

2009 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 09-W-11NM

Please provide the following information, adding space as necessary:

State: New Mexico

Assign Program Category (applicant): Human Resources/Education (Use list at end of application)

1. Program Name: Workforce Solutions University
2. Administering Agency: New Mexico Department of Workforce Solutions
3. Contact Person (Name and Title): Jackie Ingle, Learning Coordinator
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9. Please provide a two-sentence description of the program.: The Workforce Solutions University, modeled after a "corporate university" concept, is the infrastructure for implementing and facilitating the five overarching goals of our department's strategic plan. The university was created to provide a continuous leaning environment by providing classes, courses and workshops and just in time learning opportunities to Workforce Solutions and Workforce Connection employees.
10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 2, 2009 to be considered. The Planning of Workforce Solutions University began in November of 2007. The first class WSU provided was Orientation 2.0 in July 2008; from that date WSU has provided eight Orientations for 382 employees and has started to offer core classes. The Workforce Solutions University has been in operation for nine months.
11. Why was the program created? What problem[s] or issue[s] was it designed to address? The program was created to uphold the department's vision to be "world class." To obtain the vision, it is the responsibility of all staff to be effective and competitive, flexible and agile in a changing business climate, and become comfortable and trusting in a multicultural, multi-ethnic world. Workforce Solutions and Workforce Connection employees are the chief vehicle of disseminating an organization's culture and fostering the development of job skills, but also such workplace skills as learning to learn, leadership, creative thinking, and problem solving.
12. Describe the specific activities and operations of the program in chronological order. After months of research and planning Workforce Solutions University began with the launch of Orientation 2.0. Orientation 2.0 is a robust workshop that teaches new and seasoned employees to become aware and comprehend the vision, mission, and strategies of the department. It is also to encourage employees to embrace, actualize and promote the concepts of the public workforce system and to understand the significant role that each employee

performs. To date 382 employees have successfully completed Orientation. A learning center was created in the main administrative conference room which included a projector, screen, instructor's station, twelve laptops, and a reference library. The second phase of the University was to develop core curriculum classes for all employees. Various employees that are subject matter experts are the department's trainers. Currently there are twenty five classes, the majority have been conducted or are scheduled.

13. Why is the program a new and creative approach or method? This program was developed for employees to gain a more in-depth understanding of our department's strategic plan and to provide courses and training for them to advance in their careers. The Department of Workforce Solutions was funded with a next to zero training budget. By utilizing existing staff resources and networking WSU has been able to offer curriculum courses.
14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.) The start up costs was approximately \$75,000. Purchases were made for phase one to include: notebooks, dividers, paper, printing, remote slide advancer, food budget, and giveaways. Pre existing supplies included the use of a projector, laptop, staff to develop the employee guidebooks, and PowerPoint presentations.
15. What are the program's annual operational costs? Depending on classes offered and travel expenses the annual operational costs will be approximately \$25,000.
16. How is the program funded? The program is funded by our general fund.
17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number. No, this program did not require any passage of legislation, executive order or regulations.
18. What equipment, technology and software are used to operate and administer this program? A learning center was created that includes a projector, screen, instructors station (desktop computer and monitor), and twelve laptops. Video conferencing equipment will be purchased in order to provide training to all 26 of our Workforce Connection offices.
19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address. No, this concept did not originate in our state.
20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ? Yes, we looked into the Texas model but focused our University on the strategic plan for our department.
21. Has the program been fully implemented? If NO, what actions remain to be taken? No, we are in phase one of the University. WSU will expand to phases two and three in 2009 by reaching out to all local office staff through video conference. We also hope to develop colleges for each division and have career paths built for each employee. Also we plan on adding to our curriculum and courses that the University offers. We will have an online self-serving portal for all employees to take additional classes.
22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples. After each class an evaluation is filled out by the attendees. Results from our primary class, Orientation 2.0 showed 93% felt that their knowledge about NMDWS and the strategic plan had increased. 93% found the overall orientation to be valuable to them. Some positive comments were 'This is something that was far long needed and I know it will be beneficial to all future employees of the Department,' 'This orientation made me feel part of the department.' 'Probably the best department training I have seen or attended in my eight years with the department.' We have noticed on some the comment was made that a day and a half is a long time to be away from their work and they would like to see it condensed.

23. How has the program grown and/or changed since its inception? We began with Orientation 2.0 and now we offer classes on customer sensitivity, customer service, dealing with difficult people, defensive driving, SHARE employee and supervisor training, Time management, presentation skills, communications, stress management, excel, Word, PowerPoint, Project management, Salsa, Discrimination laws, business writing, and CPR.
24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program? The only obstacle other states might encounter would be getting senior management to grasp and support the development and implication of such an endeavor on limited funds.

2009 Innovations Awards Program Program Categories and Subcategories

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

- Business/Commerce
- Economic Development
- Transportation

Government Operations

- Administration
- Elections
- Public Information
- Revenue

Health & Human Services

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

Save in .doc or rtf. Return completed application electronically to innovations@csg.org or mail to:

CSG Innovations Awards 2009
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This application is also available at www.csg.org, in the Programs section.

Deadline: March 2, 2009