



# **SKILL UP** Santa Fe

**Pathways to Success in Education and Careers**

# Bridging the Gap

**Economic  
Development  
Success**



Working with  
companies to  
align workforce  
development  
needs

Connecting to  
education and  
training leading  
to job success

**Santa Fe B2C and Santa Fe Advance** (2015-2017) through research, surveys, economic development and workforce data found gaps in workforce skills that must be bridged to assure a competitive workforce leading to economic success.

**Mismatch between job postings and Santa Feans' credentials and skills?**

Need for employers to support work and learning opportunities



2015-2016

Identified key skills across all jobs and ways to measure those skills



2017

Continued research, meetings with employers and community partners to perform a gap analysis followed by employer survey



2018

Formed partnership with Santa Fe Community College Continuing Education to meet gaps employers identified



Strauss Human Resources Consulting



SPRING 2018

Launched survey



NOW

Action Plan to meet employers' needs based on survey results



# Defining Skills and Preparing for Action

- What do employers need?
- Conducted survey with partners
- 126 employers responded
- How to meet the need?



# SKILL UP Santa Fe

## Survey Collaboration

### Innovate+Educate

**Santa Fe Community College**

**Strauss HR Consulting**

City of Santa Fe

Creative Santa Fe

Hispanic Chamber of Commerce

NM Department of Workforce

Solutions

Northern Area Workforce

Development Board

Northern NM SHRM

Regional Development Corporation

Santa Fe Community Foundation

Santa Fe County

Santa Fe Public Schools

Santa Fe Green Chamber

Santa Fe Area Homebuilders

Santa Fe Chamber of Commerce

SBDC

SER Jobs for Progress

TechHire Northern NM

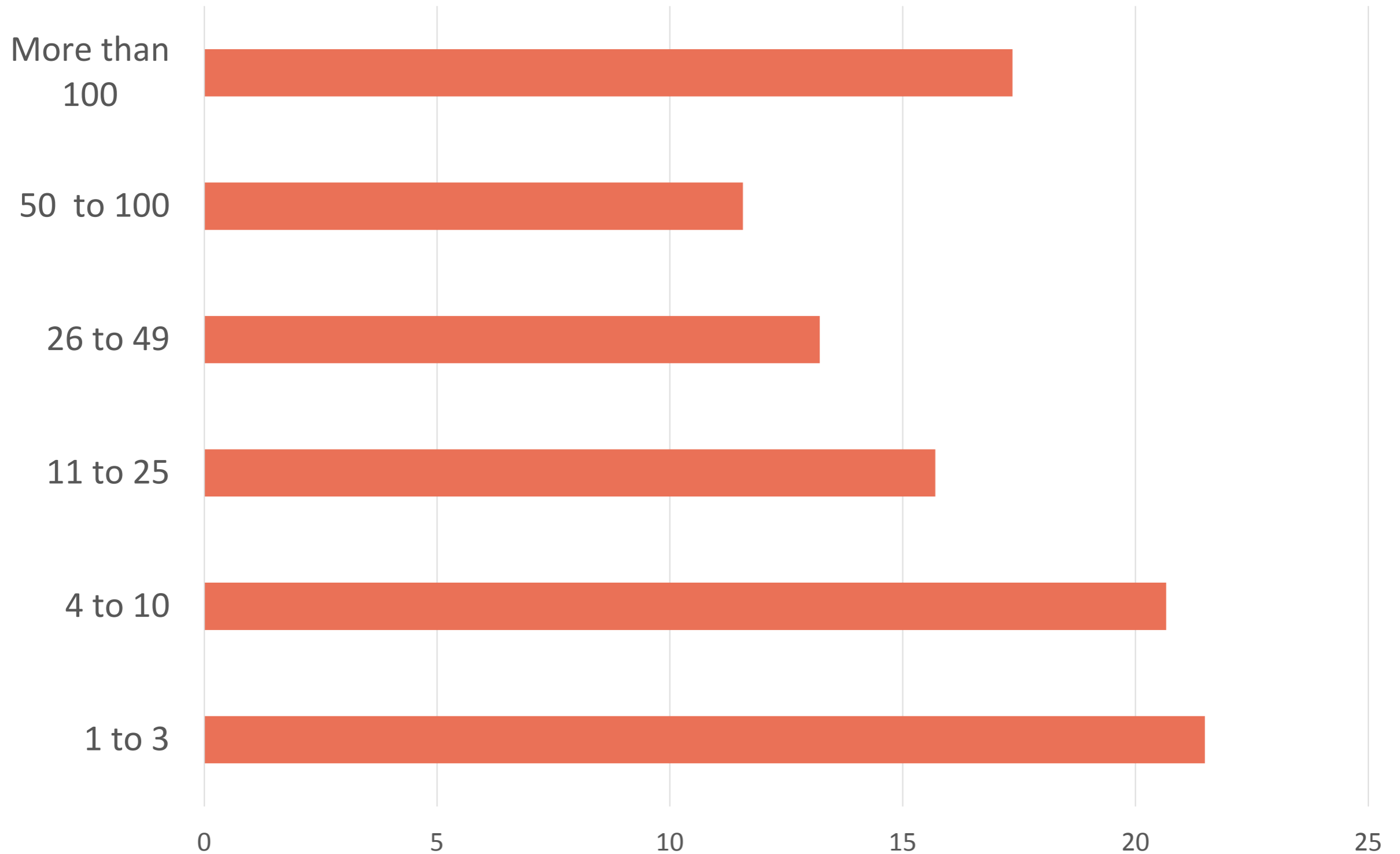
# Industry or Profession

Percent



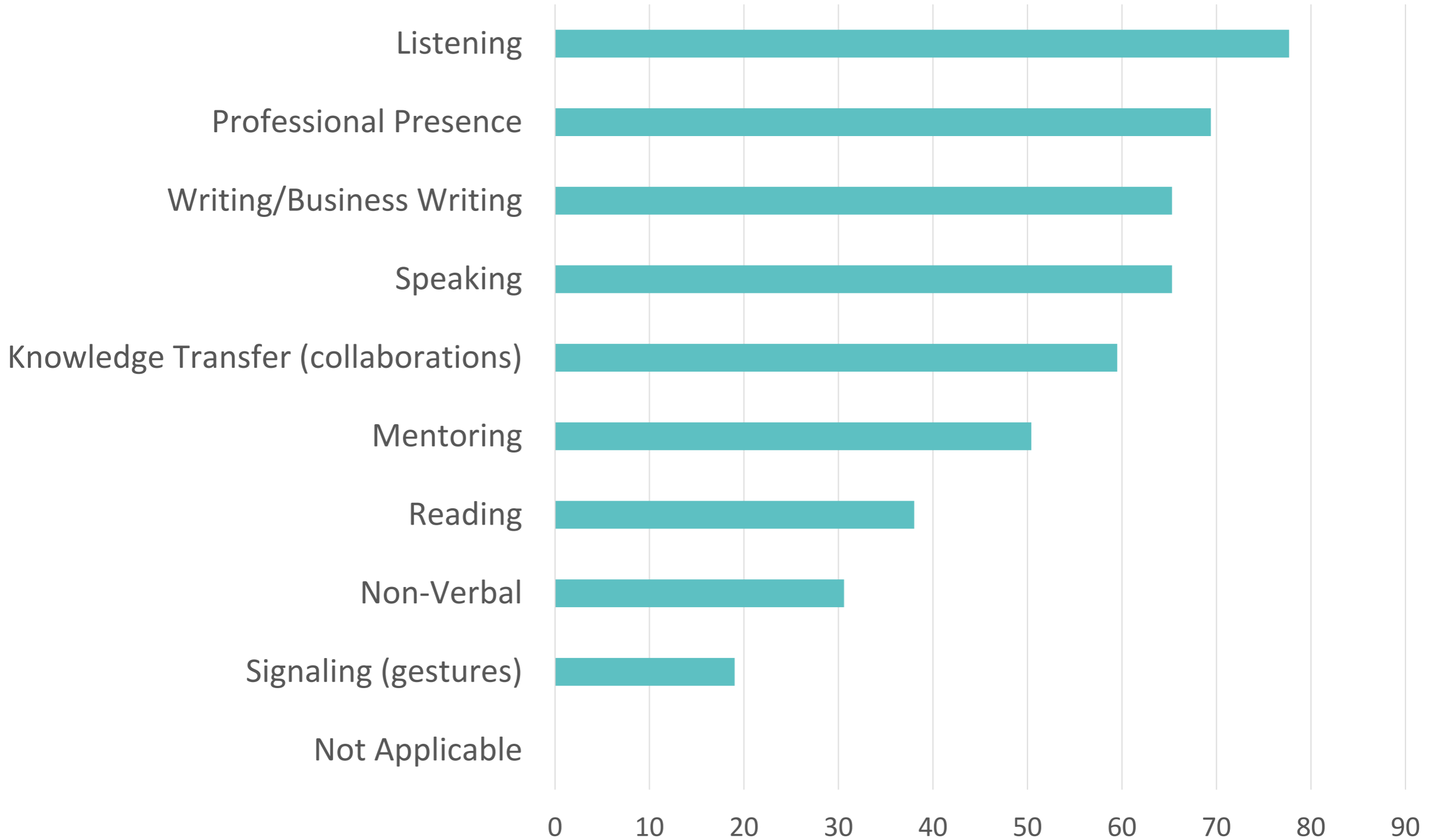
# Number of Employees

Percent



# Communication

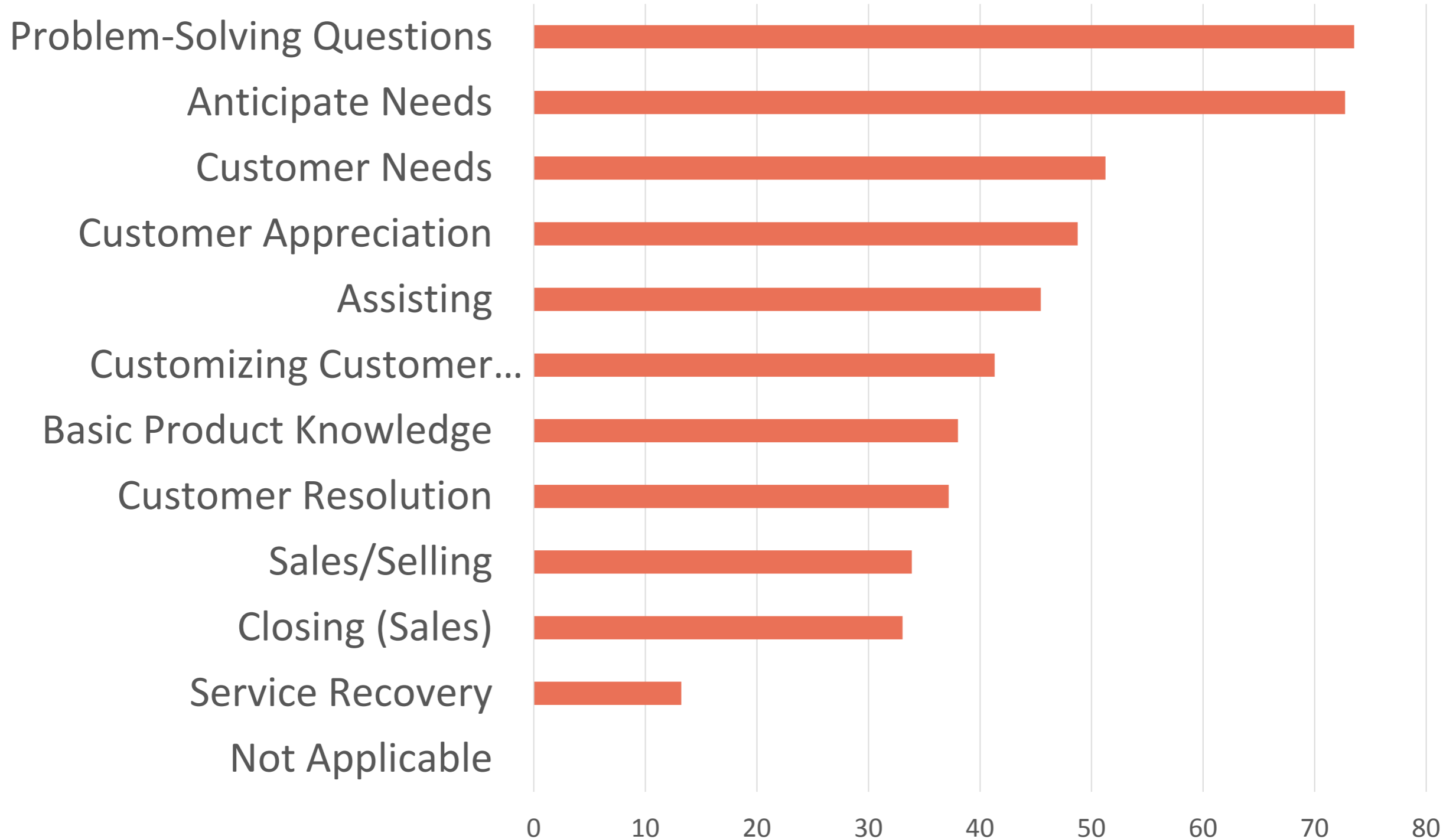
Percent





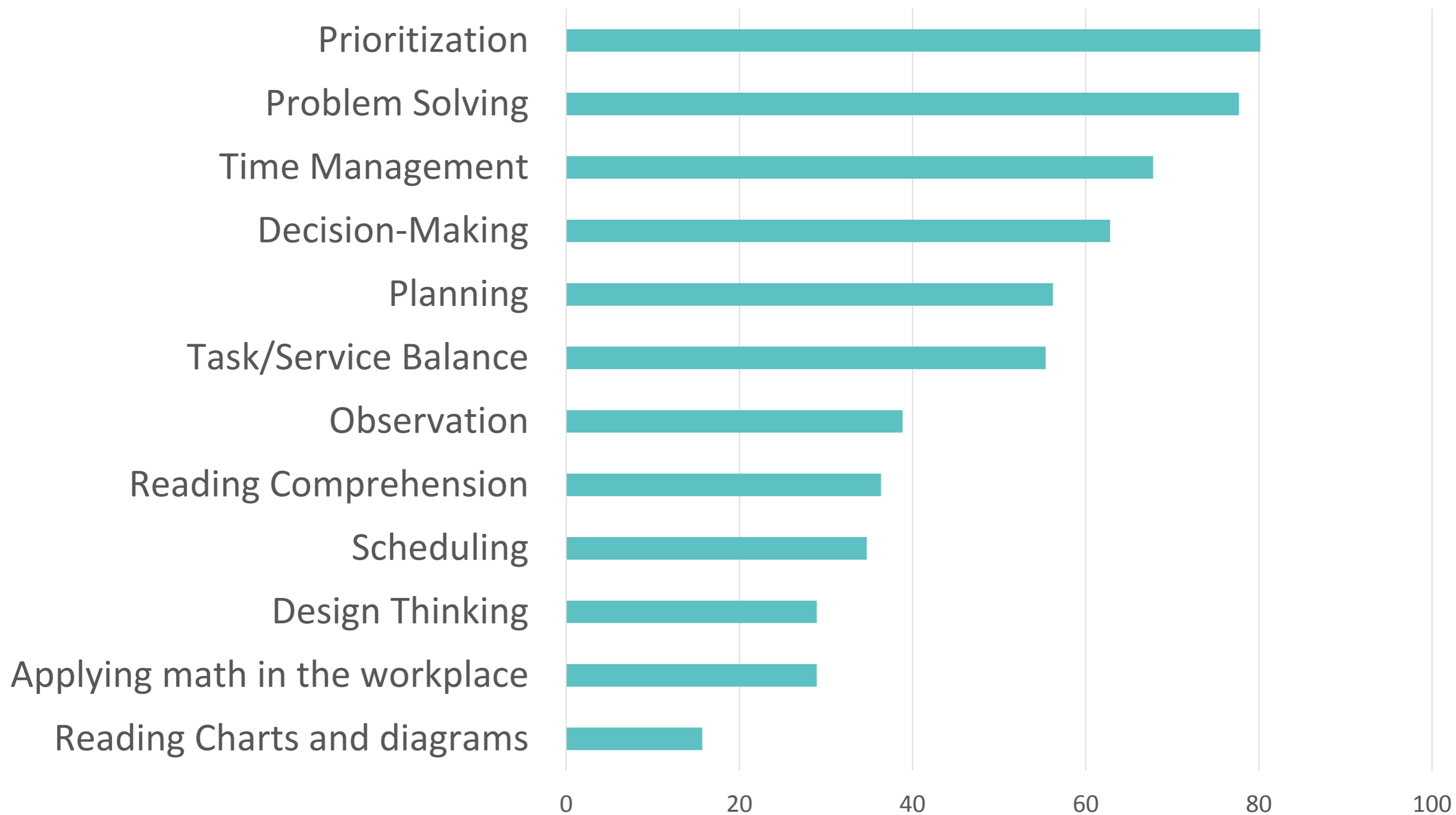
# Customer Service

Percent



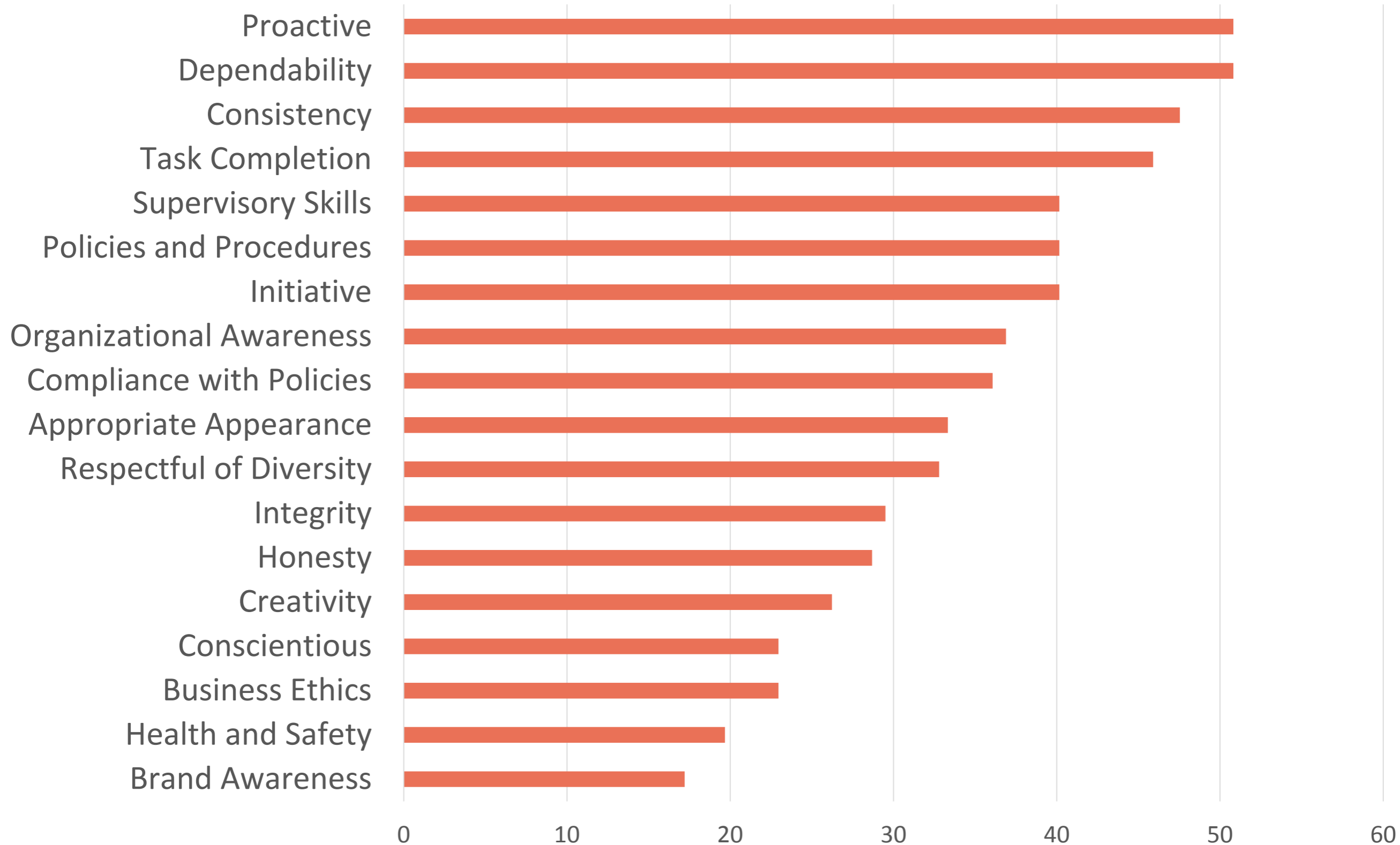
# Critical Thinking Analytical

Percent



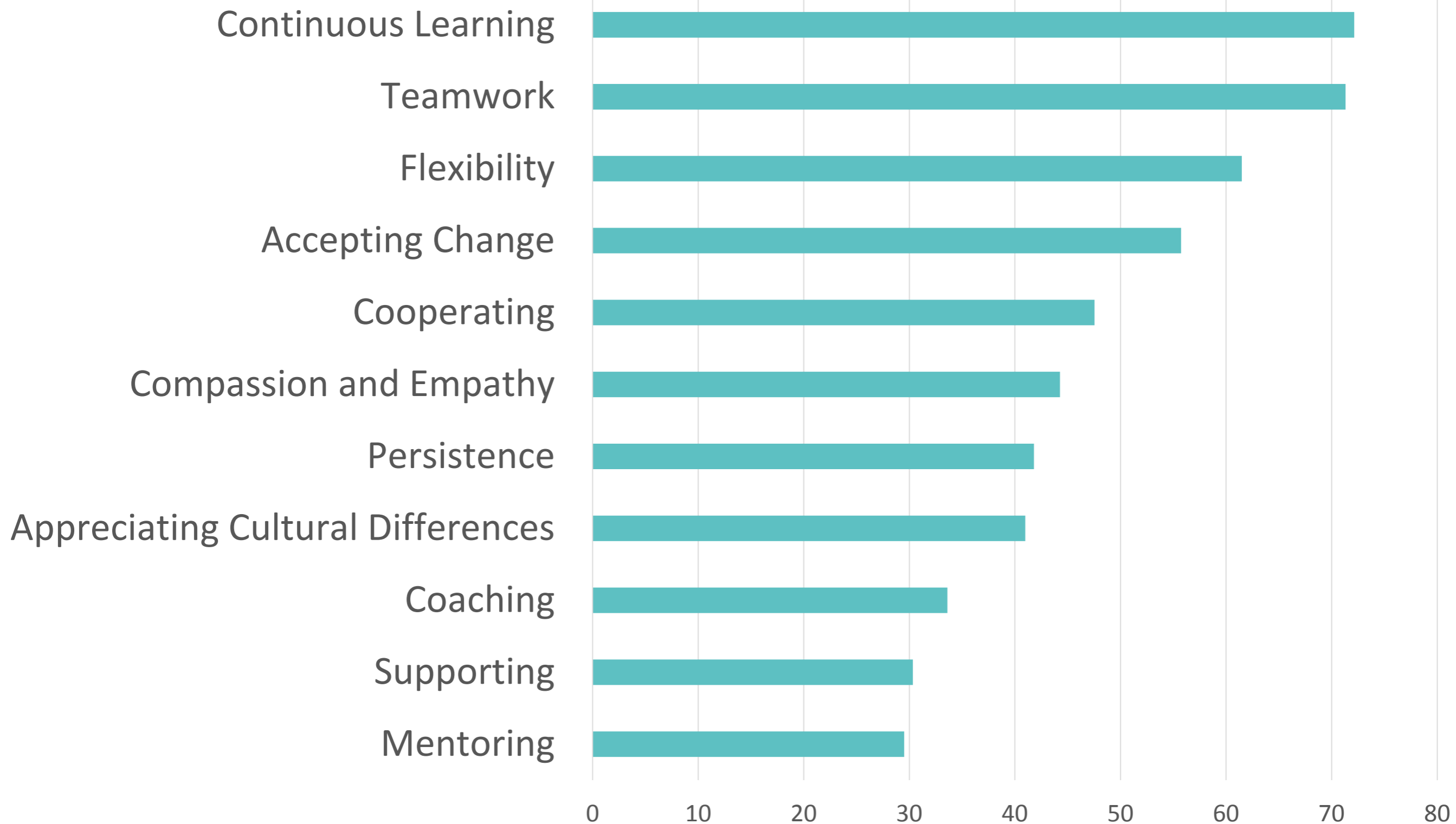
# Drives for Results/Management

Percent



# Adaptability

Percent



# Business Skills

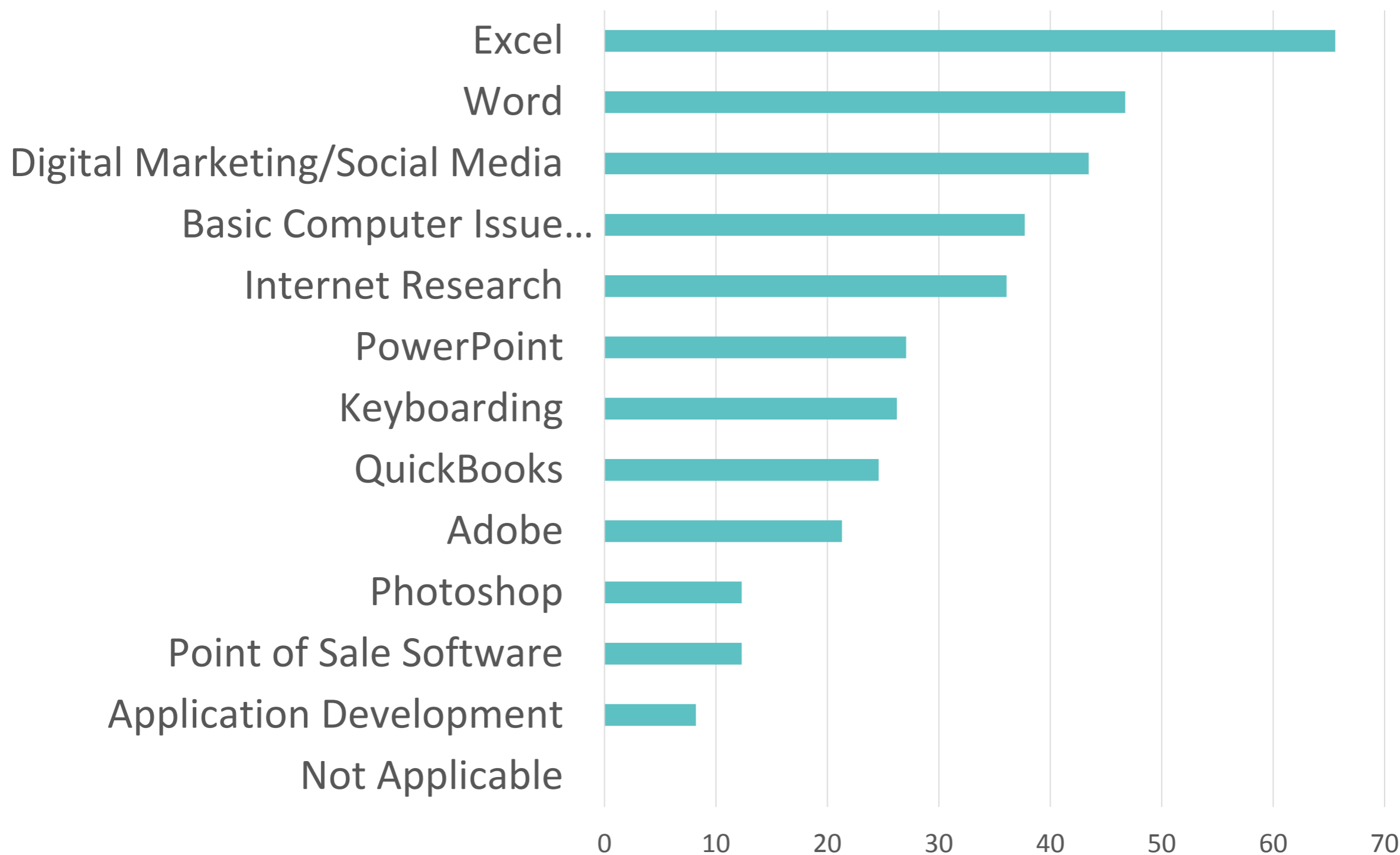
Percent





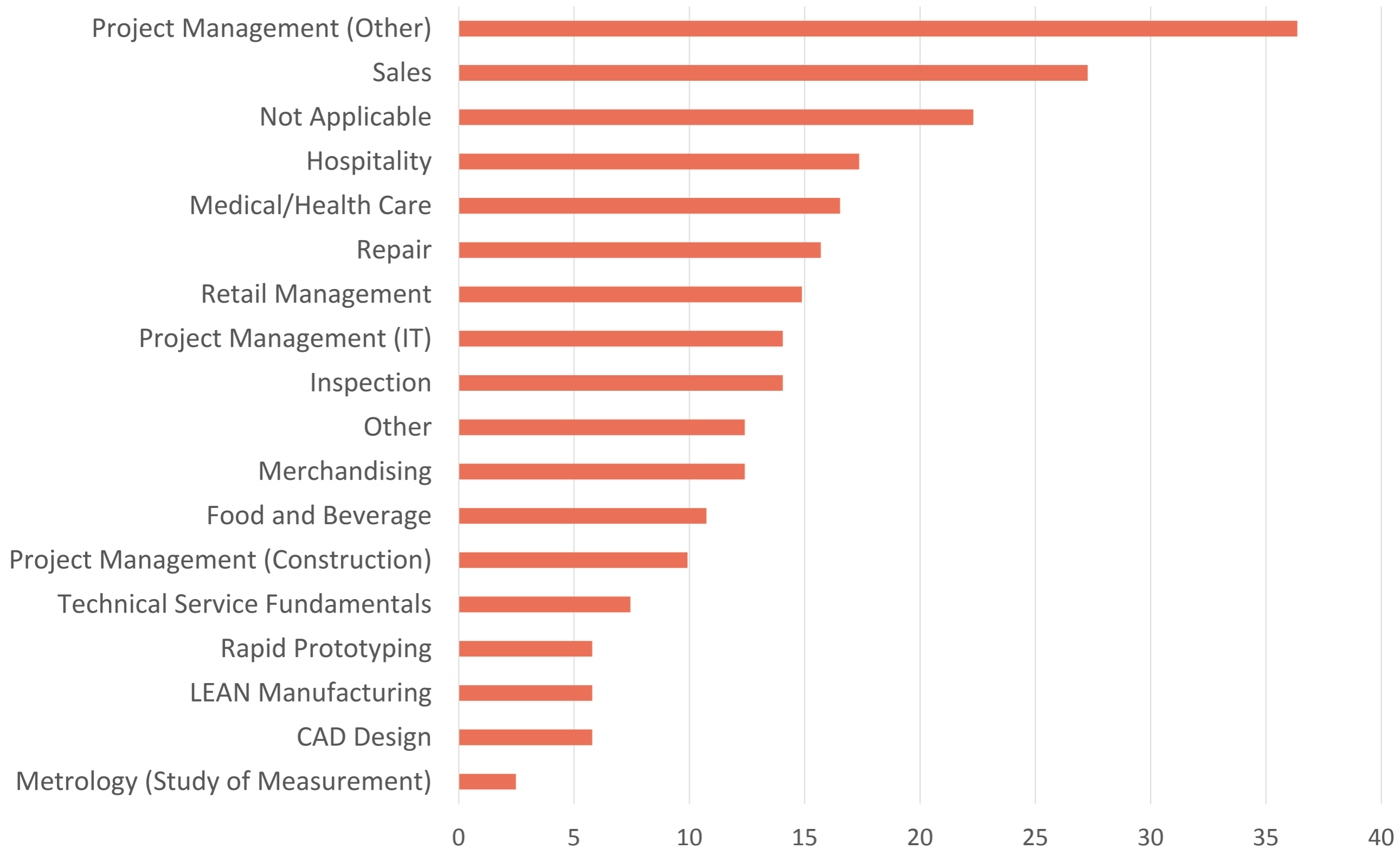
# Computer Skills

Percent



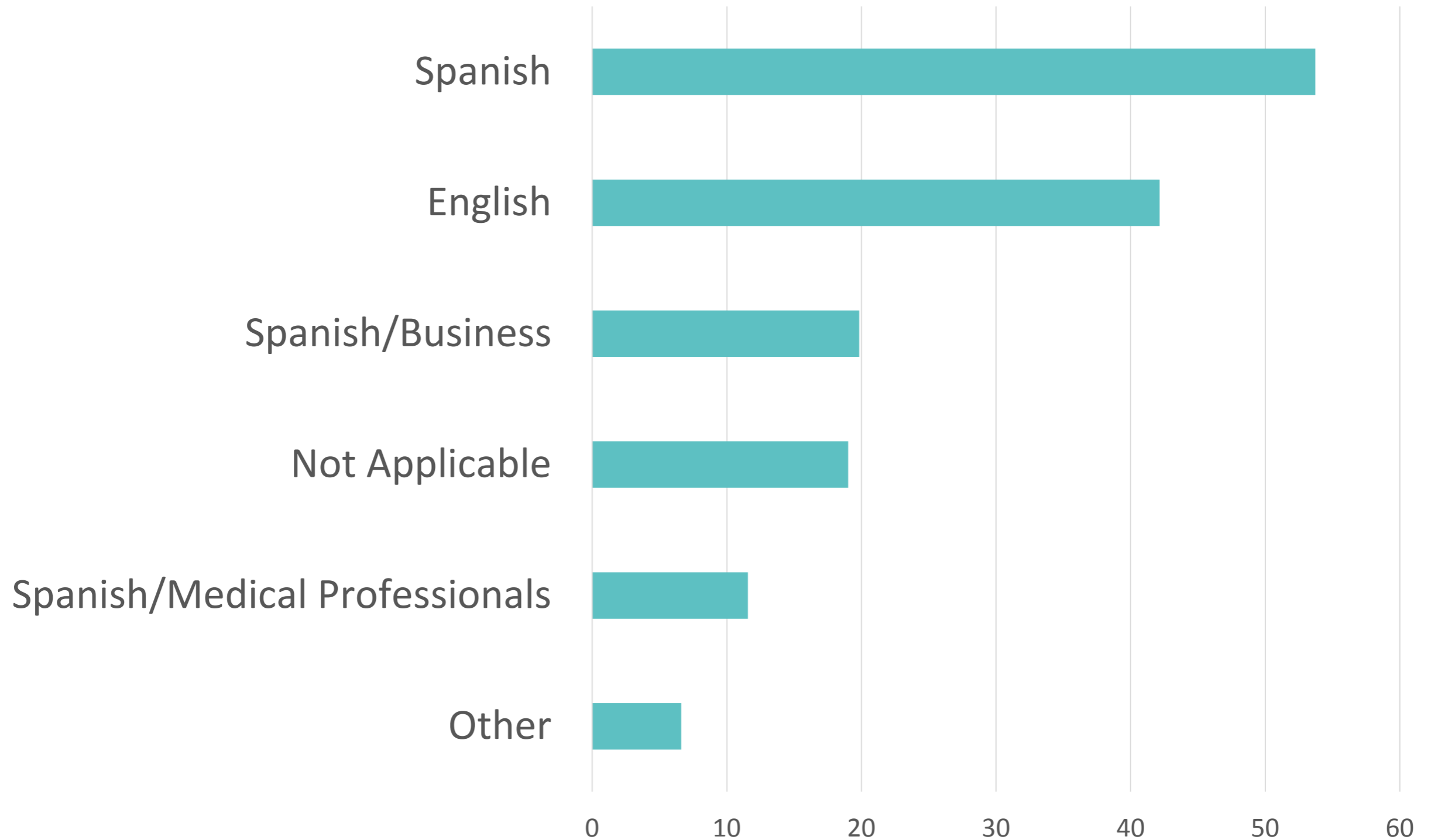
# Industry Specific Skills

Percent



# Language Skills

Percent



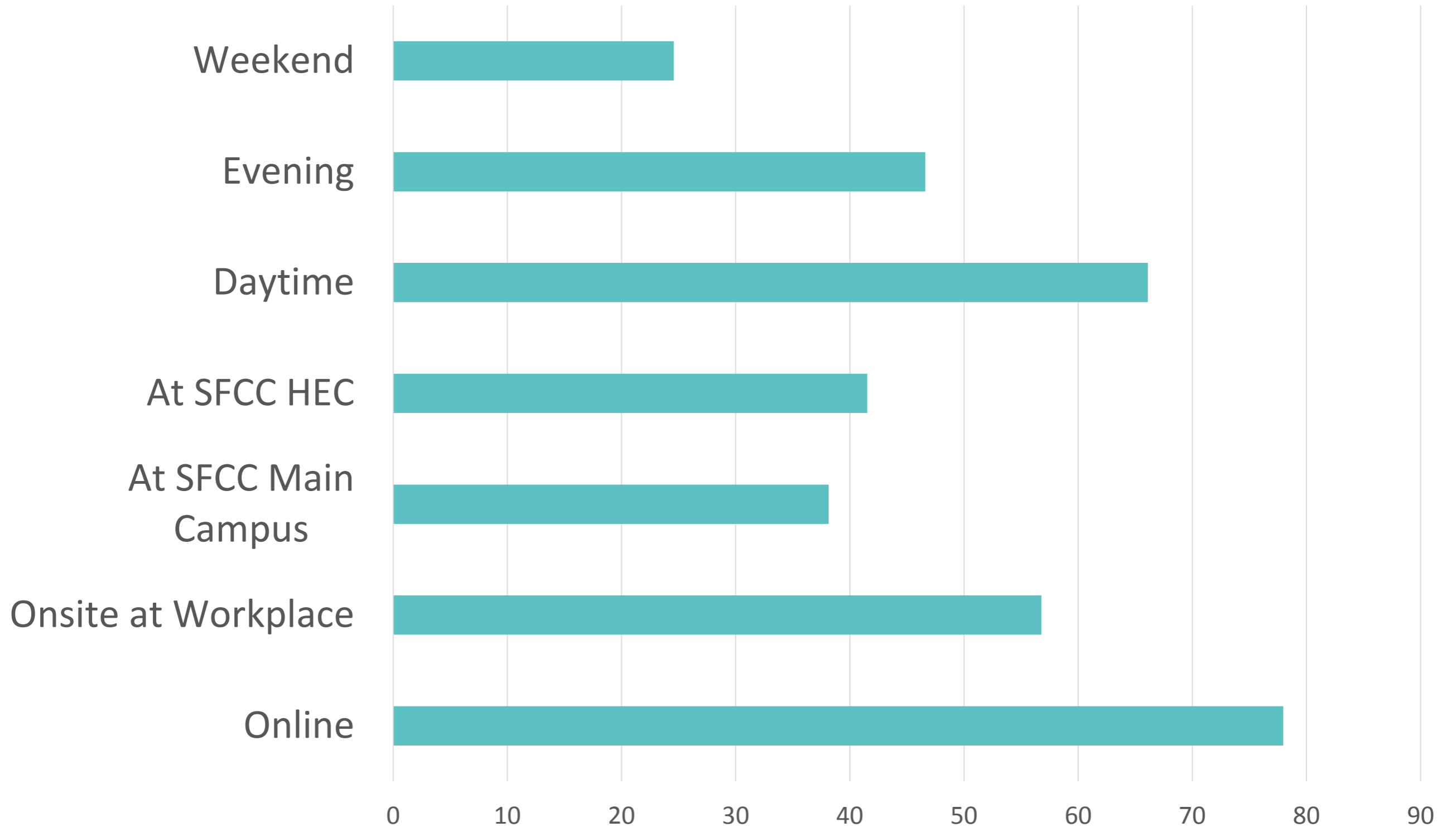
# Organizational Support

Percent



# Preferred Training Delivery

Percent





## STRENGTHS

Employers are aware of what skills are needed in the workplace

**68.8% employers** allow employees to spend work time in professional development training

**63.2%** pay or reimburse employees for the cost of professional development training

## OPPORTUNITIES

Opportunity to strengthen relationships with community partners

Santa Fe Community College offers curriculum in many of these critical areas

## WEAKNESSES

Strengthening those skills are slow to come to fruition

A large percentage have skills gaps needs to improve company performance ranging from critical thinking to business skills

Lack of skills could affect new business development

## THREATS

126 companies is good, but we need greater employer engagement across Santa Fe

There is not yet an ecosystem for companies to “plug in” as well as job candidates and learners to navigate

# **SKILL UP Santa Fe**

## **Ecosystem for Education/Career Success**

- Assuring **alignment across Santa Fe** for education, training, workforce and talent mobility/retention
- **Collaboration with Opportunity Santa Fe** collaborative working groups (CWGs) for expanded resources and services
- Connecting and strengthening economic development through **collaboration with City/County/WIOA** funded efforts
- New innovative tools and programs to ensure a more inclusive recruiting, hiring and retention system around the needs of employers
- **Employer Driven/Skills Based** to assure new ways to train, hire and create advanced pathways to employment for Santa Feans



# Assess/Train/Hire/Advance TOOL

Innovate + Educate will provide

**CoreScore**, a soft skills assessment that is being used across New Mexico and nationally. The assessment has been across multiple industries.

Skills assessed: **Customer Service, Critical Thinking, Communication, Drive for Results and Adaptability (Leads People – Advanced)**

Aligns with 90% of all jobs in US

**Healthcare, Manufacturing, IT and Service Sector versions (Hospitality/Retail)**

**Customization available**

# SOFT SKILLS ASSESSMENT. skills made visible by innovate + educate

- Core Skills Assessment (Soft Skills)

- Entry and Advanced versions of the assessment

- Industry aligned versions of the assessment

- Available in Spanish (Q1 2018)

- Non proctored

- Mobile and web delivered

- About 15 minutes to take assessment

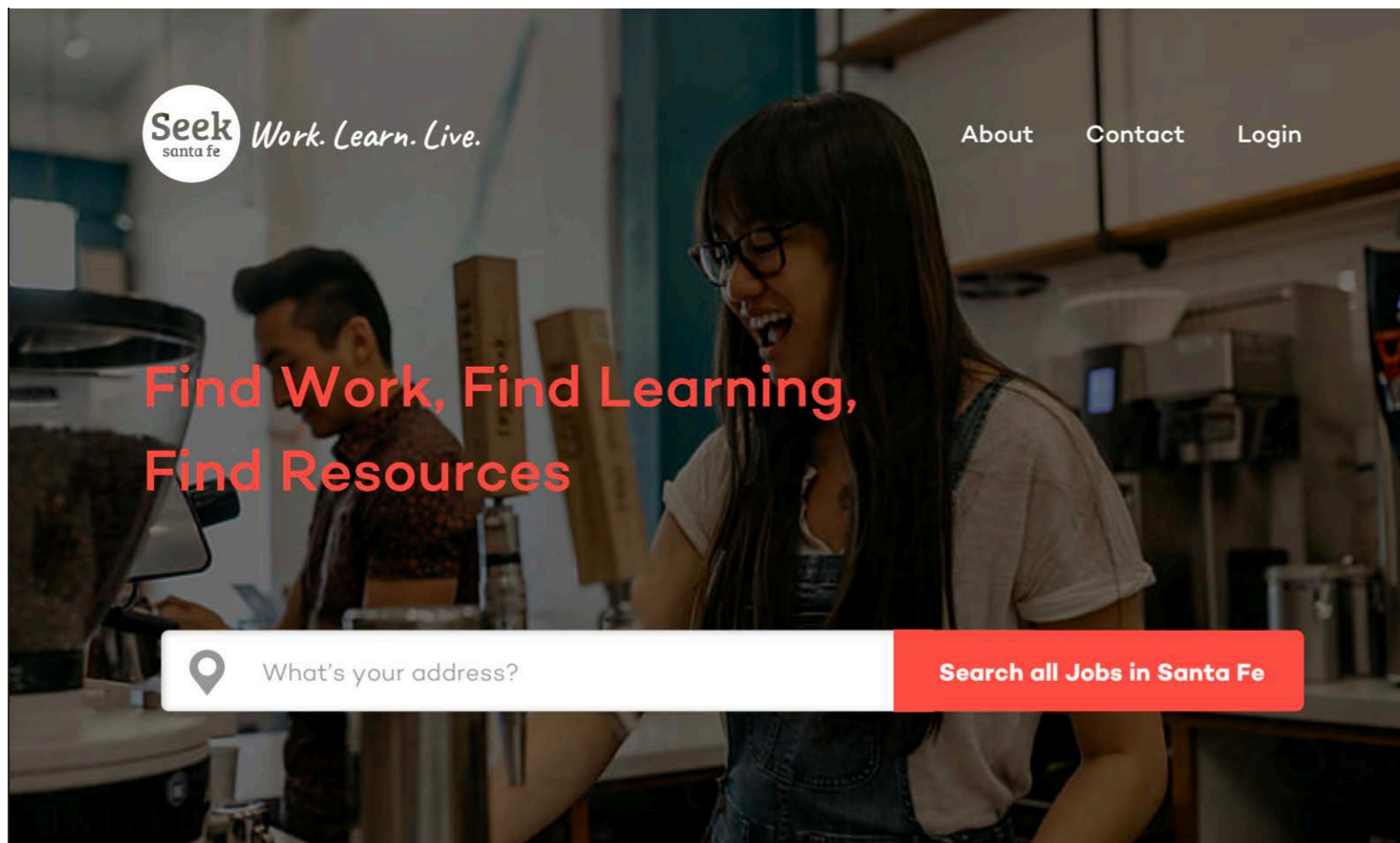
- Up to 20 hours of aligned curriculum

- Decision-based simulations with real-world examples

- Written at 8<sup>th</sup> grade reading level

- Integrated assessment and curriculum experience

# SEEK SANTA FE



Find Work, Find Learning,  
Find Resources

What's your address?

Search all Jobs in Santa Fe

Looking for more than a job? Let us connect you to training and resources near you!



### Training

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### Support

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### Community Partners

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**SFCC**

# **Continuing Education**

## **Contract Training**

- In-person at SFCC Main Campus and HEC
  - Online
  - Industry specific
  - Customized to meet your needs
- 

# Thank you and next steps

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