

PROGRAM YEAR 2018 ANNUAL REPORT

General Overview

Implementation of the Workforce Innovation and Opportunities Act (WIOA) in the Eastern area has continued to progress this year. The labor market in NM and the Eastern area continues to reflect increased job growth, declining unemployment numbers, and increases in the numbers of employed individuals. The increased demand for workers has made it more imperative that the system is working strategically to develop a system that trains and employs qualified workers. Workforce center staff must be knowledgeable in the purpose and needs of the system, its employers and job seekers. Workforce partners MUST work cohesively to upskill workers to meet the constantly growing employment need.

With these things in mind high level discussions were begun to identify the pieces of the system to prioritize over the year. The conversations included board members, board administrative entity staff, some core partners, Title I subrecipient managers, and the one stop operator (OSO). It was important the priorities were of a nature that create building blocks to lay a foundation to support significant change as well as substantial growth and development of the system over upcoming years. System assessment, evaluation, adaptability and sustainability must be part of any priority established if it is to be meaningful and strategic. Proper processes and policies must be in place for guidance to staff and system partners. Customer feedback on the changes must also be considered in order to ensure that changes made to the system are effective and are having the desired impacts and outcomes. Based on these concepts and conversations key areas were identified to be the starting point.

The first priority was to begin to really look at how to develop a system that at its core is based on continuous improvement. Title I at its most basic level is intended to be a skills development program and it was being underutilized for this. In the past the Title I adult, dislocated worker and youth programs have primarily operated as long-term training programs. While long term occupational skills training is an important component of workforce development, short term high quality, individualized career services should be as well. These services can support, augment and offer wrap around services to enhance or improve partner programs and their outcomes. In light of this, the next priority was to increase the numbers of individuals enrolled in Title I-B services receiving high quality individualized career services. As part of this effort the group needed to work on improving and increasing the availability of services in a manner that maximizes staff efficiency and expands customer choices.

With decreasing labor pools for employers to choose from the next thing was to look at hard to serve target populations that data indicates are underrepresented in the current workforce then to develop strategies to better serve them. The reentry population was identified as the most in

need and an area where many organizations were working to improve outcomes though not necessarily in a cohesive and unified system. The system partners needed to work together to assist returning citizens to become more employable prior to release and to increase their engagement in the labor force after release.

Functional alignment and minimization of duplication of services particularly between Title I and Title III staff has been an ongoing effort of the board and the operator, but the system continues to struggle with this. It was determined through staff feedback and observation this was in part the result of inadequately defined roles and siloed policies and procedures. The board and OSO needed to begin to really identify and define functional alignment across internal partner programs. This includes determining what partner performs what function based on program requirements and customer need and documenting how services are recorded to provide the necessary reporting requirements for all the programs. We also needed to evaluate how changes would impact customer flow in the centers. The dislocated workers participating in the Re-Employment Services and Eligibility Assessments (RESEA) program were identified as a good target population to test systematic and programmatic changes. With dislocated workers (DW) as a target there was an opportunity to work collaboratively with partners and the OSO to establish a model that; clearly outlines functional alignment of staff, leverages staff resources and better meets the needs of the customer and all the partner programs. It also would allow system process changes to be tested on a relatively small group so that the flow across programs could be made as fluid and seamless as possible.

Staff training was a large focus in PY 17 and continued this year. In fact, the board has added staff development and training to its Title I contracts as well as to the site manager requirements. This is anticipated to be an ongoing requirement and need as the board, partners, the One Stop Operator (OSO), site managers and Title I subrecipients work together to improve the system. On-going training of front-line staff will be critical as work continues to revamp the service delivery models across the area and improve the skills and satisfaction of employees and employers of the workforce system.

With new goals and responsibilities placed on the offices gaps in leadership skills were identified and training was also needed for the system and program leaders. Jody Holland, who had provided a workshop at a conference was selected to provide the training. The training was an intense 2 ½ day workgroup session and includes monthly follow up calls for one year. Attendees included the OSO, all site managers, program managers, two state administrative entity staff, one administrative staff from another board, a manager of a career center in another region and the EAWDB program staff. The workshop addressed separating management from leadership, how to motivate staff, create a team environment, increase productivity and lead a team. This training began to lay a foundation to build an accountability structure for use by the OSO in managing the system.

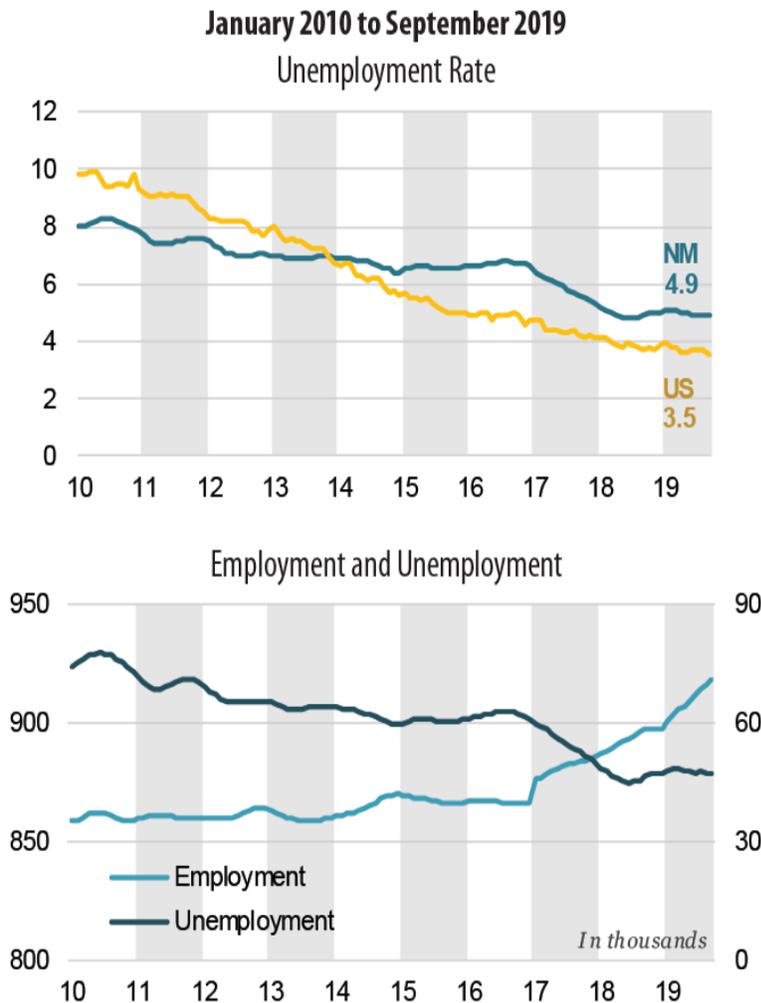
With customer feedback identified as an important piece of continuous improvement discussions began on how to obtain that feedback in a manner that provided an opportunity for confidentiality and follow-up. The board purchased a survey software that provides the functionality to offer surveys in a Kiosk environment with both on and off-line options as well as

tablets to broaden the flexibility and promote real-time feedback. This will enable job seekers to be surveyed in the center prior to leaving. The software would also allow for surveys to be issued during rapid response and off-site events such as job fairs and then uploaded automatically when internet connectivity is re-established. The Employment Services (ES) partner has been surveying all employers that post job orders in the system as well as most job seekers. Of the employers surveyed by ES, most did not hire from workforce center referrals and several others did not receive any referrals but 66% said the offices were meeting their needs. Job Seekers reported an 80% satisfaction level with services provided by staff but also there was a lack of follow-up after individualized career services were provided. This identifies areas for potential improvement over the next year.

The new software will allow for follow up emails to employers or job seekers that have negative experiences with the offices. Board staff, the OSO and ES partner are working to identify ways to prevent or minimize duplication of survey efforts and share results. When the tablet surveys are launched in the offices it is anticipated this will replace the job seeker surveys currently conducted by the ES partner. Until that is accomplished the board will focus on surveying employers and customers of the Title I program. The results of those surveys are addressed further in correlation to the populations surveyed.

Labor Market

Unemployment in New Mexico continues to decline but remains higher than the national average at around 5 percent. The labor force participation rates and numbers of employed individuals are increasing, up about 1 percent with indications of stronger growth in PY 19. The unemployment figures for Eastern counties range from 3.7 percent in Union County to 5.8 percent in Guadalupe County as of September 2019. The majority of the area is below 5 percent.



The oil industry continues to drive and dominate the labor market and economies of much of the Eastern area either directly or in supporting industries such as material moving. In September 2018 NM experienced the sale of nearly one billion dollars in federal oil leases. This created one of the largest oil booms ever with a large part of that taking place in the East. The increase in oil production is driving demand in other sectors such as construction, hospitality and leisure. Personal income in the state increased 5.1 percent in the first quarter of 2019 compared to the national average of 3.4 percent. Nearly half of the new jobs in the state are in the construction and natural resource extraction industries. Growth in the construction industry is largely being attributed to the oil boom. One illustration of the impact is that Lea county, a rural not so long-

ago farming community now has the highest population of any county in the area and is expecting to double in population over the next 10 years.

Employment Profile for the Eastern Workforce Development Area

Occupations with the highest projected annual openings 2016-2026

Rank	Occupation	Annual Openings
1	Cashiers	727
2	Personal Care Aides	677
3	Combined Food Preparation and Serving Workers, Including Fast Food	670
4	Retail Salespersons	610
5	Waiters and Waitresses	491
6	Heavy and Tractor-Trailer Truck Drivers	422
7	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	374
8	Construction Laborers	346
9	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	332
10	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	331

Long-term employment projections for the top 10 occupations in the Eastern Area 2016-2026.

Occupation	2016 Estimated Employment	2026 Projected Employment	Total 2016-2026 Employment Change
Construction and Extraction	14,665	16,457	1,792
Personal Care and Service	5,435	6,963	1,528
Food Preparation and Serving Related	13,383	14,600	1,217
Healthcare Practitioners and Technical	5,764	6,415	651
Healthcare Support	2,949	3,598	649
Education, Training, and Library	8,597	9,168	571
Transportation and Material Moving	9,820	10,383	563
Building and Grounds Cleaning and Maintenance	5,446	5,907	461
Management	11,408	11,822	414
Installation, Maintenance, and Repair	6,896	7,282	386

Below are the Eastern area occupations with the highest number of job openings Advertised online in October 2019 and the numbers of potential candidates.

Rank	Occupation	Job Openings	Potential Candidates
1	Registered Nurses	398	100
2	Physicians and Surgeons, All Other	135	3
3	First-Line Supervisors of Food Preparation and Serving Workers	123	28
4	Retail Salespersons	110	151
5	Physical Therapists	92	0
6	Occupational Therapists	80	0
7	Customer Service Representatives	77	401
8	General and Operations Managers	77	80
9	Cashiers	73	458
10	Combined Food Preparation and Serving Workers, Including Fast Food	71	90

Business Services

The board, its operator and partners are working to improve the level of customer service and the quality of services available to employers. Office staff have been provided training on quality outreach to employers and employer customer service. Over the course of the year the offices have conducted and/or participated in over 97 job fairs and hiring events. The office staff have been encouraged to think creatively about how to make the events and services more valuable and meaningful. The staff looked for ways to encourage the job seekers that would be attending the event to be prepared ahead of time to meet with the employers. Two offices piloted what they called a “golden ticket” event. One was held in the office and one in an empty mall store. They were traditional job fairs with a twist. Thirty days prior to the event it was advertised that beginning on a specific date (ten days prior to the event) job seekers could come to the office, register and have their resume’s reviewed by staff and targeted to the type of career they wanted to pursue. At the end of the meeting those job seekers were given a “Golden Ticket”. On the back of the ticket was information that reflected their desired career field. When the golden ticket holders arrived at the job fair, they would present their ticket to the career coach and were escorted immediately to the employer(s) with jobs in their desired field. If job seekers came into the job fair without a golden ticket, they had to spend time updating their registration and resume before seeing an employer and did not receive the benefit of staff resume review assistance. Golden ticket holders were provided priority when multiple job seekers were waiting to see the same employers.

Job seekers and employers of the fairs were both surveyed prior to leaving the events. Job seekers reported that they really enjoyed the warm introduction when escorted to the employers and the employers overwhelmingly reported that they enjoyed knowing that the customers that were escorted with a golden ticket were a match to the types of positions they were actively recruiting for. The employers did speak with other candidates, but they knew the individuals that were introduced by center staff were a direct match and felt they were much better prepared. The employers stated they wished there had been a higher number of golden ticket holders. We will look for ways to better encourage that in the future.

Feedback from job seekers and employers for the office that held the fair in the center was that the space was too small. It made it difficult to engage in meaningful conversations. Whereas, the mall space was much more comfortable (based on feedback from surveys) however, there were no print capabilities for resumes and there was no wi-fi access to allow individuals to complete on-line applications on the spot. The OSO is working with board staff to acquire portable printers and hot spots for out of office employer events for this year.

As was previously mentioned there has been a strong push by the board on its service providers to increase the enrollment in and utilization of Title I services. Even with staffing shortages being experienced in most of the offices there has still been an increase in the utilization of On the Job Training (OJT) by employers to hire and train individuals. A survey specific and unique to OJT employers was developed. All PY 18 and PY 19 employers that utilized OJT were surveyed on: the quality of service they received from their local representative, the ease of the OJT contract and paperwork process, the allowable training time (available hours for reimbursement), the quality of the placements, whether or not they would recommend OJT to other employers, and what improvements could be made. The response rate was a little over thirty percent and were mostly positive. All customer service and candidate fit responses were good or outstanding. Only one employer felt the process was somewhat difficult, but all employers said they would likely utilize OJT in the future and stated they would recommend it to other employers. The only negative feedback was regarding the timeliness of reimbursements which board staff and service providers are working to make a more efficient and timely process.

PY 17 to PY 18 OJT utilization comparison

PY 17			PY 18			% Change
New	Carry over	Total Active	New	Carry over	Total Active	
35	7	42	63	17	80	+ 90.5%

Adult, Dislocated Worker, and Youth Services

Ongoing staff development efforts around customer service, outreach, functional alignment and co-enrollment processes this year resulted in increased Title I enrollments and expenditures. This was reflected across adult, dislocated worker and youth services. PY 19 1st quarter data reflects

higher enrollment numbers than the same time frame for the previous year. PY 18 Q1 Title I active enrollment count was 362. The count for the same period for PY 19 reflects 456. This shows the EAWDB service provider to be on target for continued improvement in enrollment numbers for PY 19 as well.

Information on enrollments and expenditures is reflected below.

PY 17 and PY 18 comparisons for enrollments and expenditures

Adults			Dislocated Workers			Youth		
PY 17	PY 18	% Change	PY 17	PY 18	% Change	PY 17	PY 18	% Change
299	467	+56.2%	24	78	+225%	108	150	+38.9%

There was a 46% increase in overall spending from PY 17 and PY 18. The increases in program spending are reflected below.

PY 18 Program Expenditures

Youth	Percent Increase	Adult	Percent Increase	Dislocated Worker	Percent Increase	Total
\$810,147	36%	\$2,312,292	52%	\$295,066	32%	\$3,417,505

Word of mouth referrals to the offices for services has increased presumably due to better customer service and improved outreach. Title I program managers set enrollment goals for staff that made it necessary for staff to be creative identifying opportunities to conduct outreach and partner. For example, the four-year university in the area was interested in having someone from the office provide training for individuals on how to register for employment and search for jobs in the online system. In response, Title I staff began operating two days per week out of an office on campus in a community that does not currently have a job center. The process improved the quality of engagement and partnership between the office, job seekers, and the education partner.

Active efforts have been made to identify opportunities to increase the quality, access and availability of services provided in the job centers. The board has acquired workshop materials and training for staff in quality workshop delivery and facilitation. The plan is to establish a set schedule for workshops and have the workshops presented in one location broadcast via Zoom to the other offices. It has already been requested that RESEA services be scheduled on the same day in each office to help make this possible. Each office will have a trained facilitator on site to assist local office attendees. The workshops will also be one of the offerings to unemployment insurance recipients in the re-work of the RESEA model that will be discussed in detail under dislocated worker services. Workshops being developed and planned for launch include:

- General Assessment and Orientation (GAO)
- Resume development

- Interviewing success and techniques
- Career Search techniques/master your job search
- Career Networking
- Social Media – What does your social media tell employers about you?

The Resume Development workshop launched in the 1st quarter of PY 19 and the others are scheduled for implementation throughout the remainder of PY 19. The workshops are being staggered in their release to allow for adequate feedback from attendees and staff to improve the value of the service and increase the skills of the presenters and facilitators prior to releasing the next workshop.

The area's adult and dislocated worker service provider continued to target training dollars heavily in healthcare related industries. This is reflected in 60% of training participants were enrolled in healthcare related fields.

The breakdown of training for adults and dislocated workers by occupation is reflected below.

	Served
All Participants (#1306)	497
Architecture/Engineering (17)	3
Art/Design/Entertainment/Sports/Media (27)	6
Building/Grounds Cleaning/Maintenance (37)	2
Business/Financial Operations Managers (13)	2
Community/Social Services (21)	12
Computer/Mathematical Science (15)	1
Construction/Extraction (47)	12
Education/Training/Library (25)	24
Farming/Fishing/Forestry (45)	3
Food Preparation/Serving (35)	1
Healthcare Practitioner/Technical (29)	257
Healthcare Support (31)	21
Installation/Maintenance/Repair (49)	30
Life/Physical/Social Science (19)	2
Management Occupations (11)	27
Office/Administrative Support (43)	6
Personal Care/Service (39)	2
Production (51)	20
Protective Support (33)	3
Sales (41)	4
Transportation/Material Moving (53)	59

Adult Services

With lower numbers of job seekers coming into the centers and higher numbers of open positions a strategic look at how to locate more job seekers was necessary. The Title I adult/DW contract manager and the EAWDB program manager began to look at WIOA target populations that are underrepresented in the workforce to help find ways to address labor shortfalls. Our offices seeing and serving only small numbers of offenders. In speaking with the OSO and local partners, it was identified that in Chaves county the local adult education (AE) provider was offering adult education classes weekly in both the adult and juvenile county detention facilities. It was decided the best course of action was to build upon and augment what our partner already in place.

The AE director informed the team that in her work with the inmates some of the challenges facing them upon release were:

- Most had substantial court fines to pay and low earning potential;
- Many did not have solid work history or occupational skills;
- Many did not possess a valid photo identification card;
- Without the ID they could not test for their High School Equivalency (HSE);
- Many were released to transitional facilities which is a temporary address and they cannot obtain an ID the transitional facility was not allowable for use for that;
- Testing for the HSE requires a fee they did not have; and
- Upon release they did not know who to reach out to for assistance in searching for employment.

The group worked together to tackle one challenge at a time to build a model that could be replicated in other communities. There were no mechanisms for testing these individuals while they were in the centers and recent regulation changes surrounding HSE testing dictated that testing facilities must meet specific criteria and be certified. Testing centers must also ensure positive identification of the individuals tested and many of those released did not possess an ID. The group felt the best solution was to make every effort to test them prior to release.

Through the AE partner the group worked to get a list of the criterion necessary to become a certified testing facility. The facilities already had all the pieces in place to become certified testing centers. The AE provider worked with the detention centers to assist with submission of the required information and the facilities became certified testing centers.

The group also worked with the facility wardens to allow for access to inmate “booking sheets” which contained all the information necessary for positive identification: name, SSN, address and a photograph. It was agreed that Title I would partner with the AE provider and utilize the same documents for enrollment and eligibility establishment and provide supportive services to pay for inmate testing and certification. This would also provide them access to a career coach prior to release. The coach could introduce labor market information, occupational and career advice, and could transition them to a career coach in the community they were to be released to. The community college testing center did not have the personnel to send a proctor to the detention centers to provide this service. At that time the Title I adult/DW program had a staff vacancy in that office. Staff that had testing/proctoring experience were targeted and hired for that position

so that Title I could partner with AE and provide some of the proctoring. Testing is scheduled to begin in November.

The next steps for this model are to find ways to help incarcerated individuals obtain a valid ID prior to release, work with partners and facilities to provide opportunities for long distance virtual case management with staff in inmates release communities. The group will be working over the next year with other AE programs to replicate the first steps of the Chaves county model elsewhere as well as working to build career development opportunities in the prisons while establishing mechanisms for virtual case management for citizens 12-18 months from release.

Performance

The adult program met or exceeded all measures for the year with significantly increased numbers of enrollments. We expect the actual performance levels to show gradual decreases as the increased enrollments with returning citizens and their lower employment statistics on a state and national level.

PY 18 Adult Performance

	Actual	LWDB Plan	% LWDB Achieved
num Employment Q2 Adult	93		
den Employment Q2 Adult	129		
Employment Q2 Adult	72.1%	80.0%	90.1%
num Employment Q4 Adult	71		
den Employment Q4 Adult	101		
Employment Q4 Adult	70.3%	60.0%	117.2%
num Credential Adult	49		
den Credential Adult	76		
Credential Adult	64.5%	66.0%	97.7%
num Skill Gains Adult	298		
den Skill Gains Adult	448		
Median Earning	\$8,146	\$7,000	116.4%

Dislocated Worker Services

Board staff and Title I service providers have been working together to identify ways to increase Title I enrollment of dislocated workers and improve services available to them. The individuals receiving services under RESEA were targeted to pilot strategies that re-think how these services occur. The unemployment numbers in the Eastern area are low enough that currently all UI recipients are scheduled for RESEA appointments. This afforded an opportunity to take a deep dive into functional alignment of staff across partners within the centers and establish a working model to re-design customer flow into something that was more seamless to job seekers and made sense within program requirements.

The programs manager, Title I manager, and OSO entered into conversations with the UI and WP partner managers to dig into the needs of the UI program, service needs, and reporting and

recording requirements to identify opportunities for Title I to assist in the process. This became known as the RESEA work group. The group worked together with front line staff in one of the offices to map out how we could achieve co-enrollment between Title I, Title III and UI. This became the pilot office. Processes were established for certification of UI eligibility, Title III enrollment and participation, and Title I enrollment and participation that would meet the basic needs of each program and allow for a test launch of the model. The board brought in a nationally recognized consultant and expert in workforce development strategies to observe the customer flow in the two largest offices as well as review/observe the pilot launch of the co-enrollment model. Feedback was brought back to the work group regarding those observations and the beginning of a pilot project was born.

The office staff began working together with the assistance of board staff to smooth out some of the bumps in the processes while the work group engaged with the consultant to plan the changes in services. One thing was clear, the offices are not seeing the individuals that are applying for UI benefits until approximately five weeks later and that was too late. By that time they were either comfortable or frustrated we needed to contact them sooner. Staff feedback was sought each week to identify potential pitfalls and problem areas. The staff operated the model in the pilot office for approximately 10 weeks. It was placed on hold due to allow the workgroup and consultant to come together, unify and solidify the vision and processes and establish the documentation that would be necessary for UI to track project metrics.

The workgroup began conversations with the UI partner to obtain a report of claimants that could be used to contact customers the week following claim submission. The vision is to contact them and make efforts to have them come into the center for general assessment and orientation, completion of background information and resume information before being scheduled for RESEA so the one on one staff time could be spent really assisting the individuals with career planning, exploration or identifying opportunities for them to improve their skills.

While working to build the report it was determined that the initial claim contained information that pre-identifies characteristics that could be used to schedule them with staff that are mostly likely to meet their needs. For example, if an individual was under the age of 25 and did not graduate high school then youth staff would be the Title I staff assisting during the RESEA meeting or individuals that were Spanish speakers would have their appointment set with bilingual staff. It will save the customer an additional hand-off to another staff in the center if we could identify that before they came in for their appointment.

It is important that the processes are well documented for staff, that all related policies are updated to accommodate a new way of doing business and that staff are well trained in what the expectations are and how to manage the process. The pilot relaunched in the 1st quarter of PY 19 with the roll out of the new and improved new claimant report. Staff and partners are excited to see a higher level of service provided to our unemployed customers and the increased levels of support from the board, operator and state program administrators. The level of coordination, cooperation and joint excitement that resulted from this process gave all the working partners a new vision for what could be developed across the system.

Performance

The Adult DW program met or exceeded all negotiated levels of performance. The rollout of the co-enrollment model was slower than anticipated to allow for proper process development for all the programs. We expect to see gradual declines in employment statistics to fall closer to Title III DW figures as the co-enrollment, RESEA pilot is fully executed in all the offices later this year.

PY 18 Dislocated Worker Performance

	Actual	LWDB Plan	% LWDB Achieved
num Employment Q2 DW	11		
den Employment Q2 DW	12		
Employment Q2 DW	91.7%	75.0%	122.2%
num Employment Q4 DW	9		
den Employment Q4 DW	12		
Employment Q4 DW	75.0%	73.1%	102.6%
num Credential DW	6		
den Credential DW	8		
Credential DW	75.0%	50.0%	150.0%
num Skill Gains DW	24		
den Skill Gains DW	36		
Median Earning	\$9,550	\$7,100	134.5%

Youth Services

The youth services provider was struggling with staffing shortage and training needs. The youth program began the year ramping up staff training around techniques to improve outreach and redesigning of their service delivery model to provide more of the program elements to each youth served. Board staff engaged with the provider to evaluate internal management processes for efficiency and effectiveness in providing oversight and support to field operational staff. Strategies were put in place to address needs and offer staff a way to share best practices. Training events via video conference were established to provide a mechanism to accomplish this. The meeting was the Pitstop and included all youth career coaches, the contract manager and board administrative staff. Initially the meetings were held weekly in order to address training needs on federal regulations and local board policies. Outreach and recruiting efforts and best practices were shared and discussed at each meeting.

The meetings were very effective and were resulting in better enrollment, improved case management, steady increases in enrollment numbers, streamlined documentation processes and increased communication. However, the provider was continuing to have difficulty executing the vision of WIOA in service delivery. At the end of the 1st quarter the provider began experiencing high levels of turnover up to and including the program manager position. The service provider had recently experienced administrative and board changes at high levels were

having a difficult time with oversight of the contract. A recommendation was put forward to the board by the youth committee that a request for proposal to seek a new contractor was appropriate. Efforts were made by the contractor and board staff to maintain services to youth during this time however, this was a challenge. A new provider was selected and is now operating youth services in the Eastern area. We are excited to see the changes that have begun in the beginning of PY 19 and are looking forward to working with the new provider to rebuild a highly effective, comprehensive youth service strategy across the area.

The youth program failed all measures for the year. However, the new provider who is also the adult, DW service provider has and is hiring new staff and has a new program design that provides better oversight of the program and services. The board is expecting gradual increases in performance throughout the year as the staff are better trained and supported. Staff performance training is scheduled to begin December 2019.

PY 18 Youth Performance

	Actual	LWDB Plan	% LWDB Achieved
num Employment Q2 Youth	40		
den Employment Q2 Youth	65		
Employment Q2 Youth	61.5%	70.0%	87.9%
num Employment Q4 Youth	27		
den Employment Q4 Youth	45		
Employment Q4 Youth	60.0%	80.0%	75.0%
num Credential Youth	17		
den Credential Youth	39		
Credential Youth	43.6%	58.3%	74.8%
num Skill Gains Youth	42		
den Skill Gains Youth	126		

Stories of renewed hope and success provided through the WIOA program

Adult

Kristina

Kristina was a 33-year-old married woman. She and her husband have 3 children of their own and adopted their niece and nephew. Kristina’s husband had been in the military, which required them to move often. During their time in the military, she worked several entry level jobs. Kristina’s husband became disabled with a 90% rating. Their household was receiving SNAP benefits to help make ends meet. Kristina decided that she would need to get an education to help with supporting the family. She decided that she would go into Radiologic Technology and was attempting to obtain a degree. She had exhausted all her financial aid since she had previously been working toward a degree in teaching. She wasn’t sure if she would be able to

continue with her schooling. She applied for assistance through the WIOA program and was enrolled. Kristina graduated in May 2019, passed her AART Exam and became a licensed Radiologic Technician. Kristina was able to attain employment on June 3, 2019 with Gerald Champion Medical Center in the catheterization lab. She is currently earning \$24.76 an hour. Kristina is very happy with her new job and the due to her wages her and her husband can support their family.

Calvin

Calvin, 68, presented to the Workforce Connection in need of career assistance. Calvin was a sole proprietor and ran a family business with his wife. As he and his wife aged, the business began to downsize in preparation for their retirement. As retirement approached Calvin came to the realization that he and his wife would not have the means to support themselves through their retirement. Calvin began to worry and decided to approach the Roswell Workforce Connection in order to receive advice as to what some possible jobs may be available for his skills. Calvin possessed an associate's degree, however, the knowledge he gained in college was now obsolete as new technology had come out since his graduation. It was at this time that Calvin was referred to a Title I career coach. After a discussion of Calvin's situation and expressing his desperation for something that would allow him to earn an income that would allow, he and his wife to sustain the lifestyle they are accustomed to, the Career Coach mentioned an opportunity for Calvin to attend and obtain his CDL through an 8-week course. The Career Coach provided all the necessary information Calvin would need and got him in contact with a doctor to administer his D.O.T. Physical. Calvin began CDL courses, completed the required coursework and obtained self-sustaining employment. Calvin was extremely grateful for the opportunity the program offered him at his advanced age.

Dislocated Worker

Jack

Jack originally presented to the office as a recipient of UI benefits and in a difficult place. He found himself aged 42, alone and having recently lost his job in the energy industry. Jack always earned a living through laborious means, and never achieved job security by means of a credential or certification, and so over the years found himself constantly working only labor jobs. Now much older and unable to perform manual labor at the level he once could Jack found himself losing positions due to not being able to keep up with the physical demands that his jobs demanded. Jack was receiving UI benefits but lacked a sense of direction not know that he should do now. Jack was referred to a Title I career coach and after much discussion with Jack decided to pursue a Commercial Driver's License (CDL). Jack at the time had done some light driving, but nothing that ever required a Commercial License. The career coach walked Jack through the necessary steps and assisted Jack with securing a job offer from an employer pending obtaining his credential.

Jack began a CDL training course in March 2019. He liked the program and was progressing very well. His expected graduation date was May 10th, 2019, but he worked hard enough that he graduated early. After, waiting to receive his full license with endorsements for Tanker and Hazardous Material he began working for Halliburton at a probationary pay of \$17.00 an hour, but upon completing his first 90 days of employment his pay increased to \$32.00 an hour. Through Title I assistance Jack increased his income as well as his employable skills, and now has a more secure employment future.

Youth

Elicia

Elicia was a single, pregnant mother when was referred to the WIOA youth program to seek assistance. She was a high school dropout but always had good grades. She did have a support system helping her and knew that she needed to earn her High School Equivalency (HSE) if she was going to be able to support her growing family. She was already enrolled in Adult Education Classes (AE) and was ready to test when she began received assistance from the WIOA Youth Program. WIOA assisted her with her HSE attainment, career exploration and later with a work experience at a local dentistry office. Elicia aspired to become a licensed Dental Assistant and this experience reaffirmed that for her. The program was able to assist her with locating training, costs for her credentials and now she is working PRN as a dental assistant trainee while she is waiting to take her final certification exams.

John

John was home schooled nearly his entire life. He tried attending both traditional public school and an alternative school, to obtain his diploma but John was not able to acclimate to the school environment. He did not possess any work experience and had experienced an unstable family life for the last several years. John decided that the best route for him was going to be to enroll in the military. His father was a military veteran. It was a world that he is familiar and comfortable with. The military would also give him a steady income, work experience and stability. The only barrier to his plan was his lack of a high school diploma or HSE. He enrolled in adult education classes where he heard about the WIOA Youth program during a presentation given by the program's Career Coach. He was enrolled in the WIOA program and passed the required tests to successfully attain his HSE. John contacted a military recruiter, enlisted and has begun preparing to leave for basic training. His HSE incentive check will provide him money to sustain him while he is waiting for his military pay to begin.