

SENDCAA WORK FORCE DEVELOPMENT PROGRAM

by Community Action Partnership of North Dakota

Region 8 • Fargo, North Dakota
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Workforce Development

INITIATIVE OVERVIEW

The Workforce Development program at SENDCAA was implemented at the beginning of 2020. The Workforce Development Initiative with United Way provides funding for SENDCAA's Workforce Development Case Manager. The Workforce Development Case Manager's role is to provide supportive services to individuals who are underemployed or unemployed; by connecting them to in-demand training and employment. One of the main goals of the Workforce Development Program is to lift people out of poverty by helping low-income individuals obtain and maintain livable wage employment.

Helping low-income individuals obtain and maintain livable wage employment

LOCAL NEED ADDRESSED BY INITIATIVE

SENDCAA utilized data from their 2018 needs assessment to identify the need for the community to offer a WFD program.

SENDCAA worked for 2+ years in a planning process that included their community partners (United Way, Lakes and Prairies CAA, NDSCS), their Board of Directors, and their management team. SENDCAA was able to identify their need for additional funding to help leverage the CM position.



ROLE OF CSBG FUNDS

WFD utilizes CSBG funds for administration and planning costs.

TRANSFORMATIVE IMPACT

The WFD program:

- Increases access to training
- Addresses barriers to employment
- Helps individuals obtain livable wage jobs

WFD provides case management that is guided by the whole family approach; addressing needs of the entire family. Supporting the whole family with resources such as childcare, housing, transportation, and economic assistance is vital to the success of the entire household. By removing barriers from the household so that individuals can focus on training and employment goals.

EVIDENCE-BASED OUTCOMES

The projected outcomes of SENDCAA's Workforce Development Program is to recruit and enroll 35 eligible clients into the program. Of those 35 clients, an anticipated 80% will complete a training or skill program, which is roughly 22 clients. Further breaking that down, aiming for 80% of those 22 individuals obtaining a certification. Our goal is to have 18 clients who receive a training certification, degree, or credential and obtain a livable wage job.

EQUITY LENS

One of the ways WFD addresses racial inequity is by providing services with low barriers and implementing outreach weekly within the community so that individuals have access to services.

This increases access to training programs and education resources for all individuals. SENDCAA's Workforce Development Program also works with a community of partners through United Way; called the ESHARA. ESHARA is a group of partners from a diverse background providing culturally appropriate services for all and advocating for the New American population. Workforce will continuously work towards addressing inequities in the services provided by learning, being an advocate for racial justice, and breaking down barriers to employment.

CUSTOMER VOICE

SENDCAA solicits clients' input via needs assessments and case management. The program is in its infancy but there are tentative future plans to have graduates become involved in the program; speaking to incoming enrollees, etc.

We have started to discuss starting to implement an exit survey after individuals complete the program or exit. We will start using this soon and hopefully start to gather some feedback from those survey's so

that we can determine if and what changes would be needed for providing services and classes offered.

- *"More than wonderful I liked the class and the computer is just perfect, I don't know how thank you but let God bless you so much for your help, thanks."*
- *"I want to say thank you very much for your help and support me to encourage me God bless you. Evelyne"*
- *"Thank you for always motivating me."*
- *"Thank you sooo much it's because of you this was possible and I am very grateful to you thank you so much."*
- *"Good morning Ashley, Thank you for encouraging me each time you check in! Practicals went well at NDSCS last night. Thank you for always checking on my progress and have a fantastic weekend."*
- *"I appreciate all your help Ashley very grateful to have you in my corner."*

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