion of Utah’s jobs require clerical skills), mathematics, education/training, and computers.



Skills Employers Want

Source: National Association of Colleges and Employers Survey.

National employer surveys also indicate the need for workers to have basic and “soft” skills now and in the future. For almost a decade, the National Association of Colleges and Employers has surveyed employers about their “most-wanted” skills. Transferable “soft skills” are those, which are important to employers—regardless of the job’s pay or rank. These employer-needed skills dovetail nicely with the skills and knowledge areas the projections data indicate will be in the utmost demand.

The remaining sections of the Utah SCSEP Four Year Strategic Plan 2012-2016 do not have an update, modifications, or changes to the original report. The Utah SCSEP program, Easter Seals Rocky Mountain, and Salt Lake County Aging Services will continue to follow the Utah SCSEP Four Year Strategic Plan recommendations.

Section 2. Involving Organizations and Individuals.

The Utah SCSEP program requests involvement, advice, and recommendations of representatives from the following entities on a yearly basis to help with the improvement of the Utah SCSEP program:

- State Units on Aging and Area Agencies on Aging
- State and Local Boards under the Workforce Investment Act (WIA) (The Salt Lake County AAA SCSEP Program Manager attends the board meeting when possible)
- Public and private nonprofit agencies and organizations providing employment services
- Social service organizations providing services to older individuals
- Grantees under Title III of the OAA
- Affected communities (i.e., grantee service areas)
- Unemployed older individuals
- Community-based organizations serving older individuals
- Business organizations
- Labor organizations

The Utah SCSEP program holds a bi-yearly Older Workers Coordinating Council, which invites the following agencies to discuss current topics, Workforce Services changes, and other topics, which affect Title V participants. Agencies include the Department of Workforce Services, Utah State Office of Rehabilitation, Department of Community and Culture, Governor’s Office of Economic Development, Department of Human Services, Easter Seals Northern Rocky Mountain, Utah State Office of Education, and Utah System of Higher Education.

Planned actions to coordinate SCSEP with other labor market and job training initiatives. (20 CFR 641.302(j).)

Easter Seals - Goodwill Northern Rocky Mountain (National Grantee) Each employment counselor has information on in-demand industries and careers through workforce bulletins from the local Department of Workforce Services (DWS) and the monthly Workforce Development Conference Calls presented by National Easter Seals. The SCSEP provides additional training opportunities through partnerships with workforce development agencies. All SCSEP sites are

housed within the Department of Workforce Services (DWS) Buildings. This allows for a pathway of referrals through DWS for those participants age fifty-five and older. Each DWS site offers an array of classes including: Budgeting, Skills Identification, Resume Writing, Interviewing Skills, Job Searching with Technology, Networking Strategies, Personal Branding, and Employment Success Strategies. Each participant is required to attend one or more classes based on their learning needs documented on their needs assessment and IEPs. IEP goals for participants who have been on the program over a year may indicate it would be beneficial for them to repeat one or more classes. Easter Seals-Goodwill SCSEP is also partnering with LDS Employment Services, CAT computer classes provided in the recreation centers, Habitat for Humanity, Community Action Program, and other community resources to provide services to seniors. All seniors receiving SNAP assistance are referred to DWS's job exchange. In Salt Lake, Weber, Utah, and Tooele Counties, the SCSEP partners with the Department of Workforce Services to refer participants to the Job Exchange. This is a new program, which takes participants who pass a criteria for job readiness and matches them up with one of the over 400 jobs the Department receives daily.

Salt Lake County Aging Services (State Sub-Grantee)-We refer SCSEP participants to classes offered by DWS: Budgeting, Skills Identification, Resume Writing, Interviewing Skills, Job Searching with Technology, Networking Strategies, Personal Branding, and Employment Success Strategies. The County's SCSEP staff will also regularly attend meetings and solidify partnerships with Utah Department of Workforce Services, Retired and Senior Volunteer Program, Wasatch Employers Network, LDS Employment Resource Services, Veterans Civic Council, University of Utah, Foster Grandparents Program, Women's Business Center, Literacy Action Center, Service Corps of Retired Executives, Senior Companion Program, Utah Nonprofits Association, Inner City Project, Goodwill/Easter Seals, and area Chambers of Commerce in order to aggressively market the SCSEP program and increase the visibility of the program throughout the community.

Section 3. Soliciting and Collecting Public Comments.

The Utah SCSEP program will post the updated State Plan on the Department of Human Services website for thirty days. We will review all submitted comments and adjust the State Modifications as necessary. All comments will also be sent to the Utah Department of Workforce Services since the Utah SCSEP plan is part of the DWS plan.