

# Workforce Development: Lessons Learned in a Faith Based Agency

NACSW Convention 2016

Cincinnati Ohio

Presenter: Eric Saunders, MSW, LCSW



# WHEN HELPING HURTS

*How to Alleviate Poverty  
without Hurting the Poor...  
and Yourself*

STEVE CORBETT  
*and* BRIAN FIKKERT

*Forewords by John Perkins and David Platt*

# FDIC Money Smart: Money Matters

\* By the end of this course, participants will understand how to manage money by preparing a personal spending plan and identifying ways to decrease spending and increase income. To achieve this objective, the participants will be able to:

- \* Track daily spending habits.
- \* Prepare a personal spending plan or budget to estimate monthly income and expenses.
- \* Identify ways to decrease spending.
- \* Identify possible ways to increase income.
- \* Identify budgeting tools that will help you manage your bills.
- \* List and prioritize financial goals.
- \* Recognize how to create a plan to achieve financial goals.

<https://www.fdic.gov/consumers/consumer/moneysmart/adult.html>

“The best anti-poverty program is a job.” President Barack Obama



# Republican Party's Principles for American Renewal

Poverty: The best anti-poverty program is a strong family and a good job, so our focus should be on getting people out of poverty by lifting up all people and helping them find work.

# 1 Thessalonians 4:9-12

"Now about your love for one another we do not need to write to you, for you yourselves have been taught by God to love each other. And in fact, you do love all of God's family throughout Macedonia. Yet we urge you, brothers and sisters, to do so more and more, and to make it your ambition to lead a quiet life: **You should mind your own business and work with your hands, just as we told you, so that your daily life may win the respect of outsiders and so that you will not be dependent on anybody.**"

# Cost of Antipoverty Programs

Source: United States Senate Committee on the Budget ([www.budget.senate.gov](http://www.budget.senate.gov))

Were the \$1 trillion spent on federal welfare programs converted into cash and divided exclusively among the **16.8 million households** who lived beneath the federal poverty line last year, the government would be able to mail **each of those households an annual check for \$60,000**. This figure underscores the fragmented, inefficient nature of welfare in this country, as well as the need for sound, compassionate reforms to better assist struggling Americans and help those living in poverty successfully rise out of it.

# Low-Income Health Care Programs:

**Approximately \$340 billion.**

The largest expense in this category is Medicaid.



# Direct Cash Aid:

**Approximately \$145 billion.**

The largest item here is Supplemental Security Income, which is direct cash support. This category also includes cash assistance from TANF.

# Food Assistance:

**Approximately \$100 billion.**

The largest item here is food stamps [SNAP]. Overall, there are 15 food assistance programs to supplement household income.

# Housing & Social Services:

**Approximately \$90 billion.**

The largest item here is federal housing vouchers. Other programs include home energy assistance, child care, non-cash TANF support, rental assistance, and grants to states for low-income housing.

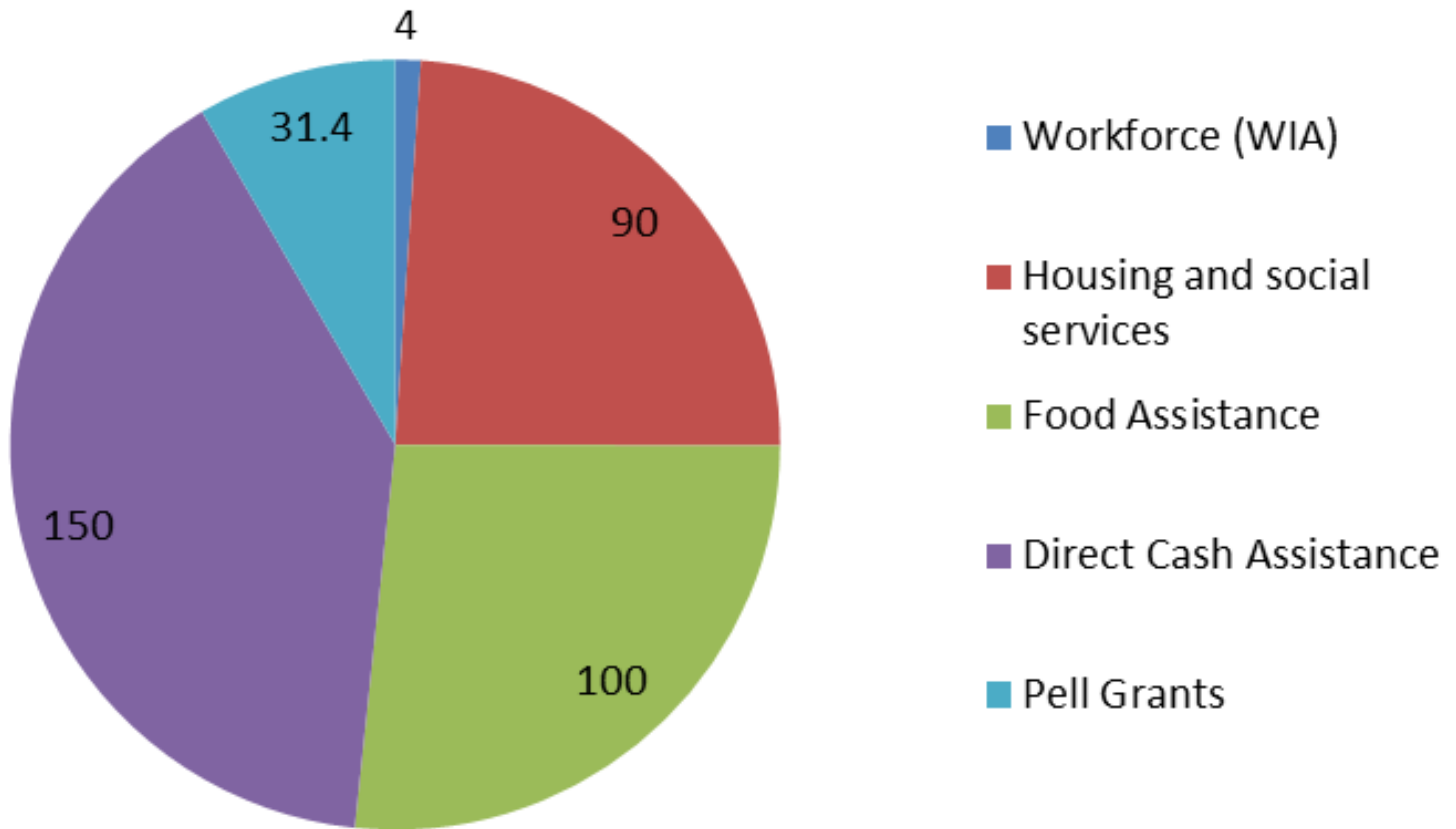
# Workforce Investment Act (WIA) programs:

Provides approximately \$4 billion  
for WIA programs, including:

- \* Adult Employment and Training Activities
- \* Youth Activities, including summer jobs for youth
- \* Dislocated Worker Employment and Training Activities
- \* Program of Competitive Grants for Worker Training and Placement in High Growth and Emerging Industry Sectors
- \* YouthBuild Activities

Source: [www.dol.gov](http://www.dol.gov)

# Federal Spending in Billions



# JOB JUNCTION



Job Junction is a one-on-one assistance program designed to help NHM clients get back into the work force.

Consultants offer guidance and assistance in the following areas:

- Developing a well-organized resume and cover letter
- Finding job openings
- Completing on-line job applications
- Identifying marketable job skills
- Preparing for the interview process

**Call TODAY to make an appointment! 717.766.7333**



*Sharing Christ's love by meeting human needs*

# ***Job Fair***

***Wednesday, November 9th***

**10 am – 12 pm**

**Mechanicsburg Center**

**5228 E. Trindle Rd.**

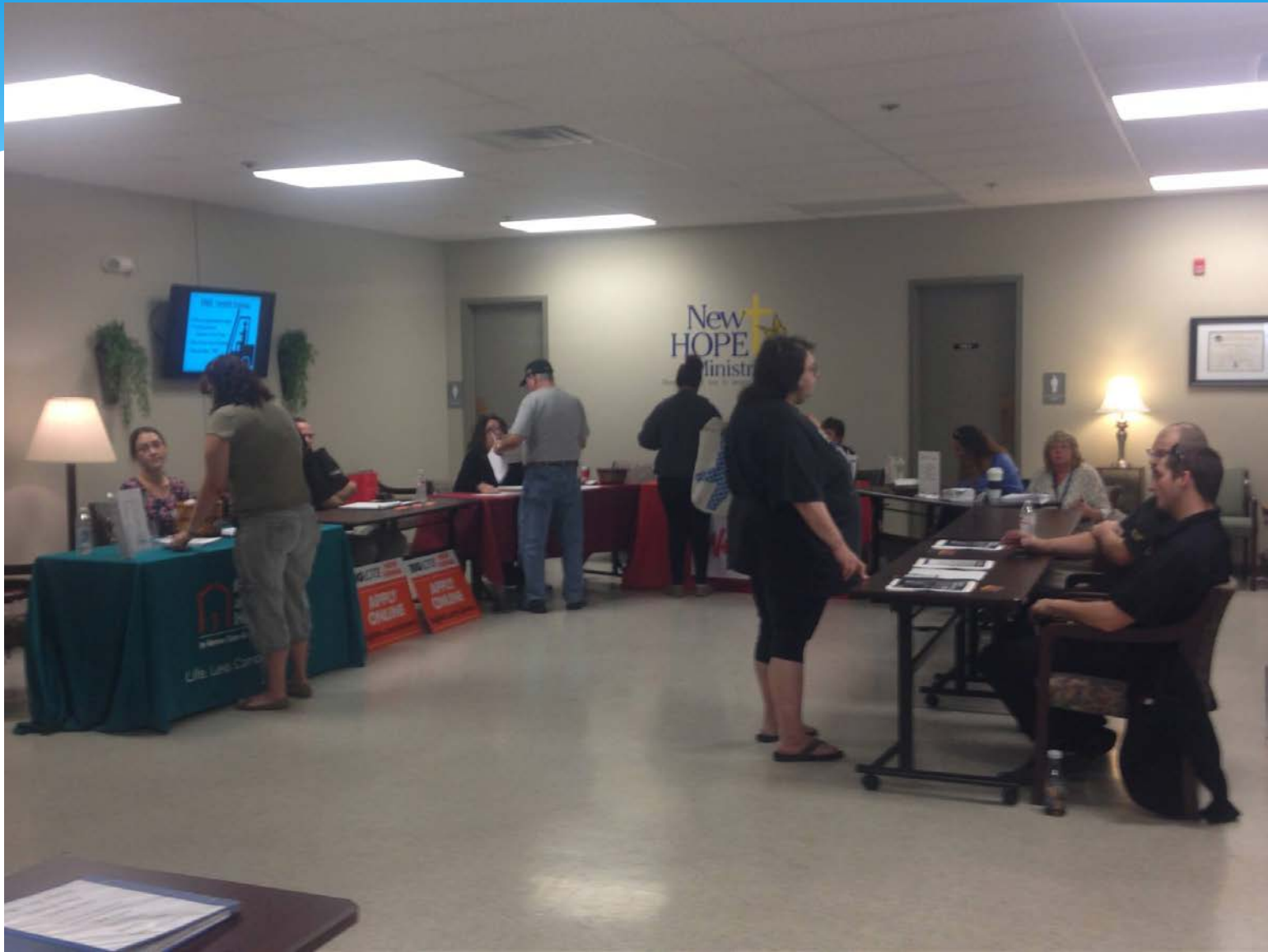
**Call 717.766.7333 for more information**





**JOB FAIR !**  
**THURS NOV 12**  
**10AM-12PM**





# Success and a Challenge

It's not hard to get a job,  
but what if you still can't make  
ends meet?

# Living Wage Calculation for Pennsylvania

The living wage shown is the hourly rate that an **individual** must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). All values are **per adult in a family** unless otherwise noted. Source: Living Wage Calculator ([www.livingwage.mit.edu](http://www.livingwage.mit.edu))

Hourly Wages	1 Adult	2 Adults		
		1 Adult 2 Children	(One Working) 2 Children	2 Adults 2 Children
Living Wage	\$10.23	\$26.59	\$22.26	\$14.53
Poverty Wage	\$5.00	\$10.00	\$11.00	\$5.00
Minimum Wage	\$7.25	\$7.25	\$7.25	\$7.25

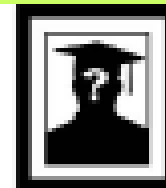
# Typical Expenses

These figures show the individual expenses that went into the living wage estimate. Their values vary by family size, composition, and the current location. Source: Living Wage Calculator ([www.livingwage.mit.edu](http://www.livingwage.mit.edu))

Annual Expenses	1 Adult	1 Adult 2 Children	2 Adults (One Working) 2 Children	2 Adults 2 Children
Food	\$3,497	\$7,725	\$10,271	\$10,271
Child Care	\$0	\$12,515	\$0	\$12,515
Medical	\$2,049	\$5,127	\$5,095	\$5,095
Housing	\$7,572	\$10,910	\$10,910	\$10,910
Transportation	\$3,575	\$7,994	\$9,416	\$9,416
Other	\$2,146	\$4,682	\$5,290	\$5,290
Required annual income after taxes	\$18,838	\$48,952	\$40,982	\$53,496
Annual taxes	\$2,447	\$6,359	\$5,324	\$6,949
Required annual income before taxes	\$21,286	\$55,311	\$46,305	\$60,446

# Winter GED Program

*16 week program-evening classes  
- tutoring available*



**Be the Next  
GED SUCCESS  
STORY**

If you are interested in participating in the GED program, stop by any New Hope Center to complete an Education and Workforce Training application.



Any questions, call Alicia Roth.  
Phone: 717-766-7333 ext. 3014

Classes will start in January 2016.  
More information to follow.



# Occupational Wage Table

The table below shows the annual occupational employment and annual wage data for Multiple Occupations in South Central WIA in 2015.

Occupation	Occupation Code	Employment	Entry level	Mean	Experienced
Management	110000	23,860	\$55,545	\$106,491	\$131,964
Legal	230000	4,400	\$39,619	\$94,399	\$121,789
Healthcare Practitioners & Technical	290000	38,190	\$36,980	\$74,830	\$93,755
Computer & Mathematical	150000	15,960	\$45,123	\$72,774	\$86,600
Architecture & Engineering	170000	10,650	\$42,160	\$69,013	\$82,440
Business & Financial Operations	130000	31,720	\$40,753	\$64,940	\$77,034
Life, Physical & Social Science	190000	3,810	\$37,423	\$63,403	\$76,393
Education, Training & Library	250000	33,100	\$25,218	\$52,040	\$65,451
Arts, Design, Entertainment, Sports & Media	270000	5,740	\$22,953	\$46,224	\$57,860
Installation, Maintenance & Repair	490000	27,800	\$28,426	\$44,821	\$53,018
Construction & Extraction	470000	21,120	\$29,872	\$44,515	\$51,837
Protective Service	330000	11,170	\$22,648	\$44,419	\$55,304
Community & Social Services	210000	11,080	\$25,904	\$42,725	\$51,136
Production	510000	53,060	\$23,322	\$35,851	\$42,116
Office & Administrative Support	430000	105,900	\$22,595	\$35,164	\$41,449
Sales & Related	410000	57,090	\$17,175	\$34,508	\$43,174
Transportation & Material Moving	530000	68,920	\$21,367	\$34,443	\$40,981
Farming, Fishing & Forestry	450000	860	\$20,086	\$30,735	\$36,060
Healthcare Support	310000	17,840	\$21,038	\$29,844	\$34,247
Building & Grounds Cleaning & Maintenance	370000	18,070	\$17,603	\$25,761	\$29,841
Personal Care & Service	390000	18,310	\$17,257	\$25,032	\$28,920
Food Preparation & Serving Related	350000	55,260	\$16,988	\$21,146	\$23,226
Total, All	000000	633,890	\$20,876	\$43,812	\$55,280

Source: PA Dept of Labor and Industry



Pennsylvania

- Registered Nurses
- Home Health Aides
- Personal Care Aides
- Combined Food Prep & Serving Workers
- Heavy & Tractor-Trailer Truck Drivers
- Laborers & Material Movers
- Secretaries
- Carpenters
- Customer Service Representatives
- Nursing Assistants**

- Physical Therapist Aides
- Diagnostic Medical Sonographers
- Home Health Aides
- Information Security Analysts
- Personal Care Aides
- Meeting, Convention & Event Planners
- Market Research Analysts
- Physical Therapist Assistants
- Cardiovascular Technicians
- Occupational Therapy Assistants

- Retail Salespersons
- Cashiers
- Combined Food Prep & Serving Workers
- Registered Nurses
- Waiters & Waitresses
- Laborers & Material Movers
- Customer Service Representatives
- Office Clerks, General
- Home Health Aides
- Janitors & Cleaners

**Traditional**  
(By Volume Growth)

**Emerging**  
(By Percent Growth)

**Foundational**  
(By Annual Openings)

South Central

- Laborers & Material Movers
- Registered Nurses
- Combined Food Prep & Serving Workers
- Heavy & Tractor-Trailer Truck Drivers**
- Home Health Aides**
- Personal Care Aides
- Retail Salespersons
- Secretaries
- Customer Service Representatives
- Carpenters

- Personal Care Aides
- Home Health Aides**
- Industrial Machinery Mechanics
- Computer Systems Analysts
- Market Research Analysts
- Medical Secretaries
- Systems Software Developers
- Civil Engineers
- Nonfarm Animal Caretakers
- EMTs & Paramedics**

- Retail Salespersons
- Laborers & Material Movers
- Cashiers
- Combined Food Prep & Serving Workers
- Waiters & Waitresses
- Registered Nurses
- Heavy & Tractor-Trailer Truck Drivers**
- Customer Service Representatives
- Stock Clerks & Order Fillers
- Office Clerks, General

Source: PA Department of Labor & Industry – Center for Workforce Information & Analysis – [www.paworkstats.pa.gov](http://www.paworkstats.pa.gov)





## Online Job Postings by Top 100 Certifications

Certification	September 2016
Commercial Driver's License	8,787
Driver's License	6,339
Certified Registered Nurse	3,449
HAZMAT	1,778
Certification in Cardiopulmonary Resuscitation	1,731
Basic Life Support	1,213
Licensed Practical Nurse	1,084
Occupational Safety & Health Administration Certification	1,066
Continuing Education	995
Certified Purchasing Manager	923

# Workforce Concentration (2016 & 2015)

- The four largest industries in 2016 accounted for **43.6%** of all PA employment and **40.9%** of all South Central WIA employment.

Pennsylvania	South Central WIA
Healthcare and Social Assistance (1,005,036)	Healthcare and Social Assistance (95,808)
Retail Trade (628,094)	Manufacturing (79,008)
Manufacturing (558,634)	Retail Trade (69,527)
Education Services (489,509)	Transportation and Warehousing (50,054)

- The five largest occupational groups in 2015 accounted for **49.6%** of all PA employment and **53.7%** of all South Central WIA employment.

Pennsylvania	South Central WIA
Office and Administrative Support (933,630)	Office and Administrative Support (105,900)
Sales and Related (578,890)	Transportation and Material Moving (68,920)
Food Preparation and Serving Related (487,970)	Sales and Related (57,090)
Transportation and Material Moving (430,350)	Food Preparation and Serving Related (55,260)
Production (400,120)	Production (53,060)



# Fork Lift Training



**Fill out a Job Training  
Application Today!**  
**Free One day training in Harrisburg or  
York**

(Date to be determined)

**\*Must attend Soft Skills Training before  
attending Forklift Training\***



*Sharing Christ's love by meeting human needs*

# ***Job Fair***

***Wednesday, November 9th***

**10 am – 12 pm**

**Mechanicsburg Center**

**5228 E. Trindle Rd.**

**Call 717.766.7333 for more information**



*New Hope Ministries*

# NURSE AIDE PROGRAM

starting Spring 2017



**Sign Up Today!**  
**6 Week Daytime Program**



*First 3 weeks held at Mechanicsburg Center*  
*Must live in New Hope Service Area to apply*

Questions: Call 717.766.7333 ext. 3004





# 2016 Nursing Assistants





# **Soft Skills Training**

## **2nd Thursday/Month**

### **1:00—3:00 pm**

Course will cover:

- Skills needed in today's job market
  - Teamwork,
  - Communication,
  - Responsibility
  - Goal-setting
  - Much more!

\*This course will enable you to enroll in and  
New Hope Ministries' job training program.



# Computer Class

- \* The Microsoft Digital Literacy Program is taught in a 6 week format, & meets one day a week until participants can confidently pass the Digital Literacy Exam (*Interested participants can sign up through a local New Hope Center. Contact will be made via phone or postcard once program dates are set.*)

# Truck Driving Program CDL-Class A License

*5-6 weeks program*

If interested, sign up for the program and schedule an appointment with a case manager to complete application.

Requirements: Attend a Soft Skills class **AND** Dollars and Sense class before entering the program.



# Employment Program Direct Costs

- \* Job coaching: volunteer run, minimal materials costs
- \* Soft Skills Class: volunteer run, minimal materials
- \* Job Fairs: no cost beyond staff time and facilities
- \* Forklift Training: \$75
- \* GED Class: \$400
- \* CDL Class A: \$500
- \* Nursing Assistant: \$1,100

# Lessons Learned

**Be Person focused**

# Lessons Learned

**Do your Research**

# Lessons Learned

## Cost/Benefit

<u>Cost</u>	<u>Forklift Class</u>	<u>Result</u>
\$150	Electric bill	One month of electricity
\$500	Rent	One month of rent
\$15	Food	One week of food
\$75	Forklift Class	\$26,000 Annual Income
\$400	GED Program	Average \$13,000 annual income increase
\$1,100	Nursing Assistant Class	\$29,000 annual income

# Lessons Learned

Don't reinvent the  
wheel

# Lessons Learned

Use vendors and  
partners



# Partnerships

- \* Employers
- \* Community College
- \* Chamber of Commerce
- \* Temp Agencies
- \* Workforce Training Agencies and other nonprofits
- \* Area Workforce Investment Boards
- \* Funders such as United Way, Community Foundation
- \* Community Action Agencies and area nonprofits
- \* Local government
- \* Churches
- \* Volunteers: nurses, teachers, HR professionals

# Lessons Learned

Affordable and Time  
Limited

# Lessons Learned

Look at employment as  
a continuum

# Lessons Learned

High Standards

High Expectations

Enforce Consequences

# Lessons Learned

Give 2<sup>nd</sup> Chances

# Lessons Learned

Don't give up

# Lessons Learned

Adapt to changing  
needs

# Lessons Learned

Importance of  
advocacy



# Lessons Learned

**Comprehensive  
approach**

# Lessons Learned

## Address barriers

# Auto Donation Program



# \$10 Watch

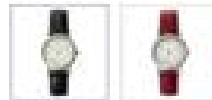


## Women's Analog Watch with Faux Leather Straps - Black

from Target

★★★★☆ 4 product reviews

Find Watches at Target.com! Women's Analog Watch with Faux Leather Straps - Black C  
Material: Leather.



[Shop all 2 colors »](#)

**\$10.99**

+\$0.66 tax. Free shipping

Target

★★★★★ (23,934)

[Shop](#)

# Program Timetable

January to February	Winter Nurse Aide Class
January to April	Spring GED Class
January to May	Pilot monthly youth soft skills training
January to December	Monthly, multi-site soft skills training
	Case management and employment follow up
	Monthly Job Fairs
	Forklift Classes
February to November	Ongoing weekly ESL Classes
May	Youth Job Fair
May to August	Summer GED Class
June to July	Summer Nurse Aide Class
June to August	Monthly follow up with youth job participants
September to October	Fall Nurse Aide Class
September to December	Fall GED Class
October	Forklift Class
November	Forklift Class

# Unmet Challenges

- \* Limited English proficiency
- \* Dealing with immigrants and cultural differences
- \* Aging populations
- \* MH-IDD
- \* Formerly Incarcerated

# Next Steps

- \* Youth employment training
- \* Workplace Attire fashion show for Muslim women
- \* Additional Training Programs
- \* Expanded training sites
- \* English as a Second Language Classes

# Next Steps

- \* Enroll participants in WIA (federally funded) programs
  - \* On the job training
  - \* Job training scholarships
  - \* Skills Assessments



# Sources of Funding

- \* United Way
- \* County grant dollars
- \* Volunteers
- \* Banks
- \* Service Clubs
- \* Churches

# Outcomes Targets

(results - benefits for participants during and after program activities)

200 participants will receive soft skills training

200 participants will obtain employment

100 participants will obtain family-sustaining jobs paying a minimum of \$13/per hour

100 participants will maintain employment for a minimum of six months

# Budget

**Project Expenses:**

**Total Project Expenses**

Personnel Costs	\$86,498.00
Employment Training	\$65,800.00
Resources and Supplies	\$8,300.00
<b>Total Expenses:</b>	<b><u>\$160,598.00</u></b>

## Workforce Development Program: Lessons Learned in a Faith Based Agency

Presenter: Eric Saunders, MSW, LCSW  
Executive Director, New Hope Ministries  
Adjunct Instructor of Social Work, Messiah College  
[esaunders@nhm-pa.net](mailto:esaunders@nhm-pa.net)  
[www.nhm-pa.net](http://www.nhm-pa.net)  
717-432-2087, ext. 202

### Resources

Financial Literacy: <https://www.fdic.gov/consumers/consumer/moneysmart/>

GED Preparation: Complete GED Preparation 2nd Edition, by STECK-VAUGHN

Job Club Tool Kit: <https://labor.ny.gov/workforcenypartners/PDFs/JobClubToolkit.pdf>

Living Wage Calculator: <http://livingwage.mit.edu/>

Microsoft Digital Literacy Program: <https://www.microsoft.com/en-us/DigitalLiteracy/curriculum4.aspx>

“Skills to Pay the Bills: Mastering Soft Skills for Workplace Success.” <https://www.dol.gov/odep/topics/youth/softskills/>

When Helping Hurts: How to Alleviate Poverty Without Hurting the Poor . . . and Yourself. Steve Corbett (Author), Brian Fikkert. Moody Publishers, 2014

“Workforce development as an antipoverty strategy: What do we know? What should we do?” by Harry J. Holzer. Excerpted from Changing Poverty Changing Policies, edited by Cancian & Danziger, Russel Sage Foundation, 2009.