

# SCSEP Virtual Conference

## *Bridging Workforce & Aging—A Coordinated & Collaborative Partnership*

December 11-13, 2018

Welcome to the Senior Community Service Employment Program (SCSEP) three-day virtual conference, hosted by the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). All conference sessions are in the afternoons and the times shown on the agenda are Eastern Standard Time. Please email [Support@workforcegps.org](mailto:Support@workforcegps.org) if you are having technical difficulties with the virtual conference webinars. If you have questions about the content of the conference please contact Lucinda Shannon at [Shannon.lucinda.m@dol.gov](mailto:Shannon.lucinda.m@dol.gov) or 202-693-3787.

### Day One 12/11

12:00-1:00pm	<p><b><i>Working for the Greater Good: Older Workers &amp; the Integrated Workforce System</i></b>  <b>Description:</b> Senior leadership from the Office of Workforce Investment (OWI) will highlight SCSEP's role as an important program serving the needs of older adults with multiple barriers to employment. This session will give conference attendees insight into the senior leadership team's perspective on maximizing our partnership with Workforce Innovation Opportunity Act (WIOA) programs to deliver more integrated services to older workers.  <b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Steve Rietzke, DOL/ETA</b></li> </ul> <p><b>Moderator: LaMia Chapman, DOL/ETA</b></p>
1:00-1:30pm	<p><b>Break</b></p>
1:30-2:45pm	<p><b><i>Grant Management Essentials</i></b>  <b>Description:</b> Subject matter experts will provide an essential overview of several key federal grant and financial management topics. You will gain a better understanding of DOL's financial and grants management processes and your responsibilities as federal grantees.  <b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Debbie Strama, DOL/ETA</b></li> <li>• <b>Avery Malone, DOL/ETA</b></li> </ul> <p><b>Moderator: Susanna Troxler, DOL/ETA</b></p>
2:45-3:00pm	<p><b>Break</b></p>
3:00-4:15pm	<p><b><i>Working Smart: Older Americans Act (OAA) &amp; Workforce Innovation and Opportunity Act (WIOA) Programs</i></b>  <b>Description:</b> <i>What do coordinating and integrating activities and information really mean?</i> ETA experts will cover the underlying concept of the One-Stop delivery system and the coordination of program activities. In this session, you will learn how the reauthorized OAA and WIOA reinforce partnerships and strategies that are necessary for programs to provide quality services and improve access to comprehensive services within the workforce system. Learn how this relates to your program and how to get more bang for your buck.  <b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>LaMia Chapman, DOL/ETA</b></li> <li>• <b>Charlotte Harris, DOL/ETA</b></li> <li>• <b>Winston Tompoe, DOL/ETA</b></li> </ul> <p><b>Moderator: Debbie Strama, DOL/ETA</b></p>

# SCSEP Virtual Conference

## *Bridging Workforce & Aging—A Coordinated & Collaborative Partnership*

December 11-13, 2018

### Day Two 12/12

12:30-2:00pm	<p><b>Strategies in Action: Bridging SCSEP &amp; WIOA</b></p> <p><b>Description:</b> <i>How did you do it?</i> Grantees discuss their journeys through the governance structures to substantially improve how they coordinated with partner programs to provide integrated services and activities for their customers. They will share the challenges and successes of bridging senior employment services with the workforce system. Join this session to hear grantees discuss their strategies for working with the local American Job Centers and Workforce Development Boards, overcoming obstacles, developing a Memorandum of Understanding (MOU) and an Infrastructure Funding Agreement (IFA), and improving partnerships and sharing of resources across programs.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Dan Hogan</b>, New York State Office for the Aging</li> <li>• <b>Angie Nelson-Wernli</b>, Texas Workforce Commission</li> <li>• <b>Carol Salter</b>, EasterSeals, Inc.</li> </ul> <p><b>Moderator:</b> <b>Charlotte Harris</b>, DOL/ETA</p>
2:00-2:30pm	<p><b>Break</b></p>
2:30-3:45pm	<p><b>Strong Partnerships I: Business Engagement</b></p> <p><b>Description:</b> Business engagement is the cornerstone for transitioning participants into today's competitive workforce. This session highlights the concepts for business engagement in the workforce system and how American Job Centers (AJCs) put it into action. In addition, learn from the business perspective on hiring older workers, techniques on how to cultivate better partnerships, and ways to increase employment opportunities for your participants.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Jeff Ryan</b>, DOL/ETA</li> <li>• <b>Cameron Cassidy</b>, Workforce Snohomish</li> <li>• <b>Theresa Cinalli</b>, MGM National Harbor</li> <li>• <b>Sean Slatter</b>, Logistics Specialties, Inc.</li> <li>• <b>Melissa Freigang</b>, Logistics Specialties, Inc.</li> </ul> <p><b>Moderator:</b> <b>Jeff Ryan</b>, DOL/ETA</p>
3:45-4:00pm	<p><b>Break</b></p>
4:00-4:30pm	<p><b>Synthesis &amp; Check-in</b></p> <p>Our synthesis session is an open forum for you to hear highlights from earlier sessions, provide feedback, interact with other attendees, and more. This is your opportunity to add your voice to the conference. Let us hear from you!</p> <p><b>Moderators:</b> <b>Susanna Troxler</b>, DOL/ETA <b>Lucinda Shannon</b>, TwoTech, Inc.</p>

# SCSEP Virtual Conference

*Bridging Workforce & Aging—A Coordinated & Collaborative Partnership*

December 11-13, 2018

## Day Three 12/13

12:00-1:00pm	<p><b>Strong Partnerships II: Aging Community Engagement</b></p> <p><b>Description:</b> Our aging community partners discuss strategies to ensure our SCSEP project is coordinating efforts and resources with other OAA programs to provide an enhanced holistic approach to services for participants.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Jesse Moore</b>, U.S. Department of Health and Human Services, Administration for Community Living</li> <li>• <b>Amy Gotwals</b>, National Association of Area Agencies on Aging</li> </ul> <p><b>Moderator:</b> <b>Lucinda Shannon</b>, TwoTech, Inc.</p>
1:00-1:30pm	<p><b>Break</b></p>
1:30-3:00pm	<p><b>A Systematic Approach to Grantee Service Delivery and Performance Part I: Take Care of Your Customers, and Your Performance Will Take Care of Itself</b></p> <p><b>Description:</b></p> <p><i>Information is Knowledge</i>—this session will cover the following:</p> <ul style="list-style-type: none"> <li>• A high-level approach to an effective Service Delivery Model (SDM) to produce the desired outcomes;</li> <li>• How existing programmatic data can be the catalysis to better service delivery; and</li> <li>• How to use your SDM to develop strategies and processes to meet customer needs and grantee performance goals.</li> </ul> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Bennett Pudlin</b>, The Charter Oak Group, LLC</li> </ul> <p><b>Moderator:</b> <b>Michi McNeace</b>, TwoTech, Inc.</p>
3:00-3:15pm	<p><b>Break</b></p>
3:15-4:15pm	<p><b>A Systematic Approach to Grantee Service Delivery and Performance Part II: Make Those Optional Special Requests Work for You</b></p> <p><b>Description:</b> Additional Training &amp; Supportive Service (ATSS) and On the Job Experience (OJE) are precious gems—<i>what do you do with them?</i> This session will describe the purpose for Optional Special Requests (OSRs) and how to apply them to your program service delivery and increase performance.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Bennett Pudlin</b>, The Charter Oak Group, LLC</li> <li>• <b>LaMia Chapman</b>, DOL/ETA</li> </ul> <p><b>Moderator:</b> <b>Michi McNeace</b>, TwoTech, Inc.</p>
4:15-4:45pm	<p><b>Closing &amp; Wrap-up</b></p> <p><b>Description:</b> The wrap-up will start with a live question and answer period for audience participation and closing remarks. This is an opportunity to share and identify your “take away” from the 3-day virtual conference sessions and provide us feedback.</p> <p><b>Speaker:</b></p> <ul style="list-style-type: none"> <li>• <b>Amanda Ahlstrand</b>, DOL/ETA</li> <li>• <b>LaMia Chapman</b>, DOL/ETA</li> </ul> <p><b>Moderator:</b> <b>Susanna Troxler</b>, DOL/ETA</p>