



**Georgia Department of Human Services**  
Division of Child Support Services

# **Division Of Child Support Services**

Performance Overview





# stronger families

FOR A STRONGER GEORGIA

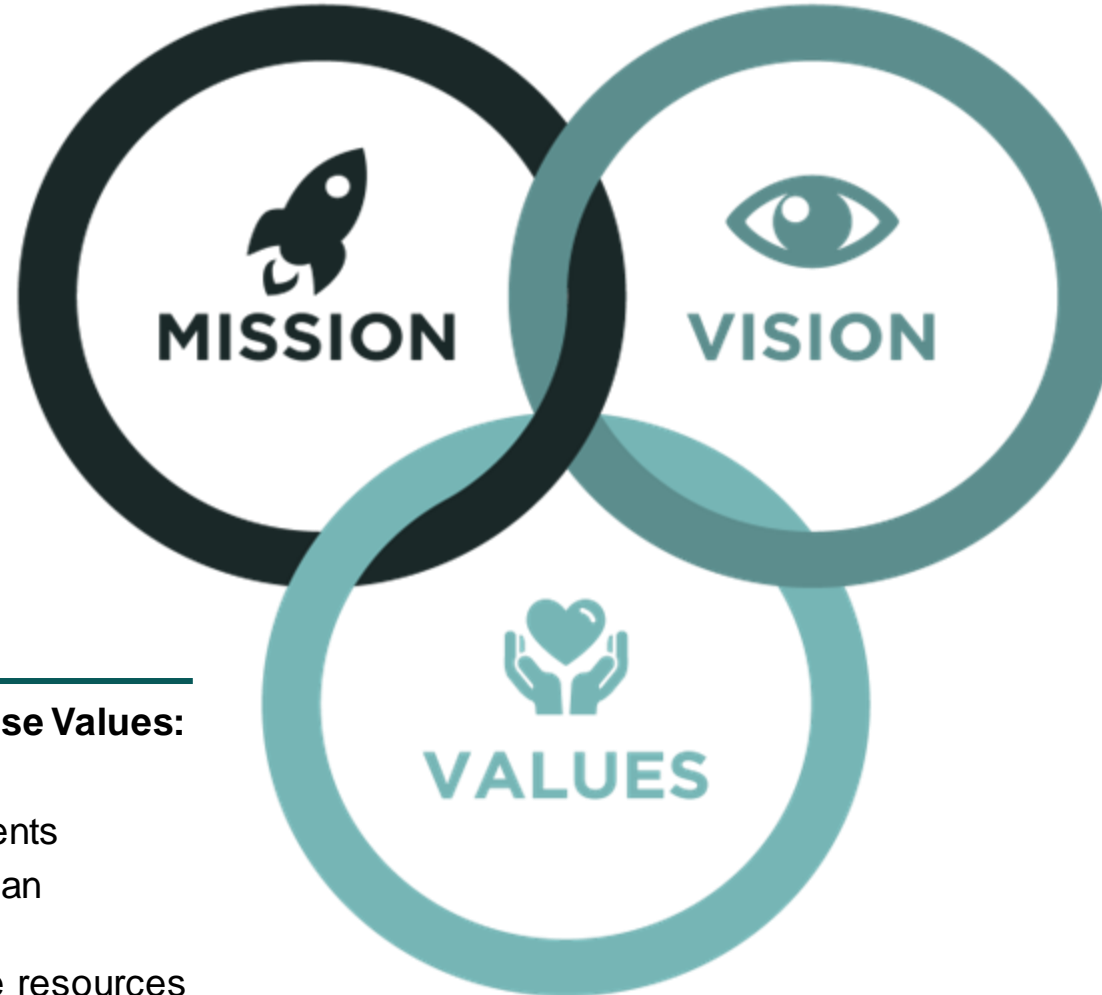




# Division of Child Support Services

## Our Mission is to Enhance the Well-Being of Children by:

- Locating Non-Custodial Parents
- Establishing paternity
- Establishing, enforcing and modifying support obligations (financial and medical)
- Collecting and distributing support payments



## Georgia's Vision is to be:

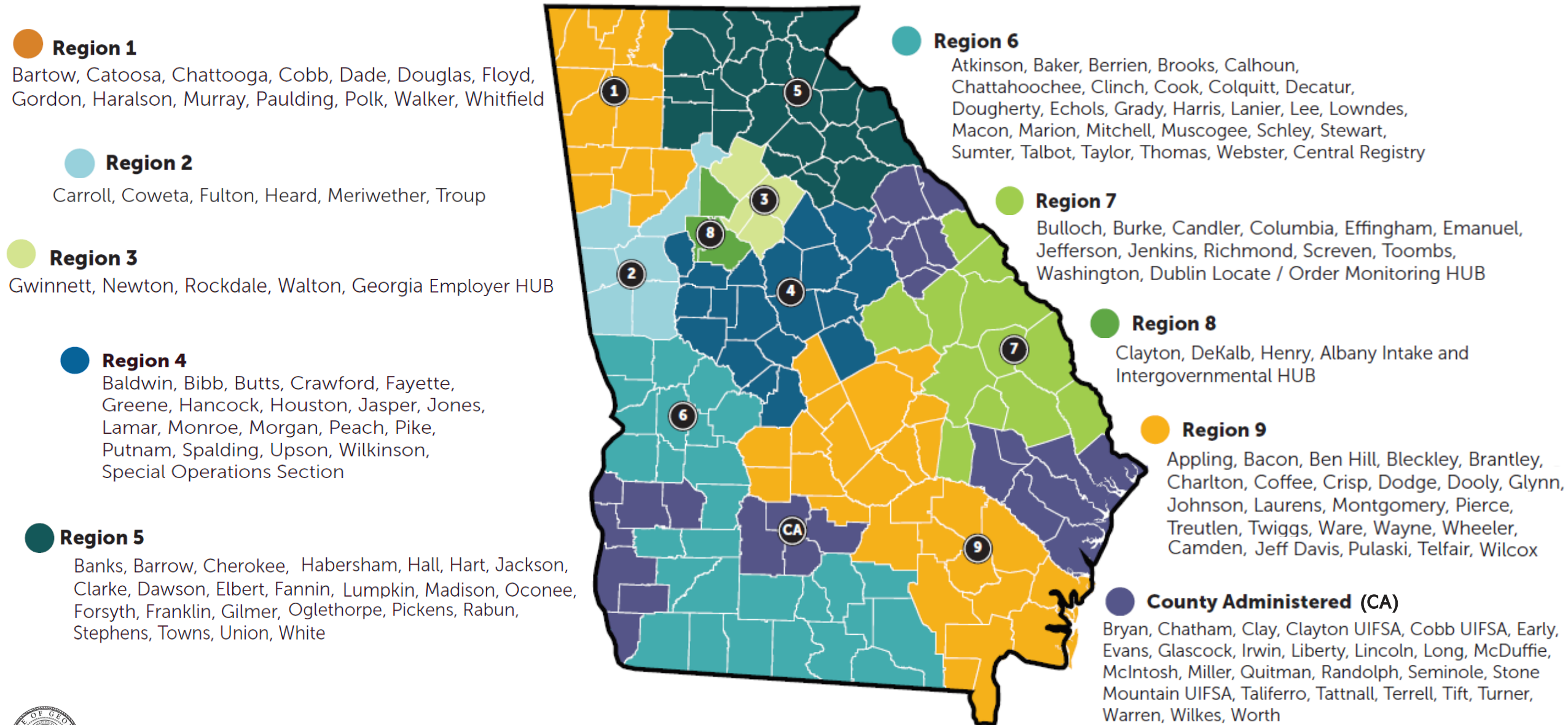
- Ranked in the top 10 states nationally
- Recognized nationally as a trendsetter for best practices
- Program of choice for employment and outreach partnerships

## DCSS is Governed by these Values:

- Put Children First
- Children need both parents
- Customer Interaction is an opportunity
- Employees are valuable resources



# DCSS Region Map



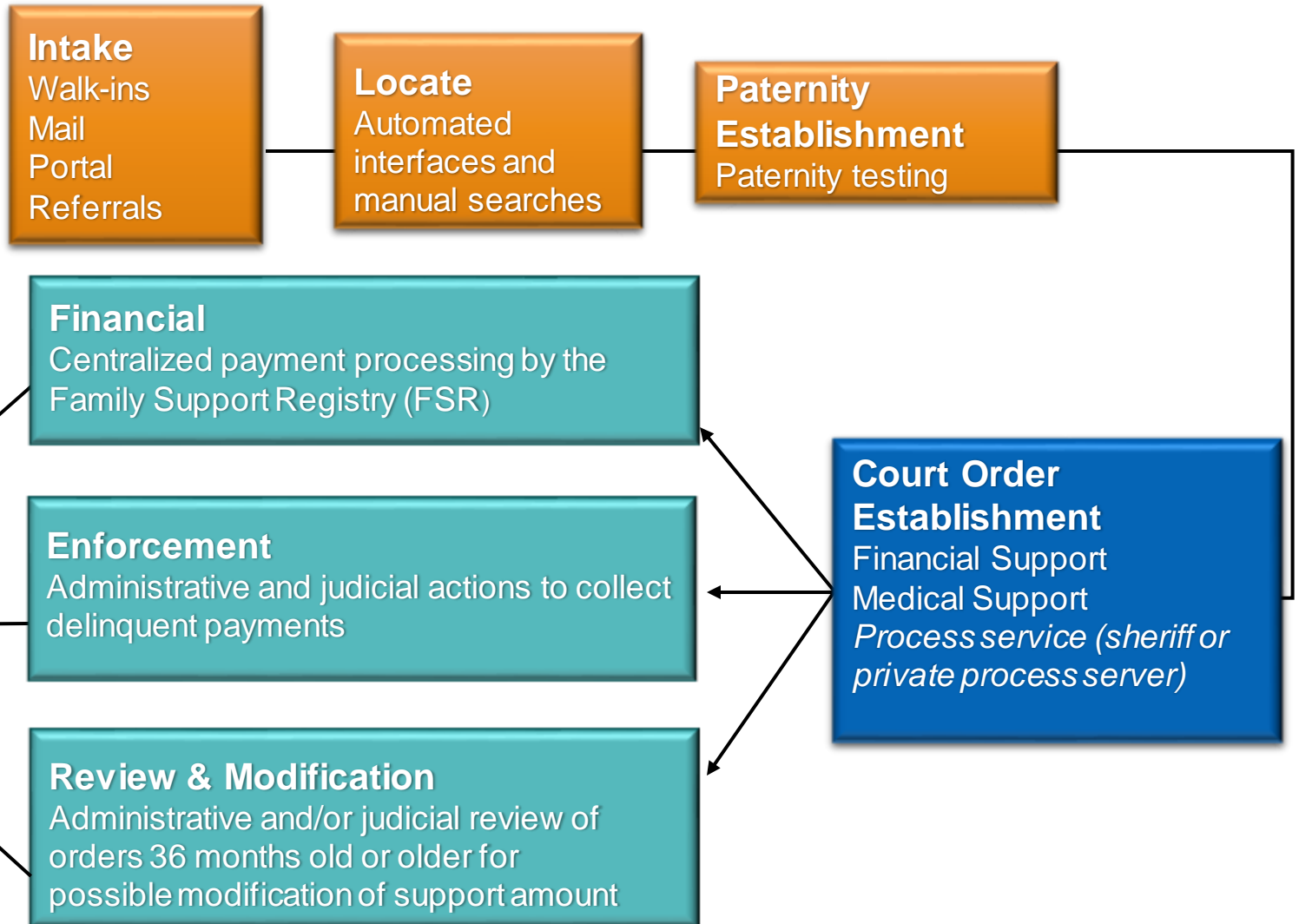
# Federal Performance Indicators

## FFY 2021

Federal Fiscal Year	Active cases	Cases with support orders%	Statewide PEP % (Paternity Establishment Percentage)	Current support	Arrears	Locate	Undistributed collections	Collections
2019	376,729	91.00%	96.59%	60.43%	64.49%	1.85%	0.43%	\$726,762,985
2020	356,887	90.40%	84.11%	62.05%	76.19%	1.63%	1.87%	\$835,689,352
2021	340,577	90.13%	89.85%	62.42%	71.64%	1.46%	1.19%	\$751,964,843



# Child Support Services



## Outreach Programs

DCSS has partnered with other government and community agencies to develop a comprehensive network of service: Fatherhood and Parental Accountability Court Programs.



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Economic Projections and Impact

- A. Discuss long-term projections for jobs in industries and occupations in the State that may provide employment opportunities for older workers. (20 CFR 641.302(d)).
- B. Describe how the long-term job projections discussed in the economic analysis section of strategic plan relate to the types of unsubsidized jobs for which SCSEP participants will train and the types of skills training to be provided. (20 CFR 641.302(d)).
- C. Discuss current and projected employment opportunities in the State (such as by providing information available under §15 of the Wagner-Peyser Act (29 U.S.C. 491-2) by occupation, and the types of skills possessed by eligible individuals. (20 CFR 641.325(c)).

The following three charts indicate fields and occupations with the greatest growth expected and the most annual job openings over the next 10 years for specific education levels according to the Georgia Department of Labor (GDOL).

**TABLE 1: LONG-TERM OCCUPATIONAL PROJECTIONS**

2016-2026 Statewide Long-Term Occupational Projections Fields Require High School Degree or Equivalent <b>(Largest Growth in Employment and Most Annual Openings)</b>					
Occupation	2016 Base Employment	2026 Projected Employment	Total Change in Employment	% Change in Employment	Annual Job Openings
Customer Service Representative	98,780	108,850	10,070	10.2%	14,110
Sales Representatives	53,810	67,450	11,230	15.0%	6,590
Store Clerks and Order Fillers	58,010	65,760	7,750	13.4%	8,570
Heavy and Tractor-Trailer Drivers	59,740	68,220	8,480	14.2%	7,580
Medical Assistants	21,150	27,330	6,180	29.3%	3,170
Nursing Assistants	36,780	42,600	5,820	15.8%	5,000
Personal Care Aids	24,890	34,980	10,090	40.5%	5,200
First-Line Supervisors of Office and Admin.	45,390	50,550	5,160	11.4%	5,520
Maintenance and Repair Workers	43,430	49,920	6,490	14.9%	5,150
Data from GDOL Long-term Employment Projections to 2026					

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**TABLE 2: LONG-TERM OCCUPATIONAL PROJECTIONS, CONTINUED**

2016-2026 Statewide Long-Term Occupational Projections Fields Require High School Degree or Equivalent <b>(Fastest Growth in Employment and Most Annual Openings)</b>					
Occupation	2016 Base Employment	2026 Projected Employment	Total Changes in Employment	% Change in Employment	Annual Job Openings
Costume Attendants	220	320	100	45.9%	70
Personal Care Aides	24,890	34,980	10,090	40.5%	5,200
Bus Drivers, Transit and Intercity	3,600	5,060	1,460	40.4%	670
Computer Numerically Controlled Machine Tool Program	290	400	110	36.0%	40
Physical Therapy Aides	860	1,160	300	33.8%	140
Transit and Railroad Police	420	560	140	31.8%	40
Customer Service Representatives	96,780	108,850	10,070	10.2%	14,110
Office Clerks, General	84,210	87,420	3,210	3.8%	10,270
Secretaries and Administrative Assistants, Except Legal	66,370	64,310	2060	-3.1%	6,730
Sales Representatives, Wholesale and Manufacturing	39,360	42,660	3,300	8.4%	6,510
Childcare Workers	37,590	41,920	4,330	11.5%	6,140
Team Assemblers	48,000	49,910	1,910	4.0%	5,830
Data from GDOL Long-term Employment Projections to 2026					



**TABLE 3: LONG-TERM OCCUPATIONAL PROJECTIONS, CONTINUED**

2016-2026 Statewide Long-Term Occupational Projections Fields Require Less Than High School Degree (Largest Growth in Employment and Most Annual Openings)					
Occupation	2016 Base Employment	2026 Projected Employment	Total Change in Employment	% Change in Employment	Annual Job Openings
Food Preparation and Serving Workers	111,850	129,130	17,280	15.4%	23,560
Laborers and Freight, Stock and Material Movers	115,460	136,190	20,710	17.9%	19,060
Janitors and Cleaners	53,780	60,130	6,350	11.8%	7,930
Personal Care Aides	24,890	34,980	10,090	40.5%	5,200
Maids and Housekeeping Cleaners	37,580	42,180	4,600	12.3%	5,640
Construction Laborers	37,080	42,430	5,350	14.4%	4,540
Retail Salespersons	141,260	159,280	18,020	12.8%	23,230
Waiters and Waitresses	78,910	83,500	4,590	5.8%	15,680
Laborers and Freight, Stock and Material Movers	115,480	136,190	20,710	18.5%	19,060
Cashiers	110,290	1115,410	5,120	4.6%	21,450
Data from GDOL Long-term Employment Projections to 2026					

Based on the GDOL projections, total employment in Georgia is projected to grow to over 5 million in 2026, an increase of 11.7% from 2016 employment levels.

The gain amounts to over 525,000 new jobs for the state. Eighty-eight percent of the job growth in Georgia will be in service-providing sectors and 12% will be in goods-producing sectors. Both the service-providing and goods-producing sectors will add jobs through 2026. Employment in Georgia's service-providing sector will grow by nearly 463,000 over the projection period while the goods-producing sector will add over 62,000 jobs.

Health care and social assistance will lead all industry sectors both in terms of job growth (+99,000 jobs) and growth rate (+20.4%) and will account for nearly one-fifth of the 525,000 new jobs created in the state through 2026. The job growth in health care and social assistance is driven by the increased demand to care for an aging population.

The industry expected to add the second largest number of jobs over the projection period in Georgia is professional and business services where more than 84,000 jobs will be created. Wholesale and retail trade, educational services, and leisure and hospitality will also show strong job growth as consumers continue making purchases, educational opportunities expand and evolve, and the growing population looks for more entertainment options.

Employment in transportation and utilities will grow by 14.8% as the state continues to be a transportation and warehousing hub in the southeast. Professional and business services, construction and educational services round out the top five sectors in rate of job growth. No major Georgia employment sector is anticipated to experience negative job growth from 2016 to 2026.

Employment in all education categories will see job growth through 2026. Occupations requiring a high school diploma or equivalent will see the most growth adding more than 169,000 new positions, comprising 32.3% of the nearly 525,000 jobs to be added in Georgia over the projection period. Occupations typically requiring no formal educational credentials are projected to grow by over 120,000 positions by 2026.

As the need for a more educated workforce grows, the occupational groups that generally require education beyond high school are projected to increase. From 2016-2026, occupations in Georgia that require a bachelor's degree will grow by more than 137,000 (+26.1%) to nearly 1,095,000. Occupations typically requiring postsecondary non-degree awards will see employment levels rise by over 43,000 to nearly 329,000 by 2026. Positions requiring a doctoral or professional degree, and that have the highest average wage in the state at \$115,700 per year, are projected to add over 16,000 jobs through 2026.

Though all the jobs listed are fast-growing in Georgia, it does not always mean they will create many jobs. Rotary drill operators, costume attendants and Computer Numerical Control (CNC) machine tool programmers, are all fast-growing occupations but will struggle to each produce 100 new jobs through 2026. In contrast, personal care aides and nurse practitioners will produce over 10,000 and 1,700 jobs, respectively, over the projected period.

Several industries will face employment declines over the 10-year projection period. As shoppers move to purchase more goods over the internet, department stores are poised to shed the most jobs by 2026 in Georgia. Wired telecommunications carriers; newspapers, periodicals and book publishers; textile furnishings mills; and office supplies, stationery, and gift stores round out the top five industries with the most job cuts. Seven of the 20 industries losing the most jobs by 2026 are in manufacturing.

The Georgia Workforce Trends analysis of long-term employment projections to 2026 notes the following projections:

1. Twenty occupations will combine to account for the largest job losses cutting more than 17,000 jobs from the economy. These occupations have several similarities: Most of the occupations generally require a high school diploma or less, many are obsolete clerical/office and administrative support occupations, and most associated salaries are

well below the statewide average. These occupations do present some modest employment opportunities because of a need to replace workers who have transferred out of some of these occupations.

2. The fastest growing occupations in terms of average annual growth through 2026 are dominated by movie, television and health care professions. Twelve of the 20 are in the fields of health care or film and eight of the occupations generally require a bachelor's degree or higher.
3. The 20 occupations with the most job growth through 2026 represent 35.9% of all the projected growth in Georgia. These occupations combine to create more than 188,000 new jobs over the projected period. Seven of the 20 occupations are considered careers in high demand, 10 generally require some form of education beyond high school and 10 generally require a high school diploma or less.
4. Georgia will see manufacturing employment grow by 8.0% from 2016 to 2026. Manufacturing jobs peaked in 1997 with about 554,000 jobs in the state. In 2016 there were about 385,000 manufacturing jobs, and there will be around 416,000 by 2026. Construction jobs in Georgia will grow by 13.8% over the projection period.
5. Georgia added nearly 70,000 jobs in 2019, for a total of 4.65 million. The job growth was particularly strong in education and health services; leisure and hospitality; and trade, transportation and utilities. Those three sectors combine to make up nearly three quarters of the yearly growth in jobs. Georgia's workforce grew by nearly 18,000 people in 2019, ending the year with a labor force of 5.13 million.

Subgrantee staff will use the above information to match Senior Community Service Employment Program (SCSEP) participants' interests with maximum opportunities for employment in the community. Also, staff will use this data to identify potential employers as well as entrepreneurial and microenterprise ventures.

The trends detailed above provide insight into the opportunities available for SCSEP grantees to work with workforce partners to maximize participation of older workers in the workforce.

Historically, subgrantees are most successful in placing participants in unsubsidized employment opportunities with community service agencies (especially host training sites), and other service-oriented industries. The most prevalent occupations for SCSEP participants include maintenance and custodial work, office clerk and receptionist positions, van drivers, senior center program assistants, retail sales associates, housekeepers, foodservice workers and customer service representatives.

Most participants seek work experiences for benefits such as physical and mental activity, social interaction, the opportunity to contribute to the community and the need for income. While many potential employers seek full-time employees who are willing to work nights and weekends, the typical SCSEP participant usually part-time employment with daytime hours during the normal work week. Also, SCSEP participants do not normally seek jobs that would require relocation or an extended commute.



Therefore, the program mostly targets community service organizations and small businesses because these employers have more of the types of jobs that SCSEP participants are seeking. Subgrantee staff continue to identify and develop high-growth industries and occupations with a presence in local community job markets as potential employers of SCSEP participants.

However, the success of the SCSEP program must be considered in the context of Georgia's low overall unemployment rate (see chart below). According to GDOL, the unemployment rate in December 2019 was 3.2%, below the national rate of 3.5%. This indicates that competition for available jobs will increase and perhaps hinder the ability of SCSEP participants to find employment.

Unemployment Rate: Georgia, National



**Note:** Recessions shown in gray

**Source:** U.S. Bureau of Labor Statistics via fred.stlouisfed.org

Subgrantee staff recruit host training sites for their diversity and their willingness to train program participants in the skills they need to meet their work goals and to obtain the jobs they prefer. Most preferred jobs can be found at community service agencies and in all private sector industries (such as clerical and custodial work).

### Service Delivery and Coordination

Actions to coordinate activities of SCSEP grantees with Workforce Investment Opportunity Act (WIOA) Title I programs, including plans for using the WIOA's one-stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g), 641.325(e))

Georgia's SCSEP subgrantees will continue to collaborate with the One-Stop Delivery System, including the One-Stop Career Centers and the Georgia Workforce Development Board. They routinely share information (program eligibility requirements and priorities, open training slots and workshop information) with the One-Stop Career Centers. SCSEP subgrantees collaborate with these partners in other ways, including:

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1. Sharing information regarding the fastest growing industries, occupations and businesses that offer appropriate job opportunities for SCSEP participants.
2. Maintaining inventory of SCSEP marketing materials, brochures and posters (including bilingual materials) at the One-Stop Career Centers.
3. Participating in job fairs at the One-Stop Career Centers.
4. Promoting the use of Federal Bonding and Work Opportunity Tax Credits as employer incentives to hire older workers.

SCSEP participants assigned to the One-Stop Career Centers as Older Worker Specialists help older Georgians access job information and obtain other One-Stop services to enhance employability. In addition, they share job market and training information between the One-Stop Centers and the SCSEP program offices. The Older Worker Specialists disseminate information regarding training vacancies and refer potential applicants to the SCSEP program offices in each county.

Exiting participants are encouraged to continue their collaboration with the One-Stop Career Centers. Subgrantee staff refer participants who have reached their individual durational limit for SCSEP services, but who have not yet obtained unsubsidized employment, to the One-Stop Career Centers for further job search and training support.

*Actions to coordinate activities of SCSEP grantees with the activities the State will carry out under the other titles of the OAA. (20 CFR 641.302(h))*

Georgia's SCSEP subgrantees collaborate with other Older Americans Act (OAA) programs in two primary ways. First, project staff refer participants in need of supportive services to OAA federal programs such as nutrition and adult day programs. Second, SCSEP partnerships with agencies providing OAA services and the hiring of SCSEP participants by host training sites have led to the establishment of effective training assignments that result in the expansion of needed services to older Georgians.

During the upcoming State Plan cycle, the Division of Aging Services (DAS) will enhance assessments of participants that result in increased coordination of the following OAA services to support SCSEP participants:

1. Caregiver activities and support, including Kinship Care services, and
2. Evidence-based health and wellness programs, including chronic disease self-management programs and falls prevention programs.

*Actions to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. (20 CFR 641.302(i))*

The SCSEP program collaborates and leverages resources with many organizations to provide training and supportive services for the participants. Some of these entities include host training sites, educational organizations, veterans' organizations, vocational rehabilitation activities, social service agencies and faith-based organizations.

In addition, Georgia's SCSEP subgrantees coordinate with many agencies to help participants in need of services such as subsidized housing or temporary shelters, no-cost or lower-cost medical and prescription programs, energy assistance, utility discounts, Supplemental Nutrition Assistance Program (SNAP) benefits, Supplemental Security Income and reduced fares on transportation.

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

Host agencies are encouraged to provide computer training for their participants. Specialized computer training opportunities are provided through diverse agencies including local community colleges, the One-Stop Career Centers and public libraries. In addition, the subgrantees provide access to computers and other specialized training, including customer service. Computer skills have become increasingly important for SCSEP participants as most employment opportunities now require basic computer skills. All SCSEP participants are required to register with One-Stop Career Centers and are encouraged to participate in available computer training classes.

Subgrantees will continue to pursue access to training courses offered by the One-Stop Career Centers. However, One-Stop training funds are used primarily for participants looking for full-time work, and most SCSEP participants are interested in part-time employment.

SCSEP partners coordinate education and training activities with Workforce Development Board partners and programs, such as *Employ Georgia* and *Go Build Georgia*. *Employ Georgia* ([www.employgeorgia.com](http://www.employgeorgia.com)) is a website developed by GDOL to share employment needs of both employers and job seekers and to connect job seekers with job openings. *Go Build Georgia* educates Georgians about careers in the skilled trades and how to pursue opportunities in those industries. The Technical College System of Georgia (TCSG) is a key training partner, with 25 colleges in 82 campus locations across the state.

SCSEP participants receive training and work experience for many in-demand occupations, such as clerical and receptionist work, customer service, kitchen/food service, janitorial, maintenance and housekeeping, security, retail sales, adult day programs, and as older worker specialists. Using the list of jobs that will be in future demand (Tables 1-3) will allow SCSEP coordinators to steer participants toward professional certification programs, such as Commercial Driver's License (CDL) and Certified Nursing Assistant (CNA), and support the federal credential attainment goals.

Training assignments provide the skills and work experiences needed to support the employment requirements of the regional economy. During this plan cycle, Georgia will seek to expand the number and diversity of training assignments to ensure the greatest success for participants.

Host training site supervisors complete performance evaluations, and the subgrantees review these evaluations to assess the participant's progress and the degree of on-site supervision. Participants remain at their host training sites for as long as they are learning skills that will make them more marketable to employers and are complying with their



Individual Employment Plans. Many host sites eventually hire their assigned SCSEP participants and have good job retention rates, indicating successful training and preparation.

*Actions the State will take to ensure that SCSEP is an active partner in the one-stop delivery system and the steps the State will take to encourage and improve coordination with the one-stop delivery system. (20 CFR 641.335)*

Goal: Improve Coordination with One-Stop Delivery System

Strategies:

1. Partner with the One-Stop Career Centers to monitor information on job openings and trends that will help identify current and future job opportunities.
2. Track information regarding fast-growing industries and the occupations and businesses that offer job opportunities for SCSEP participants.
3. Train SCSEP participants as Older Worker Specialists and assign them at the One-Stop Career Centers to assist older job seekers.
4. Participate in meetings that coordinate employment and training programs in local areas, including meetings of local Workforce Development Boards and GDOL Employer Committees.

Indicators:

1. Number of SCSEP participants assigned to One-Stop Career Centers.
2. Number of meetings with One-Stop Career Centers and partners.
3. Documentation of successful coordination activities in quarterly narrative reports.

*Efforts the State will make to work with local economic development offices in rural locations.*

State and national grantee service providers in Georgia's rural communities cite the lack of viable 501(c)(3) not-for-profit and appropriate public agencies for community service assignments as a barrier to recruiting participants. SCSEP staff in these under enrolled areas have committed to using resources, such as <https://www.melissa.com/> which provides data quality and mailing preparation solutions to increase host agency recruitment efforts.

Based on the Equitable Distribution Report for Program Year (PY) 2018, the latest report available, 45.95% of the counties that were under enrolled are designated as rural according to the Rural-Urban Continuum Codes (RUCC). Many of those not counted as rural are in areas of the state with minimal population centers or other areas that do not expect business growth.

Goal: Expand SCSEP services in rural areas of Georgia

Strategies:

1. Compile and distribute to grantees a listing of rural counties with under-enrollment.
2. Identify one county per subgrantee per program year to target for expansion.

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3. Identify potential partners in each county to assist with outreach in recruiting participants, host agencies and potential employers.
4. Evaluate progress toward goals at the mid-year training session.

Indicators:

1. Change in number of rural counties with under-enrollment at end of each program year.
  2. Number of new participants enrolled in identified counties.
  3. Number of new host agencies enrolled in identified counties.
  4. Number of potential employers identified and contacted in identified counties.
- a. Describe the long-term strategy for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. (20 CFR 641.302(e))

During this Plan cycle, Georgia will continue to collaborate with community partners to develop the expertise of subgrantee staff in employer engagement, including the University of Georgia College of Family and Consumer Sciences. Also, Georgia will focus on developing entrepreneurial and microenterprise opportunities for SCSEP participants, as noted below. Employer engagement is crucial for placing participants via the On-the-Job Employment (OJE) program.

Goal: Improve Employer Engagement in the SCSEP Program

Strategies:

1. Identify potential employers.
2. Identify specific potential employers' skill needs.
3. Send qualified and suitable participants to job interviews.
4. Include employers in training activities.
5. Increase the number of OJE placements.

Indicators:

1. Number of new employers identified.
2. Number of employers included in training activities.
3. Number of OJE placements.

Goal: Increase participants' placement in entrepreneurial ventures to enhance opportunities for entrepreneurship

Strategies:

1. Identify agencies that can provide technical assistance to SCSEP project staff about entrepreneurship and microenterprise.
2. Identify agencies that can provide training to participants about entrepreneurship and microenterprise.
3. Identify unmet needs in communities that might be addressed by SCSEP participants engaging in entrepreneurial ventures.

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4. Target and recruit host agencies that can offer entrepreneurial opportunities to participants.
5. Provide training to SCSEP project staff about entrepreneurial activities within the SCSEP program.

Indicators:

1. Number of training activities for SCSEP project staff.
2. Number of training activities for SCSEP participants.
3. Number of partnerships established to support entrepreneurship and microenterprise.
4. Number of participants who launch an entrepreneurial venture.
5. Participant earnings from entrepreneurial ventures.

Describe the long-term strategy for serving minorities under SCSEP. (20 CFR 641.302 (c))

The following chart from the PY 2017 United States Department of Labor (USDOL) Minority Report, the latest report available, illustrates Georgia's service to minorities in SCSEP:

**TABLE 4: SCSEP MINORITY PARTICIPATION**

Source: SCSEP National PY 2017 Minority Report

Category	SCSEP %	Census %	% Difference	Significant
Minority Overall	61.6%	34.8%	177.0%	No
Hispanic	1.2%	3.0%	40.0%	Yes
Black	61.2%	29.6%	206.8%	No
Asian	0.4%	0.8%	0.0%	No
American Indian	0.0%	0.2%	N/A	N/A
Pacific Islander	0.0%	0.0%	N/A	N/A

During the upcoming State Plan cycle, Georgia will increase enrollment of Hispanic/Latino older adults and Asian older adults in the SCSEP program as shown below. To be successful, these strategies must involve an integrated approach to recruiting participants, host agencies and potential employers. Rather than using a statewide approach to increasing enrollment of Hispanic/Latino and Asian older adults, DAS will focus on the subgrantees that operate in specific areas of the state where most of these populations reside.

Goal: Increase enrollment of Hispanic/Latino older adults in SCSEP by 50%

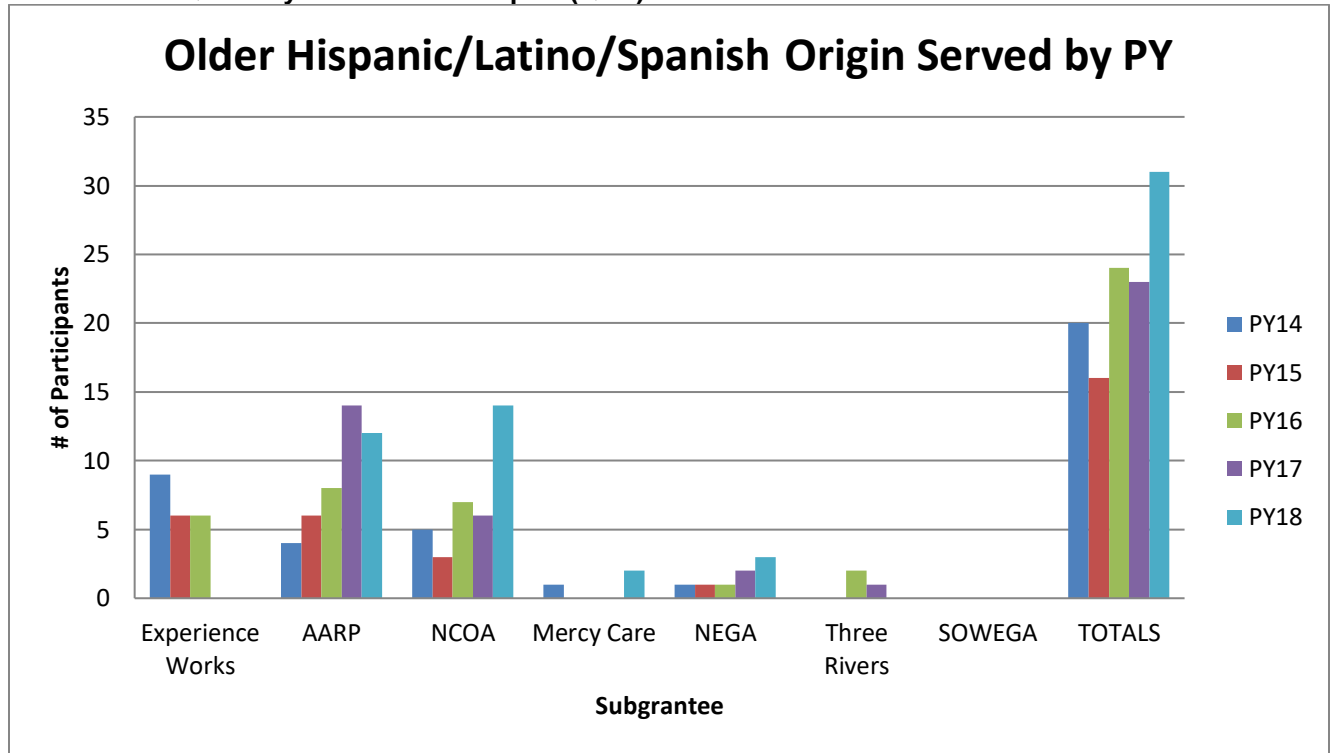
**TABLE 5: LONGITUDINAL DEMOGRAPHICS FOR HISPANICS\***

Source: American Community Survey, 2018

Data Point	2015	2016	2017	2018
% Georgians 65+ - Hispanic	2.0%	2.1%	2.1%	2.8%
# Georgians 65+ - Hispanic	21,953	23,745	36,153	40,383
Target for # SCSEP participants (181 slots* x %)	4	4	4	4
Actual # served	2	3	3	5
*DAS slots only				



**TABLE 6: LONGITUDINAL HISPANIC ENROLLMENT IN SCSEP**  
Source: DOL Quarterly Performance Report (QPR)



**Strategies:**

1. Identify agencies and organizations, including churches and English as Second Language (ESL) programs, in target areas that serve Hispanic/Latino older adults.
2. Identify liaisons between subgrantees and organizations that serve Hispanic/Latino older adults.
3. Provide outreach to identified organizations about the SCSEP program.
4. Recruit appropriate host agencies and potential employers that could serve Hispanic/Latino older adults.

**Indicators:**

1. Number of agencies and organizations involved in outreach to Hispanic/Latino older adults.
2. Number of host agencies recruited.
3. Number of potential employers recruited.
4. Number of Hispanic/Latino older adults served by SCSEP.

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Goal: Increase enrollment of Asian older adults in SCSEP

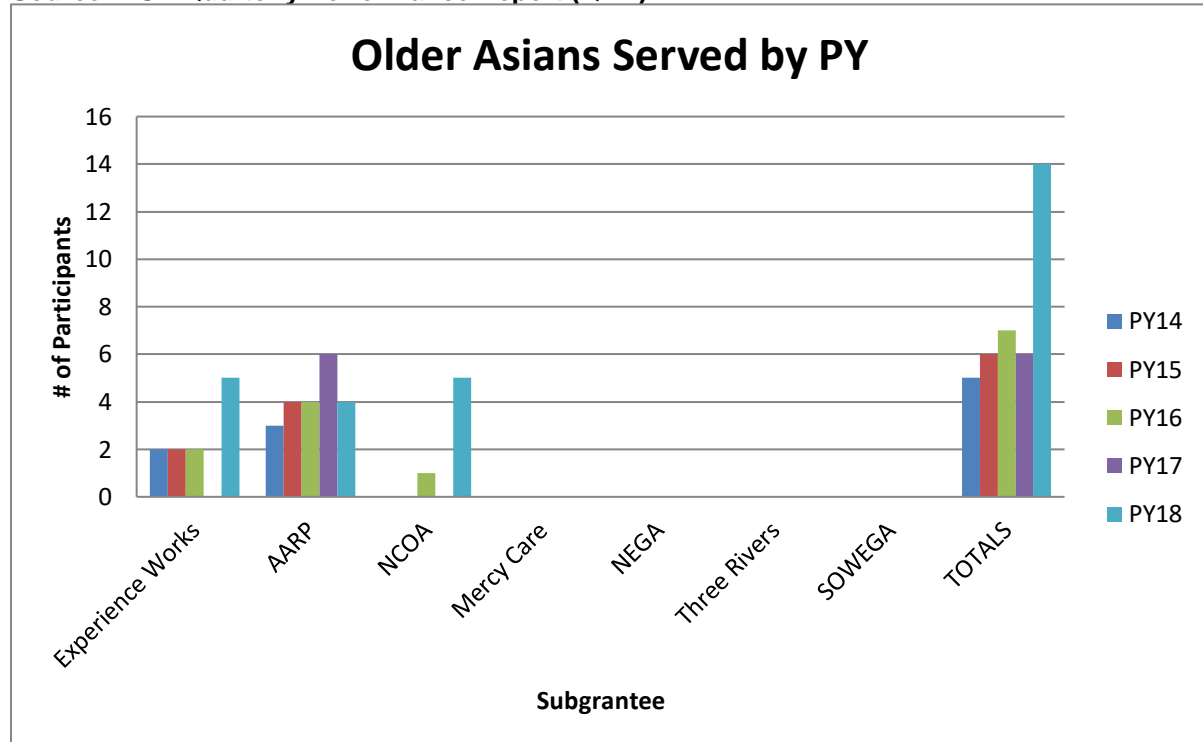
**TABLE 7: LONGITUDINAL DEMOGRAPHICS FOR ASIANS\***

Source: American Community Survey, 2018

Data Point	2015	2016	2017	2018
% Georgians 55+ - Asian	1.9%	2.0%	2.1%	2.3%
# Georgians 55+ - Asian	19,924	21,800	79,165	81,438
Target for # SCSEP participants	4	4	4	1
Actual # served DAS slots only	1	1	0	0

**TABLE 8: LONGITUDINAL ASIAN ENROLLMENT IN SCSEP**

Source: DOL Quarterly Performance Report (QPR)



Strategies:

1. Identify agencies and organizations (including churches and ESL programs) in target areas that serve Asian older adults.
2. Identify liaisons between subgrantees and organizations that serve Asian older adults.
3. Provide outreach to identified organizations about the SCSEP program.
4. Recruit appropriate host agencies and potential employers that could serve Asian older adults.

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Indicators:

1. Number of agencies and organizations involved in outreach to Asian older adults.
2. Number of host agencies recruited.
3. Number of potential employers recruited.
4. Number of Asian older adults served by SCSEP.

- b. List needed community services and the exact places where these services are most needed. Specifically, the plan must address the needs and location(s) of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330)

SCSEP's service to a community is based primarily on the social and economic needs of the participants entering the program and on the demand for services within local communities. Subgrantees identify potential training sites through community outreach efforts, such as meetings with current and potential host training sites, to determine where the greatest needs for SCSEP assignments exist. Efforts also include frequent coordination with the One-Stop Career Centers and Georgia's Aging and Disability Resource Connection (ADRC) to monitor unmet community needs.

Urban populations have greater access to resources such as transportation, health services and educational opportunities than persons living in less populated regions.

Participants with the greatest economic need are provided supportive services. Services may include a gas card or a bus pass to access transportation to and from their host agency assignment until they receive a paycheck. SCSEP staff the Area Agency on Aging (AAA) Aging and Disability Resource Connection (ADRC) staff and county resource guides to identify supportive services, such as assistance with shelter, utilities, clothing and food available through community resources. Many times, those resources are provided at no cost to SCSEP or the participant. SCSEP subgrantees initiate and maintain partnerships with area non-profit agencies that provide a wide range of services, including adult day programs, child day care, food services, recreational facilities, health care and social services. One significant barrier for participants is access to dental care, and DAS is working at the state level to improve access to oral health services for seniors.

Participants who are not comfortable in social settings are assigned to training sites that are able to provide a more supportive environment. These sites may already serve clients facing similar social barriers, thus providing a more comfortable environment for the SCSEP participant. The first training assignment for individuals with greater social need is limited in duration so that SCSEP staff can monitor them closely and interact more often.

DAS and subgrantees continue efforts to expand outreach of SCSEP throughout the state. Georgia's SCSEP grantees will investigate opportunities for using websites and social networking media to further expand the program's reach and impact throughout the state. The Department of Human Services (DHS) Office of Communications uses a variety of methods to reach Georgia's citizens about programs of interest and to reach potential

partners to engage in DHS' delivery of services, including SCSEP. Georgia will target strategies related to entrepreneurship and microenterprise to address identified gaps in services in local communities (such as transportation, home repairs, and in-home support for older adults who live alone and for caregivers).

- c. Describe the long-term strategy to improve SCSEP services, including planned long-term changes to the design of the program within the State, and planned changes in the use of SCSEP grantees and program operators to better achieve the goals of the program. This may include recommendations to the Department as appropriate. (20 CFR 641.302(k))

Goal: Target Jobs Effectively

Strategies:

1. Focus on placing participants in unsubsidized employment with community service agencies.
2. Identify and develop local job opportunities.
3. Routinely visit host training sites and encourage them to hire their SCSEP participants as funds become available.

Indicators:

1. Number of participants placed in unsubsidized employment.
2. Number of new host agencies.
3. Percentage of host agencies that hire participants.
4. Number of visits to host training sites compared to percentage of those that hire participants.

Goal: Manage Durational Limits Effectively

Strategies:

1. Provide quality support to each participant approaching his or her SCSEP durational limit.
2. Research the local job market and access all supportive services available to assist the SCSEP participants.
3. Reassess the participant no later than one year before the individual's durational limit date.
4. Update transitional Individual Employment Plans (IEP) enhancing job development and training efforts.

Indicator:

1. Decrease in number of participants who reach durational limits without gaining unsubsidized employment (who have employment as a goal in their IEPs).

Goal: Train Participants Effectively

Strategies:

1. Encourage host training sites to make formal in-service and on-the-job training available for their assigned SCSEP participants.

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2. Collaborate with local libraries and non-profit agencies that offer free training.
3. Conduct workshops covering different aspects of the job-seeking process and topics relating to health, consumer information, transportation and all available social benefits.
4. Encourage participants seeking full-time employment to attend programs offered through the Workforce Innovation and Opportunity Act's One-Stop Career Centers.

Indicators:

1. Number of participants who participate in training.
2. Number of training hours.
3. Number of participants who participate in OJE training.
4. Hire rate of participants who participate in OJE training.

DAS will continue to reach out to the National Council on Aging to swap slots in counties where both the national and the state grantee are present. If the agencies can negotiate a mutually beneficial swap, it will result in reduced travel time and administrative costs and will increase efficiency and coordination.

In addition, DAS plans to implement a competitive bid for state slots and to discontinue the use of subprojects (a subgrantee contracting with another agency to provide SCSEP services) within the SCSEP program during the upcoming State Plan cycle.

- d. Describe a strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment, and to achieve, at a minimum, the levels specified in OAA Section 513(a)(2)(E)(ii). (20 CFR 641.302(f))

Goal: Increase performance in core performance measures

Strategies:

1. Prioritize the core performance goals for improvement.
2. Identify additional data points that impact core performance goals.
3. Provide intensive training and technical assistance to SCSEP staff about specific core performance goals, tools to diagnose performance and strategies to improve performance.
4. Use Subgrantee Tracking Sheet to manage performance.
5. Provide quarterly technical assistance based on Subgrantee Tracking Sheets.

Indicators:

1. Number of subgrantees that show increase in performance.
2. Number of performance goals that show increase in performance.
3. Percentage increase in performance goals.

Location and Population Served, including Equitable Distribution

- a. Describe the localities and populations for which projects of the type authorized by title V are most needed. (20 CFR 641.325 (d))



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As stated previously, rural areas face significant challenges in recruitment of participants, availability of host agencies and potential employers, and access to supportive services. Each of the special populations targeted for SCSEP participation face special needs and challenges that Georgia seeks to address through policy and practice. Table 13 (page 22) indicates prevalence of specific most-in-need populations in Georgia.

Georgia has a large military presence with nine military installations, and more than 752,000 veterans call Georgia home, according to the Georgia Department of Veterans Services 2019 Annual Report.

Goal: Increase enrollment of veterans and qualified veteran spouses by 50%

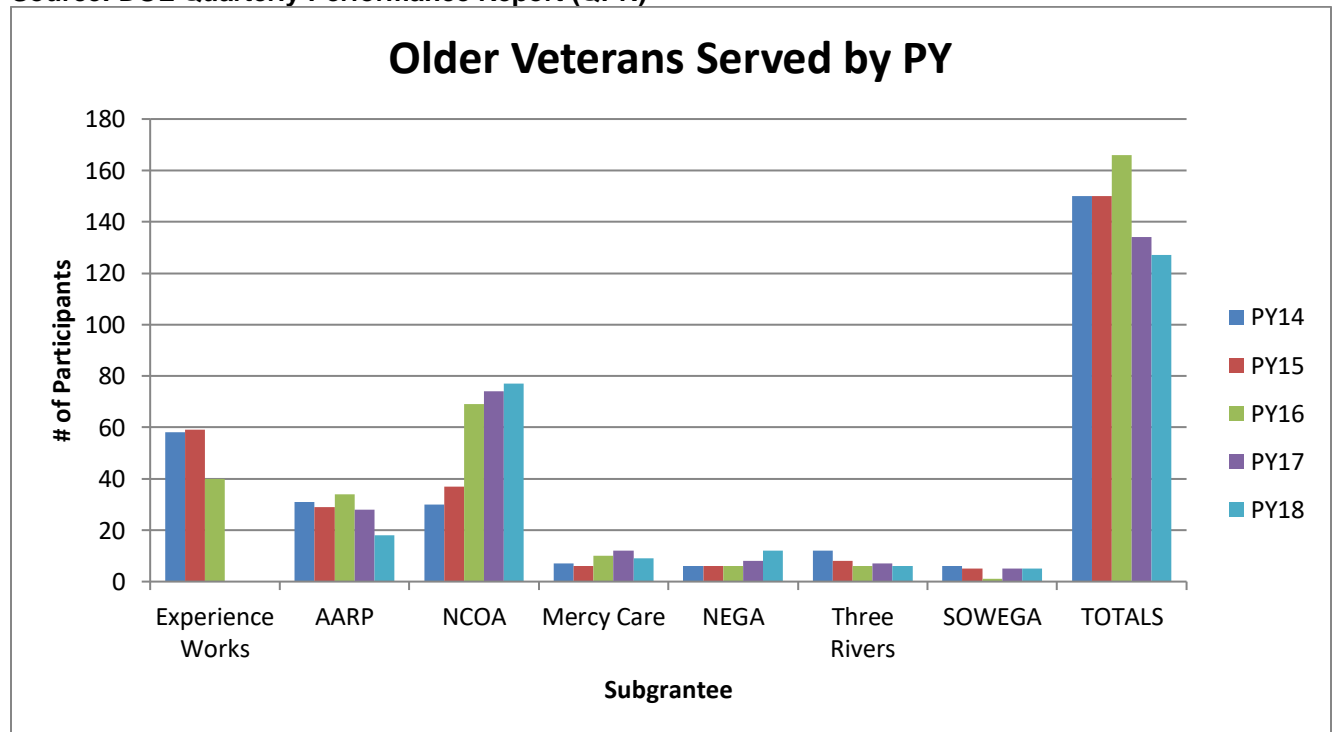
**Table 9: POPULATION OF VETERANS IN GEORGIA\***

Source: American Community Survey, 2018

Data Point	2015	2016	2017	2018
# veterans 18+	271,575	265,417	254,451	228,560
Veterans as % of GA population	6.4%	6.2%	6.4%	7.6%
# veterans 55+	399,042	396,916	391,899	380,948
*DAS slots only				

**TABLE 10: VETERANS SERVED BY PROGRAM YEAR**

Source: DOL Quarterly Performance Report (QPR)



Strategies:

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1. Identify and initiate contact with a minimum of five organizations that serve veterans in target areas.
2. Develop relationship with the GDOL Office of Veterans Employment.
3. Implement area-specific outreach and recruitment methods to increase awareness of SCSEP services to veterans.
4. Conduct training for all SCSEP subgrantees to raise awareness and develop interventions to address veterans' barriers to employment.

Indicators:

1. Number of veteran's organizations contacted.
  2. Number of new or enhanced partnerships with veterans' organizations.
  3. Number of trainings related to outreach, recruitment, addressing barriers and retention of veterans in the SCSEP program.
- b. List the cities and counties where the SCSEP project will take place. Include the number of SCSEP authorized positions and indicate if and where the positions changed from the prior year.

According to 2018 American Community Survey information, the total population in Georgia was 10,519,475 and Georgians 55 and older comprise 26.08% of that population. USDOL authorized 889 SCSEP participant slots for PY 2019 between Georgia and the two national grantees. Georgia administers 181 of those positions, and the remaining 708 are distributed between the two national grantees. The Equitable Distribution chart for PY 2018 is included in Appendix A, and Table 11 (page 20) illustrates the distribution of most-in-need factors.

- c. Describe any current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.

USDOL changed in the number of modified and authorized positions allocated to Georgia for PY 2017 and those have remained unchanged since then. Georgia had 987 modified positions prior to PY 2017. The number of modified positions assigned to Georgia beginning in PY 2017 is 887, 101 fewer slots from previous years. Table 11 (page 20) shows the number of slots for PY 2018 Q4 with the variance. Georgia has 159 counties and SCSEP serves 158. Georgia administers 181 slots and the remaining 706 slots are distributed among the two national grantees.

Based on the PY 2018 Q4 Equitable Distribution Report (EDR) summary (see Table 11) Georgia has an overall variance rate of 56%. The number of under enrolled counties for the state grantee has dropped from 30 for PY 2017 to 25 for PY 2018. The number of over enrolled counties has increased slightly from 13 to 16 counties. Most of the counties are over enrolled or under enrolled by one or two participants. The following counties have variances beyond two slots: Carroll, Clarke, Coweta, Decatur, Dougherty, Douglas, Floyd, Grady, Lamar, Newton, Polk and Troup.

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To monitor and correct inequities on an ongoing basis, DAS will continue to implement the following strategies:

1. Review EDR periodically and discuss the variances with subgrantees during the quarterly training and follow up individually as needed.
2. Review EDR semi-annually with the national grantee partners and develop strategies needed to achieve equitable distribution.

**TABLE 11: EQUITABLE DISTRIBUTION REPORT SUMMARY**

Source: SCSEP Equitable Distribution Report

Equitable Distribution – PY 2018 4 <sup>th</sup> Quarter													
Statewide Summary	MP	E	V	# Counties	# Under	% Under	Avg. % Und. E.	# Over	% Over	Avg. % Over E	# over Under	% Over Under	Total V/AP
State Grantee	181	181	0	47	25	53.2%	61.3%	16	34.0%	63.8%	41	87.2%	63.0%
National Grantees	708	724	16	110	56	50.9%	51.9%	53	48.2%	75.8%	109	99.1%	58.8%
Total ED Grantees	889	905	16	142	74	52.1%	51.2%	60	42.3%	69.6%	134	94.4%	56.0%

d. Explain the State's long-term strategy for achieving an equitable distribution of SCSEP positions within the State that:

- i. moves positions from over-served to underserved locations within the State in compliance with 20 CFR 641.365.
- ii. equitably serves both rural and urban areas.
- iii. serves individuals afforded priority for service under 20 CFR 641.520. (20 CFR 641.302(a), 641.365, 641.520)

DAS will work with its subgrantees to improve the disparity in the Equitable Distribution for the counties that show significant barriers in over-enrollment and under-enrollment. The absence of viable 501(c)(3) not-for-profit organizations and public agencies presents an ongoing barrier to placing participants in community service assignments and thus impacts Equitable Distribution for both the state and national grantees.

All grantees will work collaboratively to identify areas of the state where over-enrollment or under-enrollment exists. The existing placement of positions in each county is compared with the number shown in the Equitable Distribution Report to identify any areas of over-enrollment or under-enrollment in the state.

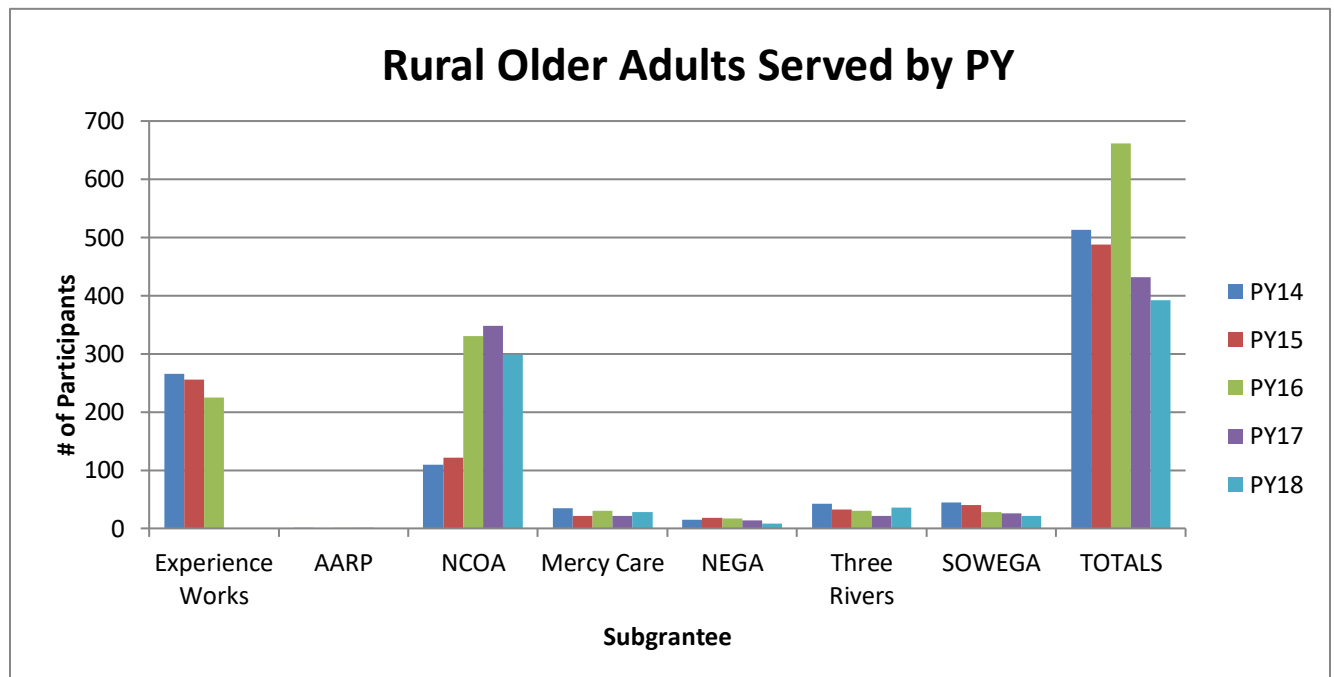
Participants cannot be terminated from the program because of the equitable distribution requirement, so grantees must rely on attrition to correct areas of over-enrollment. Georgia strives for equity, but it can be challenging in rural counties and areas with growth in the number of eligible individuals. When equity cannot be achieved, Georgia attempts to keep

the actual position distribution within two positions above or below the equitable distribution goal.

When over-enrollment occurs, SCSEP acts on the guidance of the USDOL to bring enrollment back to a manageable level. The strategies recommended by the USDOL to manage over-enrollment include stopping new enrollments and reducing hours for current participants.

Based on the American Community Survey (ACS) 2012-2016, five-year estimates, 32% of Georgians over the age of 65 live in rural areas of the state. Employment opportunities and community resources are often more difficult to obtain in rural counties than in metropolitan areas. According to the PY 2018 Final Quarterly Progress Report (QPR), of the participants served by Georgia State SCSEP, 93 participants are identified as living in a rural area. The goal of enhancing SCSEP services in rural areas is documented elsewhere in this Plan.

**TABLE 12: RURAL OLDER ADULTS SERVED BY PROGRAM YEAR**  
Source: DOL Quarterly Performance Report (QPR)



- e. Provide the ratio of eligible individuals in each service area to the total eligible population in the State.  
(20 CFR 641.325(a))
- f. Provide the relative distribution of eligible individuals who:
  - a. reside in urban and rural areas within the State
  - b. have the greatest economic need
  - c. are minorities
  - d. are limited English proficient.
  - e. have the greatest social need. (20 CFR 641.325(b))

**TABLE 13: DISTRIBUTION OF MOST-IN-NEED FACTORS, 55+**

Population Category	Absolute Number	% of older Georgians
Total population, 55+	2,743,555	26.1%
Reside in urban areas	844,266	67.7%
Reside in rural areas	402,029	32.3%
Greatest economic need	293,235	10.7%
Minorities	869,623	31.7%
Limited English proficient (65+)	28,257	1.0%
Greatest social need (Living Alone)	426,565	15.6%
Based on ACS 2018 1-year estimates unless otherwise noted. /Rural Health information Hub		

According to the ACS, Georgia's population has limited language barriers, with only about 3.1% of households without a member over the age of 14 who speaks English (p. 16). However, limited English proficiency disproportionately affects older persons and is a significant barrier to gaining unsubsidized employment.

When recruiting and selecting participants for SCSEP, priority is given to individuals who have one or more of the following priorities of service characteristics:

- Are covered persons in accordance with the Jobs for Veterans Act (veterans and eligible spouses, including widows and widowers who are eligible for SCSEP must receive services instead of, or before, non-covered persons).
- Are 65 years old or older.
- Have a disability.
- Have limited English proficiency.
- Have low literacy skills.
- Reside in a rural area.
- Have low employment prospects.
- Have failed to find employment after using services provided through the One-Stop Delivery System.
- Are homeless or are at risk for homelessness.

The priority of service requirements is included in the state SCSEP contract and is also followed by the national SCSEP grantees. Local subproject staff use their connections with other programs, such as Veteran Representatives and Vocational Rehabilitation counselors at the One-Stops, to promote SCSEP and learn about individuals who may meet the priority of service and eligibility requirements. Grantees partner with organizations that serve hard-to-reach populations, such as those who are geographically or socially isolated and those whose primary language is not English.



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- g. Describe the steps taken to avoid disruptions to service for participants to the greatest extent possible, when positions are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data becomes available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b))

USDOL allocates SCSEP subsidized community service slots to each county using a formula based on the number of individuals ages 55 and older with incomes at or below 125% of the federal poverty level. When slots are adjusted due to increases or decreases in census data or the modification of slots to ensure equitable distribution throughout the state, subgrantees ensure participants are not adversely affected. Redistribution is accomplished through attrition, such as retirements, relocations, durational limits and unsubsidized job placement. In addition, DAS works with national grantees operating in Georgia to affect transfers between grants when necessary to accommodate a participant's preferences to continue training within an existing host agency.

The state SCSEP coordinator hosts monthly conference calls with the subgrantee staff to share important information related to the program. These calls provide a platform for local project staff to share information about successes and challenges in the areas they serve and to allow the state to share updates on performance measures, position distribution and other program requirements. Subgrantees also meet with the state SCSEP coordinator quarterly for training to discuss topics about which they need more technical assistance and to exchange best practices.

The practice of open communication between the field and state office has proven to be a successful tool for the efficient operation of the program and has enabled both parties to respond quickly to issues that need immediate attention.