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Leveraging the SCSEP Workforce to meet Operational Challenges during the Public Health Emergency

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What is SHINE?

SHINE= **S**erving the **H**ealth **I**nsurance **N**eeds of **E**veryone...*on Medicare*

- 4.0 FTE at state level
- 13 regional programs, 2-3 staff, 30-60 counselors
- 1 state-wide Greater Boston Chinese Golden Age Center
- 700 +/- volunteer and paid staff counselors covering community-based organizations, multi-service and senior centers, independent living, hospitals, housing, cancer clinics
- Independent sector states that volunteer hours in MA are worth \$34/hour
- 88 bilingual counselors

Identifying Support Needs During The Remote Work Period

- Fewer resources
- Sites closed
- Needed an immediate solution
- Paperwork and surveys extremely critical to our performance rating with ACL

Support Needs:

Beneficiary Surveys

Data Entry

Identify Regions that need assistance during this time

What is SCSEP?

- Senior Community Service Employment Program (SCSEP) SCSEP is the only federally-funded program specifically targeted to older adults seeking employment and training assistance
- Authorized by the Older Americans Act, SCSEP enables thousands of low-income seniors each year to learn and earn while working in local programs serving their community
- SCSEP participants provide over 40 million community service hours to public and non-profit agencies, allowing them to enhance and provide needed services

Find your local SCSEP operator at:

<https://www.careeronestop.org/LocalHelp/EmploymentAndTraining/find-older-worker-programs.aspx>

What Does SCSEP Offer Participants?

- SCSEP participants develop transferable skills through assignments at non-profit and public agencies, including schools, hospitals, day-care centers, and senior centers
- Participants work an average of 20 hours a week and are paid the highest of the federal, state or local minimum wage
- This training serves as a bridge to civic engagement and skills enhancement; and leads to unsubsidized employment opportunities for participants



Translating Needs Into Action

- Developing assignments
- Identify which Regions need the additional admin support
- Workflow
 - initial onboard paperwork
 - how to get the documents to and from the SCSEP trainee
 - reporting structure
- Structure of remote assignments

Remote Assignment Form



Senior Community Service Employment Program (SCSEP) Community Service Assignment Description for Remote Work

Participant Name:	Assignment Title: Phone #: Email Address:
Host Agency:	Address: Training location:
Nature of Services/Programs Provided by Host Agency:	
Host Agency Contact:	Phone #: Email:
Regional Office:	Regional Director: Phone#: Email:
Remote Work Schedule:	Total Hours per week: Days participant is expected to work in the office, if any:
Hourly Wage: \$13.50	Assignment Start Date:
Duties and Responsibilities:	
Training Objective:	
Criteria for Selection/Prerequisites (Any skills, experience, or training requirement of the assignment):	
Describe the training to be provided by the Host Agency to the Participant:	

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REMOTE WORK ASSURANCES

Remote Work Supervision:

- How will daily time and attendance be tracked for remote work participants?
 - Participant will phone/video conference with supervisor at beginning and end of each shift.
 - Participant will email supervisor at beginning and end of each shift.
 - Other (please describe): _____
- How will the supervisor provide daily supervision of remote work participants?
 - Supervisor will check in with participant for an oral report, via phone or video conference at least once per day and provide feedback
 - Supervisor will request and respond to a written summary of work performed, to be submitted via email by participant at least once a day
 - Other (please describe): _____
- Supervisory time is considered an in-kind contribution to the SCSEP program. How will remote supervision time be recorded and reported to the SCSEP Program?
 - Supervisor will maintain a record of supervisory time and report biweekly total on timesheet.
 - Other (Please describe): Supervisor is paid with federal funds so time will not be used as an in-kind contribution.

Equipment and Materials:

- What equipment and materials are required for the participant to perform this community service assignment?
 - Phone
 - Computer
 - Other (please describe): _____
- Who is responsible for providing this equipment or materials?
 - Host Agency will provide: _____
 - SCSEP will provide: _____
 - Participant will provide: owns computer with camera, owns phone with unlimited data plan
 - Please name any other source of equipment and what is to be provided: _____
- Who is responsible for maintaining the equipment (i.e. technical support, software updated, etc.)?
 - Host Agency
 - SCSEP—if funds are available
 - Other (please name): _____
- If the participant will use their own equipment, are there any minimum requirements (i.e. software, internet speed, etc.)?
 - Internet speed required: _____
 - Software required: _____
 - Other requirements (please list): _____

**The SCSEP program is not responsible for loss, theft, damage or destruction of equipment provided by the Host Agency.*

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Security and Personally Identifiable Information (PII)

- What PII will the teleworking participant have access to as part of this assignment?
 - Host Agency client and/or employee PII
 - Call-list PII
 - Participant will not have access to any PII.
 - Other (please describe): _____
- What training will the host agency provide to the participant to ensure PII is protected?
 - Written PII protection policy will be provided
 - Virtual or in-person PII protection training will be provided
 - N/A, Participant will not have access to PII
 - Other (please describe): _____
- What steps will the Host Agency take to ensure PII is protected?
 - Participant will sign Confidentiality Agreement
 - Participant will only be able to access and store PII through a secure website or portal
 - Host Agency uses encrypted email.
 - N/A, participant will not have access to PII.
 - Other (please describe): _____
- If the participant will be using their own equipment (computer, cell phone etc.) how will the Host Agency ensure equipment is secure and meets any applicable Host Agency standards or requirements? (please describe): _____

** Host Agency PII is the sole responsibility of the Host Agency. The SCSEP program is not responsible for loss, misuse, or unauthorized disclosure of PII as a result of this assignment.*

Remote Work Assessment and Safety Attestation

The Remote Work Safety Self-Attestation is completed
Yes _____ No _____

A copy of the Telework Self -Assessment is attached to this Community Service Assignment Description
Yes _____ No _____

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Onboarding Process

- Informational sessions
- Understand time reporting procedures and assign ownership
- Privacy training
- Documents requiring signature (Team Member, Conflict of Interest, Confidentiality Agreement)
- System access
- Timeframe of work
- Schedules

Training

- Assess what training needed to be developed for the SCSEP participants
- SHINE put together training materials
 - Customer Satisfaction phone surveys
 - Beneficiary Contact Information Data Entry into STARS
- Confidentiality Training
- Job aides for different technology: Google Voice and password protecting an excel spreadsheet

How to Communicate and Exchange Information

- Privacy concerns- top priority
- Technology
- Process put in place to exchange information safely
- Knowing when it is best to use text, email, phone call, video call
- Professionalism

Outcomes From the Partnership

- Able to conduct 4,000 phone calls to consumers in Massachusetts
 - Conducted approximately 1,500 satisfaction surveys
 - Were able to reach a vulnerable population during the public health emergency
- Training materials well organized - received excellent feedback
- Training materials are now being used within the SHINE program
- Additional benefits gained from outreach to isolated populations during public health emergency
- Work experience/skills gained by participants for inclusion on resume
- Added layer of quality assurance to data collection and entry process
- Surveys normally paper - now have a process in place for phone calls

Lessons Learned

- More lead time needed for training and assignments
- Material delivery challenges
- IT support- who is responsible?
- Uneven Equipment/technology available
- Challenge with predicting workflow - may not always have sufficient hours for SCSEP participant week to week
- Participant may leave assignment early if offered position
- Change or doing things differently is possible

Suggested Improvements

- Better match of skill set to roles needed - more effective screening collaboratively with SCSEP project director - questionnaire
- Should better understand what participants goals are related to skills and experience
- More frequent check ins with SCSEP supervisors and project directors
- Make sure assignment start and end dates are clear
- Additional roles: drug plan searches, project management
- Testing knowledge of program and ability to complete assignment