

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

**Idaho Commission on Aging**

**Idaho WIOA Combined State Plan (modification) for PY2026 and PY2027**

(OMB Control No. 1205-0040)

(a) Economic Projections and Impact

(1) 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))(May alternatively be discussed in the economic analysis section of strategic plan.)

The ICOA’s long term senior employment strategies focus on the Workforce Development Council’s main industry sectors, primarily Professional and Business Services, Health Care and Social Assistance Services, and Leisure and Hospitality. Below are the number of jobs per targeted industry mentioned above and the growth over the past 10 years.

**SCSEP Table 1: Workforce Development Council’s Target Industries**

Sectors	2014	2024	2014-2024 Difference	Growth
Health Care and Social Assistance	82,500	119,400	36,900	44.70%
Professional, Scientific and Technical Services	31,900	53,500	21,600	67.70%
Leisure and hospitality	65,900	94,200	28,300	42.90%
Arts, Entertainment, & Recreation	9,700	15,700	6,000	61.90%
Accommodation & Food Services	56,200	78,500	22,300	39.70%

Source: 2026 WIOA Analysis / U.S Bureau of Labor Current Employment Statistics (CES)

The occupations identified as high demand provide the data needed for ICOA and Easterseals-Goodwill to develop and recruit specific organizations to consider employing individuals 55+. The Top Five Occupations typically requiring a high school education or less for entry, Idaho, 2022-2032 by annual openings are identified below.

**SCSEP Table 2: Top Five Occupations typically requiring a high school education or less for entry, Idaho, 2022-2023 by Annual Openings**

Title	Avg. annual openings	2023 annual avg. wage
Retail salespersons	10,187	\$31,450
Cashiers	4,459	\$29,432
Fast food and counter workers	4,236	\$27,872
Waiters and waitresses	3,222	\$29,702
Customer service representatives	2,786	\$38,771
		<b>\$31,073</b>

(2) Discuss how the long-term job projections discussed in the economic analysis section of the strategic plan relate to the types of unsubsidized jobs for which SCSEP participants will be trained and the types of skill training to be provided. (20 CFR 641.302(d))

**SCSEP Table 3: High Demand Jobs and Active Training Host Sites**

Host Agency Types	Number of Active Sites	High Demand Skill Sets
<b>Social Assistance</b>	18	Customer Service Representatives, Office Clerks, Administrative Assistants
<b>Stores</b>	4	Customer Service Representatives, Office Clerks, Administrative Assistants, Maintenance and Repair Workers
<b>Meal Sites/Food Banks</b>	1	Customer Service Representatives, Office Clerks, Administrative Assistants

Source: Grantee Performance Management System (GPMS), Idaho SCSEP

In addition, SCSEP participants have access to online training certifications for Customer Service Representative, Essential Entry-Level Workplace and Clerical Skills, Supervisor/Manager, Essential Entry-Level Work Skills, Essential Medical Office Skills, Administrative Assistant, and Sales Representative.

(3) 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))

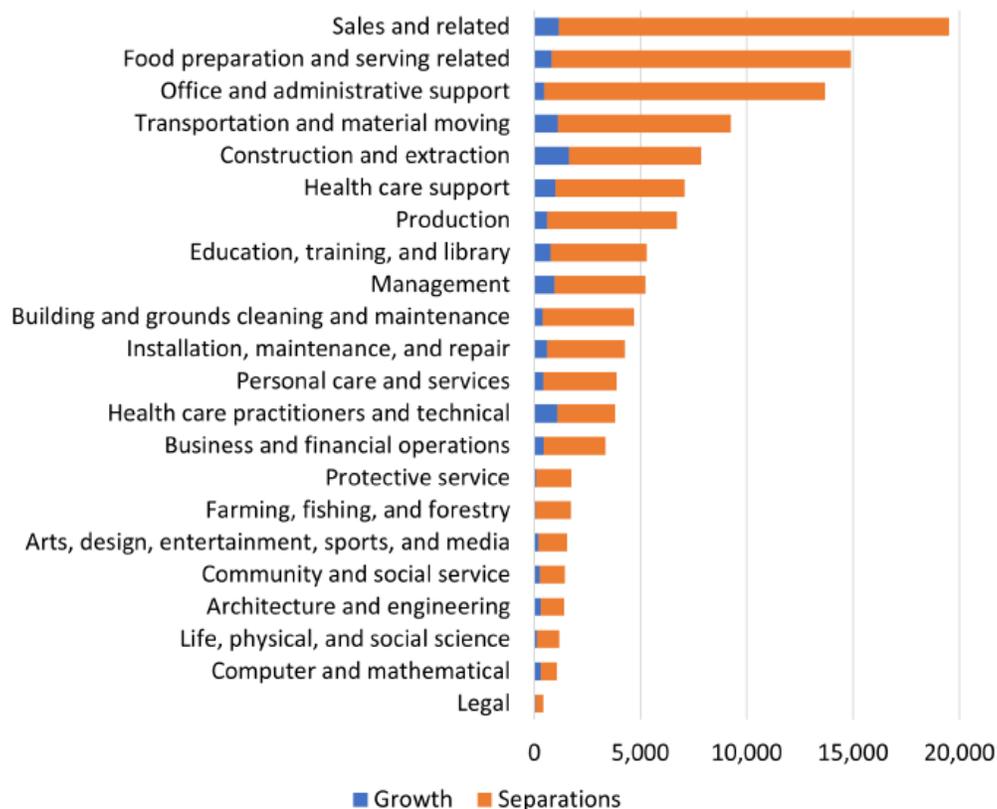
In 2020, health care and social assistance provided 109,395 jobs. Over the long term, the health care and social assistance sector is projected to add the newest jobs at 23,156. The aging workforce and in-migration of retirees will continue to drive significant growth in this sector. Social assistance is projected to add 2,639 jobs, growing 16 percent, as more individuals and families are seeking counseling, services for the elderly and disabled, assistance with retraining, emergency food and shelter, and day care services. The growth and aging of Idaho’s population will foster this industry’s growth. Idaho’s health care will grow about 21 percent between 2020 and 2030. Its rapid growth has led to shortages in many health care occupations.

Employment in the Arts, Entertainment & Recreation industry provided 76,748 jobs in 2020 and is projected to add 1,482 new jobs by 2030. This industry includes amusement, gambling, recreation, performing arts, spectator sports, and museums/historic sites. Idaho’s population and economy are expected to see continued growth, and many of those moving to the state are over the age of 65. The workforce participation rate of this group is just 17.7%, providing an opportunity for employers to leverage these individuals for unfilled jobs. However, employers may need to modify their work environments or address accessibility issues to retain older workers. Idaho’s workforce system can help by educating employers on the benefits of hiring older workers and the workplace practices that would

be desirable to older workers.

The Idaho Department of Labor projects a total of about 120,000 openings each year due to growth and separations from 2022 – 2032. Figure 1 and Table 4 below show the projected annual openings for major occupation groups, with sales, food service and administrative jobs dominating projections.

**SCSEP Figure 1: Projected annual openings due to growth and separations, Idaho, 2022-2032**



Source: Idaho Department of Labor, Research and Communications & Idaho WIOA PY 2024 - 2027

**SCSEP Table 4. Current and Projected Employment Opportunities for SCSEP Eligible individuals**

Occupational Code and Title		Employment Projection		Change, 2022-2032			Projected Annual Openings
		Number		Number	Percentage	Annual	
		2022	2033				
35-3023	Fast Food and Counter Workers	16,625	18,682	2,057	12.4%	1.2%	4,236
41-2011	Cashiers	22,535	23,083	548	2.4%	0.2%	4,459
41-2031	Retail Salespersons	62,656	69,114	6,458	10.3%	1.0%	10,187
43-4051	Customer Service Representative	19,551	20,510	959	4.9%	0.5%	2,786

Source: Idaho Department of Labor, 2024

**(b) Service Delivery and Coordination**

(1) A description of actions to coordinate SCSEP with other programs. This may alternatively be discussed in the State strategies section of the strategic plan, but regardless of placement in document, must include:

(A) Planned actions to coordinate activities of SCSEP grantees with WIOA title I

*programs, including plans for using the WIOA one-stop delivery system and its partners to serve individuals aged 55 and older. (20 CFR 641.302(g), 641.325(e))*

**Strategy:** ICOA collaborated with one-stop partners to develop a Memorandum of Understanding outlining roles and responsibilities. ICOA will continue to uphold the statutes developed in the MOU for the upcoming WIOA State Plan.

**Planned Actions:**

- This Memorandum of Understanding includes referral information between SCSEP, the Idaho Department of Labor, the Idaho Division of Vocational Rehabilitation, the Idaho Commission for the Blind and Visually Impaired, the Idaho Division of Career and Technical Education, and the Department of Health and Welfare.
- IDOL will plan to provide Adult and Dislocated Worker Program training to ICOA's SCSEP contractor.
- ICOA has built the agreement roles and responsibilities into statewide contractor reviews. These reviews will be conducted on an ongoing basis between ICOA and its subrecipient, Easterseals-Goodwill.

*(B) Planned actions to coordinate activities of SCSEP grantees with the activities being carried out in the State under the other titles of the Older Americans Act (OAA). (20 CFR 641.302(h))*

**Strategy:** ICOA will continue coordinating employment resource sharing between ICOA's SCSEP contractor and the Area Agencies on Aging's (AAAs).

**Planned Actions:**

- SCSEP participants can participate in services and/or gain information available through their local AAA's such as administrative assistants, food service, health care, housing, recreation, libraries, and social service agencies.
  - o ICOA's SCSEP contractor will provide eligibility training and establish referral protocols with the AAAs and coordinate regional resources and outreach activities. Training can be conducted by ICOA and/or ESGW staff.

*(C) Planned 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))*

**Strategy (Private Agencies):** ICOA will coordinate information sharing with the following WIOA Advisory Groups for resource sharing and outreach via phone, email, and/or in-person meetings:

- Title I - Adult, Dislocated, and Youth Programs
- Title II - Adult Education and Family Literacy Programs

- Title III - Wagner-Peyser/Employment Services
- Title IV - Vocational Rehabilitation
- Vocational Rehabilitation Services in Idaho are provided through two agencies: The Idaho Division of Vocational Rehabilitation and the Idaho Commission for the Blind and Visually Impaired
- Combined Plan Partner - Jobs for Veterans State Grant Program
- Combined Plan Partner - Trade Adjustment Program
- One-Stop Partner - Unemployment Insurance
- One-Stop Partner - Carl D Perkins and Career-Technical Education
- One-Stop Partner - Community Development Block Grant
- One-Stop Partner - TANF & SNAP
- One-Stop Partner - Idaho Commission for the Libraries

Additional collaboration will be coordinated with ICOA's stakeholders such as, but not limited to, senior meal sites, home delivered meal services, tribal leaders, Commodity Supplemental Food Program (CSFP) partners, and other AAA-contracted programs

**Planned Actions:**

- ICOA will plan to collaborate with WIOA Advisory Group partners to share information about the SCSEP program within their internal and external stakeholders
- ICOA will connect ESGW's employment specialists and/or other support staff with ICOA's four contracted Area Agencies on Aging (AAA) across the state to conduct training about SCSEP.
- ICOA's SCSEP contractor will provide training in regard to conducting referrals to WIOA partners and the Centers for Independent Living. This training will focus on referral coordination and meeting participants' supportive service needs, such as transportation, caregiver support, congregate meals and health promotions.

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

**Strategy:** Through collaboration with the State WIOA Advisory Group (IDOL, Division of Career Technical Education, Vocational Rehabilitation, Commission for the Blind and Visually Impaired and ICOA), ICOA will promote job training initiatives through ICOA's SCSEP contractor, the Area Agencies on Aging and the Centers for Independent Living.

**Planned Actions:**

- ICOA will continue participating in the quarterly State WIOA Advisory Group meetings to ensure strategies are being implemented throughout Idaho.

- ICOA will distribute job training initiatives to local ICOA’s SCSEP contractor offices, Area Agencies on Aging and Centers for Independent Living for implementation.
- (E) *Actions 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)*

**Strategy:** ICOA has worked with the Idaho Department of Labor to develop a standardized Memorandum of Understanding between state organizations and contracted providers.

**Planned Actions:**

- As needed, ICOA will continue to work with partners to standardize requirements to be incorporated into regional and local Memorandums of Understanding.

(F) *Efforts to work with local economic development offices in rural locations.*

**Strategy:** ICOA’s SCSEP contractor will continue to conduct SCSEP outreach to economic development offices located in rural counties with persistent underemployment.

**Planned Actions:**

- ICOA’s SCSEP contractor will continue to provide SCSEP outreach to local economic development offices in rural counties with persistent underemployment: Ada and Gem.
- (2) *The State’s 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)) (May alternatively be discussed in the State strategies section of strategic plan.)*

**Strategy:** To engage employers and promote opportunities for the placement of SCSEP participants, ICOA will focus on WIOA targeted industries highest growth sectors industries (See Table 1 Health Care and Social Assistance, Art and Leisure, Food and Accommodation) and Idaho Department of Labor, Current and Projected Employment Opportunities (See Table 4).

**Planned Actions:**

ICOA’s SCSEP contractor will recruit nonprofit Health Care and Social Assistance organizations to participate as Host Agencies and/or prospective employers and prepare participants to compete for these job positions.

(3) *The State’s long-term strategy for serving minority older individuals under SCSEP. (20 CFR 641.302 (c))*

**Strategy:** ICOA evaluates SCSEP labor and management reports and develops strategies to increase minority participation.

**Planned Actions:**

- ICOA will work with regional one-stop offices and ICOA’s SCSEP contractor to address low minority participation as identified in the SCSEP management and USDOL’s SCSEP State minority reports.

(4) *A list of community services that are needed and the places where these services are most needed. Specifically, the plan must address the needs and location of those individuals most in need of community services and the groups working to meet their needs. (20 CFR 641.330)*

**Strategy:** ICOA will develop strategies connecting individuals who are most in need with community services in the Targeted Industry.

**Planned Actions:**

- ICOA’s SCSEP contractor will identify non-profit/governmental Host Agencies to provide individuals, who qualified for the SCSEP program, the training needed to compete for jobs in the Workforce Development Council Targeted Industries. For improved coordination of services, ICOA and ESGW will target Ada and Gem counties.

**SCSEP Table 5: Community Job Service Needs**

on-profit or governmental host agencies that meet community service training needs	Targeted Industries
Warehouses (shipping and receiving), thrift stores, correctional industries, restore, Habitat for Humanity	Advanced Manufacturing
Technical Businesses, universities, cities county and state governments, veterinary services	High Tech
Hospitals, home care companies, doctors offices, non-profit clinics (i.e. Terry Reilly)	Health Care
Establishments that operate or provide services to meet cultural, entertainment and recreational interest	Leisure and Hospitality

(5) *The State’s 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))*

**Strategy:** Participate with WIOA partners to align the SCSEP vision and mission with other agencies employment strategies.

**Planned Actions:**

- As part of WIOA’s State Plan Advisory Group, ICOA will coordinate SCSEP efforts with one stop offices, develop on the job experience policy, coordinate statewide SCSEP resource training, promote job training initiatives, provide outreach to economic development offices, focus skill development on high job growth sectors, increase minority participation, and target service needs.

(6) *The State’s 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))*

**Strategy:** ICOA works closely with the SCSEP contractor to meet or exceed “Employment Rate – 2<sup>nd</sup> Quarter after Exit” and “Employment Rate – 4<sup>th</sup> Quarter after Exit” levels. In the most recent program years (2023 and 2024), ICOA achieved the following rates:

PY 2023:

- Employment Rate – 2<sup>nd</sup> Quarter after Exit: 15.4%
- Employment Rate – 4<sup>th</sup> Quarter after Exit: 14.3%

PY 2024

- Employment Rate – 2<sup>nd</sup> Quarter after Exit: 55.6%
- Employment Rate – 4<sup>th</sup> Quarter after Exit: 11.1%

**Planned Action:**

- ICOA monitors the SCSEP contractor quarterly performance reports and develops strategies to meet USDOL’s annual goals.

(c) Location and Population Served, including Equitable Distribution

(1) *A description of the localities and populations for which projects of the type authorized by title V are most needed. (20 CFR 641.325 (d))*

**Strategy:** ICOA’s SCSEP contractor will meet the Equitable Distribution levels set by USDOL.

**Planned Action:**

- ICOA uses the USDOL’s Equitable Distribution level and determines the underserved areas to be targeted by the SCSEP contractor.

(2) *List the cities and counties where the project will be conducted. Include the number of SCSEP authorized positions and indicate where the positions changed from the prior year.*

USDOL sends each SCSEP state grantee their respective data for equitable distribution. ICOA will use this data when it becomes available annually by USDOL. Idaho’s SCSEP program narrowed its service area to Ada and Gem counties because of limited federal funds and administrative capacity. By concentrating resources, ICOA and Easterseals-Goodwill, can better serve the highest-need areas. The positions did not change from the prior year.

**SCSEP Table 8: SCSEP Authorized Positions by County**

Idaho Authorized Positions (PY 2024/25)		Allocated Authorized
Ada County	41	41
Gem County	2	2
Total	43	43

(3) *Describe current slot imbalances and proposed steps to correct inequities to achieve equitable distribution.*

**Strategy:** ICOA will continue adhering to the developed policy to meet the USDOL's equitable distribution level and focus on increasing enrollment in the underserved areas. Focusing on two counties will offer several strategic advantages.

**Planned Action:**

- Adhere to SCSEP policy that sets maximum participation levels and transition from overenrolled areas to underserved.
- ICOA will work closely with the current national SCSEP grantee, Easterseals-Goodwill, to negotiate swaps for participant slots, if needed.

(4) *The State's long-term strategy for achieving an equitable distribution of SCSEP positions within the State that:*

(A) *Move positions from over-served to underserved locations within the State in compliance with 20 CFR 641.365.*

**Strategy:** ICOA will analyze the state equitable distribution to determine the need to move authorized positions from the state to the federal program or vice versa.

**Planned Action:**

- For counties in which there are underserved and/or overserved participants, ICOA will work with the federal SCSEP contractor in Idaho to determine if a position transfer would allow both programs to meet USDOL's goals. (Note: the current state and federal SCSEP contractor in Idaho is Easterseals-Goodwill. This relationship ensures that transfers between state and federal participants, or vice versa, are executed in a coordinated manner).

(B) *Equitably serves rural and urban areas.*

**Strategy:** ICOA will ensure rural and urban counties are served equitably.

**Planned Action:**

- The ICOA will require the SCSEP contractor to follow and meet the equitable distribution formula released by the USDOL.
- The SCSEP contractor will conduct outreach to eligible host agencies that reside in rural areas to address underserved rural areas.

(C) *Serves individuals afforded priority for service under 20 CFR 641.520. (20CFR 641.302(a), 641.365, 641.520)*

**Strategy:** The ICOA requires the SCSEP contractor to follow the service rule priority.

**Planned Action:**

- ICOA will monitor priority of service (65 Years of age or older, disabled, limited English proficiency or low literacy skills, resides in a rural area, veteran, low employment prospects, failed to find employment, homeless or at risk of homelessness) through quarterly progress reports.

(5) *The ratio of eligible individuals in each service area to the total eligible population in the State. (20 CFR 641.325(a))*

The Idaho counties and “Ratio of Eligible Individuals” (55 years old and over and below 125% poverty) are listed in SCSEP Table 9: Relative Distribution of Eligible Individuals.

**SCSEP Table 9: Relative Distribution of Eligible Individuals**

Urban and Rural Counties	Population of Individuals 55+	Ratio of Eligible State Population (est. 567,684)	Greatest Economics Need	Minorities 55+	Limited English Proficient	Greatest Social Need
Ada (U)	140,659	24.77%	10,538	20,751	3,121	3,126
Gem (R)	7,352	1.25%	723	N/A	27	N/A

County Population: 55 years and older, Greatest Economic Need: 55 years old or over and below 125% of poverty, Ratio of Individuals: those individuals 55 years or older and below 125% of poverty compared to the total population of Idahoans 55+, Minorities: 2023 ACS 1-Year Estimate: 55+ African American, American Indian, Asian, Native Hawaiian, Two or More Races and Hispanic or Latino (not including “White”), Limited English Proficient: 2024 ACS 1- Year Estimate “Limited English Speaking Households”, Greatest Social Need: 2024: ACS 1-Yr Estimates 65 years or older Age by Disability Status by Poverty Status.

Sources: U.S. Census Bureau, U.S. Department of Commerce. "Age and Sex." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S0101, <https://data.census.gov/table/ACSST1Y2023.S0101?q=2023+&g=050XX00US16001,16045>. Accessed on 30 Dec 2025.

U.S. Census Bureau. "Poverty Status in the Past 12 Months by Sex by Age." American Community Survey, ACS 1-Year Estimates Detailed Tables, Table B17001, [https://data.census.gov/table/ACSST1Y2024.B17001?q=B17001&g=040XX00US16\\_050XX00US16045](https://data.census.gov/table/ACSST1Y2024.B17001?q=B17001&g=040XX00US16_050XX00US16045). Accessed on 30 Dec 2025.

U.S. Census Bureau. "Sex by Age (Black or African American Alone)." American Community Survey, ACS 1-Year Estimates Detailed Tables, Table B01001B, - [https://data.census.gov/table/ACSST1Y2024.B01001B?q=B01001B:+Sex+by+Age+\(Black+or+African+American+Alone\)&g=040XX00US16\\_050XX00US16001,16045](https://data.census.gov/table/ACSST1Y2024.B01001B?q=B01001B:+Sex+by+Age+(Black+or+African+American+Alone)&g=040XX00US16_050XX00US16001,16045). Accessed on 30 Dec 2025.

U.S. Census Bureau. "Limited English-Speaking Households." American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1602, <https://data.census.gov/table/ACSST1Y2024.S1602?g=050XX00US16001,16045>. Accessed on 30 Dec 2025.

U.S. Census Bureau. "Age by Disability Status by Poverty Status." American Community Survey, ACS 1-Year Estimates Detailed Tables, Table B18130, <https://data.census.gov/table/ACSST1Y2024.B18130?q=B18130&g=050XX00US16001>. Accessed on 30 Dec 2025.

- (6) *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))*

See SCSEP Table 9 and references in (c)(5) above for a breakdown of eligible individuals listed in (A) through (E) above.

In addition, the US Department of Labor Employment & Training Administration released Training and Employment Guidance Letter No. 17-20 that provided guidance to SCSEP grantees regarding updates to the priority of service provisions, durational limit waiver categories, and State Plan requirements due to the passage of the Supporting Older Americans Act of 2020, which reauthorized the Older Americans Act (OAA) and included new provisions regarding certain individuals who were formerly incarcerated or under supervision following release from prison or jail. Under TEGL No. 17-20, “formerly incarcerated individuals” are those individuals who: 1) were incarcerated and released from prison or jail at any point within the last five years; or 2) were under supervision at any point within the last five years, following release from prison or jail. The five-year period specified in this definition refers to the five years preceding the date of first determination of program eligibility, as described in 20 CFR 641.505, for initial enrollment into the program.

The following information reflects Idaho and Ada County data reported in the Ada County Sheriff’s Office Annual Report, 2024 and the Idaho Department of Corrections Population Report, 2025. In FY 2025, a total of 8,168 individuals (75.3%) were incarcerated in in state prison facilities, while 6.4% were housed in in-state Community Reentry Centers. The SCSEP program collaborates with Ada County’s Reentry Center and local treatment courts to support the recruitment of eligible SCSEP participants.

**SCSEP Table 10: Relative Distribution of Eligible Individuals**

Idaho - Ada County, 2024	
Ada County Jail Daily Average	939 incarcerated
Average Jail Length of Stay	53.4 days
Idaho Department of Corrections, 2025	
Percentage of IDOC incarcerated aged 55+ (2025)	17.3%

References:

Ada County Sheriff’s Office. (2024). *ACSO Annual Report*. <https://adacounty.id.gov/sheriff/community/sheriffs-reports/>  
 Idaho Department of Corrections. (2025). *FY25 Incarcerated Population Report*. <https://www.idoc.idaho.gov/content/about-us/research-and-statistics>

(7) *A description of the steps taken to avoid disruptions to the greatest extent possible, when positions*

*are redistributed, as provided in 20 CFR 641.365; when new Census or other reliable data become available; or when there is over-enrollment for any other reason. (20 CFR 641.325(i), 641.302(b))*

**Strategy:** ICOA will collaborate with partners to reduce negative impacts of redistribution, new Census or over-enrollment.

**Planned Action:**

- ICOA will negotiate participant's transfers with national grantee when USDOL's releases the authorized positions, will update target employment areas based on Census and labor market reports, and reviews quarterly progress reports and works with one-stop partners and SCSEP contractor to address over-enrollment.