



Presentation to the Legislative Health and Human Services Committee

July 16, 2015

New Mexico Works (NMW)

- HSD has a contract with SL Start to provide work services under the NMW program
- SL Start is charged with engaging TANF and SNAP E&T participants to achieve higher self-sufficiency outcomes for participating families



NMW Program Objectives

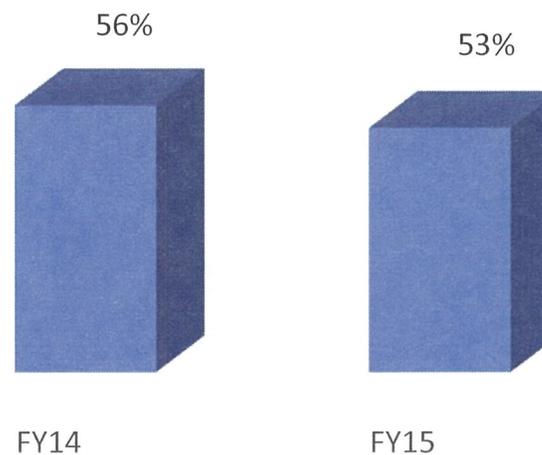
- Effective case management to match work activities and employment goals to recipients' strengths, barriers and interests
- Identify educational institutions that provide skills-based training or education linked to high growth occupations
- Utilize subsidized employment strategies
- Improve work experience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

TANF Employment Results By Program Year

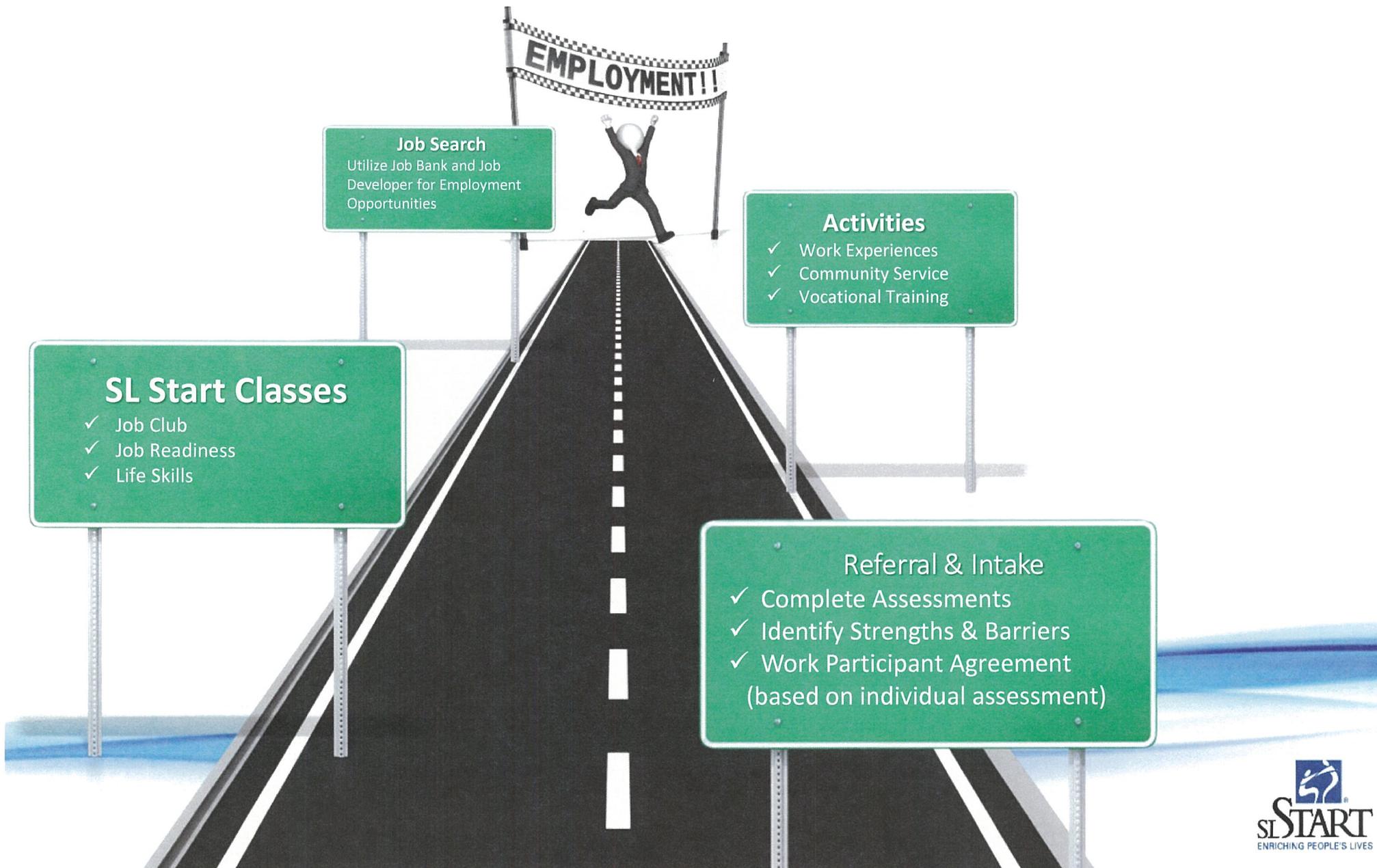
➤ SL Start NMW job placement rates have exceeded the goal each year

➤ Staff are focused, passionate, and dedicated to improving families financial situations

Job Placement - Goal 50%



SL Start's NMW Program Process



SL Start Career Development Specialists and SNAP Specialists conduct a work assessment with each TANF and SNAP E&T participant.

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 Additional Assessments

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



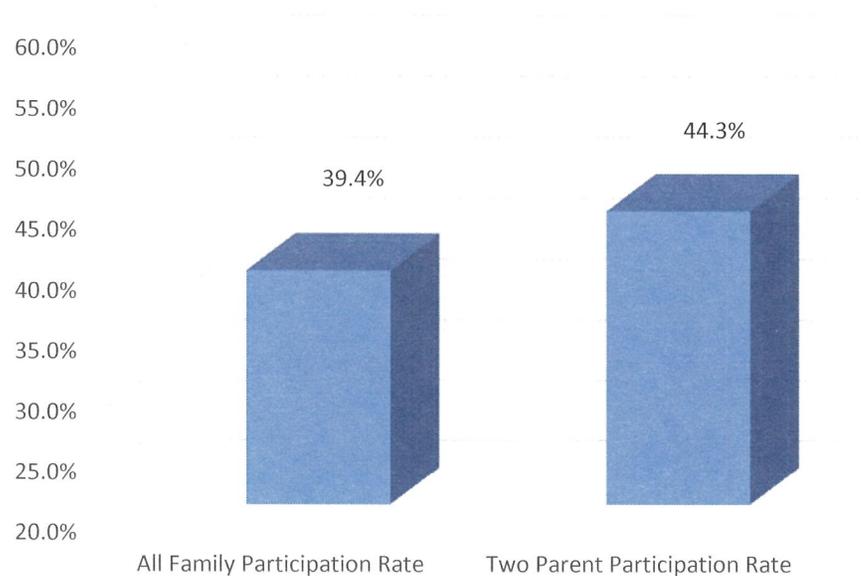
Top Barriers to Employment

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



Work Participation Rate

FFY14 Work Participation Rates



- Final FFY14 reporting demonstrates a decrease in the Work Participation Rate from previous years largely due to the reduced caseload with hardest to serve and non-compliance issues.

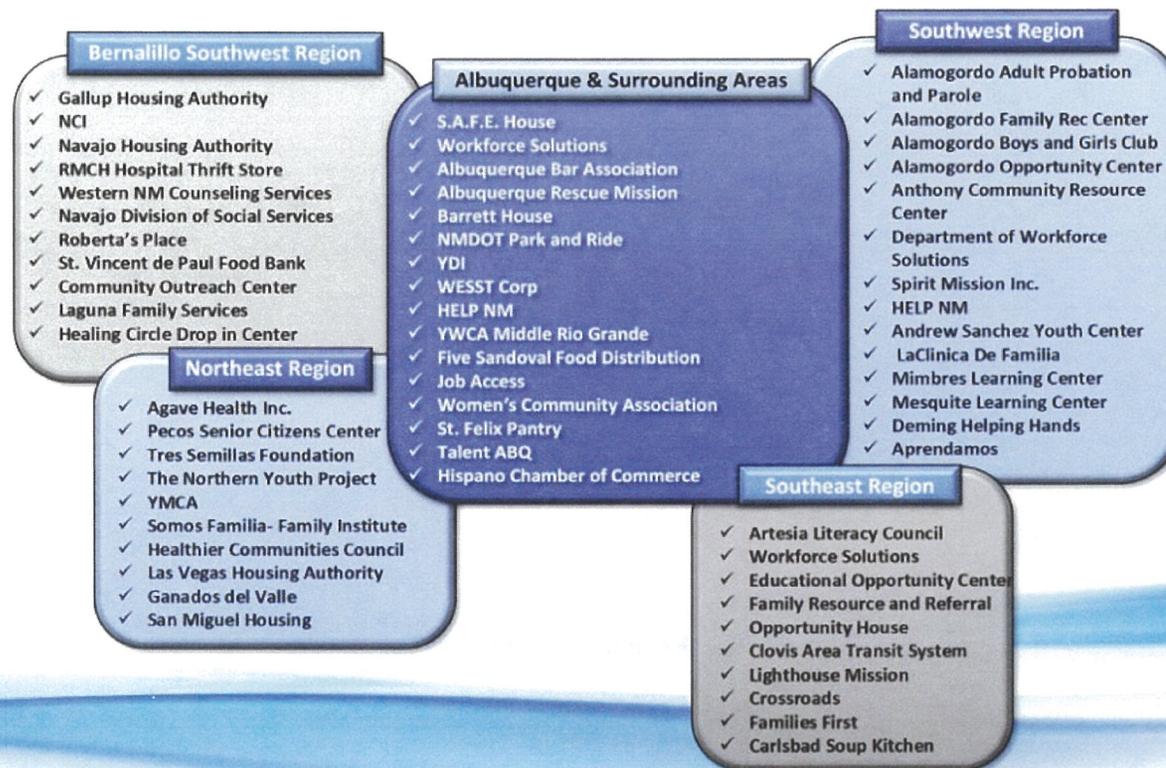
Non-Compliance Process

- We have daily, weekly, monthly contact with all NMW participants
- When participants do not complete required activities, our staff:
 - ✓ Make phone calls
 - ✓ Send letters to reschedule appointments
 - ✓ Reach out to work sites, employers and educational facilities
 - ✓ Home visits
 - ✓ Access the Work Number for 3rd party employment verification
 - ✓ Review ASPEN screens for updated contact information
 - ✓ Follow 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

SL Start Statewide Community Partnerships

Community partnerships are a key component of our service. SL Start has established relationships with over 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:



SL Start SNAP Partnership with New Mexico Workforce Solutions

SL Start's partnership with New Mexico Workforce Solutions is a key component of our program and ensures the following steps are taken by our staff:

SL Start SNAP Specialist register with VOSS system to gain access to review participant current job activity

SL Start views participants work profile to review resume's and work keys assessments

SL Start uses VOSS system to verify work registration for mandatory SNAP E&T participants

SL Start uses VOSS system to verify specific job contacts and applications submitted to fulfill the Job Contact requirement

SL Start SNAP E&T Program Enhancements

- Opened SNAP E&T Center in October 2014 with focal points as follows:
 - Take inbound SNAP E&T related customer service calls
 - Provide immediate answers and guidance to SNAP E&T participants
 - Provide additional assistance to field offices statewide
 - Provide central office location for orientation classes
 - Provide phone orientations for participants in rural communities

- Increased field office staff statewide
- Increased number of SNAP E&T orientations statewide
- Enhanced online ULearn program for participants to ensure clients are able to navigate through the website for successful completion
 - Updated online Job Skills training class to be more user friendly to participants
- Developed more robust training program for all SNAP E&T staff
 - Module based and staff must successfully complete the training