



Public Workforce System and SNAP Employment & Training Alignment to Enhance Service Delivery

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 - Grace Lee, Executive Director, Maryland New Directions
- Janay Harris, Program Director of Education and Training, Vehicles for Change

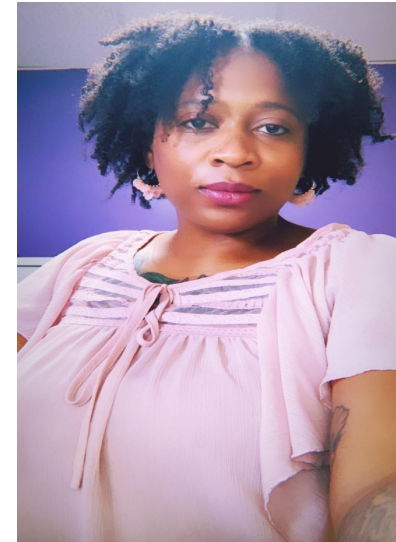
Speakers



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Agenda



- ✓ Workforce Innovation and Opportunity Act Overview
- ✓ Alignment Between SNAP E&T and the Workforce System
- ✓ Partnerships in Practice
- ✓ Q&A



Workforce Innovation and Opportunity Act (WIOA) Vision



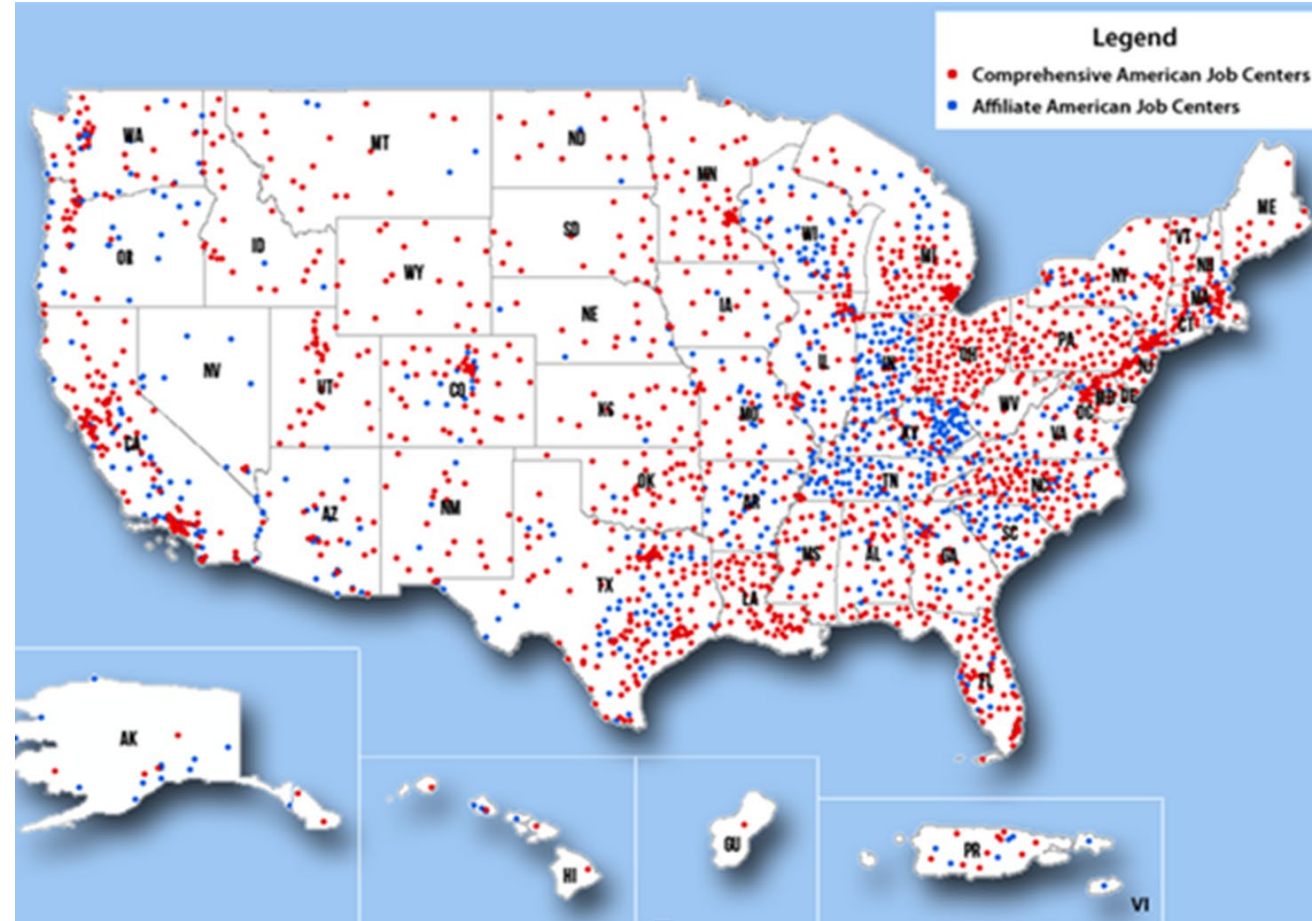
- To achieve and maintain an integrated, job-driven workforce system that links our diverse, talented workforce to our nation's businesses and improves the quality of life for our citizens.
- Three essential pillars of the public workforce system:
 - American Job Centers (AJCs) provide first-rate customer service to jobseekers, workers, and businesses.
 - Interagency partnerships designed to provide wraparound services to participants
 - Robust career services to all participants, while also considering local business needs



American Job Centers Serve Local Communities



**2,300+ AJCs
nationwide**



SNAP
2022

**EMPLOYMENT
& TRAINING
NATIONAL FORUM**

WIOA Career Services



- **Individuals can receive a suite of career services at an American Job Center:**
 - Basic career services to include resume help, labor exchange services, and use of computers/phones.
 - Assessments to identify skills
 - Individualized career counseling
 - Work experiences, including transitional jobs
 - Follow up services



WIOA Training Services



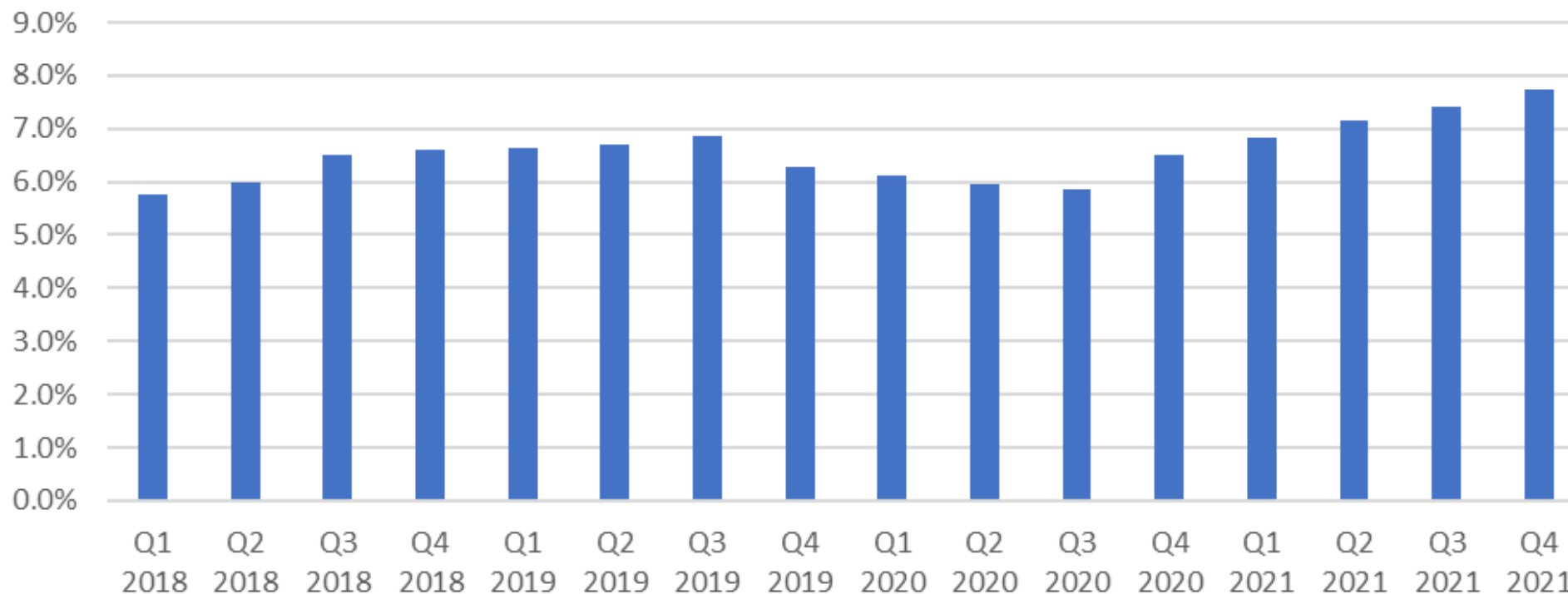
Training Program Options	Description of Training	Advantages for Participants
Classroom or Online Training	Classroom training refers to the academic or technical education individual receive through a structured instruction. Individual Training Accounts (ITAs) are available to cover the cost or supplement other sources of funding.	Participants can benefit from ITAs for training and supportive services if they remain in a training program, reducing barriers to enrollment and completion. Classroom training has the most significant impact on employment when its completion allows a participant to obtain an industry-recognized credential, particularly a credential associated with an occupation that pays them more than what they made before.
On-the-Job Training (OJT)	OJT refers to training by an employer to a participant hired by the employer that provides knowledge and skills essential to full and adequate job performance.	Participants build skills and establish employment status while receiving a consistent paycheck. OJT also provides learning opportunities for those who cannot spend time outside of work hours for more traditional classroom training programs
Registered Apprenticeship Programs (RAPs)	RAPs are an employer-driven, work-based training strategy that combines On-the-Job Learning, work experience, or OJT with job-related academic instruction, resulting in a Certificate of Completion.	Participants receive an income while participating in training that culminates in at least one industry recognized credential. There is a built-in career ladder for apprentices who receive wage increases associated with skills attainment.



Serving SNAP Recipients: Historical Perspective



Percentage Workforce System Participants that were also SNAP Recipients



In Program Year 2021, the system served over **190,000** SNAP recipients.

*Wagner-Peyser rolling 4 quarter average participant data in Program Years 2018-2021;
Program Years are from July 1 to June 30*



Actions by DOL and USDA that Increase Service to SNAP Recipients



- Issued TEN 35-09- Connecting One-Stop Career Center customers to the Supplemental Nutrition Assistance Program
- Issued 2016 [Joint Letter from DOL/USDA](#) encouraging state SNAP and Workforce System agencies to coordinate and align resources
- Issued Priority of Service Guidance (TEGL 7-20):
 - When using Adult WIOA program funds to provide individualized career training services, AJCs must give priority of service to:
 - Recipients of public assistance
 - Low-income individuals
 - Individuals who are basic skills deficient (including English language learners)
 - The minimum service level states must reach per this guidance is 50.1%; ETA's preferred service level is 75.1%.



Opportunities to Enhance Alignment



- The state may choose to include SNAP as a component of its four-year WIOA strategy
- This allows states to think holistically about serving the unique needs of SNAP clients in the workforce system
- Formalizes the partnership- required strategic and operational planning elements that highlight how a state will coordinate SNAP with required core programs



Opportunities to Enhance Alignment



- Locally, SNAP E&T and WIOA providers can co-locate in comprehensive AJCs to more easily coordinate services
- It may be helpful for service providers to work in a consortium managed by an intermediary contractor
 - Sharing funds
- Local nonprofit partners
- State training at with local workforce staff on SNAP E&T- potential cross training with staff



Opportunities to Enhance Alignment



- The AJCs can help connect customers by:
 - Reaching out to local SNAP offices to learn more about requirements
 - Providing information about SNAP to AJC customers who may be eligible
 - Establishing a referral process to ensure customers can begin the SNAP application process
 - Providing computer access to the SNAP pre-screening tool





Maryland New Directions

Grace Lee, Executive Director

Maryland New Directions, 50 years of services

Our mission is to train and coach people facing career and life transitions to overcome barriers, restore self-belief, and acquire the skills and tools needed to secure employment on a path to a living wage.

Our vision: Motivated individuals in our community are earning a living wage.

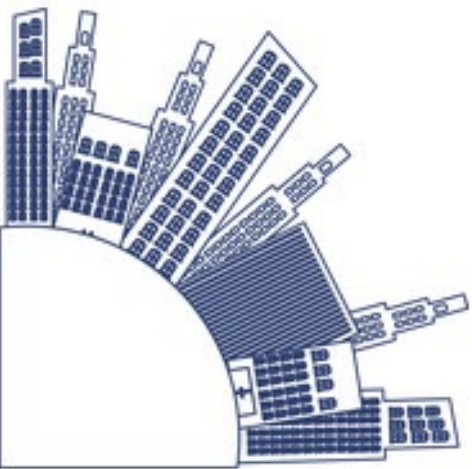
MND History: Founded in 1973; **Candid Platinum Transparency 2017-2022**; **Top-rated Nonprofit 2012-2022 by Great Nonprofits.org**, and many other recognitions attesting to the quality of our services and organizational oversight



MND's SNAP initiative

Started in February 2021, during the peak of COVID pandemic
Our recruitment methods:

- Social Media
- Client referrals
- Community partnerships
- Outreach Events
- Referrals from local and government organizations



Intake Process

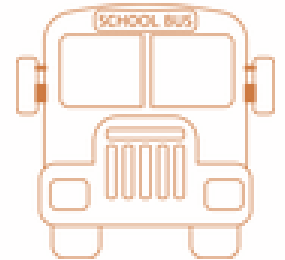
- **Weekly information sessions:** for anyone interested in learning our services
- **One-on-one session** with a Job Coach/Employment Counselor
- **A comprehensive questionnaire** on demographics, general health & mental health, substance use history, SNAP eligibility, current benefits, criminal records, employment history, and more. Coaches also screen for availability to attend training successfully, identifying immediate barriers that may block success, and develop an individualized plan with the client.



Training & Certifications

Maryland New Directions offers **industry-specific skill training and professional certifications** for career advancement. Industries include:

- **Maritime Transportation, Distribution & Logistics (MTDL)** with Forklift Certification
- **Commercial Transportation Careers (CTC)** with CDL-B permit to license
- **Professional Skills Training** with Hospitality Certification



Every client has a job coach, who works with them from day one for up to a year, to offer encouragement, counseling, and barrier elimination services to ensure their employment success.

Employment Placement & Support

Beyond training and coaching, Maryland New Directions provides support that includes



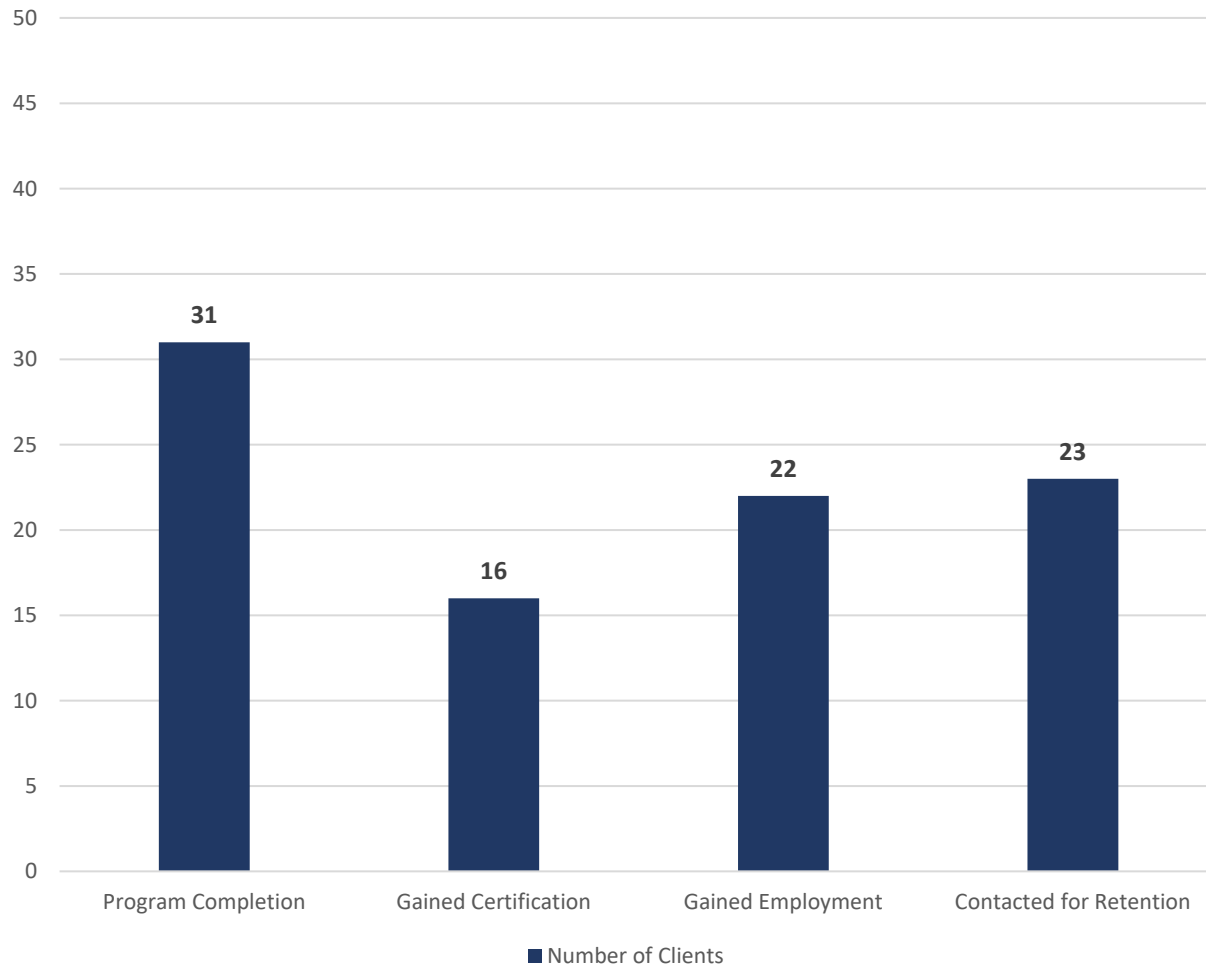
- Employment Readiness
- Mock Interviews
- Computer literacy
- Proper interview attire
- Bus tokens or Lyft transportation
- Individualized support: IDs, glasses, driver education, etc.
- Referrals for additional needs

Job Placements:

Connections to quality local business partners for employment opportunities making a living wage. In the most recent fiscal year, the average initial starting wage was \$17/hr.

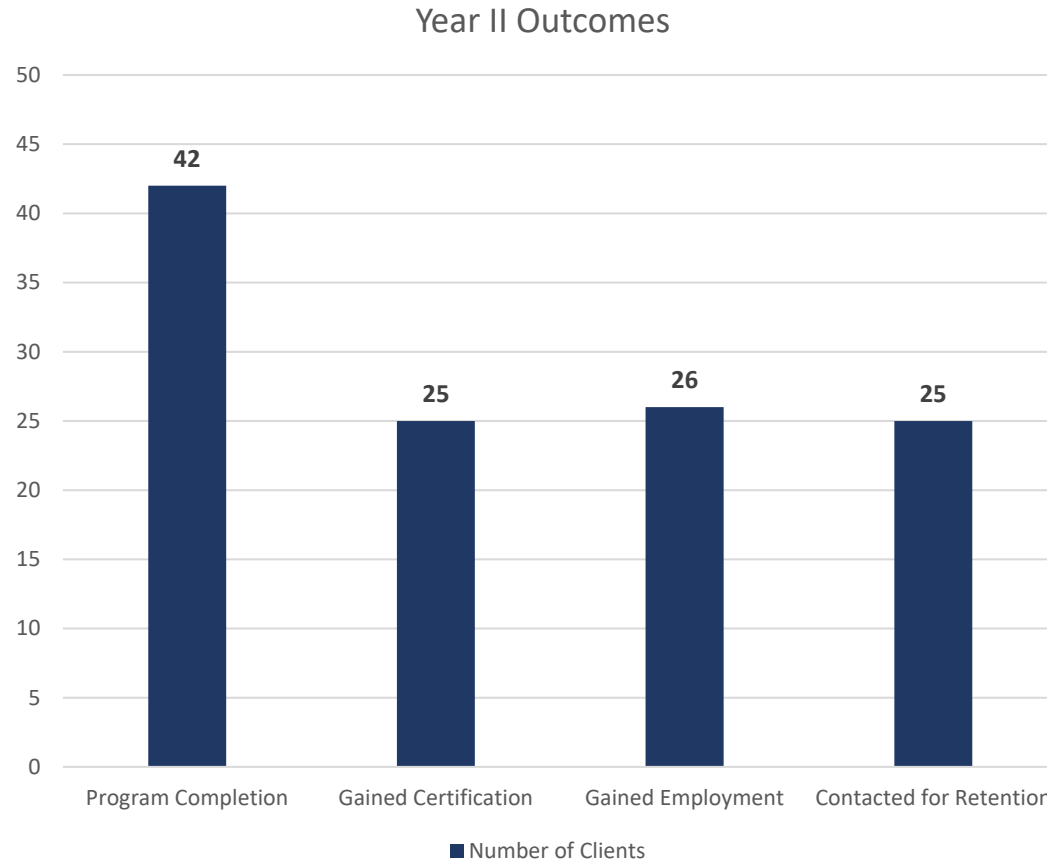
SNAP Year I: March 2021-Sep. 2021

Year I: 7 months Outcomes



- Enrolled In Training: 35
- Completed Training: 31 (89%)
- Gained Industry Certification: 16 (52%)
- Gained Employment: 22 (71%)
- Avg. Initial Wage: \$15.10
- Avg. Current Wage: \$16.42
- Retention
 - 30 Days: 21/22 (95%)
 - 90 Days: 17/19 (89%)
 - 180 Days: 17/19 (89%)
 - 360 Days: 11/14 (78%)

SNAP Year II: Oct. 2021-Sep. 2022



- Enrolled In Training: 63
- Completed Training: 42 (67%)
- Gained Industry Certification: 25 (60%)
- Gained Employment: 26 (62%)
- Avg. Initial Wage: \$17.96
- Avg. Current Wage: \$18.52
- Retention
 - 30 Days: 23/23 (100%)
 - 90 Days: 19/19 (100%)
 - 180 Days: 11/14 (78%)
 - 360 Days: 5/6 (83%)

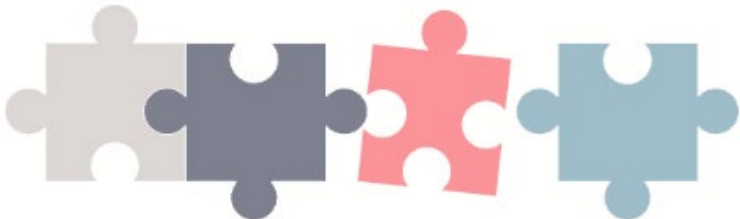
Challenges and Lessons Learned

Recruitment efforts:

In general, our **recruitment to enrollment ratio for SNAP is 4:1**. We have had to contact and recruit 400 potential clients to identify 100 individuals who are qualified to enroll in our SNAP employment and training program.

Eligibilities:

FEE Red Label eligibility doesn't always align with the timing of a client's training and certification completion. For example, a client may be eligible upon start, but not the following month, leading to a lapse in MND being able to invoice for client related costs.



Client Stories

SNAP Client Story # 1: Ashley M.

From shelter to an Amazon delivery driver to support her and her children

SNAP Client Story # 2: Tierra C.

Participated in a training during pregnancy to become a MTA bus driver, making \$24/hr. with union benefits to support her and her newborn baby

SNAP Client Story # 3: Artis M.

A janitor's new career journey to become a bus driver, making \$22.5/hr.



Vehicles for Change

Janay Harris, Program Director of Education and Training, Vehicles for Change



FULL CIRCLE AUTO REPAIR & TRAINING



We are an employer-driven, paid internship designed to provide auto mechanic training to individuals with multiple barriers to employment, including many that are justice-involved. We want to ensure reentry is a time of success, empowerment and support.

Our interns receive Automotive Service Excellence (ASE) classroom training as well as hands-on training under the supervision of certified master mechanics. At the completion of their internship our graduates have gone on to work as auto technicians and diesel mechanics in dealerships, national chains and independent auto repair shops. In addition, some of our interns pursue careers in service and sales.



RECRUITMENT & ENROLLMENT

Recruitment →	Phone Screening →	Share Day →	Reflection →	Enrollment
We frequently vend at career center events, resource fairs, and prison facilities to provide information and gauge interest in automotive repair training.	Brief Phone Screening to assess: • Criminal history • Mechanical inclination • Employability • Transportation Barriers	Full 8-hour day in our facility to engage with the interns and instructors. Share Day includes: • 90 minutes of Classroom instruction • Aptitude test • Shop Floor Instruction • Hands-on practical	Our team meets to discuss the Share Day: • Did they arrive on time? • Did they engage in the classroom and shop? • What were the scores on the practical and aptitude test? • Are they trainable? • Are they employable?	Once enrolled the participant receives: • Monthly case management • Weekly stipend • Referrals to partnering agencies for wrap-around services as needed



TRAINING

During this four-month program, the goal is to equip our interns with the necessary knowledge and skills to gain employment in the industry. We use a combination of classroom and hands-on instruction to create a mix of practice and theory. Training participants will be experienced in:

- ✓ General Protocol
- ✓ General Tool usage
- ✓ General Maintenance
- ✓ Brake System
- ✓ Electrical System
- ✓ Charging System
- ✓ Suspension
- ✓ Tire & Wheel Systems
- ✓ Coolant System
- ✓ Heating System

Upon enrollment interns receive:

- ✓ Uniforms
- ✓ Tool Box
- ✓ Text Book
- ✓ Weekly Stipend



CASE MANAGEMENT

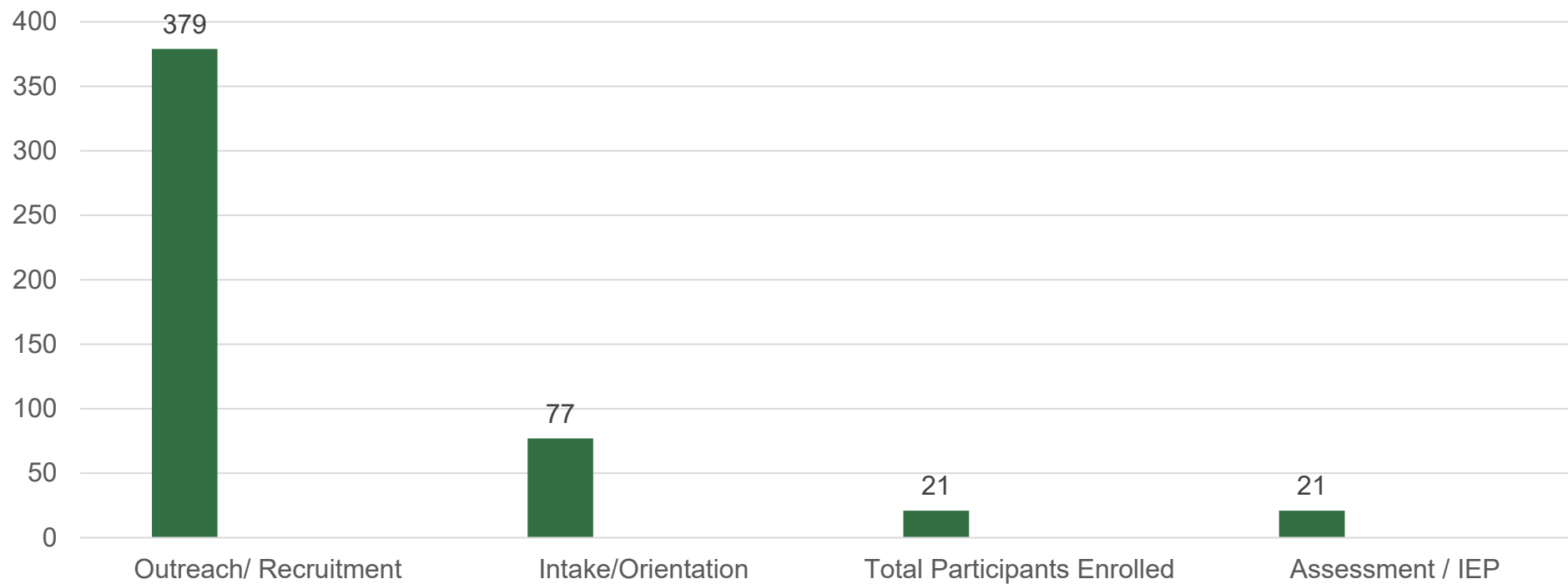
We use monthly case management to identify barriers and collect personal histories such as criminal history, education level, previous employment, incarcerations, family dynamics, housing, mental health history, and responses to criticism and conflict. This enables us to turn those barriers into a goal and offer wrap-around services to make those goals attainable.

- ✓ Working with partners to provide wrap-around services once those barriers have been identified (Housing Assistance, Behavioral Health, etc.)
- ✓ Assisting with soft skills and work readiness training, including resume writing and interviewing.
- ✓ Offering legal services i.e.; Expungements
- ✓ Assisting with driving school and obtaining driver's license
- ✓ Applying for **SNAP** Benefits
- ✓ Connecting with our employer partners upon completion of the program for hiring opportunities.



PARTICIPATION

Performance Reports 2022





LEVERAGE & BARRIERS

We want to leverage the SNAP benefits by ensuring each intern's eligibility is determined as soon as possible. Since we've made applying for SNAP benefits a part of our enrollment process.

We are a nonprofit organization and we rely heavily on grant funding. Having participants enrolled allows us access to SNAP E&T funding. This helps to pay for books, uniforms, and toolboxes for the participants. Additionally, our interns can eliminate financial barriers while participating in the training program.

Two barriers that have been noticed with SNAP enrollment for our participants are:

- Intern SNAP eligibility

Due to the population we serve, many of our participants are not eligible to receive SNAP because they are still incarcerated. We are currently investigating the best practices for our work release candidates.

- Delays in the application process.

Due to delays in the application process, many of the eligible participants don't receive their benefits until their final weeks in the program or after their graduation. We intend to work with our SNAP outreach partners to assist participants, ensuring all required documents and information is received on time.



Questions?