



SCSEP Peer-to-Peer (P2P)
Session 3 - Administrative Cost Requirements
March 24, 2021
Workgroup Notes – Breakout Room #3

Question #1

Have you experienced any challenges spending grant funds in the following categories?

A. Administrative Cost

- ✓ [Grantee] Administrative costs have been going well. However, there are more problems on the program side, percentage wise we are running normal. OPC [Other Participant Cost] is a concern.
- ✓ [Grantee] Our admin costs are fine. Our program costs for pen and paper training has been in place since March. Our governor closed all One Stops so we resorted to a pen and paper model. We now have curriculum writers. That said, it's the match that is the challenge now because our people are not on-site. We are still enrolling people.
- ✓ [Grantee] We are under enrolled, now. We are still having difficulty enrolling folks.

[Facilitator's question] Have you reached out to your subs that are doing okay in terms of identifying any best practices? How have they described their challenges?

- ✓ [Grantee] Yes, we have monthly meetings with them. They indicate that being under enrolled is the source of their problems. Most of our participants are taking the paid sick leave option.

[Facilitator's question] So you are still under enrolled?

- ✓ [Grantee] Yes our participants are not traveling.
- ✓ [Grantee] We are okay with our administrative costs spent. We are a little under enrolled but expect to catch up in the program year.
- ✓ [Grantee] Everything seems to be falling back into place. We always try to have projects over enrolled by about 10 participants. This keeps us about 10 to 15% closer to our goal. Our in-kind spending however is a challenge because we haven't been traveling. As a result, we will try to repurpose that money.

B. Participant Wages Fringe Benefits (PWFB)

- ✓ [Grantee] At the California Department on Aging, our projects are not at full capacity. We try to remind everyone that this is a part-time work program. We've heard from projects that are under enrolled that there is a problem spending funds. So far, we have not received any guidance on virtual enrollment.

Also, we haven't received any guidance regarding reopening places that were closed due to COVID-19. That said, a lot of places are beginning to open now. We have not given any formal notice to our Sub-grantees yet.

- ✓ [Grantee] We are under enrolled and competing with stimulus checks! We are monitoring all costs and making efforts to catch up.
- ✓ [Grantee] We are under enrolled as well. I'm hoping we will pique interest as things open up. Host agencies are concerned about liability and becoming infected.



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- ✓ [Grantee] We've had issues with participants and payrolls because host agencies have closed. However, some folks have been able to start remote learning. Others have not because they don't have access to technology at home.

C. Other Programmatic Costs (OPC)

- ✓ No responses received.

Question #2

Have you reviewed the SCSEP COVID FAQ?

<https://www.dol.gov/agencies/eta/coronavirus#SCSEP>

If so, what strategies were developed to address the loss of host agency supervisory hours for In-Kind/Match?

- ✓ [Grantee] implemented a few things best effort to get alternative in-kind; donated space where office are open, online training, using the participant internet cost and capturing the value of these.

[Grantee] Meetings where we invite guest speakers and get the value of the time of those donated hours from professionals. Making best efforts to capture as much as possible.

- ✓ [Grantee] We have in-kind match in the form of donated space. We have several participants using online programs and internet services. We have networking monthly meetings. Other employers including banks will come in and do financial literacy training sessions that make up our alternative in-kind services.
- ✓ [Grantee] On the west coast we received many slots as transfers. 95% were in shelters. We are having a meeting today to see if any of our Host Agencies (HAs) will be reopening. The participants are encouraged. More than 50% have had the vaccine. Only 3 have refused the vaccine. The education around COVID-19, however, is mixed. We are encouraged.

All the participants we received so far have been transfers. We signed up with a virtual platform to communicate in groups of 15. We know there is a digital divide among seniors. That said, we were surprised that more than half of our seniors have a computer. Even so, many of them admitted that they had not even turned it on! There was a program to help bridge the [digital divide] gap. Now working with the chamber of commerce, we hope more will join our virtual meetings by computer. We talk about various topics on our Facebook group including photography. Some training is done every 2 weeks on computer access.

[Facilitator's question] What happens to the participants that don't have the ability to connect virtually?

[Grantee's answer] They use blackboard and just call in.

We are relooking at what has been done and revisiting it to see where match could be captured.



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- ✓ [Grantee] We have tried to brainstorm about issues around not meeting our match requirement and thinking of creative ways to identify resources to meet our match requirement. I wanted to ask other Grantees how you are creatively meeting match and assigning a dollar value to those efforts.
- ✓ [Grantee] We created a form to capture volunteer salary rates. The other form is a list of online hours we pay for our participants and figure out the cost per person, per hours, per month to capture utilization costs. It ends up not being “big money” but at least it’s something.
- ✓ [Grantee] Are you asking participants to identify their bills?
- ✓ [Grantee] Sort of, through a kind of self-attestation that is done verbally with participants.

[Question #3

Did you experience any challenges and/or successes implementing your OSR(s)?

- ✓ [Grantee] We have 2 OSRs that are going nowhere. We do have an Additional Training and Supportive services (ATSS) however that is going well.

Question #4

Have you been paying infrastructure-funding cost during the shutdown?

If so, have you been able to access the resources at the AJC’s?

What type of resources have been available at the AJC’s?

- ✓ [Grantee] We have been billed and are still paying, but we are not benefiting from it because so many places are closed.
- ✓ [Grantee] In Ohio, it’s the same. We are being charged and I have been pushing back because they are not open. Some [AJCs] charge, others don’t because they are not open. Not sure if it’s working or if I will end up with a bill.
- ✓ [Grantee] No news is good news when it comes to getting billed!
- ✓ [Grantee] I think some of our projects are still paying, but others have not been complaining as far as I know.
- ✓ [Grantee] As far as the ones that are not open, we haven’t been getting billed and our payments are not getting processed.
- ✓ [Grantee] The AJCs are open but only remotely.
- ✓ [Grantee] I don’t know because I’m new. AJCs are still providing services so I wouldn’t have a problem paying. They are still providing service remotely to anyone calling in and that includes our participants. Our seniors are receiving good services; they really do need that interaction when they need help.



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- ✓ [Grantee] That's one of the reason for the pushback. "Open by appointment," might happen if someone picked up the phone. They're advertising, like maybe access to resource rooms, but we can't seem to get in there. It varies in different places. AJCs seem more administratively open as opposed to being open to the general public. They seem to only be open to their partners. There was a good 6 months where staff at One-stops were really hesitant to interact with the general public. I think it's been an issue with their own staff.
- ✓ [Grantee] Drive-thru job fairs have been unique and successful. They have done pre-screening with individuals and then set things up with prospective employers. It's not perfect, but at least it's something. Our staff has been doing partner calls and paper interview practice questions to prep for phone interviews.

[Facilitator's question] Have you thought how you will beef up enrollment going into the next program year to minimize contact with people?

[Grantee's answer] We recently contacted local churches to advertise in their Easter Bulletin. We expected to have to pay a fee, but instead it's been all free. We have a lot of small churches that really have a reach and are really personal with their congregants. Now that I think of it, that may be one of those "in-kind possibilities," since it is very specific to SCSEP and the idea that we want to help people get into the next phase of their career. This has been an unexpected success.

[Facilitator's comment] Sounds like some good ideas to replicate. Drive thru, curb side enrollments and recertifications. Any kind of successes or promising practices that you want to share that will help you to spend down your SCSEP funds? We are in March so we are getting ready to end Quarter 3 about to enter Quarter 4 and enter a new program year. I'm sure you guys have started thinking about how do I start my new program year; how do I strategize to increase services, enrollment and spending?

[Grantee's answer] I was talking with someone and in the past about any work from home training been allowable? If someone was doing a type of transportation dispatcher type of role, would that be allowable?

[Facilitator's question] Are you asking about whether that would be a CSA training assignment? I would have to say yes; that's basically what we have been talking about for the last year with COVID-19 and the pandemic. Everything has closed down. Now it's about how do we collectively together look at other options. Not just for the time of where we are now, but how would that be a sustainable virtual model going forward? So it's going to help you to prepare for anything in the future. Is this something that we look at incorporating into the overall SCSEP model where in person CSAs are not the only way to go about it? Probably not previously. But to answer your question, I would have to say yes, based on what we're going through now and the guidance from the COVID, FAQ's.

[Grantee's question] The equipment that would be provided by the Host Agency and the technology, would that be encouraged by the Department of Labor (DOL) to monitor the participant at home or would that be the responsibility of the Host Agency?

[Facilitator's note] That would be at the Grantee level to ensure that they are working the hours after clocking in. How would your monitor that? These are things that need to be put into place to make sure they are reporting hours accurately. You would work with the Host agency but ultimately it is the Grantee's responsibility. Grantee that was some great conversation, please share with us whatever, comes from this.



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- ✓ [Grantee] Thank you for sharing this! It's a great idea because as it stands now, work at home opportunities, previous to COVID-19, were not allowable under SCSEP, now as you said, during this past year things have opened up, so maybe now things need to be rewritten.

Question #5
Additional challenges?

- ✓ No responses provided.

Question #6
Successes/promising practices?

- ✓ [Grantee] When you were talking about increasing enrollment, it's good to have a waiting list because we found a lot of people that are on SCSEP, are choosing not to return because of COVID-19. Because they're seniors, or even some of the HAs unfortunately are not willing to bring back seniors because of the possibilities of their health situation. So it's a good idea to have a waiting list.
- ✓ [Grantee] We have been researching and exploring instructors and trainers that are experts in telework to provide to some type of forum or workshop that would include our HAs, so that they might be able to look at their training assignments differently. We want to make it voluntary, but offer some training on telework so they can begin to consider how they would do a remote training.

[Facilitator's question] Are you guys in the talking state?

[Grantee's answer] We have 3 or 4 vendors we've been in touch with and we're talking about pricing and what the training modules would look like. So we're at that stage of building it still.

[Facilitator's comment] Fantastic, we will be interested in learning how that goes as well.

[Grantee's comment] So are we.

[Facilitator's comment] I'm sure there are some colleagues on the call that will be interested as well.

[Facilitator's comment] Breakout Room#1 has now joined with Breakout Room #3. We've just completed most of our questions and are talking about the commonality of under enrollment of participants and any strategies or promising practices on recruitment to increase enrollment in order to spend down funds and also increase host agency availability. Does anyone in Breakout Room 1 have any promising practice or strategies they want to share?

[Facilitator Breakout Room#1] We discussed the challenges related to recruitment and Grantees brought up that they were missing the AJC's warm handoff and not having any of that, has really hindered recruitment. Perhaps the trend is going towards more virtual or remote [services] and not ever returning to that [previous model]. If that is the risk, what can be done to aid in recruitment?



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Grantees had suggestions about marketing and advertising with other agencies, because if the ability to have a walk-in and a referral is missing from recruiting how do we fill that?

- ✓ [Grantee] We recently did a virtual job fair; sent out email blasts to everyone who is SCSEP eligible, 30 people signed up for informational fair. Out of that group, 5 people responded and 3 people were actually recruited and placed in virtual assignments and training. We are trying to figure out their technology needs. The Sub-grantee who is doing this, is buying them laptops and sending out the equipment and hotspots to make sure they can get connected. The time it took to get that rolling was about 3 weeks to line everything up. It took place on a Friday between 12-1pm. Lots of people signed up. However, the reason we learned later that some people didn't want to take part, was because they were not interested in any training that only paid minimum wage; some were underage; others actually already made too much money to be SCSEP eligible. A mass mailing went out to independent living centers, disability centers, vocational rehabilitation programs and direct consumers. We are going to try it again, but not sure yet how we are going to do it.

[Facilitator's question] Thank you for that information. Following up on this, has anyone thought of having a virtual recruitment for virtual employers or host agencies?

- ✓ [Grantee] The American Automotive Association (AAA) has a lot of positions for "call-centers" and have indicated that they are hiring. Those of us who have AAA service, know that there is always someone on the line to answer questions. One of our Board members is a board member on the AAA and suddenly at their meetings they are saying "yes we're really looking for folks to work at the call centers. Now we are advertising these opportunities across our service areas. There are some limitations; something about zip codes because they have so many different clubs. They are very age and disability friendly. Since all our states have a AAA organization, it might be something to look into. Of course the participant would have to have the equipment. Unlike in Ohio, maybe there are other sites like one of the Grantees mentioned before that, many participants have computers which is different in our state.
- ✓ [Grantee] We started with AAA too, but we got less interest from them [AAA] as time went on because of their apparent biases against older workers and the assumption that they would not be tech savvy; "lets change that narrative."

[Facilitator's comment] This is a chance to educate them and show them that they are incorrect and that not all seniors are technology challenged. That's a great opportunity though.

Shared through TEAMS Chat:

- ✓ Grantee comment - There are some Goodwill's across the country that have Corporate Social Responsibility (CSR).



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- ✓ I also want to mention that Suzanne Pouliot, a Federal Project Officer (FPO), wants to emphasize that formerly incarcerated folks may be eligible for some Reentry Employment Opportunities [REO] opportunities. So our priority of service and most in need will now include ex-offenders. It was reauthorized under the older Americans Act. There is some language, around if they've been released within the last five years or something of that nature. There is a Training and Employment Guidance Letter (TEGL) that is in the works now and it will be coming out as soon as it gets through clearance. So that's some food for thought and an opportunity that you might look at. Thank you Suzanne for that.