

**SFY 21 Comunidades Latinas Unidas En Servicio, Inc. (CLUES) Direct Appropriation**

Final Report

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Minnesota Department of Employment and Economic Development  
Employment and Training Programs Division

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## SFY 2021 CLUES Equity Direct Appropriation

### Introduction

The Minnesota State Legislature appropriated funds during the 2019 Legislative Session to Communidades Latinas Unidas En Servicio (CLUES) to “expand culturally tailored programs that address employment and education skill gaps for working parents and underserved youth by providing new job skills training to stimulate higher wages for low-income people, family support systems designed to reduce intergenerational poverty, and youth programming to promote educational advancement and career pathways”.

#### Legislative Appropriation Reference

Funds for this project were appropriated in [Minnesota Session Laws- 2019, 1st Special Session, Ch. 7, H.F. 2, Art. 1, Sec. 2, Subd. 3(s](https://www.revisor.mn.gov/laws/2019/1/Session+Law/Chapter/7/)).

#### Appropriation

This equity appropriation provided a total of $650,000 in State Fiscal Year (SFY) 2020 and $650,000 per year for SFY 2021. At least fifty percent of this amount must be used for programming targeted at greater Minnesota. The Department of Employment and Economic Development (DEED) is permitted to use five percent of the appropriation to administer the grant, making the amount available to CLUES $593,750 for SFY 2020 and $593,750 for SFY 2021.

### Summary of Goals and Objectives Presented in the Work Plan

CLUES used its appropriations funding to support the expansion of culturally tailored programs that address employment and education skill gaps for working adults and underserved youth by providing new job skills training to stimulate higher wages for low-income people, family support systems designed to reduce intergenerational poverty, and youth programming to promote educational advancement and career pathways. The overall goal is to advance opportunities for job skills training and skill-building resources for Latino and immigrant communities.

Education and job skills training in the Twin Cities metropolitan area and in the greater Minnesota communities of Austin and Willmar focused on four high-demand employment sectors that offer career pathways to family-sustaining, livable wage employment: healthcare, bilingual customer service/administrative support, commercial driver’s license (CDL), and welding.

107 clients successfully completed CLUES employment readiness training and 102 clients are either currently enrolled or have successfully completed the vocational training options provided by CLUES and their training partners that include Ridgewater College, Riverland College, HeartCert, and a Customer Service and Banking curriculum provided by UnidosUS but taught in-house by CLUES staff.

Throughout these programs, CLUES provided bilingual and culturally relevant wrap-around support services to assist participants in overcoming barriers. Career navigators assisted participants with job placements and identifying additional community resources to meet their goals.

In accordance with the legislative appropriation, 50 percent of the funding is used for programming targeting the Twin Cities Metro Area, and 50 percent is used for targeting the greater Minnesota area. In greater Minnesota, CLUES operates two satellite offices, in Austin and Willmar, and partners with Riverland and Ridgewater Colleges to provide job training.

#### Adult and Youth Programming

From the period July 1, 2020 to June 30, 2021, 181 Minnesotans, ages 18 and older, received individualized services using DEED direct appropriation grant funds. Of this total, 151 participants received education (ABE, GED, ESL) or job training activities and 81 also received support services.

Of these clients receiving one-on-one assistance by CLUES staff, 168 were adults over the age of 24 and 55 were youth, ages 14 to 24; 73 were served in Greater MN and 108 were served in the Metro Area.

In the past six months, CLUES has received new grants specifically to support career exploration, employment readiness training, and paid work experiences for youth between the ages of 16 to 22. An expanded partnership with the Clubhouse Network and Best Buy will support a cohort of youth who are interested in technology careers and include paid internships at Accenture and Best Buy. CLUES also received a DEED Youth at Work grant and funding from Sundance Family Foundation to support employment readiness training and paid internships within CLUES administrative and programming departments, as well as with external employer partners such as vRad, a diagnostic radiology company.

#### Career Pathways Services and Performance

Career pathways services during the period July 1, 2020 to June 30, 2021 included the following:

* Nine participants in Willmar received certified nursing (CNA) training in which they obtained structured career readiness and resume building skills, and one-on-one job seeking assistance; four participants completed the training to receive CNA certification. Four of these individuals are using their newly developed skills and three work as CNAs. Their average wage is $15.87 according to employment verifications from employers.
* Fifteen participants in the Twin Cities received certified nursing (CNA) training in which they obtained structured career readiness and resume building skills, and one-on-one job seeking assistance; nine participants completed the training to receive CNA certification. Three of these individuals are using their skills and are employed making an average of $15 an hour, according to employment verifications.
* Twenty-three participants received training to earn a Commercial Driver’s License (CDL) or Welding License in Austin and Willmar in which they obtained technical skills training, certification and one-on-one job assistance; 18 participants completed the training to receive CDL and Welding Licenses and are now working with an average wage of $20.00 an hour according to employment verifications.
* Fifty-three participants received Customer Service training in which they obtrained structured career readiness and resume building skills, and one-on-one job seeking assistance; 28 participants completed the training to receive a certificate of completion, and 18 are currently employed. Current wage information shows that participants earn an average of $15 an hour post training.

#### Culturally Responsive Support Services

Bilingel navigation services guide participants to develop short and long-term career plans that are realistic and aligned with their individual skills and interests. CLUES staff work with participants to identify and resolve job, transportation, childcare, and housing barriers, , family violence, and other unique issues affecting participants’ ability to participate in trainings and obtain and retain employment.

Support services include direct financial supports to help low-income participants access transportation, professional clothing, work tools, and other needs. Participants are encouraged to engage in CLUES’ other economic empowerment services such as financial coaching, homeownership trainings, lending circles, and free tax services. CLUES offers a bi-weekly Canasta Familiar food distribution program for households experiencing food insecurity.

**COVID Impact on Programming**

During the pandemic, CLUES participants with children have had limited job training options due to the decreased availability of childcare and in-person schooling. Some participants are also hesitant to work in the healthcare field as CNAs. Concerns include long shifts due to staffing shortages and concern for their health and the health of loved ones in being exposed to the coronavirus. Domestic violence and housing instability are also increasing in the target communities being served, as people continue to lose jobs, get evicted, and are forced into unsafe housing situations.

Another important lesson learned as services had to be transitioned to online format is just how much technology is a barrier for families, especially in greater Minnesota where they do not have reliable equipment or internet access. In many instances, participants needed extra help learning how to navigate websites and portals.

#### Data Elements and Performance Indicators Being Collected and Reported

CLUES submits data to DEED to document the demographics of participants served, services provided, and outcomes achieved. The elements collected are listed below.

### Grant Outcomes

Demographic and outcome data for the SFY 2021 CLUES Equity Direct Appropriation for individual services is available for the period July 1, 2020 to June 30, 2021 (as follows):

|  |  |
| --- | --- |
| **SFY2021 PARTICIPANT DEMOGRAPHIC CHARACTERISTICS** | **TOTAL** |
| Total Participants served in group services (no detailed demographics available | 181 |
| Total individual participants served | 181 |
|  |  |
| Male | 51 |
| Female | 128 |
|  |  |
| Age 14-17 | 3 |
| Age 18-21 | 31 |
| Age 22-30 | 58 |
| Age 36-54 | 89 |
| Age 55 and Over | 0 |
|  |  |
| Hispanic/Latino | 152 |
| American Indian/ Alaskan Native | 1 |
| Asian/ Pacific Islander | 2 |
| Black/African American | 17 |
| White | 117 |
|  |  |
| 8th grade and under | 0 |
| 9th grade – 12th grade | 38 |
| High School Graduate / equivalent | 96 |
| Some post-secondary education | 46 |
|  |  |
| Limited English proficient | 2 |
| Youth from Families Receiving Public Assistance | 54 |
| Youth Offender | 5 |
| Youth with a disability (including learning disability) | 10 |
| Ex-offender | 0 |
| Pregnant or Parenting Youth | 0 |
| Basic Skills Deficient | 0 |
| Homeless | 6 |
| Not employed at program enrollment | 103 |
| Veteran | 2 |
|  |  |
| **PROGRAM SERVICES RECEIVED** | **TOTAL** |
| Job Training or Education Services | 151 |
| Career Pathways Training | 151 |
| Financial Training/Coaching | 151 |
| Support Services | 81 |
| Post-Secondary and Career Exploration, Guidance, and Planning | 154 |
|  |  |
| **PERFORMANCE INDICATORS** | **TOTAL** |
| Attained Work Readiness/Education Goals | 107 |
| Showed Demonstrable Gains in English Language Skills, Job Related Skills, Career Planning | 107 |
| Obtained High School Diploma or Equivalent / Remained in School / Obtained a Certificate or Degree / Returned to School | 84 |
| Entered Post – Secondary Education / Vocational Occupational Skills /Apprenticeship / Military / Job Search / Employment | 145 |
| Completed Program Objectives | 107 |
|  |  |
| **CUSTOMER SATISFACTION** | **TOTAL** |
| Number of Participants Rating Experience as “Excellent” | 14 |
| Number of Participants Rating Experience as “Very Good” | 8 |
| Number of Participants Rating Experience as “Average” | 3 |
| Number of Participants Rating Experience as “Below Average” | 0 |
| Number of Participants Rating Experience as “Poor” | 0 |
| Surveys Completed | 25 |

### Expenditures

### Expended Grant Funds

CLUES expended 100% of **SFY 2021** Direct Appropriation grant funds as follows (July 1, 2020 to June 30, 2021):

| **SFY 2021 Budget Category** | **Amount** |
| --- | --- |
| Administrative costs (up to 10% allowed) | $51,468.12 |
| Contracted services | $64,000.00 |
| Participant wages and fringe benefits | $0.00 |
| Direct services | $461,556.18 |
| Support services | $16,725.70 |
| **Total budget** | **$593,750.00** |

CLUES expended 100% of **SFY 2020** grant funds as follows:

| **SFY 2020 Budget Category** | **Amount** |
| --- | --- |
| Administrative costs (up to 10% allowed) | $37,645.65 |
| Contracted services | $35,295.00 |
| Participant wages and fringe benefits | $0.00 |
| Direct services | $364,125.00 |
| Support services | $5,246.35 |
| **Total budget** | **$442,312.00** |

### New Grant Funds

As of the end of October 2021, CLUES has expended $81,769.99 of it’s $665,000 SFY 2022 Direct Appropriation grant funds, which began July 1, 2021.