

# Presentation to the Legislative Health and Human Services Committee

July 18, 2014

# New Mexico Works (NMW)

- HSD has a contract with SL Start to provide services under the NMW program
- SL Start is charged with engaging NMW participants to achieve higher self-sufficiency outcomes

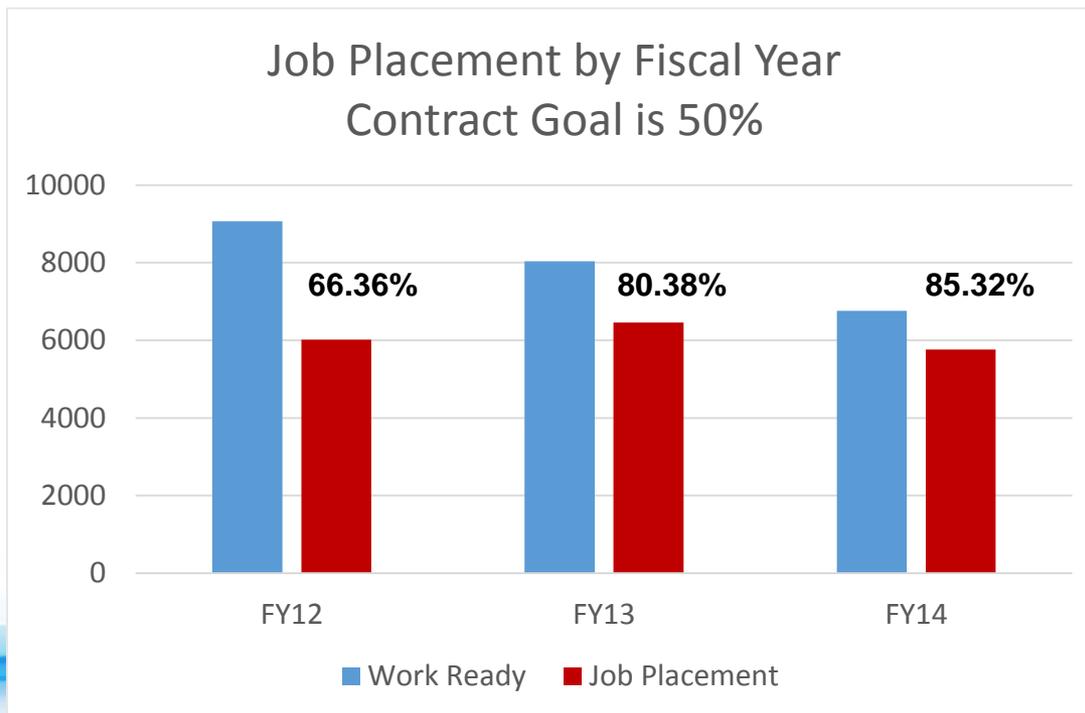


# NMW Program Objectives

- Effective case management to match work activities and employment goals to recipients' strengths, barriers and interests
- Identify educational institutions that provide skills-based training or education linked to high growth occupations
- Utilize subsidized employment strategies
- Improve work experience and community service placements in order to maximize opportunities for job skills training
- Provide critical supports, such as, childcare and transportation assistance
- Link recipients directly to employers through aggressive and effective job development
- Target industries and occupations with employment growth and opportunities for advancement

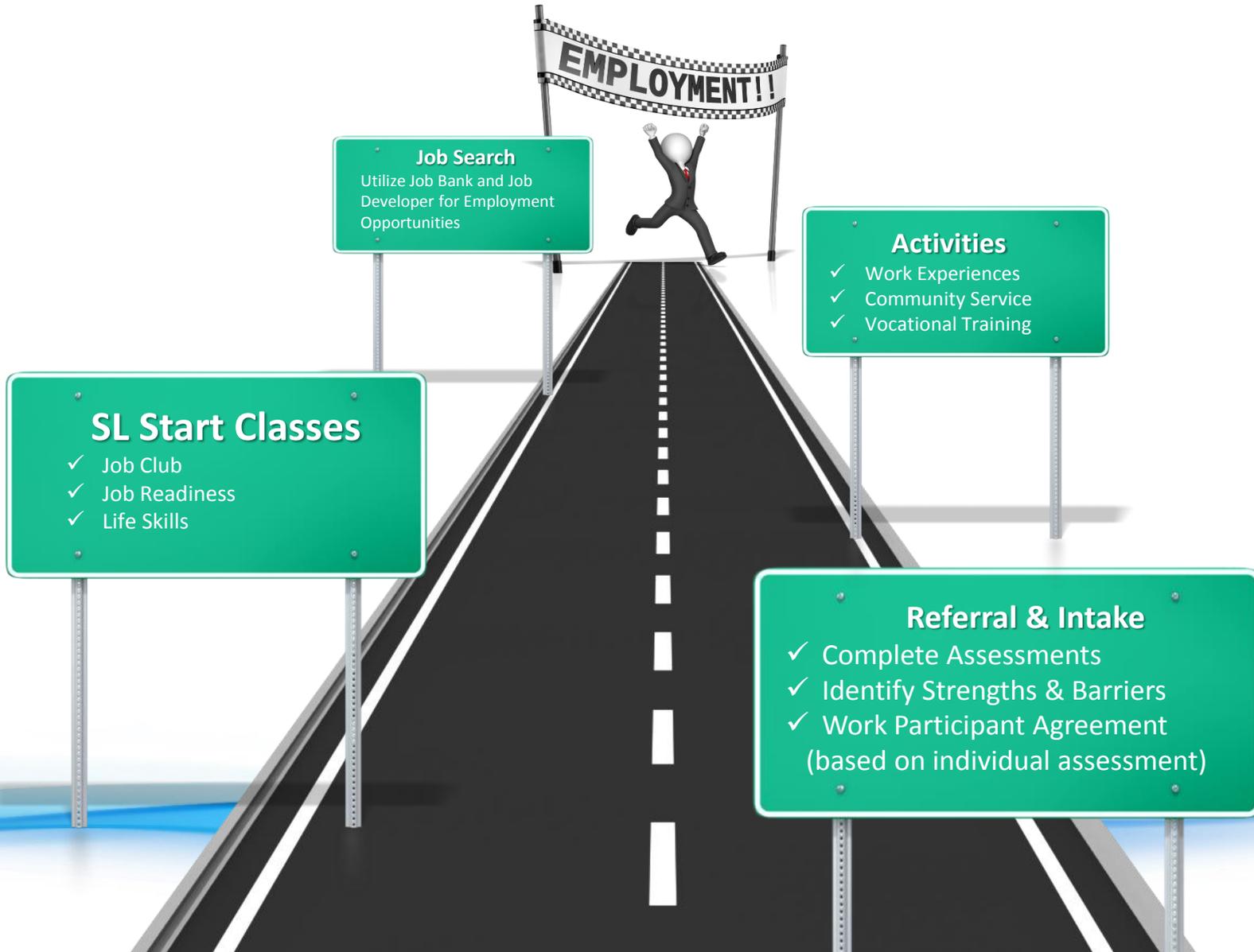
# Employment Results By Program Year

- SL Start NMW job placement rates have exceeded the goal each year
- Staff are focused, passionate, and dedicated to improving families financial situations



*The graph illustrates NMW job placement performance since 2011.*

# SL Start's TANF/NMWW Program Process



# SL Start Work Assessment

SL Start Career Development Specialists (CDS) conduct an assessment with each TANF/NMW parent.

The assessment:

- Identifies strengths, assets, skills, education & work experience
- Develops a positive image of what the future can be
- Empowers individuals to develop long term vision
- Identifies and addresses solutions for barriers to employment



# SL Start Work Assessment

- Creates assessment summary per participant, including referrals for all identified barriers.
- Utilizing an on-line assessment will allow us to track data and provide detailed reports to the State regarding the TANF and SNAP E&T populations, such as:

Types of Barriers Identified	Employment Statistics	Community Referrals
✓ Transportation	✓ Average Length of Unemployment	✓ Support Services
✓ Child Care	✓ Reasons for Unemployment	✓ Housing
✓ Stable Housing	✓ Types and duration of past employment	✓ Child Care
✓ Domestic Violence	✓ Average hourly wage from most recent employment	✓ Domestic Violence
✓ Substance Use		✓ Family Management
✓ Parenting Challenges		✓ Financial Counseling
✓ Education and Skill Level		✓ Vocational
✓ Physical Disabilities		✓ Substance Abuse
✓ Mental Health Disabilities		✓ Employment Leads

# SL Start Additional Assessments

- CDS may conduct additional assessments:
  - ✓ Mental Health Screening
  - ✓ Physical Abilities Screening
- CDS coordinates and tracks community resource referrals



# Top Barriers to Employment

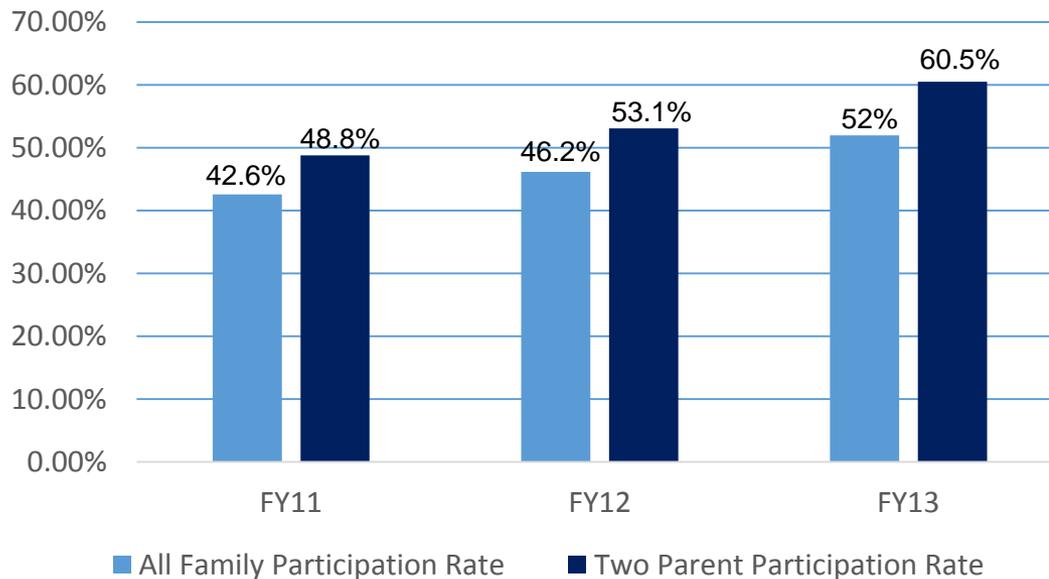
1. No High School Diploma or GED
2. Substance Abuse
3. Transportation
4. Child Care
5. Criminal History
6. Domestic Violence
7. Lack of Stable Housing



# NMW: Work Participation Rates

## Work Participation Rates FY 2011-2013

\*FY11 SL Start was the vendor for only two reporting months



*The graph illustrates the increase in performance since SL Start began providing services in New Mexico.*

- Since 2011, SL Start has successfully increased the TANF Work Participation Rates (WPR) in the State of New Mexico for both the All Family and Two Parent Family rates by 22.5%.
- Final FY13 reporting demonstrates that SL Start exceeded the Federal performance standard for All Family rates with 52%. We also exceeded our Two Parent Contract goal of 60% by 60.5%.

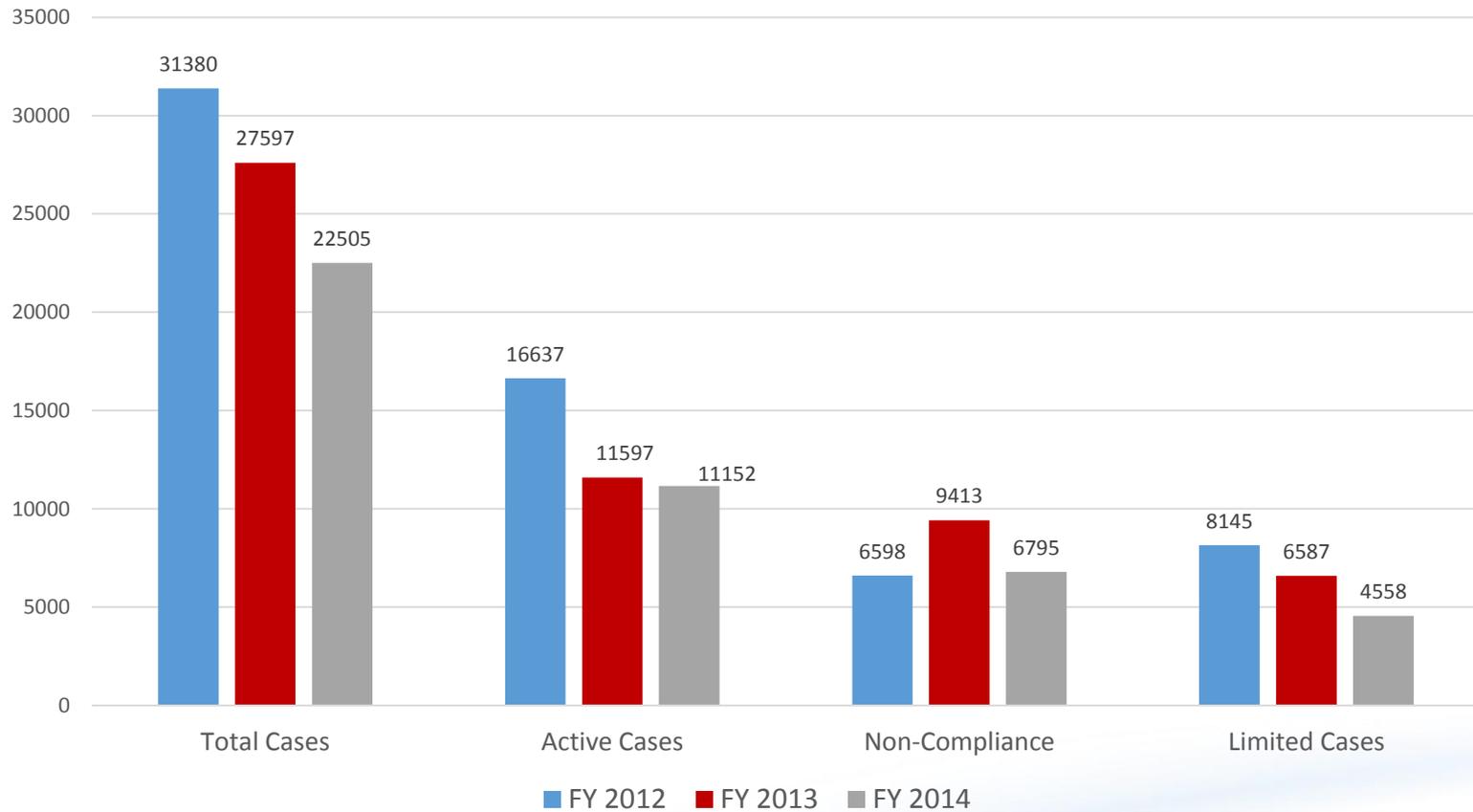
# SL Start Statewide Community Partnerships

Community partnerships are a key component of our service. SL Start has established relationships with nearly 800 community organizations throughout New Mexico and we know our participants need every resource we can help them secure.

The graphic below provides an example of our community partners by region:

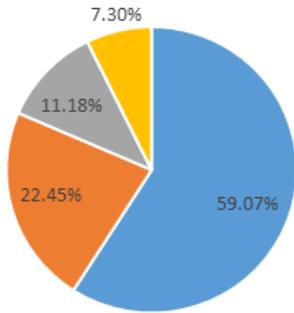


# NMW: Total Caseload

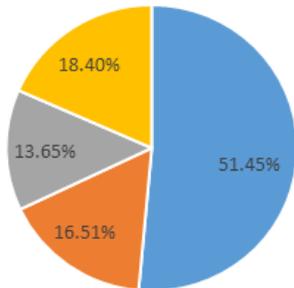


# NMW: Case Closures

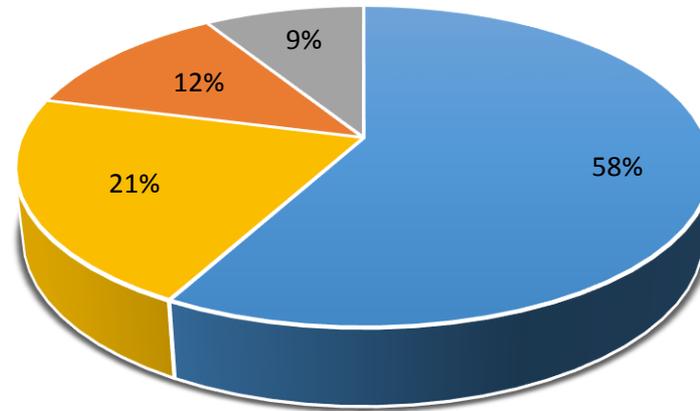
Closure Reasons - FY12



Closure Reasons - FY13



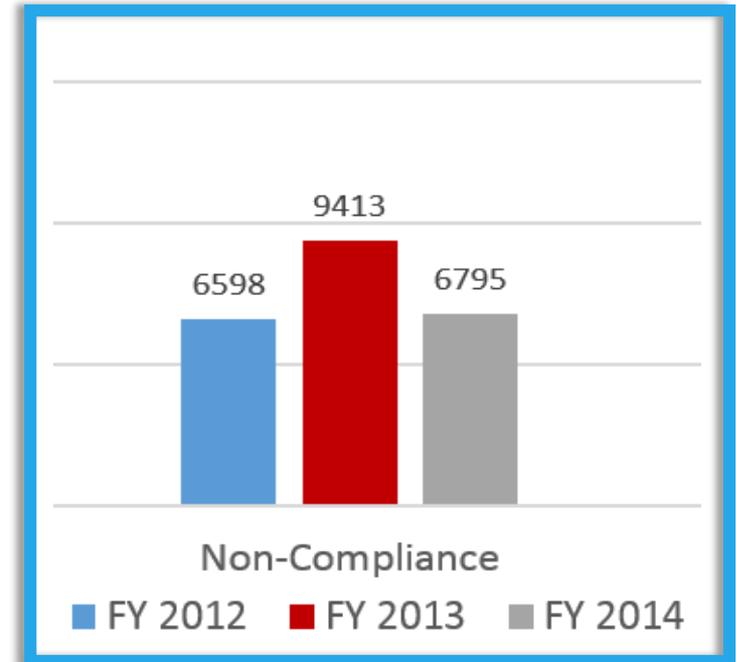
Closure Reasons - FY14



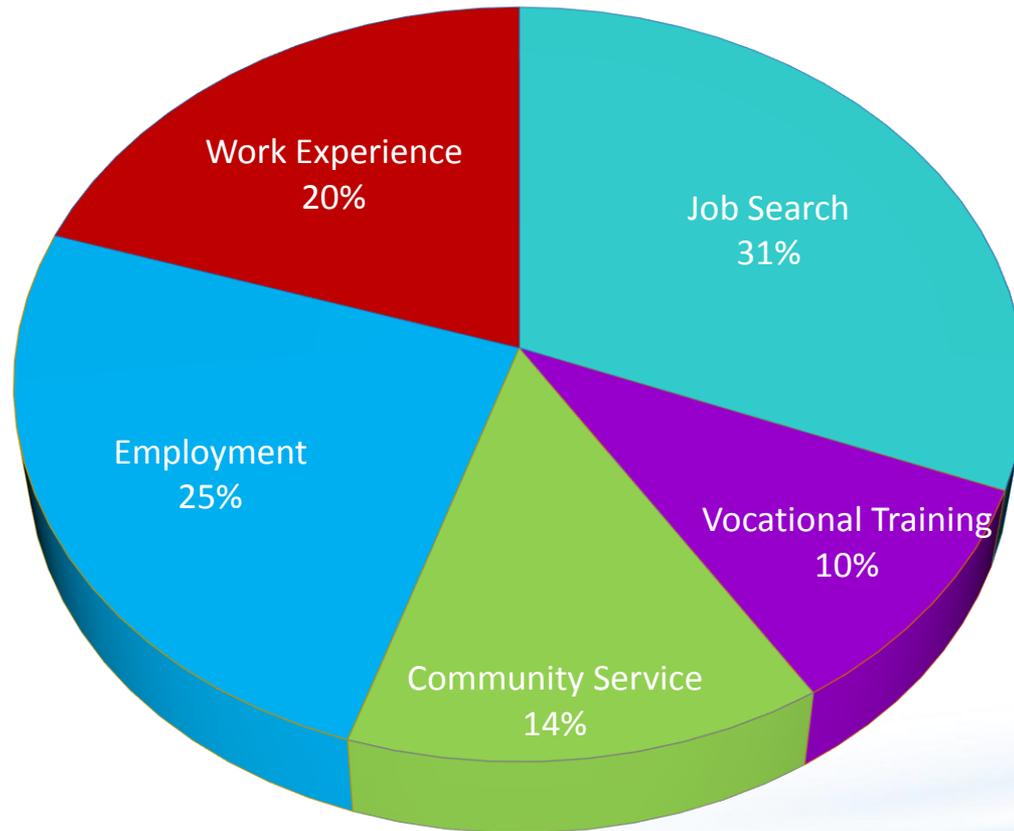
- Non-compliance
- Participant Did Not Reapply
- Income
- Participant Requested Closure

# NMW: Non-Compliance

- We have daily, weekly, and monthly contact with all NMW participants
- When participants do not complete required activities, our staff:
  - ✓ Makes phone calls
  - ✓ Sends letters to reschedule appointments
  - ✓ Reaches out to work sites, employers and educational facilities
  - ✓ Conducts home visits
  - ✓ Accesses the Work Number for 3<sup>rd</sup> party employment verification
  - ✓ Reviews ISD2/ASPEN screens for updated contact information
  - ✓ Follows policy with conciliations and sanctions
  - ✓ Primary reasons for non-compliance:
    - Do not complete initial WPA or IRP
    - Do not complete assigned hours
    - Do not update WPA or IRP when expired



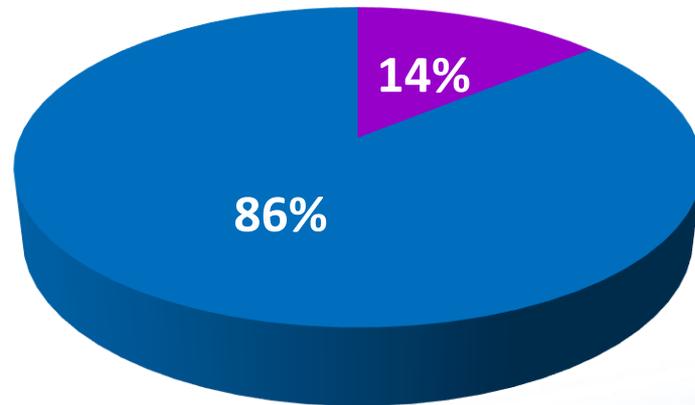
# Work Activity Placement Average FY12 - FY14



# Field Screening of NMW Recipients for Substance Use

- Over 95% of NMW parents are now being screened at the four Albuquerque field offices for substance use
- 6532 parents screened in FY14, with 915 parents self-disclosing alcohol/substance use problems (14.01%)

## Substance Abuse Field Screening



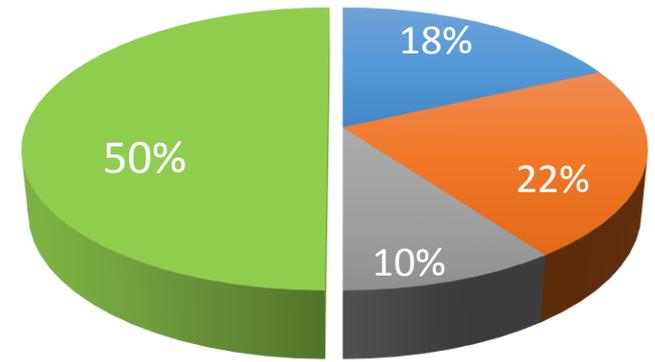
■ Self-Disclosed Problems    ■ No Disclosed Problems

# Referrals to I-CARE

➤ 915 Parents required a referral to I-CARE program for full assessment

- 50% enrolled for full I-CARE assessment
- 10% already enrolled in a treatment plan
- 22% waived due to other TANF activities
- 18% refused enrollment

**I-CARE Referrals**



■ Parents Refused                      ■ Parents Waived  
■ Parents in Other Treatment      ■ Parents Enrolled

# Reason for Referrals

## ➤ TANF recipients who **Self-Disclose**:

- Alcohol Use
- Substance Use
- Functional impairments
  - Job Loss
  - Inability to Pass Drug Test

## ➤ Request assistance with substance use

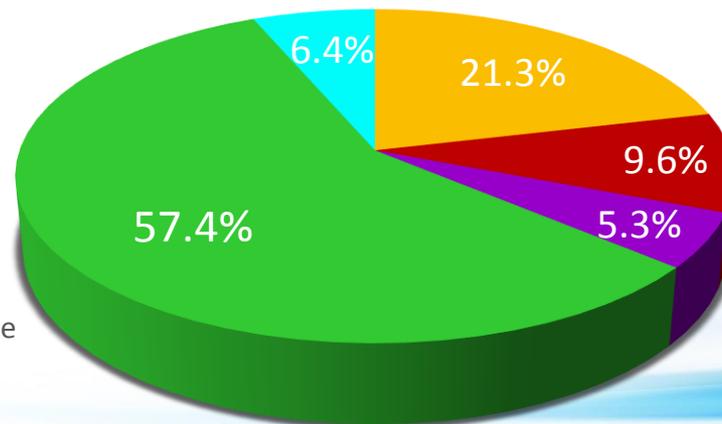
■ Alcohol Use Only

■ Substance Abuse Only

■ Functional Impairment Only

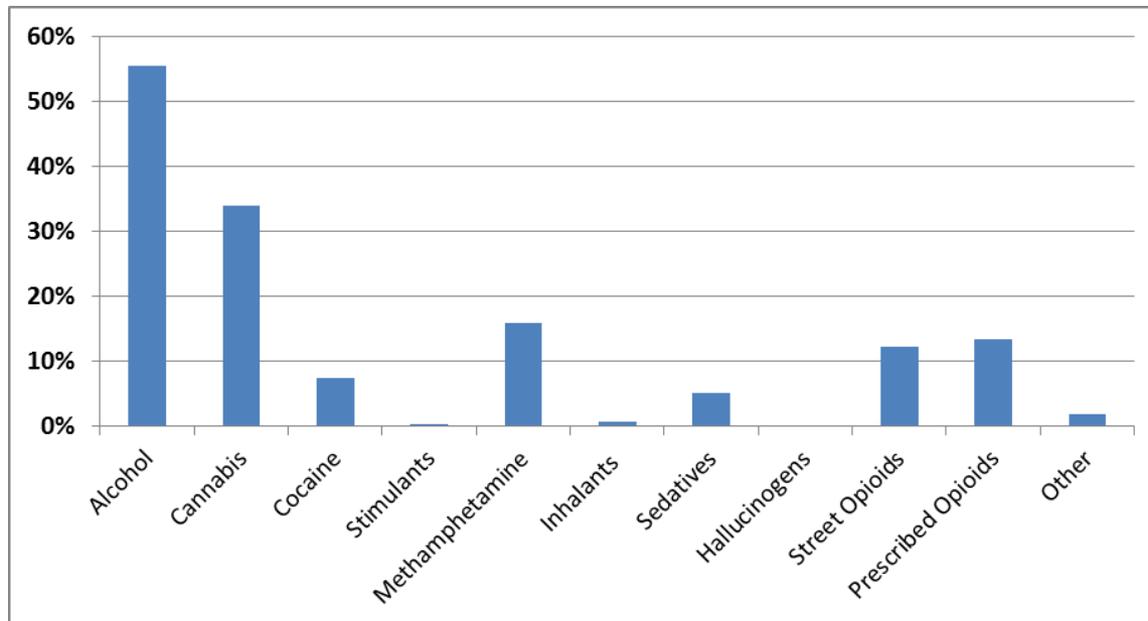
■ Functional Impairment and Use

■ Other



# Types of Substances Used

Screened TANF participants identified alcohol, cannabis, methamphetamine and opioids as the most frequently used substances.

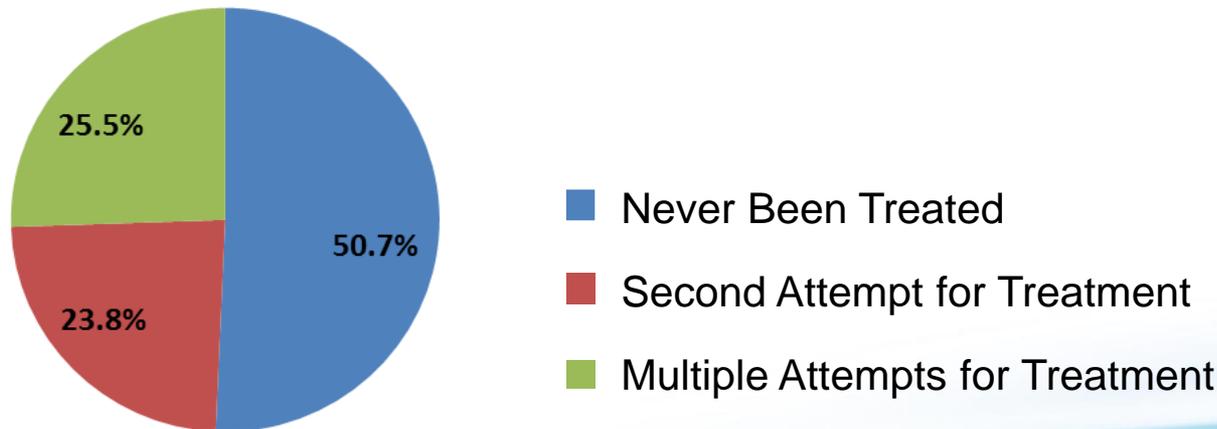


# Profile of TANF Recipients Assessed for I-CARE Program

- Nearly 78% of the participants are female
- Average age of all participants is 32 years
- Predominantly Hispanic (56%) or Native American (13%)
- 50% are single parents with an average of two children living in their households
  - Parents also report above average parenting stress
  - Parents also report above average mental health problems
- 40% have less than a high school education: Average GAIN score is 7<sup>th</sup> Grade
- 35% of participants report being unemployed over the past three years, 41% report full-time employment with the remainder reporting part-time employment, being a student or retired.
- 78% reporting a total family income less than \$10,000 per year
- Average number of TANF months is 21.11 months (maximum 57 months)

# Treatment History

- Screening identifies TANF recipients with substance use problems
  - **Most have never received treatment for their addiction**
    - 50.7% have not been previously treated for substance use
    - 23.8% have reported one previous attempt at treatment
    - 25.5% have reported multiple attempts at treatment



# I-CARE: Enrollment Rates

FY14 Statistics	
Target Enrollment	170
Enrollments	199
Parents that completed the program	63
Actively Enrolled	35

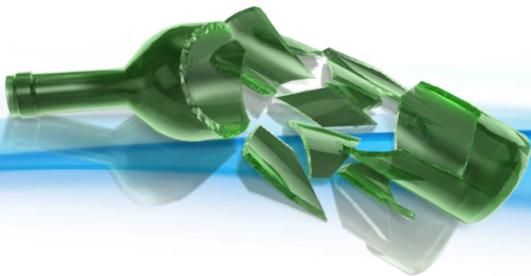
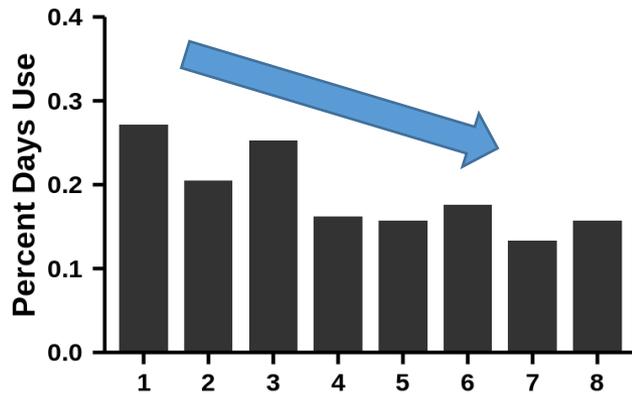
# I-CARE: Employment Statistics

Program Results through June 2014	
Graduates	49
Employment	49.21%
Average wage at placement	\$9.65
Highest wage at placement	\$14.25
Left program early due to employment	14



# I-CARE Results – Among Drinkers

Approximately 43.8% reduction in number drinking days and 59.4% reduction in the average number of consumed drinks.



# Career Link: Program Structure

## Career Link Coordinator (CLC)

Develops a personalized plan for each parent to address identified barriers that may include but are not limited to:

- ✓ Lack of work experience
- ✓ Lack of stable housing
- ✓ Lack of GED or basic skills
- ✓ Limited English
- ✓ Mental health issues
- ✓ Physical disabilities

## 6-Month Program Model

- ❑ 20-30 hours subsidized job placement/week
- ❑ 10 hours GED/HSD/ESL or skill development/ week
- ❑ 8 hours working on barriers/week
- ❑ 2 hours 1:1 with Career Link Coordinator/week



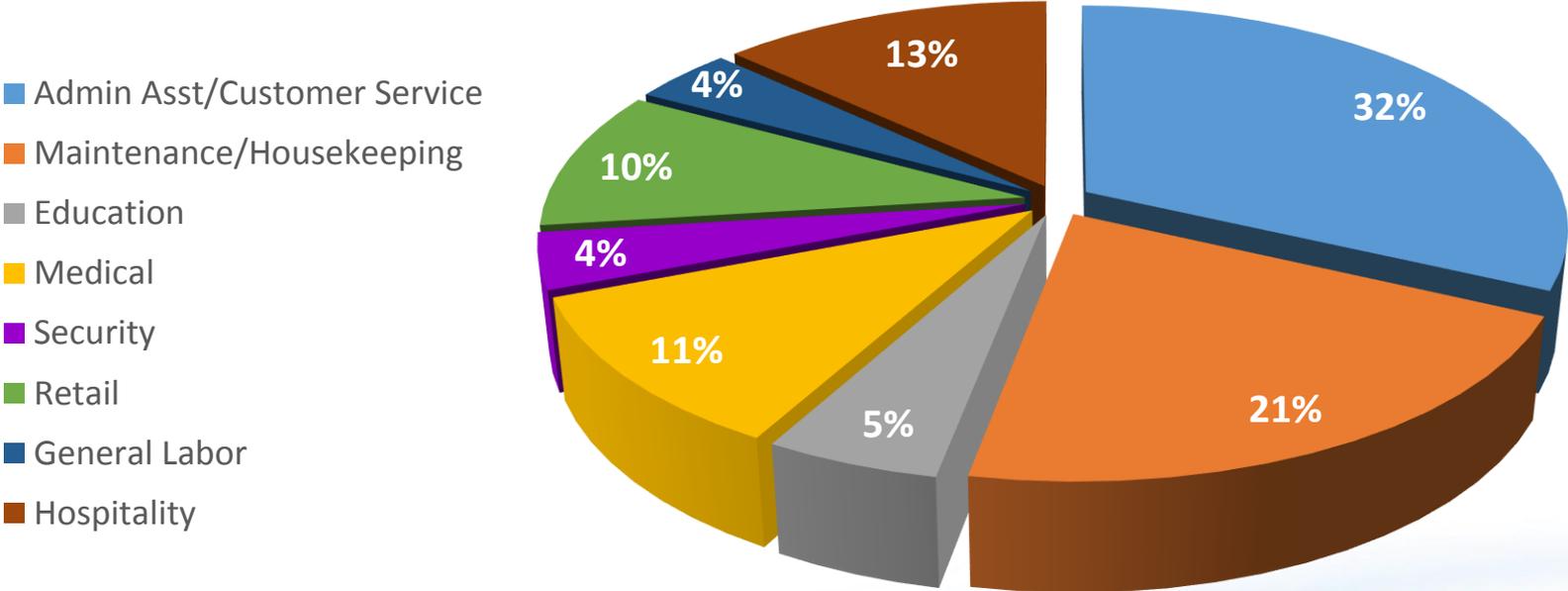
# Career Link: Program Statistics

FY14 Statistics	
Number Enrolled in Career Link Program	186
Number of Career Link Job Sites	85
Number of Parents that Transitioned to Unsubsidized Employment	74
Number of On-the-Job Training Sites for March-June 2014	18
Number of Parents Placed in On-the-Job Training Sites for March-June 2014	12



# Career Link: Job Types

Career Link Job Types  
85 Total Subsidized Job Sites



# I-CARE and Career Link: Plans to Expand

## Career Link

- Expand to Rio Rancho
- 230 enrollments projected in FY15 with the increased funding

## I-CARE

- Expand to Espanola and a possible 2<sup>nd</sup> location
- 220 enrollments projected in FY15 with the increased funding

