

## **SCSEP Integration at the One Stop in Sioux City, Iowa.**

Kathy Bruyere – Coordinator  
Older Worker Services/Senior Internship Program  
Siouxland Workforce Center  
2508 4<sup>th</sup> Street  
Sioux City, IA 51101  
712-233-9030, X1020

The Senior Community Service Employment Program house at the Siouxland Workforce Center in Sioux City, Iowa is called the Senior Internship Program (SIP) and is operated by Siouxland Aging Services which is one of the partners that have signed the Regional Workforce Memorandum of Understanding (MOU).

The Sioux City SIP is a small program with only 12 participant slots. The program is staffed by one part-time Program Coordinator and one part-time Program Aide that is a SIP participant assigned to the Workforce Center. Both SIP staff members operate the SCSEP program from the Workforce Center **but also** provide Core Services to all 55 + job seekers that come to the Workforce Center to look for jobs whether they are SIP eligible or not.

Each job seeker age 55+ completes an “Older Individual Questionnaire” that SIP staff use to identify needs and resources to meet the needs. SIP staff set up a “Core Service” file on each older job seeker and does some case management for each serious older seeker.

The Core Services include:

- Help to: register for work, reactivate their registrations, submit change of information forms and help with the UI process as needed.
- Assist with using the Workforce Center computers to conduct a job search.
- Provide local Labor Market Information and local job and hiring trends.
- Refer their SIP participants and other 55+ job seekers to the Workforce partners and community resources for a holistic approach to increase success.
- Develop resumes from a template the older worker fills out. The resumes are developed appropriately for the older job seeker that focuses on skills and abilities rather than dates of education and employment. The SIP program aide assigned to the Workforce Center types the resumes if the older job seeker can't type the resume using the computers at the Workforce Center.
- Provides individual job counseling and guidance that is hopeful and motivational.

## **Real Life Example of SCSEP Integration at the One Stop with Staff Using a Holistic Approach to Increase Success.**

LC, age 57, was referred to Older Worker Services at Siouxland Workforce Center by the workforce veterans' representative on 02-14-05. LC was recently released in December 2004 after spending nine years in a minimum security prison. Services provided to LC include:

### **02-14-05**

Program Coordinator conducts a brief, initial interview with older job seeker LC.

- Needs a paycheck ASAP. Getting food stamps now and Vets' Center helping with rent for January, February and March 2005.
- Recently applied for active duty related disability due to Agent Orange exposure.
- Applied for SSDI for other back disability.
- Needs a resume. He was given a resume template to take home and complete to provide information for a resume designed to best market an older worker. (This type of resume is skills and experience focused, identifies personal qualities and uses a work summary that doesn't include dates of employment and gives education without dates.)
- Needs some idea of what jobs to apply for and what's available because he has been out of the labor force for nine years. He was given a 10 minute, self-administered, self-scored Career Interest Inventory to complete at home. Also, provided him with a brief summary of local labor market information in an area with a 6.9 % unemployment rate.
- LC had limited time this day because he was on the bus schedule so an appointment was set up for him on 02-16-05.

**02-16-05** LC returned to meet with Older Worker Services Coordinator. He received the following assistance:

- Reviewed his resume template and will have it typed for him to pick up 02-18-05.
- Reviewed his Career Interest Inventory with him. The inventory identified that he has a good mind for detail and is a "doer" by interest but has physical limitations. Best jobs for LC are: local delivery driver such as vans or light trucks, straight trucks. Also can do jobs that require sitting most of the time. LC is not able to stand or walk too long so could do reception type jobs and can type 40 wmp.
- Conducted another interview for a more in-depth assessment that covered needs on : clothing, transportation, medical, housing, reading and math skills (Reading is good but math is not because he can do only add, subtract and multiply and some division. He can't perform math functions

with fractions which puts him at below seventh grade level.) he has no computer skills.

- Discussed with LC the need for him to start building a work history and explained that the Older Worker Services program could possibly do that. Explained Older Worker Services to LC and gave him an application for SCSEP.
- Showed LC how to use the computer banks at the Workforce Center to conduct a job search. He caught on quickly and seemed to enjoy it.
- Referred LC to Mike H. at IWD to obtain a Work Opportunity Tax Credit certification that provides an employer with a tax credit for hiring individuals in targeted categories. For LC, he is a vet and an ex-felon. He can present his certificate as an incentive for an employer to hire him when he submits applications.
- Referred LC to Community Action Agency office for clothing because he has only three sets of clothing and nothing appropriate for job seeking and interviewing. Also told him to check if CAA had rent and utility assistance
- Referred LC to website and 800 phone number to obtain free or reduced cost blood pressure medicine from pharmaceutical companies.
- Set up appointment for 02-17-05 to bring back completed SCSEP app and eligibility documents.
- LC used computer banks to conduct a job search.

**02-17-05** Program Coordinator met with LC to follow up:

- Reviewed SCSEP application and obtained documents. He is eligible and is a priority.
- LC went to Community Action Agency and was able to get a button down shirt.
- Coordinator asked LC if he would be willing to do an internship doing tasks such as: answering phone, taking messages, giving information direction and referral to other vets and light cleaning. LC was quite open to an Internship at Vets Club and said he would feel comfortable there.
- Coordinator also gave LC a list of non-profit organizations and government agencies in the Sioux City area where he could possibly do an Internship if Vets' Club can't be developed as a SCSEP host site. He identified the Human Society, Jackson Recovery where he goes twice a week now for substance abuse counseling, and the Disabled Vets Thrift Store.
- LC used computer banks to conduct a job search.
- After LC left the Coordinator called the Vets Club director regarding becoming a host site. The director is interested and will assess what duties the Center would need. The director will call back Tuesday 2-22-05 on a decision as to whether the Vets' Club will be a host site.

**02-21-05**

LC called in. Had interview and driving test and will start job as a local

driver/ delivery person at \$8/hr for 30 hrs. per week. LC said he was honest and told employer about recently being released. I congratulated LC.

**A holistic approach builds momentum to succeed.**

**Additionally, SIP staff:**

- Holds a monthly older worker job coaching session or workshop designed for the older job seeker .The group does brainstorming on topics such as: Identifying Older Worker Barriers to Employment and Identifying Resources to Eliminate the Barriers.
  
- Another topic that older workers can discuss with other older workers is :What Employers Look for in an Interview.”

SIP staff hold a job seeking workshop that SIP participants are required to attend but the workshop is also opened up to the general public of 55+ job seekers.