



Oregon

Kate Brown, Governor

Department of Human Services
Community Services and Supports Unit
500 Summer Street, NE, E-12
Salem, OR 97301
Fax: 503-373-1133

September 19, 2018

Reggy De Joode
Experience Works, Inc.
PO Box 243
Columbia City, OR 97018
Agreement #155695-3



RE: Report on PY 2018 SCSEP Monitoring Visit with Experience Works

Dear Mr. De Joode,

One of the goals of the Community Services and Supports Unit (CSSU) is to provide support and technical assistance to Senior Community Service Employment Program (SCSEP) sub-grantees. A critical component in providing effective support is routine monitoring of the SCSEP project. Monitoring provides valuable insights to both the CSSU and to SCSEP sub-grantees. The CSSU conducted a SCSEP monitoring visit on September 12, 2018, and the report from that visit is attached. During the monitoring visit, the SCSEP participants, host agency supervisors, and staff were very helpful and accommodating. Please convey my appreciation for their time and assistance during this process, and for providing their candid feedback about the program.

Within 30 days of the attached report, please send a written response to the CSSU that addresses the item in Section III of the report. In your response, please identify steps that will be taken to address the item, staff that will be responsible for each step, and the timeframe for implementation. If you have any questions, please do not hesitate to contact me via email at ryan.e.kibby@dhsosha.state.or.us or 503-945-6041.

Sincerely,

Ryan Kibby
Program Analyst

"Safety, health and independence for all Oregonians"
An Equal Opportunity Employer

Report on PY 2018 SCSEP Monitoring Visit with Experience Works

Date of Report: September 19, 2018

Date of Visit: September 12, 2018

Reviewer: Ryan Kibby, Program Analyst, Community Services and Supports Unit

I. Overview

The Community Services and Supports Unit (CSSU), within the Oregon Department of Human Services Aging and People with Disabilities program, conducted an on-site monitoring visit with Experience Works, the organization that provides Senior Community Service Employment Program (SCSEP) services under Oregon's state SCSEP grant, on September 12, 2018. The purpose of this visit was to ensure program compliance and provide technical assistance as needed.

The entrance interview was conducted with Experience Works staff, Reggy De Joode and Martha Stangland. The entrance interview addressed the topics to be reviewed and the schedule, which included interviews with SCSEP participants and supervisors at two host agencies.

The reviewer interviewed three participants at The Dalles Library, one of whom was assigned to a nearby host agency, and one participant at The Gorge Discovery Museum. Interviews were also conducted with the host agency supervisor at each location. Responses from interviewees indicate that SCSEP orientation and training are provided appropriately to participants and host agency supervisors. All interviewees stated they knew who to contact at Experience Works and how to reach them if they have questions or concerns about SCSEP.

Interviews with the participants and host agency supervisors revealed no significant areas of concern. The SCSEP participants indicated they are learning new skills in their assignments, and host agency supervisors commended the participants assigned to their respective organizations for their excellent work and dedication. Several participants said they would like more hours, but are otherwise satisfied with the services they receive through SCSEP.

A review of host agency records in the SPARQ data system revealed that some host agency agreements and monitoring visits had not been recorded within the last year. Staff provided copies of current host agency documents following the visit, demonstrating that the documentation had been collected but not fully captured in SPARQ.

II. Strengths and Best Practices

- a. Multiple participants said they learned about SCSEP through The Dalles Library. Establishing highly visible community gathering points, like public libraries, as SCSEP

host agencies raises the program's profile and encourages older adults and potential host agencies alike to make connections with SCSEP.

III. Areas of Improvement

- a. SPARQ did not reflect the dates of the most recent host agency agreements and monitoring visits. These documents should be updated annually and recorded in SPARQ when complete. Experience Works provided copies that show more recent dates than those in SPARQ, but the information must also be recorded in SPARQ.

IV. Recommended Action

- a. Within 60 days of this report, ensure all host agency agreements, monitoring visit documentation, and related follow up activities are properly recorded in SPARQ.