



HUMAN SERVICES
DEPARTMENT

Presentation to the
Legislative Health and Human Services Committee
Ted Roth, HSD Income Support Division Director
September 12, 2012

GOAL : Helping New Mexicans Get Back to Work

The purpose of the Income Support Division (ISD) is to assist eligible low-income families through cash assistance, food assistance, medical assistance, energy assistance and supportive services so they can achieve self-sufficiency.

- *Task : Increase the number of TANF participants engaged in work activities.*

House Bill 2 allocated \$9.2 million for job training and placement

Method to Achieve Goal: New Mexico Works (NMW)

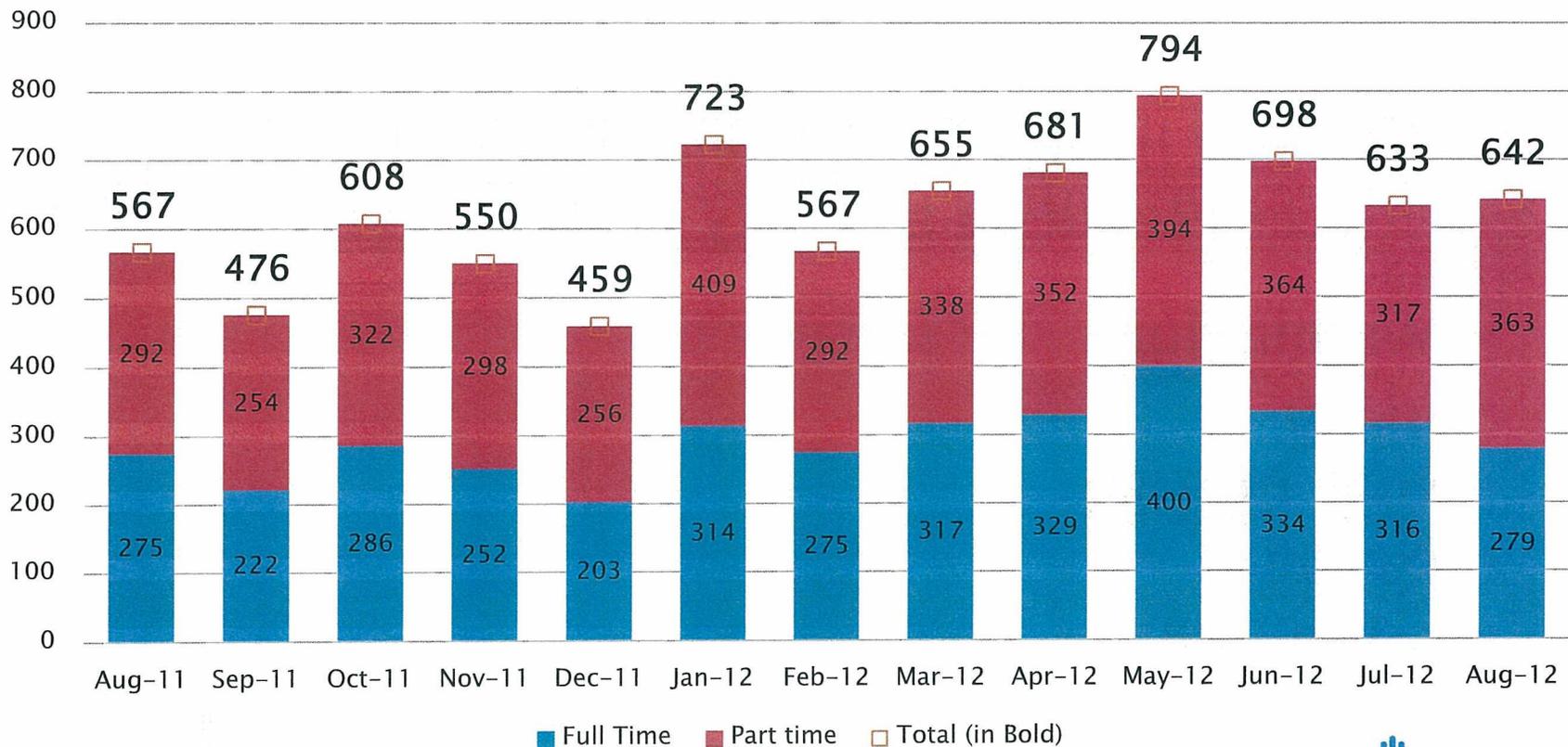
- ▶ HSD has a new contract with SL Start (as of August 2011) to provide services under the NM Works program. SL Start has been tasked with providing an improved model for engaging TANF/NMW parents and in so doing achieve higher self-sufficiency outcomes for participating families.

NMW Service Provider Objectives to Achieve Goal

- 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
- Make use of 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: New Job Starts for NMW 8/2011-8/2012

Total, Full and Part Time Employment



SL Start (NMW Service Provider) Company Overview

- Founded in 1979 with a small employment services contract for individuals with disabilities
- SL Start and its sister companies has over 2,600 employees providing a variety of human services in 5 states:
 - Washington
 - Idaho
 - New Mexico
 - Nevada
 - California

SL Start – successful employment services

TANF services in Idaho for 13 years

- 4 counties
- Nearly identical to NMW services

TANF services in Washington since 2007

- 3 counties
- Subsidized Employment Program

Supported Employment services in Washington

- 4 counties
- Individuals with developmental disabilities

SL Start Initiatives Upon Taking Over NMW Contract

- De-centralized the Leadership and support staff and assigned all staff back into the Regions where services are provided; reduced number of admin positions
- Reduced the cost of administrative offices by moving program director & assistant into a modestly-priced office
- Case manager caseload reduced from 100-200 cases/case manager, to an average of 46 active cases/case manager
- Job Readiness/Life Skills curriculum available in every office and Job Readiness Trainers cover the large Regions/Offices

SL Start Initiatives Upon Taking Over NMW Contract (cont'd)

- 5 Job Developers assigned to regions throughout the state specifically focus on building relationships with area employers and initiated a series of Job Fairs throughout the State
- Recurrent and updated Case Management and Policy training with all staff; in addition to in-person training staff are required to complete additional trainings online. Online trainings are tracked by supervisors to ensure all staff have completed required trainings

SL Start Initiatives Upon Taking Over NMW Contract (cont'd)

- Proprietary database is flexible to allow changes in the collection and reporting of data. Reports are available to HSD to view online 24/7
- Weekly tracking of NMW parents engaged in Job Search activity. Increased tracking has improved participation
- Renewed focus on employment and moving NMW parents towards self-sufficiency

SL Start's TANF/NMFW Program Process

Attend SL Start classes: Job Club, Job Readiness or Life Skills

Activities to remove barriers and/or build skills, such as Work Experience, Community Service or Vocational Training

Referral/intake
Complete Assessments
Identify Strengths/Barriers
Negotiate Work Participation Agreement based on individual assessment

Begin Job Search!
Utilize Job Bank and Job Developer for employment opportunities.

Leave program with employment!

SL Start Work Assessment

- SL Start case managers conduct an assessment with each TANF/NMWW 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 (cont'd)

- Case manager may conduct additional assessments:
 - ❖ Mental Health Screening
 - ❖ Physical Abilities Screening

- Case manager coordinates community resources referrals

Top Barriers to Employment for NMW Parents

1. No GED
2. Substance Abuse
3. Transportation
4. Child Care
5. Criminal History
6. Domestic Violence

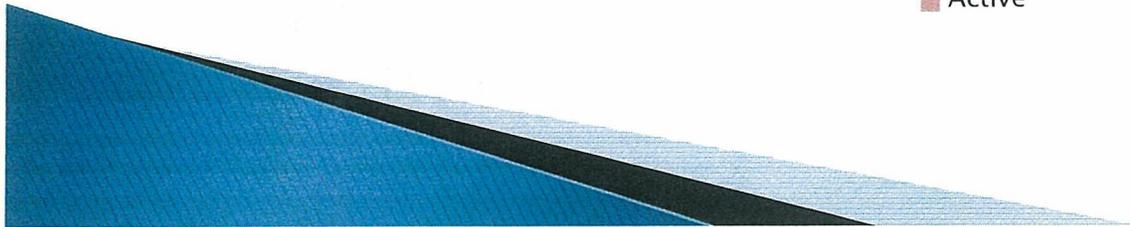
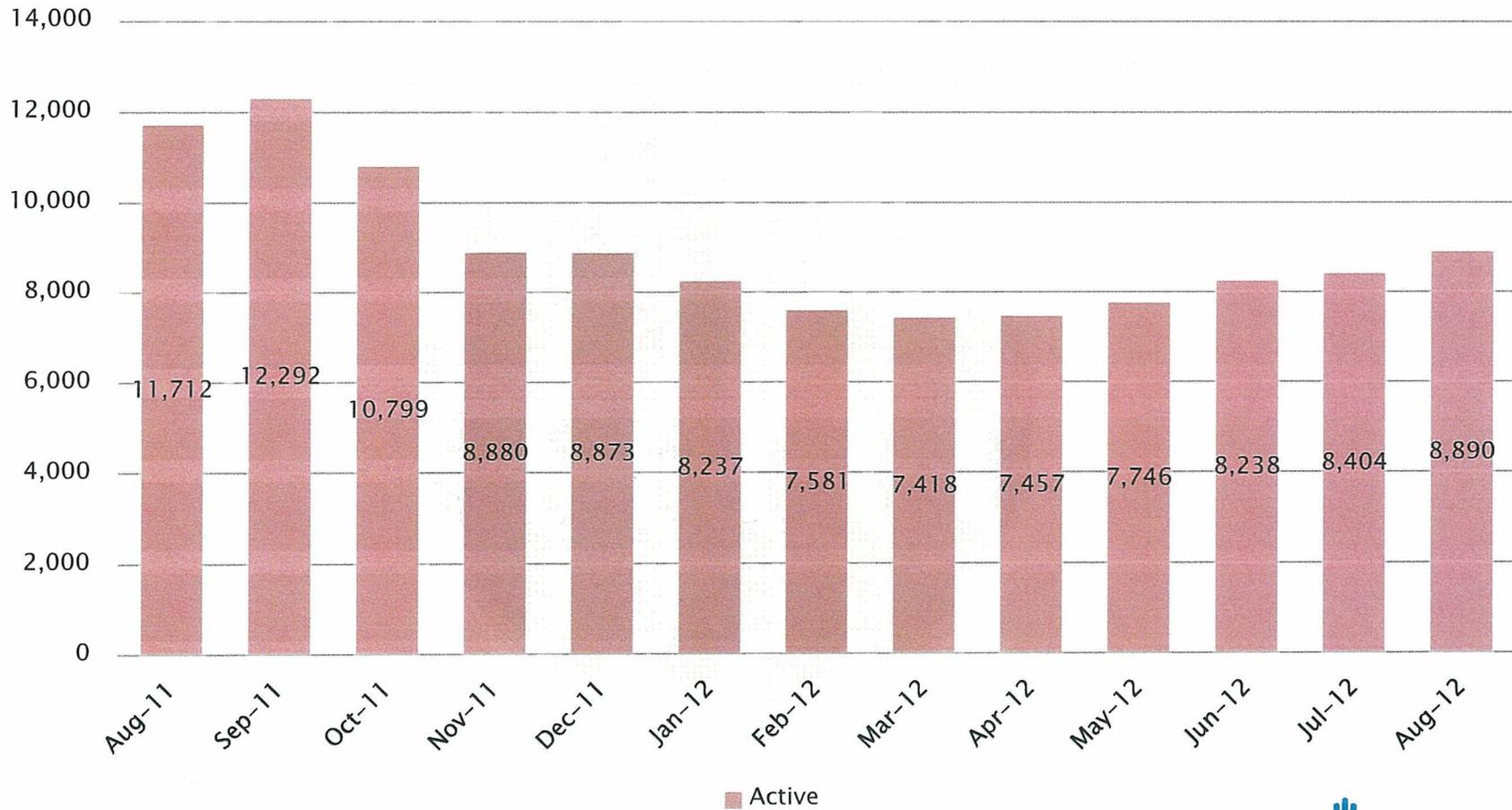
SL Start Statewide Community Partners (approx. 121)

1. ABQ Speech, Language and Hearing
2. ABQ Rescue Mission
3. ABQ Indian Center
4. ABQ Ride
5. Adelante
6. Alameda Children's Literacy
7. Alta Mira Specialized Family services
8. Amber care Hospice
9. American Diabetes Association
10. American Heart Association
11. American Red Cross of the Rio Grande
12. Anaecer
13. A New Day Inc.
14. Albuquerque Boys & Girls Club INC
15. Animal Protection of NM
16. The Barrett Foundation
17. Casa Esperanza
18. Catholic Charities
19. Chelwood learning Center
20. Children Youth and Families Department
21. Christina Kent Child Care
22. City of ABQ Dept. Of Senior Affairs
23. People living through Cancer
24. Project Share
25. Rio Grande Nature Center
26. Road Runner Food bank
27. S.A.F.E House Thrift Store
28. Salvation Army
29. Share your Care
30. Sickle Cell Council of NM
31. Storehouse
32. St. Vincent De Paul
33. Twice as Nice and Recaptured Assets thrift store
34. Transitional Living Services
35. United Blood Services
36. UNM GED Program
37. Women's Housing Coalition
38. NM Human Development
39. Pasos Adelante
40. DVR
41. SIR
42. Salvation Army
43. Good Will
44. Department of Work Force Solutions
45. Family Resource Center
46. Peanut Butter and Jelly Family Services
47. UNM GED and ESL Programs
48. Crossroads for Women
49. Cuidando Los Ninos
50. Department of Workforce Connection
51. Enlance Communtario
52. The Food Pantry
53. Good Shepherd Center
54. Grace Thrift Store
55. Hispanic Cultural Center
56. Hispano Chamber of Commerce
57. Health care for the Homeless
58. Islamic Center
59. La Leche League
60. Lovelace
61. Sandia Health
62. March of Dimes
63. Marie Amadea Shelter for Women
64. Martineztown house of Neighborly Services
65. Meals on Wheels INC
66. Morning Star House, INC
67. New Mexico Asian Family Center
68. NM Aides Services
69. Noon Day Ministry
70. NMSU ICAN Program
71. NM HELP
72. NM Teen Pregnancy
73. NM Voices for Children
74. Parents for Behaviorally Different Children
75. Peace Craft

SL Start Statewide Community Partners (cont'd)

76. Tri County Family Justice Center
77. Rio Grande Alcoholism Treatment Center
78. First Born Program
79. Children Youth and Families
80. Zoe Pregnancy Center
81. Somos Familia
82. Samaritan House
83. Life Link--housing assistance (deposits and rent)
84. Youth Works--teen moms
85. Food Assistance--Faith at Work and Food for Santa Fe
86. City of Santa Fe Senior Center
87. Bienvenidos Food Bank
88. City of Santa Fe Senior Center
89. Tri County Community Services
90. Alternatives to Violence
91. SOY
92. St Patrick/St Joseph Parish
93. Victory Outreach
94. Optimist Club
95. First Baptist Church
96. The Children's Workshop
97. Raton Head Start
98. Cimarron Head Start
99. Springer Head Start
100. Community Partners
101. United Way Clovis
102. United Way Roswell
103. United Way Hobbs
104. Grace Church
105. Mt. Gilead Baptist Church
106. Friendship Baptist Church
107. St. John Baptist Church
108. Mt. Olive State Convention
109. Red Cross, Hobbs, Roswell
110. Chamber of Commerce Roswell
111. Office of African-American Affairs
112. Chamber of Commerce Ruidoso
113. United Way
114. Child Care Crisis Center
115. La Casa
116. South West Counseling
117. Community of Hope
118. Mesquite Learning Center
119. Mimbres Learning Center
120. Jardin De Los Ninos
121. Community Based Services

Total SL Start NMW Caseload



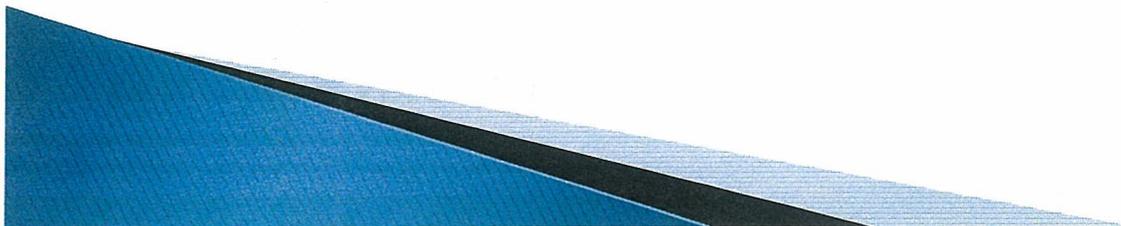
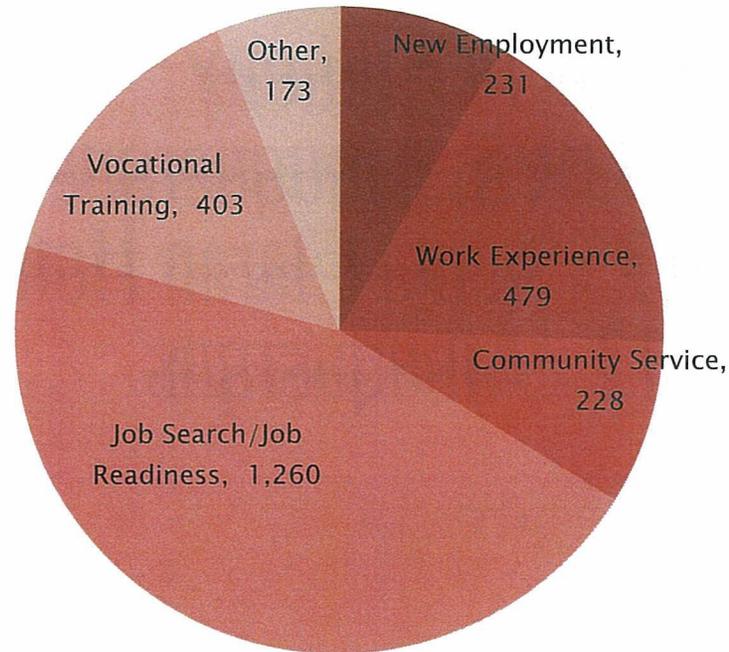
Federally approved core activities and number of NMW engaged (SL Start)

Monthly average, Aug 2011 – Aug 2012



Federally approved core activities and number of NMW engaged (prior to SL Start)

Monthly Average, July 2010 – June 2011



SL Start Job Fairs for NMW Parents (YTD)

- ✓ March 28, 2012 – ISD in Las Cruces
- ✓ May 7, 2012 – ISD in Anthony
- ✓ July 12, 2012 – DWS, Albuquerque
- ✓ August 30, 2012 – Santa Claran Hotel, Espanola
- ✓ October 18, 2012 - Albuquerque

Successful implementation!

- SL Start staff assist TANF/NMW parents to become employed.
- Job Developers are partnering with area business to host job fairs specifically for TANF/NMW parents.
- Case management training focuses on TANF/NMW parent skills and strengths, support services, comprehensive assessments and referrals to community partners to address barriers.
- Job Readiness/Life Skills/Job Club are delivered by SL Start trainers and staff throughout the state.
- Comprehensive assessments identify strengths as well as challenges to becoming employed, such as, disabilities, lack of childcare or transportation, and/or substance abuse problems.

