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

Kathleen Gouveia
Massachusetts SHINE Training Coordinator
&
Laura Roskos
Senior Community Service Employment Program Director

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

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