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Glossary of Terms

Additional indicators: Performance measures, which are not subject to goal setting and corrective action if targets are not met, used in addition to the six core indicators, to evaluate SCSEP programs. Current additional indicators are retention in unsubsidized employment for one year and satisfaction of participants, employers and their host agencies with their experiences and the services provided.

American Job Center (AJC): A combination of agencies that operate through a single place or system in a local area to provide applicable core services and access to other programs and services carried out by the American Job Center/One-Stop partners. The AJC serves both job seekers and employers. The principal operator of the AJC is usually the Employment Service office. Other partners typically include training and educational service providers.

At risk for homelessness: One of 13 characteristics that define most-in-need individuals, it describes an individual who is likely to become homeless and lacks the resources and support networks needed to obtain housing.

Authorized positions: For planning purposes, the number of slots and subsequent funding provided to each sponsor per county for a 12-month period.

Co-enrolled: any individual who meets the qualifications for SCSEP participation and is also enrolled as a participant in WIOA or another employment and training program, as provided in the Individual Employment Plan

Community services: The services considered to be essential and necessary in State Plans and by the U.S. Department of Labor for a community. They include social, health, welfare, and educational services (including literacy tutoring), legal and other counseling services and assistance, including tax counseling and assistance and financial counseling, and library, recreational, and other similar services; conservation, maintenance, or restoration of natural resources; community betterment or beautification; antipollution and environmental quality efforts; weatherization activities; and economic development.

Community service assignment: Part-time temporary employment paid with grant funds in projects at host agencies through which eligible individuals are engaged in community service and receive work experience and job skills that can lead to unsubsidized employment. A community service assignment also contributes to the general welfare of a community that has been distinguished as most-in-need by the state's Senior Services Coordination Plan.

Community service assignment training: Training provided through the host agency that provides participants with needed skill training through their community service assignments.

Continuous Improvement Plan (CIP): a plan required of subgrantees who do not achieve minimum performance thresholds for the unsubsidized employment, service level and most-in-need performance goals; the CIP involves documenting specific actions the subgrantee will take to improve performance.

Core indicators: The six performance measures used to evaluate SCSEP programs, which are subject to goal setting and corrective action if targets are not met. The six measures are hours (in the aggregate) of community service employment, entry into unsubsidized employment, retention in unsubsidized employment for six months, earnings; the number of eligible individuals served, and the number of most-in-need individuals served.

Core services: The services funded by the federal government under the Workforce Innovation and Opportunity Act (WIOA's) section 134(d)(2). These services essentially are the following: determinations of eligibility; outreach, intake and orientation; initial assessment of skill levels, aptitudes, abilities and supportive service needs; job-search and placement assistance and career counseling; provision of information about employment statistics, performance and program cost of eligible providers of training and education services, of how the local area is performing on the local performance measures; of the availability of supportive services, including child care and transportation, available in the local area (and referral to such services); provision of information regarding filing claims for unemployment compensation; assistance in establishing eligibility for welfare-to-work activities as well as programs of financial aid assistance for training and education programs that are not funded under the WIOA and are available in the local area; and follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Disability: For the purposes of SCSEP, the 2006 Older Americans Act defines a disability as attributable to mental or physical impairments that result in substantial functional limitations in one or more of the following major life activities: self-care; receptive and expressive language; learning; mobility; self-direction; capacity for independent living; economic self-sufficiency; cognitive functioning; and emotional adjustment.

Entered employment: This SCSEP performance core indicator is for the rate at which participants enter unsubsidized employment during the program year (meaning, placing a participant in full- or part-time paid employment in the public or private sector for at least one hour in the first quarter after the quarter in which the participant exits). The entered employment rate is calculated as follows: of those who are not employed at the date of participation: the number of participants who are employed in the first quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

Equitable distribution: A mathematical formula derived from census data, which lists the number of expected SCSEP positions in each jurisdiction – typically a county or incorporated city – based on the demographics of that jurisdiction.

Frail: One of 13 characteristics that define most-in-need individuals, it describes an individual age 55 or older who is either functionally impaired because he or she is unable to perform at least two activities of daily living (or three activities if required by state law) without substantial human assistance, including verbal reminding, physical cueing, or supervision, or who requires substantial supervision due to a cognitive or other mental impairment that poses a serious health or safety hazard to the individual or another person.

General training: Training that is designed to enhance a participant's basic skills. General training includes skills training, classroom training, lectures, seminars, individual instruction or on-the-job-experience (OJE) training. Participants must be assigned to a community service assignment before they can receive general training.

Grant period: The time period between the effective date of the grant award and the ending date of the award, which includes any modifications extending the period of performance, whether by the U.S. Department of Labor's exercise of options contained in the grant agreement or otherwise. This is also referred to as "project period" or "award period."

Grantee: The entity receiving financial assistance directly from the U.S. Department of Labor to carry out SCSEP activities. The grantee is the legal entity that receives the award and is legally responsible for carrying out the SCSEP, even if only a particular component of the entity is designated in the grant award document. For the purposes of this manual, SSAI is the grantee and the sponsor is the subgrantee.

Host agency: A non-partisan, non-profit or governmental organization that provides community service assignments for participants in SSAI's SCSEP. Organizations eligible to act as host agencies are public entities operated by non-profit agencies or units of government with 501(c)(3) designations.

Homeless: One of 13 characteristics that define most-in-need individuals, it describes an individual who lacks a fixed, regular and adequate night-time residence or who has a primary night-time residence that is either a supervised, publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters and transitional housing for the mentally ill) or a temporary residence for individuals intended to be institutionalized, or a public or private place not designed or ordinarily used as regular sleeping accommodation for people.

Host agency: A public agency or private nonprofit organization exempt from taxes due to 501(c)(3) status under the Internal Revenue Code, which provides a training work site and supervision for one or more participants. Political parties cannot be host agencies. A host agency may be a religious organization if the projects in which participants are being trained do not involve the construction, operation or maintenance of any facility used or to be used as a place for sectarian religious instruction or worship.

Host agency supervisor: The individual at the host agency who is responsible for supervising participants while performing community service assignments is the host agency supervisor.

Indian tribe: Any tribe, band, nation or other organized group or community of Indians, which is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians or is located on, or in proximity to, a federal or state reservation or Rancheria.

Individual Durational limit (IDL): The maximum time period a participant may be enrolled in SCSEP, otherwise known as the SCSEP Durational Limit on Participation, is 48 months or 4 years.

Individual Employment Plan (IEP): A plan for a SCSEP participant that is based on an assessment of that participant conducted by the program sponsor, or a recent assessment or plan developed by another employment and training program, and a related service strategy. The IEP must include an appropriate employment goal (except that after the first IEP, subsequent IEPs need not contain an employment goal if such a goal is not feasible), objectives that lead to the goal, a timeline for the achievement of the objectives; and be jointly agreed upon with the participant. It must be prepared within 90 days after the participant has been given a community service assignment.

Initial Assessment: An outline of the participant's work and education history, skills and capabilities that is developed at the time of enrollment. The Initial Assessment is used to develop the IEP. The assessment is to be updated as necessary, but at least twice per year.

Intensive services: The services funded by the federal government under the Workforce Innovation and Opportunity Act's (WIOA's) section 134(d)(3). Such services may include the following: comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers (which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals); development of an individual employment plan to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals; group counseling; individual counseling and career planning, case management for participants seeking training services and short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Job ready: describes individuals who do not require further education or training to perform work that is available in their labor market. Job-ready individuals may include people already employed, even if only part time, people recently unemployed but with a skill set to fill jobs available in their area, or people with sufficient training from SCSEP or some other employment and training program to be able to perform work available in the labor market.

Jobs for Veterans Act: This public law confers a priority of service for veterans and certain spouses of veterans who apply to participate in U.S. Department of Labor employment and training programs.

Limited English proficiency: One of 13 characteristics that define most-in-need individuals, it describes individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

Local Workforce Investment Area: Sometimes called a "local area," the description refers to an area designated by a state governor under section 116 of the Workforce Innovation and Opportunity Act.

Low employment prospects: One of 13 characteristics that define most-in-need individuals, it describes individuals who likely will not obtain employment without the assistance of the SCSEP or another workforce development program. Persons with low employment prospects have a significant barrier to employment.

Low literacy skills: One of 13 characteristics that define most-in-need individuals, it describes individuals who compute or solve problems, read, write, or speak at or below the eighth-grade level or are unable to compute or solve problems, read, write, or speak at a level necessary to function on the job, in their family or in society.

Modified Authorized Positions: Modified authorized positions are the number of authorized slots modified to account for state minimum wages higher than the federal minimum wage. The determination of modified slots is made by DOL. Higher state minimum wages are prorated for the entire program year so that the number of modified slots does not have to be revised each quarter. This means that the modified slot count is accurate for the YTD but will not be accurate for a given quarter if the state minimum wage increases during the program year.

Most in need: The term describes individuals who must receive priority in being served in a SCSEP program, and service to most-in-need individuals is a core indicator of performance. Individuals must have one or more of 13 characteristics –such as low literacy skills or frailty – to qualify as most in need.

Nepotism: Providing favorable consideration to immediate family members of participants. The immediate family includes: wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, grandparent and grandchild.

OJE training: On-the-job-experience (**OJE**) training helps a participant obtain an unsubsidized job with a public or private employer that requires specific skills not attainable through a regular community service assignment. Sponsors must seek prior approval from SSAI before implementing any OJE partnerships.

American Job Center/One-Stop delivery system: A system under which employment and training programs, services, and activities are available through a network of eligible American Job Center partners, which assures that information about and access to core services is available regardless of where the individuals initially enter the workforce investment system.

American Job Center/One-Stop partner: An entity described in Sec. 121(b)(1) or (2) of the Workforce Innovation and Opportunity Act, i.e., required partners or additional partners, respectively.

Other participant costs (OPC): The costs of participant training, including the payment of reasonable costs to instructors, classroom rental, training supplies, materials, equipment, and tuition, and which may be provided before or during a community service assignment, in a classroom setting, or under other appropriate arrangements; job placement assistance, including job development and job search assistance; participant supportive services to enable a participant to successfully participate in a project, including the payment of reasonable costs of transportation, health care and medical services, special job-related or personal counseling, incidentals (such as work shoes, badges, uniforms, eyeglasses, and tools), child and adult care, temporary shelter, and follow-up services; and outreach, recruitment and selection, intake orientation, and assessments.

Participant: An individual who is eligible and enrolled in SSAI's SCSEP, is given a community service assignment and is receiving a service funded by the program.

Participant Staff: A SCSEP participant assigned to the Sponsor Agency as his/her host agency and whose community service assignment is to assist directly with day-to-day operations of the sponsor's SCSEP program such as: recruitment, enrollment, payroll, job development, data entry, etc.

Persistent unemployment: This description means that the annual average unemployment rate for a county or city is more than 20 percent higher than the national average for two out of the last three years. A person who has severely limited employment prospects in an area of persistent unemployment qualifies as most in need.

Place of residence: An individual's permanent dwelling place. Place of residence is one of the eligibility criteria for SCSEP.

Post 911 Era Veteran – Veterans who served in active military service after 9/11/01, regardless of the length of service, excluding those who were discharged.

Program operator: When used by the U.S. Department of Labor, it means a grantee or sub-recipient that receives SCSEP funds from a SCSEP grantee (such as SSAI) or a higher-tier SCSEP sub-recipient and performs the following activities for all its participants: eligibility determination, participant assessment and development of and placement into community service assignments.

Program Year: The one-year period beginning July 1 and ending on June 30.

Project director: The individual who is responsible for the daily direction, programmatic and financial administration and supervision of the SSAI SCSEP project and its participants.

Qualified spouse of veteran: Someone who is married to a veteran who has a service-related total disability or died of one, is a member of the Armed Forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in line of duty by a hostile force or forcibly detained or interned by a foreign government or power..

Residence: An individual's declared dwelling place or address as demonstrated by appropriate documentation.

Rural: Residence in a rural area is one of the 13 characteristics that qualify an individual as most in need. A rural area is one not designated as a metropolitan statistical area by the Census Bureau, is located within metropolitan counties identified by codes 4 through 10 in the Rural Urban Commuting Area (RUCA) system, or has RUCA codes 2 and 3 for census tracts that are larger than 400 square miles and have population density of less than 30 people per square mile.

Service area: The geographic area served by a local SCSEP project in accordance with a grant agreement.

Severe disability: One of 13 characteristics that define most-in-need individuals, it is a severe, chronic disability attributable to mental or physical impairment, or a combination of mental and physical impairments that are likely to continue indefinitely and result in substantial functional limitation in three or more major life activities, which are self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living and economic self-sufficiency.

Severely limited employment prospects: A condition in which a person likely will not obtain employment without the assistance of the SCSEP or another workforce development program. A person who has severely limited employment prospects in an area of persistent unemployment qualifies as most in need.

Single Audit Act: [The Single Audit Act of 1984](#), its 1996 amendments and [Office of Management and Budget Circular A-133](#) (Audits of State, Local Governments, and Non-Profit Organizations) detail the audit requirements for ensuring that federal grant funds awarded to state, local and tribal governments, colleges, universities and other non-profit organizations are expended properly.

Specialized training: Training that prepares a participant for a particular job or industry. Specialized training can be provided through the project sponsor, a workforce partner, an educational institution or other provider. *Sponsors must seek prior approval from SSAI before implementing any specialized training partnerships or efforts.*

SCSEP project services: Community service provided by a participant who is assigned to the SCSEP sponsor's project office. Their assignment duties enhance daily project operations. Some examples are recruitment, job development, host agency monitoring, job coaching, payroll, data entry in SPARQ.

State SCSEP Coordination Plan: A plan required by the Older Americans Act to be submitted by the Governor of each state to the U.S. Department of Labor, it must describe a four-year strategy for the planning and implementation of all SCSEP services in the state. It requires coordination of all in-state entities providing SCSEP services and other stakeholders such as the Agency on Aging and Workforce Innovation and Opportunity Act partners.

Subgrantee: A community or faith-based 501(c)(3) non-profit organization, unit of government or tribal organization that administers SSAI's SCSEP in local communities.

Supportive services: Such services as transportation, health and medical services, special job-related or personal counseling, incidentals (for example, work shoes, badges, uniforms, eyeglasses and tools), child and adult care, housing (including temporary shelter), follow-up services and needs-related payments, which are necessary to enable an individual to participate in activities authorized under the SCSEP.

Training services: The services funded by the federal government under the Workforce Innovation and Opportunity Act's (WIOA's) section 134(d)(4). Such services may include occupational skills training, including training for nontraditional employment; on-the-job training; programs that combine workplace training with related instruction, which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job-readiness training; adult education and literacy activities provided in combination with services described previously; and customized training conducted with a commitment by an employer or group of employers to employ.

Transition Assessment and IEP: A transition assessment and Individual Employment Plan (IEP) is performed for participants who have not secured unsubsidized employment and are within 12 months or less of reaching their 48-month durational limit. The purpose of the transition assessment and IEP is to give these participants a post-SCSEP survival plan by the time they must be terminated from the program.

Unemployed: The term describes an individual who is without a job and who wants and is available for work, including an individual who may have occasional employment that does not result in a constant source of income.

Unsubsidized employment/placement: An SSAI performance goal expressed as a percentage set by SSAI and determined by dividing of the number of participants who exit the program into unsubsidized positions by the number of modified authorized positions.

Veteran: A person who served in the active military, navy or air force who was not dishonorably discharged or released. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.

WIOA (Workforce Innovation and Opportunity Act) Career Services under Title I:

- Determination of eligibility to receive services under Title I of WIOA;
- Outreach, intake and orientation to American Job Center/One-Stop delivery system;
- Initial assessment of skills, aptitudes, abilities and supportive services needed;
- Job search and placement assistance, and where appropriate career counseling;
- Information on employment statistics (LMI);
- Information on program performance and program cost for certain programs;
- Information on how the local area is performing (performance measures) and performance information with respect to the American Job Center/One-Stop delivery system;
- Information on availability of supportive services or referral to services;
- Information regarding filing for unemployment;
- Assisting in the establishing of eligibility for certain other programs; and
- Follow-up services for 12 months after employment.

List of Acronyms

AAA	(Area Agency on Aging): AAAs were established under the Older Americans Act (OAA) in 1973 to respond to the needs of Americans age 60 and older in every local community. The services available through AAA and Title VI agencies fall into five broad categories: information and access services, community-based services, in-home services, housing and elder rights. A range of programs is available within each category.
ACA	Affordable Care Act
ACL	(Administration for Community Living): To help meet these needs, the U.S. Department of Health and Human Services (HHS) created the Administration for Community Living (ACL) . ACL brings together the efforts and achievements of the Administration on Aging, the Administration on Intellectual and Developmental Disabilities, and the HHS Office on Disability to serve as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan.
ACSI	(American Customer Satisfaction Index): Established in 1994, the ACSI is a uniform and independent measure of household consumption experience. The ACSI tracks trends in customer satisfaction and provides benchmarking insights of the consumer economy for companies, industry trade associations and government agencies.
ADA	(Americans with Disabilities Act): This federal law provides for comprehensive civil rights protection for individuals with disabilities in the areas of employment, public accommodations, state and local government services and telecommunications.
AoA	(Administration on Aging): This agency within the U.S. Department of Health and Human Services is headed by an Assistant Secretary for Aging. The AoA is the federal focal point and advocacy agency for older persons, as mandated by the OAA, and administers most OAA programs at the federal level.
CBO	(Community-based Organization): A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.
CFR	(Code of Federal Regulations): Published by the Office of the Federal Register, National Archives and Records Administration (NARA), the Federal Register is the official daily publication for rules, proposed rules, and notices of federal agencies and organizations, as well as executive orders and other presidential documents.
CIP	(Continuous Improvement Plan): a plan SSAI requires of subgrantees who do not achieve minimum performance thresholds for the unsubsidized employment, service level and most-in-need performance goals.
CPS	(U.S. Census Bureau's Current Population Survey): This survey is used as one standard for determining income eligibility for SCSEP.
DOL	(United States Department of Labor): National government organization responsible for administration of the Senior Community Service Employment Program.

DOMA	The Defense of Marriage Act.
ETA	(Employment and Training Administration): The Employment and Training Administration (ETA) within the U.S. Department of Labor administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs and unemployment insurance benefits. SCSEP is one of these programs.
FEIN	(Federal Employer Identification Number): A nine-digit number the IRS assigns to business entities. These numbers are used by employers, sole proprietors, corporations, partnerships, non-profit organizations, trusts and estates, government agencies, certain individuals and other business entities.
FSR	(Financial Status Report): Reports that must be submitted within 45 days after the end of each quarter in a SCSEP program year via the Internet to the U.S. Department of Labor. A final close-out report also must be submitted via the Internet within 90 days after the end of a grant period.
GPRA	(Government Performance and Results Act): The Government Performance and Results Act of 1993 provides for the establishment of strategic planning and performance measurement in the federal government. The law's purpose is to hold federal agencies accountable for achieving program results.
LMI	(Labor Market Information): LMI generally involves four major areas of information, which include national job trends (including supply and demand), local job opportunities, education and skill requirements for jobs, and job-seeking skills (writing resumes, job interview techniques, etc).
MOU	(Memorandum of Understanding): An agreement developed and executed between you and the local Workforce Investment Board that details specific operations in the American Job Center delivery system. The MOU can cover operating costs, funding sources and methods of referring individuals between the American Job Center operators and partners.
OAA	(Older Americans Act): The Older Americans Act was signed into law by President Johnson. In addition to creating the Administration on Aging, it authorized grants to states for community planning and services programs as well as for research, demonstration and training projects in the field of aging.
OMB	(Office of Management and Budget): This federal agency assists the President in overseeing the preparation of the federal budget and supervises the budget's administration in executive branch agencies. The office evaluates the effectiveness of federal programs, policies and procedures, and assesses competing funding demands.
O*NET	(Occupational Information Network): A U.S. Department of Labor-sponsored database used for matching the title of an occupation with its 5- or 6-digit occupational code (http://online.onetcenter.org/).
PWFB	(Participant Wages and Fringe Benefits): Both the Older Americans Act and the federal regulations for SCSEP state the requirement that 75 percent of SCSEP funds made available through a grant must be used to pay for the wages and fringe benefits of participants employed under SCSEP projects.

QPR	(Quarterly Progress Report): The U.S. Department of Labor (DOL) generates QPRs through SPARQ reports.
SCSEP	(Senior Community Service Employment Program): A program of the United States Department of Labor designed to help low-income people age 55 and older to enter or re-enter the workforce by providing them with job-skill training and employment assistance.
SPARQ	(SCSEP Performance and Results QPR system): The Office of Management and Budget approved SCSEP Data Collection System (data entry applications upload process, national database and generates reports). SPARQ tracks participants' records from enrollment to any necessary follow up.
SSAI	(Senior Service America, Inc.): A 501(c)(3) national non-profit organization that offers employment and training opportunities to individuals age 55 and older through its SCSEP.
TEGL	(Training and Employment Guidance Letters): Guidance memos from the Employment and Training Administration of the U.S. Department of Labor. TEGLs usually include new directives from DOL.
TEN	(Training and Employment Notice): Technical assistance and advisory notices from the Employment and Training Administration of the U.S. Department of Labor.
UI	(Unemployment Insurance): Provides a subsidized income to eligible workers who are unemployed through no fault of their own and meet other eligibility requirements as determined by states' laws.
WARN	(Worker Adjustment and Retraining Notification): Notice of termination of employment from an employer.
WIOA	(Workforce Innovation and Opportunity Act): The WIOA's purpose is to help Americans access the tools they need to manage their careers through information and high-quality services, and to help U.S. companies find skilled workers. Activities funded under WIOA are designed to increase employment, occupational skills, retention and earnings of participants, thereby improving the quality of the workforce, reducing welfare dependency and improving the productivity of the nation's economy.
WIB	(Workforce Investment Board): Local workforce boards were established under the Workforce Innovation and Opportunity Act (WIOA). The local board must have at least one member from each American Job Center partner, which includes SCSEP operators.
WISARD	(Workforce Innovation and Opportunity Act Standardized Record Data): Establishes a standard set of data elements and definitions to describe the characteristics, activities and outcomes of individuals served by WIOA programs. The data is collected during participation.
WRIS	(Wage Record Interchange System): Facilitates the interstate exchange of unemployment insurance wage data for the use of participating states in responding to performance and reporting requirements for programs identified under the Workforce Innovation and Opportunity Act, and other programs including SCSEP.