



Civic Engagement Initiative Event Synopsis

Preparing Ohio's New 50+ for 21st Century Jobs

March 15, 2012





Council member, Dave Harris of [Tec4Life](#) (Medina), developed a program model uniting generations through technology. Students interview older adults to learn from their life experiences (above).

our citizens, creating jobs, improving health for all Ohioans, and reforming Medicaid (including better care coordination, rebalancing long-term care and modernizing reimbursement).

A key effort for the department is to ensure that Ohio’s 50+ are respected as vital members of society who continue to grow, thrive and contribute. When people age 50+ have the opportunities and resources they need to participate in Ohio’s workforce and economy, the state, their communities and they benefit.

To move forward in the effort, ODA is expanding its approach to administering the Senior Community Service Employment Program (SCSEP) to one that promotes overall system changes that help participants, and all older adults, successfully advance in employment, education and volunteerism.

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ODA 2.0

The [Ohio Department of Aging](#) works to ensure that Ohio is on the leading edge of innovation and responsiveness to the growing and changing older population. The Department is the designated state unit on aging, as required by the Federal Older Americans Act, and is a cabinet-level state agency with a director appointed by the governor.

By 2020, the population over age 60 in Ohio is projected to increase by 25 percent and almost double by 2040. With the passage of the Jobs budget, the Ohio Department of Aging (ODA) is well-positioned to serve Ohio’s growing and changing older population in the most cost effective and responsive manner. To do so, we must focus our efforts on maximizing the use of public funds for

Background- Why 50+ Civic Engagement?

Today, approximately 13 percent of Ohio’s population is over the age of 65. The oldest baby boomers already have reached traditional retirement age, and the rest will hit like a tidal wave in the coming years. Nearly 12,000 Ohioans turn 60 each month. By necessity or by choice, many of this new generation of older Ohioans will choose to stay active, engaged and employed well beyond traditional retirement age. Older Ohioans represent the fastest growing group of workers, students and volunteers.

An aging population will affect Ohio in some very impactful ways. For example, while older adults are living longer, healthier and more active lives, they are experiencing more chronic disease and higher rates of disability. Employers, educational institutions and volunteer organizations need to consider that the largest group of people from which they can recruit will either have these health concerns or be providing care for someone who does. Further, the demand for direct care will increase with an aging population. Ohio already has a shortage of nurses, nurse aides, home health aides, pharmacists and other direct care professionals.

Employers must set aside long-held stereotypes about older workers and embrace them as the single largest pool of qualified employees. Many will need to alter their business models to provide the types of jobs, flexibility and opportunities that these workers value most. They also must learn ways to support working caregivers.

Similarly, volunteer organizations will not only have a larger audience to serve, but also will have a broad and diverse volunteer base. However, this new generation of older volunteers will have different values than the generation before them and will seek volunteer opportunities that fit those values.

Tomorrow's older adults will need to learn new skills or update existing ones to remain competitive in work and volunteering. Ohio's institutions of higher learning will see more older students in their classrooms and labs. As a result, the state will need to do more to support higher education among Ohio's 50+ and help them turn credits into opportunities.

About the Civic Engagement Initiative

The Department of Aging announced its Civic Engagement Initiative on Thursday, March 15, 2012. The initiative promotes volunteerism, lifelong learning and employment for adults age 50+ and expands the focus of lifelong learning and volunteerism as tools for increasing job readiness among adults age 50+. Our goals include:

- Ensuring that Ohio's older workers have skills and credentials that are aligned with employer needs;
- Connecting older adults with diverse skills to volunteer opportunities throughout Ohio to help build their communities and résumés;
- Providing educational opportunities that both enrich the lives of older adults and offer opportunities for career growth; and
- Providing tools to local organizations to assist with their efforts to increase civic engagement.

Many of our 50+ volunteers are already actively engaged in educational programs and making a valuable impact with their community service. Along with expanding our definition of civic engagement, the initiative also will tap the wealth of knowledge in our elders, including the emerging wave of Baby Boomer retirees. A partnership of lifelong learning with volunteering promotes individual growth and a sense of purpose and meaningful contribution, whether the volunteer is working on developing new skills to meet an urgent community need or to improve personal employability.

History: Senior Civic Engagement Council

Ohio's Senior Civic Engagement Council initially was comprised of representatives from the Ohio Departments

of Aging and Development, the Ohio Board of Regents, the state Workforce Development Board, the Ohio Community Service Council and the state's area agencies on aging. Using a state-driven approach, the agencies involved developed 13 recommendations in four general topic areas: global considerations, lifelong learning, employment and volunteerism.

Civic Engagement Council and Committees

Because the rubber meets the road at the local level, the department has formed a new, locally driven Civic Engagement Council to implement and build upon select recommendations from the previous Senior Civic Engagement Council. New council membership includes representatives of forward-thinking local organizations across Ohio. They have been called upon to support the Initiative in two key ways:

- Define and document the current civic engagement situation in Ohio's communities, including existing programs and services, funding resources, opportunities and barriers; and
- Propose recommendations for ensuring successful implementation of Ohio's Civic Engagement Initiative.

The council includes three standing committees: employment, lifelong learning and volunteerism. The chair of the each committee will be a member of the council. Committee membership will be composed of no fewer than two council members and no more than 20 total members, also from forward-thinking local organizations across Ohio. Each committee member will be entitled to one vote when voting on committee business, regardless of whether such individual also is a member of the council.

Members of the council will meet once quarterly to set goals and review progress. Committees will schedule meetings as needed to accomplish their goals.



The presentation from Dr. Suzanne Kunkel, from [SCRIPPS Gerontology Center](#), about Ohio's age demographic shift is on the [ODA web site](#)



Council member, Paul Magnus of [Mature Services](#) (Akron), developed a program model for job search cooperatives. Older workers help each other connect with employers (above).

Employment Committee

The employment committee will provide guidance in the following areas:

- I. Defining and documenting the current 50+ employment situation in Ohio’s communities, including existing programs and services, funding resources, opportunities and barriers;
- II. Implementing a communications strategy that:
 - a) ensures employers and other workforce entities are aware of the value of 50+ workers and intergenerational teams, and b) ensures 50+ workers are aware of employment and job training resources available to them;
- III. Implementing policy and overall strategy recommendations to ensure 50+ workers are included in statewide workforce employment and training initiatives (in partnership with the lifelong learning committee);
- IV. Implementing policy and overall strategy recommendations to ensure 50+ job seekers and workers are included in statewide volunteerism initiatives (in partnership with volunteerism committee);
- V. Implementing comprehensive state performance measures for the 50+ workforce; and
- VI. Other 50+ workforce related issues.

Lifelong Learning Committee

The lifelong learning committee will provide guidance in the following areas:

- I. Defining and documenting the current 50+ education and training situation in Ohio’s communities, including existing programs and services, funding resources, opportunities and barriers;
- II. Implementing a communications strategy to:
 - a) ensure education and training providers are aware of the value of 50+ volunteers and intergenerational teams, and b) ensure 50+ learners are aware of education and training resources available to them;
- III. Implementing policy and overall strategy recommendations to ensure the needs of 50+ workers are included in statewide education and training initiatives (in partnership with the employment committee);
- IV. Implementing policy and overall strategy recommendations to ensure the needs of 50+ volunteers are included in statewide education and training initiatives (in partnership with the volunteerism committee);
- V. Implementing comprehensive state performance measures for lifelong learning among 50+; and
- VI. Other 50+ lifelong learning related issues.

Volunteerism Committee

The volunteerism committee will provide guidance in the following areas:

- I. Defining and documenting the current 50+ volunteerism situation in Ohio’s communities, including existing programs and services, funding resources, opportunities and barriers;
- II. Implementing a communications strategy to:
 - a) ensure community and faith-based organizations are aware of the value of 50+ volunteers and intergenerational teams, and b) ensure 50+ volunteers are aware of community service resources available to them;
- III. Implementing policy and overall strategy recommendations to ensure the needs of 50+ volunteers are included in statewide education and training initiatives (in partnership with the lifelong learning committee);
- IV. Implementing policy and overall strategy recommendations to ensure 50+ job seekers and workers are included in statewide volunteerism

initiatives (in partnership with volunteerism committee);

- V. Implementing comprehensive state performance measures for volunteerism among 50+; and
- VI. Other 50+ volunteer related issues.

The Department of Aging will appoint ad-hoc committee members to utilize the knowledge of industry experts and increase the quality of committee business.

Civic Engagement Council Members

- Bonnie Kantor-Burman, Director, Ohio Department of Aging
- Allison Wallace, Executive Director, Greater Cleveland Neighborhood Centers Association
- Amy Brown, Manager of Volunteer Programs, Council for Older Adults of Delaware County
- Andrea Applegate, Workforce Director, Columbus Chamber of Commerce
- Anne Holaday, Director, College of Lifelong Learning, Sinclair Community College
- Carol Ventresca, Ph.D., Executive Director, Employment for Seniors
- Colette M. Harrison, Older Learner/Volunteer Advocate
- Debra Stephen, Coordinator, Worthington Schools & PCC Circle of Grandparents
- Debra Stewart, Director of Wellness, St. Leonard
- Delores Lynch, Executive Director, Senior Outreach Services, Inc.
- Diana Miller, Founder, Community Job Club of Stow, Ohio
- Duana Patton, Executive Director, Ohio District 5 Area Agency on Aging
- Erica Kemp, Student, Wright State University
- Eileen Yates, Executive Director, Senior Independence- Greater Cleveland
- Gary Goosman, Senior Programs Director, Corporation for Ohio Appalachian Development
- Harvey Sterns, Ph.D., Professor of Psychology, University of Akron
- Janice Aselin, Project Director, AARP Foundation WorkSearch
- Jay A. Morrison, Older Volunteer Advocate, West Side Civitan Club
- Julie Mitchell, Assist. Dean of Special Programs & Continuing Ed., University of Dayton
- Kelly Budros, Director of Programs, The Women's Fund of Central Ohio
- Kent Kahn, State Director, Experience Works, Inc.

- Laura Carey-D'Rummo, Administrative Director, Girard Multi-Generational Center
- Laura Koprowski, Director of Public & Gov. Affairs, Mid-Ohio Regional Planning Commission
- Michael Dutle, Director, RSVP/Coming of Age Greater Cincinnati
- Muriel Williams, Older Worker Advocate
- Nancy Likens, Director, Wadsworth Center for Older Adults
- Nancy S. Nocks, Artistic/Executive Director, SRO Theatre Company
- Pamela Rosado, Outreach Coordinator, Policy Matters Ohio
- Paul Magnus, Vice President, Mature Services, Inc., Employment & Training Solutions
- Sally Davies, Director, Retired Senior Volunteer Program (RSVP)
- Ronald Shadd, NEO HealthForce Coordinator, Mahoning Columbiana Training Association
- Sandy Calvert, Aging and Community Needs Advocate
- Stephanie Fallcreek, President/CEO, Fairhill Partners
- Stephen Tucker/Cheryl Seaton, Urban League of Greater Cincinnati
- Suzanne Burke, CEO, Council on Aging of Southwestern Ohio

To learn more about the Civic Engagement Initiative, or to get involved, contact Tiffany Dixon, Workforce Policy and Program Administrator, at tdixon@age.state.oh.us or (614)728-2042.

Civic Engagement Kickoff: Resources

During the morning kickoff, attendees heard about the reason why the Department of Aging expanded its approach to civic engagement from leaders around the state. The following is an overview of the morning, including links to the resources and presentations that were referenced.

(I) Welcome

Bonnie Kantor-Burman, Director, Ohio Department of Aging

- Tweet local ideas and resources: Hash tag: #New50Plus
- Introduce Civic Engagement Initiative - not just about the jobs

- Why kickoff with a focus on Jobs for 50+?
- Why combine arts and civic engagement?

(II) Opening Remarks: Governor’s Workforce Priorities & System Change Benefits for 50+

Richard Frederick, Executive Director, Governor’s Office of Workforce Transformation

- Governor’s Executive Order for Workforce Development
- How workforce development system changes help Ohio’s 50+

The Executive Order for Workforce Development is available on the [governor's website](#).

(III) Ohio’s Booming Aging Population – What Does the Employment Picture Look Like?

Dr. Suzanne Kunkel, Scripps Gerontology Center

Scripps Gerontology Center specializes in evaluation and research, and provides high quality applied research to legislators, public administrators, planners, service providers, gerontology students, academicians, other researchers and the general public.

- Ohio Demographics Overall- State and County Data
- Ohio Workforce Demographics

Dr. Kunkel’s presentation is available on the [Department of Aging’s website](#).

(IV) Letters from Ohio’s Older Worker

John Schmidt and Ruth Fullen, [SRO Theatre Company](#)

Letters from 50+ workers across Ohio were read aloud by SRO performers to bring the diverse struggles and successes they face to life. (See Arts & Civic Engagement: Letters from Ohio’s New 50 Plus, page 7)

(V) Civic Engagement for Ohio’s 50+ Workforce: Employer Perspective

Panel Host: Bonnie Kantor-Burman, Director, Ohio Department of Aging

Guests:

- Sussana Bell, [Restoration Hardware](#)
- Mohan R. Viddam, President, [Halcyon Technology Solutions, Inc.](#)
- Bryan England, HR Director, Columbus Center for Human Services, Inc.

The three Ohio employers shared their perspective on the benefit of volunteerism and lifelong learning for Ohio’s 50+ when competing for today’s jobs.

(VI) 50+ Civic Engagement for Ohio’s Education & Community Service Organizations

Panel Host: Bonnie Kantor-Burman, Director, Ohio Department of Aging

Guests:

- Joy Banish, Executive Director, [Greater Cleveland Volunteers](#)
- Dr. Dennis Lettman, Dean, [College of Adult and Lifelong Learning, University of Toledo](#)
- Anne Holaday, Coordinator, [College for Lifelong Learning, Sinclair Community College](#)

The three guests shared their perspective on the role for academic institutions and nonprofit organizations in helping prepare Ohio’s 50+ for today’s jobs.



Furniture for the event was provided through a partnership with Continental Office Environments. For more than 70 years, Continental Office Environments has partnered with businesses throughout the Midwest and across the nation to create innovative workplaces that reflect their clients’ brand and culture. One of the largest office interiors resources in the nation, Continental combines the latest in furniture and flooring products with service expertise, to deliver effective workplace solutions for their clients.

Afternoon Special Session: Contacts & Resources

Topic One: Special Considerations for 50+ Employment in Ohio

Panel Host: Teresa Applegarth, [OhioMeansJobs](#), Ohio Department of Job and Family Services- Office of Workforce Development

Guests:

- Keith Ewald, Ph.D., [Workforce Analytics](#), Ohio Department of Job and Family Services- Office of Workforce Development
- Jeff Gove, Adult Basic and Literacy Education (ABLE), [University System of Ohio](#)
- Paul Magnus, Mature Services, Inc. [Employment & Training Solutions](#)

Resources from the panel presentations are available on the [Department of Aging’s website](#).

Topic Two: Special Considerations for Lifelong Learning among Ohio’s 50+

Panel Host: Cathy Hill, Assistant Director for Program Approval, [Ohio Board of Regents](#)

Guests:

- Dr. Dennis Lettman, Dean, [College of Adult and Lifelong Learning, University of Toledo](#)
- Anne Holaday, Coordinator, [College for Lifelong Learning, Sinclair Community College](#)
- 50+ Student, Sinclair Community College
- 50+ Student, Sinclair Community College

Topic Three: Special Considerations for Volunteerism among Ohio’s 50+

Welcome: Jennifer Irwin, Program Specialist, Ohio Field Office [Corporation for National & Community Service](#)

Panel Host: William B. Hall, Executive Director, [ServeOhio](#)

Guests:

- Joy Banish, Executive Director, [Greater Cleveland Volunteers](#)
- Gary Goosman, [Corporation for Ohio Appalachian Development \(COAD\)](#)
- Lynette Maistros, Volunteer, [Greater Cleveland Volunteers](#)

Local Feedback

The initiative will be successful only with the input from local communities, and the kick-off event featured the first of many opportunities for local stakeholders to be heard. Their feedback is summarized below.

(I) The council should provide advocacy of services that are available to the aging population such as:

- Training for sustainability and growth of demand occupations for older adults; and
- A more comprehensive system to share information on local resources that are now available for targeted populations, training, transportation, health insurance, etc.

(II) The council should establish a single point of access to the many resources to meet the needs of the 50+ workforce.

(III) The council should help tell the civic engagement story by:

- Establishing return on investment for volunteers and interns so we can show benefits to taxpayers, employers and institutions;
- Preventing loss of intuitional knowledge (experience drain);
- Developing “50+ friendly” seal of approval; and
- Convening statewide awards for employers and programs.

(IV) The council should work with employers to:

- Promote flex-time options;
- Expand options to work from home;
- Educate employers on the benefits of older adults and the effect of the age wave;
- Develop try-out options allowing eligible employers to preview potential employees through service learning; and
- Allow older adults to exchange insurance benefits for a lower salary base (a.k.a. cafeteria benefits).

(V) The council should educate non-profits and education institutions on the “new volunteer” looking for more social impact

(VI) The council should look into liability laws and how they relate to volunteers and interns, including wage and hour laws, to prevent exploitation of service learning participants.

Next Steps

Minutes and other updates from the council and committees will be posted at:

www.aging.ohio.gov/services/civicingagementinitiative/

Appendix I: Arts & Civic Engagement: Letters from Ohio's New 50 Plus

To reach new and diverse participants of all ages, stimulate public dialogue about issues and inspire action, the Department of Aging partnered with the SRO Theatre Company to bring Ohio's 50+ job issues to life.

SRO is a semi-professional theatre company committed to artistic excellence, wholesome educational and intergenerational family entertainment and community service. The company offers main-stage productions, touring shows and outreach and education programs.



The mission of SRO is to create and enhance positive images of aging that enrich the lives of others and contribute to the richness of the community; to celebrate values, ingenuity, creativity and productivity; to dispel myths about aging; and to sculpt intergenerational friendship, understanding and compassion in families, communities and cultures.

Located in Columbus, Ohio, SRO was established in 1984, and incorporated as a non-profit 501C3 corporation in 1989. The company has been a pioneer in senior theatre nationally and internationally for 26 years.

Part of the Civic Engagement Initiative is supported by funding from the Senior Community Service Employment Program (Title V of the U.S. Older Americans Act), or SCSEP. This is a paid job training and work experience program for adults age 55 and older. Custom training programs and positions are developed to meet the needs of participants and nonprofit community service agencies. SCSEP also allows eligible seniors to contribute to their communities by performing valuable community service.

Participants train in nonprofit organizations, hospitals, schools, police stations, senior centers, food banks, museums, nutrition programs and various government agencies. Participants train up to 20 hours per week and are paid at least state or federal minimum wage. Schedules are determined by the needs of the training site, but are typically four hours a day, five days a week.

This program is administered by the Ohio Department of Aging and provided by six national grantees in Ohio:

- [AARP Foundation, WorkSearch](#)
- [Experience Works, Inc.](#)
- [Mature Services, Inc.](#)
- [National Caucus and Center on Black Aged, Inc.](#)
- [National Urban League](#)
- [Senior Service America, Inc.](#)

The following are letters we received from Ohio's older workers who are involved with the Senior Community Service Employment Program.

Stella, 63, Noble County

After a painful divorce, Stella moved to Ohio from the south, ready to start over and leave memories behind. Although she had family in the area, she needed to feel self-worth again by taking care of herself. She was referred to the SCSEP program after signing up for many of the social programs in the area, such as HEAP, HUD and food stamps.

Stella had been out of the workforce for many years – taking care of her husband and raising her children. Stella's skills were outdated, and many of the positions she applied for were taken by younger, more qualified people. Stella needed the confidence and the experience to work back into an office situation and learn how today's offices operate with computers, e-mail and faxes.

The program helped her gain office experience while putting some money in her pocket to take care of her living expenses.

Carolyn, 70, Guernsey County

Carolyn had always worked at factories or smaller businesses in town and had dropped out of high school at an early age. The SCSEP program encouraged her to go back to school and study for her GED. Carolyn always felt that she was too old to go back to school and that she could never ever pass. Her dreams of being a high-school graduate were just that: dreams.

Part of her individual employment plan was to study for her GED and to attend those sessions. Although she balked at the idea, she did attend. A lot of her knowledge

came back, but she still felt that the idea of obtaining a GED was just a pipe dream.

In 2010, Carolyn's teacher felt she was ready to take the exam, and Carolyn is now the proud recipient of a GED! Her confidence is boosted and she now feels ready to tackle anything!

Sondra, 59, Steubenville

My name is Sondra, I am 59 years old, and live in Steubenville, Ohio. This program has helped me learn different job skills. I have learned so many different job skills just this year. I learned computer skills by helping out in the computer lab and participating in Generations On-line, I learned nutritional values as I trained at a local food distribution that served hot lunches to seniors and the homeless, and I am learning more clerical duties as I train at my current host agency. I also value the program because it gives me a sense of pride and confidence. I feel that things I was afraid to do in the past I can do now (learning the computer). I am happy that we have such a program here in our community; without it, I don't know where or what I'd be doing!

Julia, 64, Jefferson County

My name is Julia, I am 64 years old (I will be 65 on March 28, 2012!), and live here in Jefferson County. I have had the pleasure of training in a host agency that administers the Home Energy Assistance Program (HEAP). I love the interaction with people, answering the phones, feeling like I'm making a difference to the people that come into the agency; but most of all, I love the fact that the program I train in assists people with the high cost of home heating. This program has helped me learn to treat people the same no matter what their situation. We all are people and deserve to be treated with respect. My daily interaction with so many different people with different backgrounds, cultures and values has given me a better understanding of the community. My goal is to get a job within the social services agencies in our community; I know that I can do it because of the training I have received through SCSEP!

Leah, 77, Columbiana County

I have been asked to write a letter telling what the SCSEP program means to me. It has allowed me to remain independent and stay in my home. I was divorced after 35

years and had been a stay-at-home mom all that time. Even though I had several good jobs before my marriage, I was certainly pretty rusty with my office skills.

Since there was a need for me to go back to work, I heard about this program, applied and was placed in a nonprofit agency. That was 16 years ago. I have worked at three different places and with each one, I have learned new skills.

I live in an area where there are not many jobs and older people just don't seem to get hired. I appreciate this program so much and am very thankful for it. There are many people who are in the same situation as I am and this program is really needed in this area.

Delores, 65, Lorain County

It all started back in 2009 when I was laid off from my factory job. I had gone to [the Ohio Department of] Jobs and Family Services for a meeting. There were about 20 of us from the factory that had been laid off. We were told about Mature Services for those that qualified for the program.

I wanted to change jobs. I had worked in factories most of my life and wanted to learn something new. We were given choices of what jobs were available for us. I chose to be a receptionist. Even though I didn't know what the requirements were, I was excited and scared at the same time. I heard that I would have to use the computer. I didn't know too much about it. When I say I didn't know too much about it, I didn't even know how to turn it on! I knew nothing about Word or Excel - I was like a baby learning to take my first step.

Mature Services offered computer classes with a wonderful teacher, Betty Lou Higgins. At first, I felt so inadequate that I didn't think I could learn. Betty Lou made me feel I could learn anything. She has a quality about her that made you feel at ease and that you would succeed.

In 2009 Mature Services had me set goals to achieve the skills to help in obtaining a job. They also placed me at a host agency so I could learn what to do as a receptionist, such as answering phones, taking messages, using the computer in Word and Excel, and using fax machine, copier and the envelope sealer. I have been there already for three years and I am still learning new things. Since December of last year I have learned how to do filing,

which I never had done in my life, and how to file in alphabetical order. For me, all that I have learned and done was an accomplishment.

For me to go from factory work to a receptionist was a big step in my life. I have learned something I thought I could never do. I have learned to be confident and more open about what I want to achieve in life. I have learned to assist in resolving problems for people who needed help. I am no longer afraid to use the computer. I am still looking for a job, but I am confident I will get one.

It is all because of the help of Mature Services.

Johnny, 74, Franklin County

I am writing you to let you know how much I appreciated being a part of Mature Services Columbus Ohio. When I came to apply to the program, I saw that your program was open to helping me in procuring a job. I was especially interested in the social services area. Mr. Tolliver, you had the attitude that certainly your program could help me. You were willing to not only open up the doors of opportunity for me to continue hone my people skills in the area of social work, but also assign me to host agencies that actually did social work. I never felt like it was a bother for you to help me. Your door was always open. The attitude was: "What can I do for you in your job search efforts?"

There are certain stigmas regarding older workers. The general public tends to write us off because of age. The SCSEP program gave me hope that my skills and abilities are still in need. I was able to not only use those skills and abilities, but also to mentor those with whom I came in contact at the host agency to which I was assigned.

Barriers were looked upon not as barriers, but as opportunities to overcome. Encouragement was given when needed, and this helped me have the hope that I would get employment. This hope and encouragement kept me going when, at times, I would have given up. I needed a little push towards the ultimate goal of working part-time, and now I enjoy working part time.

The employer-based training gave me the opportunity to show that I could handle working. I was hired after a four-week training period. I have not looked back and I am grateful for the opportunity to be a part of the Senior Employment Center of Columbus.

I was assigned to three host agencies which gave me the experience I needed to get a job. I learned what it was like to understand people who had disabilities and worked with the homeless, work that covered all sorts of life issues. At my last host agency, the director helped me to see how to help people properly. This assignment with him gave to me the opportunity to learn how to deal with those who have deep needs, since I was looking for employment in the social service level.

To summarize, the experience with the SECEP program enhanced my chances to obtain employment. I am grateful to you for the program being there for those of us who need the help in our job search efforts. I would highly recommend this program to those older workers who need help in their job search efforts.

Again, thank you for all that you did to help.

Jim, 60, Clinton County

I'm sixty years old and have a lovely wife of forty-two years. We also have a daughter and son. I was employed for over forty years in the retail management field.

After living in the Wilmington area for fifteen years, we moved to Zanesville, Ohio, and during our nine years there, my wife became seriously ill. We moved back to the Wilmington area to be closer to our children so they could help with my wife. I found employment in retail, but lost the job due to circumstances out of my control.

During the next several months, I spent a lot of time at the Wilmington One-Stop [Employment and Training Center], putting in applications and working on my résumé. While I was there, a nice lady named Ruth Ann worked with me on some ideas. I explained to her I needed to be close to home so I could be with my wife more. I got a call from Ruth Ann and she said [a local school] might be able to use me as a Custodian through Mature Services Program. I started there and kept a positive attitude and worked hard, and after a year, they hired me full time at a nice pay rate with full benefits. I have been there eight months and really enjoy it. I have met so many nice people and really enjoy the environment.

During the time I was with Mature Services they really helped me reach my goals. Everyone was so nice and we had good meetings. The fellowship was great and the things we learned helped me out. I appreciate the things

we found out that were available to us (e.g., free income tax filing) and much more. During the meetings I was impressed with Ruth Ann and our project director, Sally Orlando. Sally was always there to listen and help me with so much. I also enjoyed the games we played and all of the goodies we had during our meetings.

I owe a big debt of gratitude for all of the fine people of Mature Services. Also I would like to thank Randy the Maintenance Manager of [the local school].

Sherry, 57, Highland County

I was an employee of [a local business] for 13 years. Out of the blue, the place shut down and I, along with thousands of others, lost my job, health insurance, life insurance, 401K and livelihood. I was attending a job fair when I came upon the information about the Mature Services Senior Employment Center. "Senior", I thought, "I'm not a senior; that's for old people." I proceeded to read who's eligible, 55 and older. I was 56, met the income guidelines and, as I continued to read, I found I was an ideal candidate.

I went into the Senior Employment Center and met Sally Orlando (a lovely person). She made me feel at ease as we filled out the endless paperwork. My self-esteem was rather low at the time I was introduced to the program. My husband is disabled and gets some financial help. I was receiving unemployment and was afraid this program would affect the amount I received, but because it's authorized under Title V of the Older American Act (OAA) it did not.

I was fortunate to work for Rhonda at [a local senior center], my host agency. She would be flexible with my hours as I would be scheduled for computer classes to get me ready for a permanent job. I dragged my feet to some of these classes but now as I reflect back, I see they were necessary for my success to find work.

The world is full of people like me: aging, lacking technical skills, with low self-esteem and scared of what the future holds or a "glitch" on my background check. Without this program I don't know where I'd be right now. They paid for my training as a state tested nursing assistant, through the Workforce Investment Act combined with the Senior Employment Center. I completed and received my certificate. I was hired the day after I finished classes at a reputable nursing home. I take my state test this month.

I want to thank all the girls in the Senior Employment office. Teresa T. was my personal "go to person." Ruth Ann, Margaret, Amy and, of course, Sally and everybody in the office always were uplifting and positive towards me. I consider them my family whether they know it or not. Karen Cline was very patient in the classroom!

I hope the SCSEP gets the funding it so much needs to continue to help the millions so much like me.

John, Bettsville

I wanted to thank you and your organization for the opportunity you afforded me. My experience working with the YMCA in both Fremont and Tiffin, Ohio has paid big dividends. I am now hired by the Tiffin YMCA, and it is because of your training program. Without this opportunity I could not have kept up on my bills and there is a good possibility I wouldn't even be living in my home. Yes I have had to exhaust my savings but my wife and I are still living in our home, and that means an awful lot to us. I would sincerely hope anyone else needing the income and training benefits your program provides would have the opportunity you afforded me.

Thank you again from the bottom of my heart. Your program was a Godsend and has made an immeasurable difference in our lives.

Special Letter: Community Job Club

All of the letters we have read so far were from participants in the Senior Community Service Employment Program. Did you know there are other programs around the state that help older adults too? The Community Job Club, Inc. is one of them. This is a nonprofit, job search training organization for experienced professionals, mature workers, new grads, veterans and others who are actively seeking better career opportunities and support in their job search to secure employment faster.

The Community Job Club, Inc. helps individuals from entry to executive level to achieve financial stability through job search assistance that leads to success. A team of knowledgeable career coaches delivers programming that addresses each person's unique career needs from a holistic perspective that supports the needs of the whole family.

Maryann, 62, Stow

In June of 2011, at the age of 62, I suddenly found myself unemployed. Although throughout my life I have had several different careers and many jobs, this was the first time that I had not chosen to be unemployed, and it was the first time I was starting over without a back-up plan as a safety net.

My ex-employer provided a modest severance package (even though I had only worked part-time for two years with them), which included the services of a career transition company. Before I had time to even mourn the loss of my job, I began to learn that looking for a job had become high-tech and was driven by a whole new set of rules since I had last actively looked for employment in the '90's! Networking, Internet job boards, LinkedIn, behavioral-style interviews, 30-second commercials, online resumes: what was all this stuff? I quickly learned how fortunate I was to have the services of this company, even though I wasn't looking for a completely new career or even a full-time job at this point in my life.

One resource that I am most grateful for was a list of community and church job-search groups, which included the Community Job Club of Stow (Ohio). I began attending meetings, and really started to internalize and believe in the necessity of doing all the new job search techniques that had only been briefly covered by the career transition company.

At Job Club meetings I met other job-seekers with stories similar to mine about the bewildering new ways to look for employment. Hearing about their efforts, problems, and successes was the best motivation to overcoming my outdated mind-set about how to find a new job. The topics covered and the presentations by career experts helped me to focus on what I needed to do now. Using the new techniques and practices gave me a boost of confidence as I submitted my resume and went on interviews.

I am still unemployed at this time, but have put my job search on temporary hold because of some medical problems. I continue to learn and improve my new job-search skills by volunteering part-time at the Community Job Club of Stow until I am able to resume looking for part-time employment. I decided to volunteer my time after meeting so many talented and empathetic people who return to Job Club to give their time, help, and advice to new and long-term job seekers even after finding new careers or jobs for themselves. Sharing my own past work

experiences and skills may help someone else, and will keep me current and motivated.

The Civic Engagement Initiative from the Ohio Department of Aging is a welcome addition to the many programs they provide. Job services for adults age 50+ are particularly critical and needed for job seekers in middle to upper income suburbs. These areas often provide help for the low-income and poverty-level unemployed, but have little to offer middle and upper-level job-seekers.

Appendix II: Solution Booths

I. AARP Foundation WorkSearch

5320 E. Main Street, Suite 600, Columbus, OH 43213
Janice C. Aselin, Project Director
<http://www.aarpworksearch.org>

The AARP Foundation WorkSearch helps you determine job interests and work skills so that we can match job seekers with the best possible job in their community. WorkSearch will also identify any skill gaps and the training available to help close those gaps. One of the programs within WorkSearch is the Senior Community Service Employment Program.

II. Aging and Higher Education Advisory Committee

30 East Broad Street, 36th Floor, Columbus, Ohio 43215
Cathy Hill, Assistant Director, Program Approval
<http://www.ohiohighered.org/>

The University System of Ohio (USO) is one of the largest comprehensive public systems of higher education in the nation. Ohio's public colleges, universities, and adult education programs serve almost 600,000 students and offer every option from a GED to a Ph.D., ensuring that all Ohioans have easy access to a high-quality, affordable higher education. The System includes: 14 universities with 24 regional branch campuses, 23 community colleges, and over 120 adult workforce education and training centers statewide.

To ensure the university system is prepared for an aging population, the Board of Regents partnered with the Ohio Department of Aging and Ohio Association for Gerontology and Education to form the Aging and Higher Education Advisory Committee. This dynamic group is preparing recommendations for ways to:

- Increase Ohio's skilled workforce by retraining workers age 55 and older and linking them with Ohio employers;
- Enhance the quality and impact of associate degree, baccalaureate, graduate and professional degree programs training individuals in the field of aging;
- Identify federal and privately funded research projects in the field of aging that will assist in the development, redesign, and repurposing of innovative products and services for Ohio's growing older adults; and

- Encourage lifelong learning opportunities for adults over the age of 55 and older, for both employment and for enrichment.

III. Catholic Charities of Southwestern Ohio - RSVP/Coming of Age of Greater Cincinnati

100 East 8th Street, Cincinnati, Ohio 45202
Michael Dutle, Director
<http://www.comingofage.org/cincinnati>

Coming of Age helps people 50+ explore their future and connect and contribute to their communities. Coming of Age also teaches nonprofits how to build capacity by capturing the energy and expertise of the 50+ population.

IV. Community Job Club, Inc.

4301 Darrow Rd., Suite 2550, Stow, OH 44240
Diana Miller, Executive Director
<http://www.communityjobclub.org>

The Community Job Club, Inc. is a nonprofit, job search training organization for experienced professionals, mature workers, new grads, veterans and others who are actively seeking better career opportunities and support in their job search to secure employment faster.

The Community Job Club, Inc. helps individuals from entry to executive level to achieve financial stability through job search assistance that leads to success. A team of knowledgeable career coaches delivers programming that addresses each person's unique career needs from a holistic perspective that supports the needs of the whole family.

V. Corporation for National and Community Service

51 North High Street, Suite 800, Columbus, Ohio 43215
Jennifer Irwin, Program Specialist
<http://www.nationalservice.gov/>

The Corporation for National and Community Service (The Corporation) is an independent federal agency, where federal employees staff an office in Ohio. They are directly responsible for developing grants and projects and for overseeing all Senior Corps and AmeriCorps*VISTA projects.

VI. Employment for Seniors

4500 East Broad Street, Columbus, OH 43213
Carol A. Ventresca, Ph.D., Executive Director
www.employseniors.org

Employment For Seniors (EFS), a private nonprofit organization founded in 1972, was created as a grass roots effort to increase resources for those older citizens who were seeking employment opportunities. It has been supported, in large part by contributions from businesses, individuals and foundations. Over time, the organization has served thousands of individuals, as well as the aging community at large, through its employment assistance, job referrals, training programs and advocacy.

Our target population includes all job seekers in the central Ohio area, age 50 and over. We have no eligibility requirements, nor do we charge fees to our clients or employers. As a referral service, EFS strives to bring qualified senior job seekers together with employers, creating successful employment opportunities.

VII. Experience Works - Walmart Putting Experience to Work Program

401 W. North Street, Ohio
Kent Kahn, State Director
<http://www.experienceworks.org>

The *Putting Experience to Work Program*, generously funded by the Wal-Mart Foundation, helps unemployed or underemployed people age 50 and over who need additional training to compete for available jobs. Experience Works is a national, charitable, community-based organization that helps older adults get the training they need to find good jobs in their communities. For more than 45 years, we have devoted ourselves to helping people break out of poverty and reclaim their lives and dignity through work.

VIII. Human Factors & Ergonomics Laboratory (HFEL) - Industrial and Systems Engineering, Russ College of Engineering and Technology, Ohio University
278 Stocker Center, Ohio University, Athens, OH 45701
Diana Schwerha, Ph.D., Director
<http://www.ohio.edu/industrial/ergonomics/>

Human factors and ergonomics is the science of designing products and systems to match the abilities, needs, and limitations of people in order to improve productivity, safety, performance, and user happiness. The lab specializes in older worker retention, product design for older individuals, ergonomic interventions and training programs.

IX. Job Search Cooperatives: Mature Services, Inc. - Employment & Training Solutions

415 S. Portage Path, Akron, Ohio 44320
Paul Magnus, Vice President - Workforce Development
<http://matureservices.org/>

Mature Services, Inc.- Employment & Training Solutions provides community-based services to train, motivate and empower mature job-seekers while maintaining an active partnership with employers leading to increased opportunities for mature workers. Job search cooperatives are job search firms operated by Mature Services, staffed by you and your fellow job seekers. They are a way to develop job placements by tapping into the talent of the job seekers themselves by creating unique work team environment that allows you to help other job seekers while they help you. Unemployed and underemployed individuals 50+ are eligible to attend at no cost; connections are free to anyone 50 or older.

X. Living Through Legacies - Tec4Life
9200 River Styx Road, Wadsworth, Ohio 44281
Dave Harris, President
<http://www.tec4life.com>

Living Through Legacies, Tec4Life focuses on intergenerational programs that cultivate relationships between a community's elders and youth. We help those who fear technological advancement by teaching how to embrace it in everyday life. Foster leisure, explore knowledge, access information, stimulate your mind and enhance communication with loved ones.

XI. Mid-Ohio Regional Planning Commission- Lifelong Communities & Complete Streets
111 Liberty Street, #100, Columbus, Ohio 43215
Laura Koprowski, Director of Public & Government Affairs
<http://www.morpc.org>

So Ohio's 50+ need to go work, volunteer and continue learning- Now how do they get there?

Over the next 20 years, central Ohio will undergo dramatic changes in demographics: a half million central Ohioans will be 65 years or older. This will have dramatic effects on our communities and businesses. It will also cause new trends to emerge that will require us to rethink the way we are planning our communities right now and into the future.

Through a new initiative called “Lifelong Communities,” MORPC is working with partner agencies like the Central Ohio Area Agency on Aging (COAAA) to create a region that provides a high quality of life for everyone, regardless of their age, ability, or ethnicity. Lifelong communities strive to create multi-use neighborhoods that include people of different ages, income levels, and easy access to shops, recreation, employment, healthcare, places of worship, and organizations that offer community services.

Transportation plays a big part in creating these types of communities. This initiative fits well with MORPC’s “Complete Streets” efforts, as MORPC works with local governments on how to build a transportation system that offers options for everyone and makes travel safer and more efficient for all.

XII. Modern AgeUcation: Center for Collaborative Partnerships in Aging

50 West Broad Street, 9 Floor, Columbus, Ohio 43215
Tiffany Dixon, Workforce Policy and Program Administrator
<http://aging.ohio.gov>

In partnership with the Ohio Association for Gerontology and Education, the Ohio Department of Aging’s Center for Innovative Collaboration in Aging provides interns, of all ages and backgrounds, with the opportunity to learn and contribute in intergenerational teams. Interns experience policy-making firsthand, establish career-long professional contacts, and gain valuable career knowledge and skills. Students in post-secondary, academic programs in all majors are eligible to participate. The Center also includes opportunities for those who are not currently in an academic degree program, but wish to apply their talents in the field of aging.

XIII. Ohio Consumers' Counsel

10 W. Broad Street, Suite 1800, Columbus, Ohio 43215
Ray Foeller, Sr. Outreach & Education Specialist
<http://www.pickocc.org/>

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues.

XIV. Ohio Means Jobs- Ohio Dept. of Job & Family Services, Office of Workforce Development

4020 E. Fifth Avenue, Columbus, OH 43219
Teresa Applegarth, OhioMeansJobs, ODJFS- Office of Workforce Development
<http://www.OhioMeansJobs.com>

Ohio Means Jobs is a comprehensive site for job seekers and employers. As a job seeker, you can post your résumé on the site or search current job postings by job type, salary, or location. Information also is available on apprenticeship programs, colleges and career exploration. You can browse jobs by city or category, and make your résumé available to employers. The site uses the Monster.com database for résumés and job postings. The Ohio jobs features are maintained by the Department of Job and Family Services.

XV. ServeOhio

30 East Broad Street, Suite 2487, Columbus, Ohio 43215
Mary Cannon, Program Development and Evaluation Officer
<http://www.serveohio.org/>

The Ohio Legislature established the Ohio Commission on Service and Volunteerism (ServeOhio) in 1994, under the original name of The Governor’s Community Service Commission. ServeOhio operates under authority pursuant to Section 121.40 of the Ohio Revised Code. Initially, ServeOhio was purposed specifically to administer grants in Ohio under the federal National & Community Service Trust Act of 1993. Today, the largest of these grants is the AmeriCorps program, where Ohio currently has 25 partner organizations and over 700 AmeriCorps members. The broad mission remains the same – to strengthen Ohio communities through various types of service and volunteerism.

XVI. SRO Theatre Company

1393 E. Broad St. - Suite 103, Columbus, OH 43205
Dawn Farrell, Board President, SRO Theatre Company
<http://www.srotheatre.org>

SRO is a semi-professional theatre company committed to artistic excellence, wholesome educational and intergenerational family entertainment and community service. The company offers main-stage productions, touring shows and outreach and education programs.

Located in Columbus, Ohio, SRO was established in 1984, and incorporated as a non-profit 501C3 corporation in 1989. The company has been a pioneer in senior theatre nationally and internationally for 26 years.

XVII. Urban League of Greater Cincinnati- Mature Worker Program

840 Germantown Street, Dayton, Ohio 45402
Cheryl A. Seaton, Program Director
<http://www.gcul.org>

The Urban League of Greater Cincinnati administers the National Urban League's Mature Worker Program offered in Dayton, Ohio. The program provides intensive services including job-readiness training, assessment, career coaching, computer literacy and vocational skill development. The Urban League is doing more than just giving individuals training; we are devoting the necessary time to ensure each participant is a viable job candidate. Since 2005, nearly 1,500 program participants have been served across Montgomery, Greene, Warren, and Preble Counties.

XVIII. Wadsworth Center for Older Adults

138 High Street, Wadsworth, Ohio 44281
Nancy A. Likens, Director
<http://www.wadsworthcity.com/>

In a unique collaboration between the City of Wadsworth, Wadsworth City Schools, Wadsworth Public Library and Summa Wadsworth-Rittman Hospital plans for the new High School and Community Center were unveiled at a community meeting on April 13. The 450,000 square foot building will incorporate a health center, fitness center, Center for Older Adults, WCTV and a community library.

- Total Building Size: 450,000 SF
- High School Space: 380,000 SF
- Community Center Space: 70,000 SF

XIX. Worthington Schools & PCC Circle of Grandparents

Worthington, Ohio
Debra Stephen, Coordinator
www.circleofgrandparents.com

The Circle of Grandparents is a group of senior citizen volunteers, who "adopt" Worthington elementary school classes to encourage responsible patterns of citizenship and character to students. Volunteer "Grandparents" discuss the community-chosen character qualities, called the Word of the Month with their classes during monthly school visits.

The Circle of Grandparents offers a wonderful opportunity to make a difference in the lives of our young children AND our senior volunteers! As a "Grandparent", you are a

library of knowledge just waiting to be shared with our youngest generation. Your insight will be appreciated by parents, teachers and the children. You do not have to be an actual "Grandparent" to be part of this unique program, nor do you have to live in the Worthington School District. Due to the overwhelming success of the program we always have more requests for "Grandparents" than we can fill. As a result we welcome new volunteers year-round.

XX. Wright State University - Nursing Institute & Living Laboratory Smart Technology House

3640 Colonel Glenn Hwy., Dayton, Ohio 45435
Debi Sampsel, MSN, RN, Executive Director
<http://www.wright.edu/nursinginstitute/>

Come meet a member of the Techy family: Andy, Beth, Josie, Noelle, Grandpa George and others who reside in the Living Lab home. They are human patient simulators operated through computer systems. Healthcare providers and faculty engage in the house via remote presence robotics and other video conferencing capability. Technology applications are scattered throughout the "Techy" family's residence; sensors are in place to provide information and observation for research projects.

The Nursing Institute is a collaboration between health care providers, programs of nursing, businesses, public health nursing, Wright-Patterson Air Force Base Medical Center, and the Veterans Affairs Medical Center. The mission of the Nursing Institute is to optimize regional health care and serve as a catalyst for evidenced-based nursing practice, research, and education.

Headquartered at Wright State, the Nursing Institute was created to address the nursing shortage in west central Ohio and includes these initiatives:

- Creative and innovative solutions that address the aging workforce through exploring technological ways to extend the presence of seasoned nurses;
- Developing collaborative initiatives between the military and civilian operations;
- Development of a nurse-physician collaborative education model that incorporates other health care disciplines;
- Reengineering nurse work environments;
- Creating a nationally recognized center for nursing excellence;

- Advocating and promoting the nursing profession; and
- Working with the business community and other partners to position west central Ohio as a highly advanced nursing employment opportunity.

Serving 22 counties in west central Ohio, the Nursing Institute focuses on research and evaluation, nursing education, and professional practice. It has compiled data that shows the region's nursing workforce is aging two years ahead of national trends. By 2010, 47 percent of licensed R.N.'s will be over age 50.