I. SPARQ Data
The pandemic has had a dramatic impact on nearly all aspects of SCSEP: enrollments, paid hours, exits, and placements. The most serious disruption of the SCSEP program model has been the inability of participants to continue their community service assignments and the resulting inability of grantees to enroll new participants. As summarized below, the good news is that paid CSA hours and paid training now account for 90% of all paid hours. However, only about three-quarters of assignments have paid CSA hours, and only about 20% of assignments have paid training hours. While the mix of hours has moved in a positive direction, the number of hours per participant and the number of enrollments remain well below normal; conversely, the vacancy rate is at a historically high level.

Types of Paid Hours Provided
SCSEP has been able to keep existing participants enrolled when host agency work was no longer available by the use of paid sick leave and paid training. Over the course of the six quarters of the pandemic to date, the data show a consistent, quarter-by-quarter decrease in the percentage of paid hours due to paid sick leave, from 85.4% in Q4PY2020 to 10% in Q1PY2021; during the same period, paid CSA hours exhibited an equal quarter-by-quarter increase, from 10.5% in Q42020 to 75.1% in Q1PY2021. Paid training has ranged from 4.2%-15.6% of total paid hours during these six quarters; in Q1PY2021, it was 14.9%. However, about 80% of all assignments have no paid training.

Number of Paid Hours
The average number of all paid hours has fluctuated during the pandemic, ranging from 15.3 hours per week to 17.6 hours per week. In Q1PY2021, average paid hours of 15.4 were essentially at the pandemic low, and 10.4% of all assignments in that quarter had no paid hours. In normal conditions, we expect paid hours to be 18-22 per week. Hours per modified position have ranged from 191.2% to 233.1%; again, Q1PY2021 at 193.3% is essentially at the pandemic low.

Enrollments and Vacancy Rate
Paid hours are a function of the number of participants enrolled, the length of time enrolled, and the hours provided. By every measure, enrollments have been anemic throughout the pandemic. Although they are improving, they remain well below pre-pandemic levels: the Q1PY2021 enrollment count is 17.3% lower than Q1PY2019 enrollments; Q1PY2021 enrollments as a percentage of modified positions are 97.5%, compared to 112.8% for Q1PY2019; and new enrollments also lag at 10.9% of modified positions in Q1PY2021, compared to 15.0% in Q1PY2019.

The impact of the decrease in enrollments is most dramatically seen in the vacancy rate, which reached an all-time high of 16.5% of modified positions during the pandemic and remains
essentially at that level in Q1PY2021, 16.4%. In contrast, the vacancy rate in Q1PY2019 was 3.3%.

Host Agencies
One important question that has emerged during the pandemic is whether the current pool of host agencies can meet the evolving needs of SCSEP participants, especially with regard to remote assignments, and whether grantees have been able to recruit new host agencies to meet those needs. There are no data on the capacity of host agencies to meet the needs of SCSEP participants. The scant data we have relate to the recruitment of new host agencies and show that new host agencies declined from 5344 in PY 2018 to 3917 in PY 2019 (a 26.7% reduction from PY 2018), and to 2377 in PY 2020 (a 55.5% reduction from PY 2018). In PY 2020, new host agencies accounted for just 4.4% of the 53912 active host agencies (those with an active assignment). Forty grantees had fewer than ten new host agencies in PY 2020, 27 had fewer than 5 new host agencies, and 7 had no new host agencies.

II. Customer Satisfaction Surveys
The PY 2020 participant and host agency surveys provide important information about how SCSEP clients assess the impact of the pandemic.

Client Assessments of the Impact of the Pandemic
As shown in Table 1, 90% of host agencies reported experiencing some serious effects from the pandemic. Host agencies could select multiple reasons for the impact. The top three reasons with the percent of respondents selecting the reason were:

- Participants were not able to come to the workplace, 26.2%
- It was difficult to find out when, or if, participants would be returning to work, 14.0%
- It was difficult to find work for participants to do because normal operations were greatly affected, 8.4%

Difficulty ensuring participant safety and difficulty re-integrating participants back into the workplace were each chosen by less than 5% of the host agencies.

<table>
<thead>
<tr>
<th>Table 1. Effect or Challenges of Pandemic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. It was difficult to find out when, or if, participants would be returning to work.</td>
</tr>
<tr>
<td>2. Participants were not able to come to the workplace.</td>
</tr>
<tr>
<td>3. It was difficult to ensure the safety of participants who continued to work or returned to work.</td>
</tr>
<tr>
<td>4. It was difficult to find work for participants to do because our normal operations were greatly affected.</td>
</tr>
<tr>
<td>5. It was difficult to re-integrate participants into the organization after they were on hiatus due to COVID.</td>
</tr>
<tr>
<td>6. We experienced no serious effects from the COVID-19 pandemic.</td>
</tr>
</tbody>
</table>
Participants reported a very different experience of the pandemic, with 75% of participants reporting some serious effects from the pandemic. See Table 2. A majority of respondents indicated both of these reasons:

- I received pay but missed the social contact I would have had if I'd been able to go to my assignment, 55.7%
- I was not allowed to go to my assigned host agency, 55.1%

The next most selected reason related to not being able to find unsubsidized employment because of the pandemic, selected by 19.1% of respondents. 10.6% of respondents said they went to work at the host agency but were worried about getting sick; only 6.4% said they refused to go to available work because they feared getting sick.

<table>
<thead>
<tr>
<th>Table 2. Effect or Challenges of Pandemic</th>
<th>Count</th>
<th>Column %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I was not allowed to go to my assigned host agency.</td>
<td>5593</td>
<td>55.1%</td>
</tr>
<tr>
<td>2. I refused to go to my assignment because I was afraid I would get sick.</td>
<td>652</td>
<td>6.4%</td>
</tr>
<tr>
<td>3. I went to my host agency, but I was worried about getting sick when traveling to and from the assignment or working at my assignment.</td>
<td>1078</td>
<td>10.6%</td>
</tr>
<tr>
<td>4. I lost my host agency assignment and the money associated with that assignment.</td>
<td>506</td>
<td>5.0%</td>
</tr>
<tr>
<td>5. I received pay but missed the social contact I would have had if I'd been able to go to my assignment.</td>
<td>5654</td>
<td>55.7%</td>
</tr>
<tr>
<td>6. I was not able to find unsubsidized employment because employers are closed or not hiring.</td>
<td>1942</td>
<td>19.1%</td>
</tr>
<tr>
<td>7. I experienced little or no effect from the COVID-19 pandemic.</td>
<td>2527</td>
<td>24.9%</td>
</tr>
</tbody>
</table>

**Participant Expectations and the Reality of the Pandemic**

Since PY 2015, the participant survey has asked participants to indicate the primary reasons they enrolled in the program. Respondents could choose as many reasons as they deemed appropriate; therefore, the total number of answers is substantially higher than the number of survey respondents. The PY 2020 survey responses to the eight options in Table 3 below indicate a wide range of reasons for enrolling in the program. Participants, on average, endorsed about 3.5 reasons. The most frequently endorsed reason was increasing their income, followed closely by feeling more useful and independent, and then obtaining a part-time job. It is notable that the lowest percentage is for full-time work. This is consistent with data from SPARQ that show participants who exit and have unsubsidized employment are working an average of 29 hours per week. The ranking of reasons for enrollment in PY 2020 is nearly identical to that from all prior years, but the percentages selecting each values are dramatically higher than in prior years.
**Table 3. Reasons for Enrollment**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
<th>Column %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obtain a full-time job after completing the program.</td>
<td>2455</td>
<td>24.2%</td>
</tr>
<tr>
<td>2. Obtain a part-time job after completing the program.</td>
<td>5506</td>
<td>54.3%</td>
</tr>
<tr>
<td>3. Participate in the program's training and host agency activities.</td>
<td>4474</td>
<td>44.1%</td>
</tr>
<tr>
<td>4. Provide service to my community.</td>
<td>4459</td>
<td>44.0%</td>
</tr>
<tr>
<td>5. Meet new people.</td>
<td>4436</td>
<td>43.7%</td>
</tr>
<tr>
<td>6. Increase my income.</td>
<td>6304</td>
<td>62.2%</td>
</tr>
<tr>
<td>7. Feel more useful and independent.</td>
<td>6245</td>
<td>61.6%</td>
</tr>
<tr>
<td>8. Other</td>
<td>668</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

Broadly speaking, the possible responses relate to three areas: increasing income, preparing for and obtaining unsubsidized employment, and social engagement. SCSEP was largely able to satisfy the most selected reason, increasing income, by providing participants sick leave or paid training when CSA hours were not available. Given the drastic reduction in CSA hours during much of the pandemic and the drastic reduction in placements that has continued through Q1 PY 2021, obtaining employment has been much more challenging during the pandemic.

The third area, social engagement, has been even more difficult to provide during the pandemic and may be even more important to participants than the first two areas. Note that the second most selected reason, feeling useful and independent (61.6%), is closely related to the fourth, fifth, and sixth most selected reasons: participating in SCSEP’s training and host agency activities, (44.1%), providing service to my community (44.0%), and meeting new people (43.7%).

The importance of social engagement for seniors is supported by ample social science research and has been one of SCSEP’s strongest outcomes since the first surveys in PY 2004, when we started asking participants about the impact of SCSEP participation on their physical, financial, and mental wellbeing. As in previous years, the program produces strong, positive results as shown in Table 4 from the PY 2020 survey. Seventy-six percent of respondents indicated that they were either “a little more positive” or “much more positive” in their outlook on life as a result of participating in the program. This is a slight increase from the PY 2019, but the difference is not statistically significant. These findings match the substantial number of respondents who indicated in the question above that their main reasons for enrolling in SCSEP included feeling more useful and independent, providing service to their community, participating in training and host agency activities, and meeting new people.
Table 4. Mental Health

<table>
<thead>
<tr>
<th>Compared to the time before you started working with the Older Worker Program/SCSEP, how would you rate your outlook on life?</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much more negative</td>
<td>179</td>
<td>1.8%</td>
</tr>
<tr>
<td>A little more negative</td>
<td>392</td>
<td>4.0%</td>
</tr>
<tr>
<td>About the same</td>
<td>1787</td>
<td>18.1%</td>
</tr>
<tr>
<td>A little more positive</td>
<td>2630</td>
<td>26.6%</td>
</tr>
<tr>
<td>Much more positive</td>
<td>4895</td>
<td>49.5%</td>
</tr>
</tbody>
</table>

That such a high percentage of participants report an improvement in their mental health during the pandemic may seem counter-intuitive, but it may be explained by the strong and continuing sense of being connected to SCSEP that participants experienced despite not being able to participate fully in their community service assignments.

This sense of connection is almost certainly reenforced by participants’ continuing to be paid by the program at a time when so many people have lost their income. In the PY 2020 survey, participant gave an average score of 8.9 (on a 1-10 scale) to the statement, “The pay I receive from the Older Worker Program/SCSEP is important for meeting my basic expenses.” This is a substantial and statistically significant increase from the average score in the PY 2019 survey, 8.3. By contrast, the percent of participants reporting that their physical health is better since participating in SCSEP went up only slightly in PY 2020, and the difference is not statistically significant.

The loss of social engagement that the pandemic likely caused in all aspects of participants’ lives, not just their SCSEP experience, suggest that the actions grantees take to provide alternatives to the traditional SCSEP model should include substantial opportunities for interaction with others, either remotely or in person, as circumstances permit.

III. Enrollment and Vacancy Data

- Range of enrollments: 29,644-31,585
  - Q1 PY 2021: 31,324
  - Q1 PY 2019: 37,878
- Range of enrollments as percentage of modified positions: 92.7%-97.5%
  - Q1 PY 2021:  97.5 %
  - Q1 PY 2019: 112.8%
- Range of new enrollments as percentage of modified positions: 1.3%-10.9%
Q1 PY 2021: 10.9%
Q1 PY 2019: 15.0%

- Range of exits as percentage of modified positions: 4.4%-13.9%
  - Q1 PY 2021: 13.9%
  - Q1 PY 2019: 16.3%
- Range of vacancy rates as percentage of modified positions: 8.6%-16.4%
  - Q1 PY 2021: 16.5%
  - Q1 PY 2019: 3.3%

IV. Paid Hours Data

A. Total hours per modified position
- Range of total hours: 191.2%-233.1%
  - Q1 PY 2021: 193.3%

B. Hours per participant
- Range of total hours: 15.3 hours-17.6 hours
  - Q1 PY 2021: 15.4 hours; 10.4% of assignment have no paid wages
- Range of paid training hours as percentage of total hours: 4.2%-15.6%
  - Q1 PY 2021: 14.9%; 78.6% of assignments with paid hours have no paid training
- Paid sick leave hours as percentage of total hours have steadily declined from 85.4% in Q4 PY 2019 to 10% in Q1 PY 2021
  - Q1 PY 2021: 10.0%; 13.4% of assignments with paid hours have paid sick leave
- Paid CSA hours as percentage of total hours have steadily increased from 10.5% in Q4 PY 2019 to 75.1% in Q1 PY 2021
  - Q1 PY 2021: 75.1%; 82.2% of assignments with paid hours have paid CSA hours
- Details of hours per assignment are presented in Attachment I
Attachment I

I. Assignments with Paid Hours
Assignments with any paid hours
• Range: 77.3%-92.9% of participants with paid hours
• Q1 PY 2021: 89.6%

Paid hours per week per assignment
• Range for all assignments: 12.8 hours-15.8 hours
• Range for assignments with paid hours: 15.4 hours-19.3 hours
• Q1 PY 2021 hours for all assignments: 13.7 hours
• Q1 PY 2021 assignments with paid hours: 15.4 hours

II. Assignments with Paid Training
Assignments with paid training
• Range for all assignments: 8.5%-19.2%
• Range for assignments with paid hours: 11%-22.5%
• Q1 PY 2021 for all assignments: 19.2%
• Q1 PY 2021 for assignments with paid hours: 21.4%

Paid training hours per week per assignment
• Range for all assignments: 0.6 hours-2.2 hours
• Range for assignments with paid hours: 7.3 hours-12.5 hours
• Q1 PY 2021 hours for all assignments: 2.0 hours
• Q1 PY 2021 assignments with paid hours: 10.7 hours

III. Assignments with Paid Sick Leave
Assignments with paid sick leave
• Range for all assignments: 68.6%-12.0%
• Range for assignments with paid hours: 88.8%-13.4%
• Q1 PY 2021 for all assignments: 13.4%
• Q1 PY 2021 for assignments with paid hours: 12.0%

Paid sick leave hours per week per assignment
• Range for all assignments: 12.8 hours-1.4 hours
• Range for assignments with paid hours: 18.6 hours-11.5 hours
• Q1 PY 2021 hours for all assignments: 1.4 hours
• Q1 PY 2021 assignments with paid hours: 11.5 hours
IV. Assignments with Paid CSA Hours

Assignments with paid CSA hours
- Range for all assignments: 18.3%-73.6%
- Range for assignments with paid hours: 23.7%-82.2%
- Q1 PY 2021 for all assignments: 73.6%
- Q1 PY 2021 for assignments with paid hours: 82.2%

CSA hours per week per assignment
- Range for all assignments: 1.6 hours-10.3 hours
- Range for assignments with paid hours: 8.6 hours-14.0 hours
- Q1 PY 2021 hours for all assignments: 10.3 hours
- Q1 PY 2021 assignments with paid hours: 14.0 hours