

2009

Workforce Investment Act

State of New Mexico Annual Report



Program Year 2009
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**State of New Mexico
Workforce Investment Act
Annual Report Program Year 2009**

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1 New Mexico's Workforce Strategy

Vision

New Mexico's workforce system provides support and targeted service to meet the changing needs of jobseekers and business as they face unprecedented challenges as a result of an unstable economic environment. Workforce development programs will incorporate the following:

- ◆ Establish the necessary partnerships between workforce regions and across political jurisdictions to develop solutions in collaboration
- ◆ Designate regional priority industries and occupations based on current labor market data and local economic factors
- ◆ Incorporate green jobs, renewable energy, broadband and telecommunications, health care into targeted industries
- ◆ Leverage all funding and support resources for a comprehensive solution to workforce development issues
- ◆ Align youth programs and initiatives with all workforce strategies ensuring relevance and strong foundations for careers

Mission

New Mexico's workforce strategy promotes the state's economic recovery by aligning education and training to jobs and industries important to the local and regional economies. Five strategies or goals established in support of the vision and

mission based on current economic conditions:

Goal #1 - Promote the nation's economic recovery and assist those most impacted by the recession through the effective delivery of service and support funded by the Recovery Act with an emphasis on supporting ARRA created jobs and developing green jobs and technology.

Goal #2 - Target services to meet the changing needs of workers and employers through training assistance for workers who are facing unprecedented challenges to retool their skills and re-establish themselves in viable career paths.

Goal #3 - Improve the state's public workforce system to ensure that it is capable of confronting the challenges of a global economy by encouraging regional economic development and understanding that economic prosperity for individuals and communities is determined in large part in regional economies

Goal #4 - Ensure New Mexico's youth, including youth most in need, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth, and other youth at-risk receive the education, training, and support they need for success in postsecondary education and/or work.

Goal #5 - Enable adults and disconnected youth to acquire the knowledge and skills for success at work in key industries with education and training closely aligned with jobs and industries through sector strategies and career pathways.



2 State Profile - The New Mexico Economic Outlook

Statewide

Overall, New Mexico's economy is showing the same signs of sluggish recovery that characterize the nation's slow return to economic health. Seasonally adjusted unemployment grew fairly steadily throughout 2009 going from 5.9 percent in January 2009, to finally peaking at 8.8 percent in March 2010.

New Mexico's seasonally adjusted unemployment rate was 8.2 percent in July 2010, unchanged from June, but up from 7.4 percent a year ago. The national unemployment rate stayed at 9.5 percent. The rate of over-the-year job growth, comparing July 2010 with July 2009, was negative 0.8 percent, representing a loss of 6,600 jobs.

Overall, the job situation is starting to look better than it has in several months, even with only three of the state's 13 industries posting year-over-year job growth for July. Ten other industries reported employment declines. The job losses in many cases were in the hundreds, an improvement from previously reported declines in the thousands. The state's private sector is finally showing clear improvement On-the-Jobs front, while the government sector is going into decline now that temporary census positions are dwindling. The gaining industries are likewise reporting larger job gains than they had earlier this year. The educational & health services industry added the most jobs, up 5,000 since this time last year. The leisure & hospitality industry also added a

large number of jobs, up 3,500 over the year. This industry group includes a large number of eating and drinking places as well as an amusement and recreation component. Also adding jobs was the manufacturing industry group, which reported an increase of 700 from this time last year. The July manufacturing gain represents a slight easing from the thousands of jobs the industry recently lost.

The remaining ten industries each posted declining employment. Construction was down 2,100 jobs over the year, a notable improvement from the 10,200 jobs lost during the preceding 12 months. Over-the-year mining losses also fell significantly, from 4,300 in July 2009 to 200 in July 2010.

Retail trade reported losses totaling 3,300 jobs, while the much smaller wholesale trade industry shed 700. The professional & business services industry, often considered a barometer for the rest of the economy, reported employment that was down by 2,100 jobs from last year. The transportation, warehousing & utilities industry lost 1,500 jobs, down 6.9 percent.

The miscellaneous other services category reported 1,800 fewer jobs. The financial activities industry also lost jobs, declining by 500 since last July. The information industry reported numbers that were 300 jobs lower than year-ago levels, likely from fluctuations within the state's film industry.

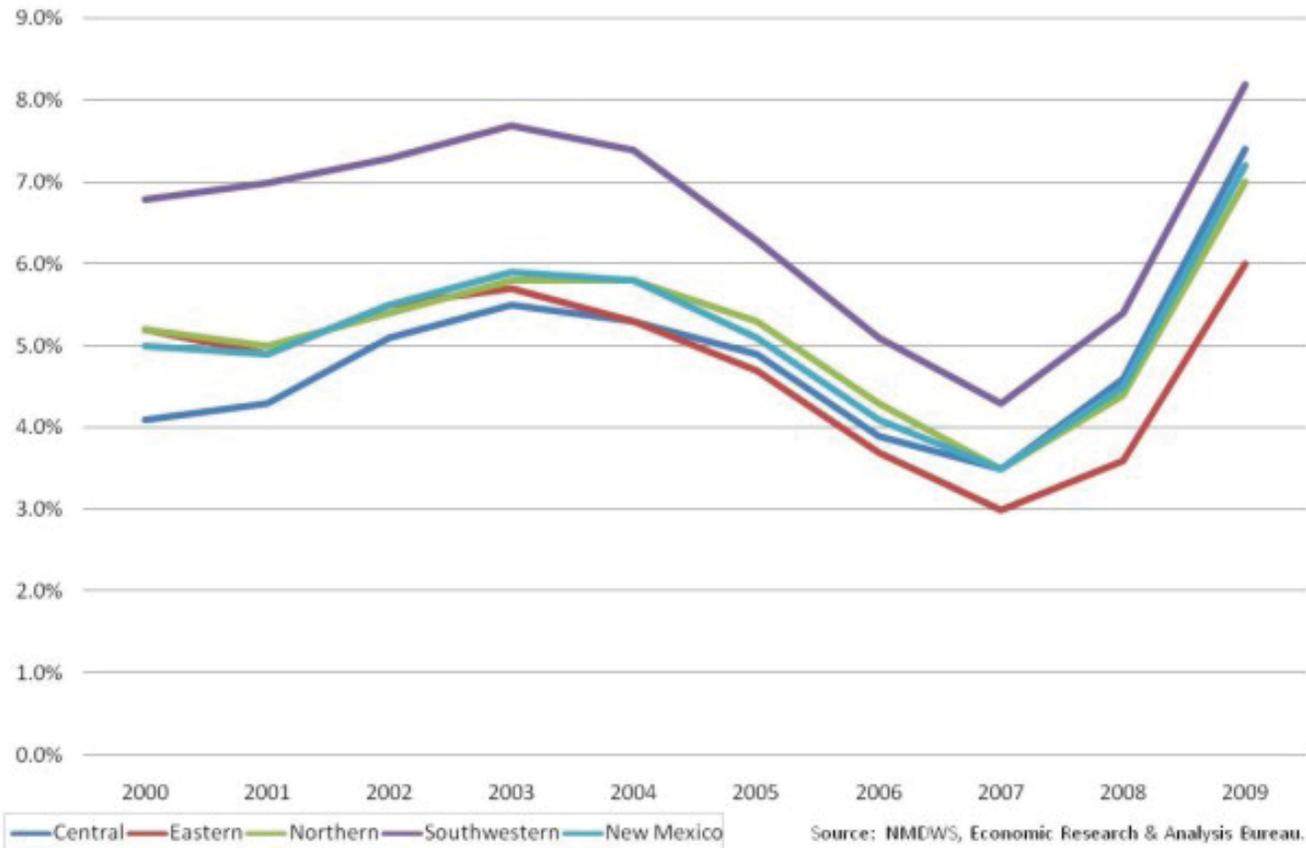
Government employment is starting to look less secure these days, reporting overall losses of 3,300 jobs. State government reported 1,000 fewer jobs, and local government was down 6,600. Only the federal government increased employment, adding 4,300 jobs from the hiring of temporary census workers. Those workers have been employed for several months, and their numbers are now dwindling.

Unemployment Rates in the Workforce Regions

Each Workforce Region has experienced significant increases in the unemployment rate since reaching a series low in 2007.

- ◆ The Eastern Area has had the lowest unemployment rate of all areas since 2004.
- ◆ The Central Area had the lowest unemployment rate of all regions between 2000 and 2004. By 2007, the rate began to increase and was consistently equal to or higher than the state as a whole through 2009.

Unemployment Rates in the WIAs
2000-2009



Source: NMDWS, Economic Research & Analysis Bureau.

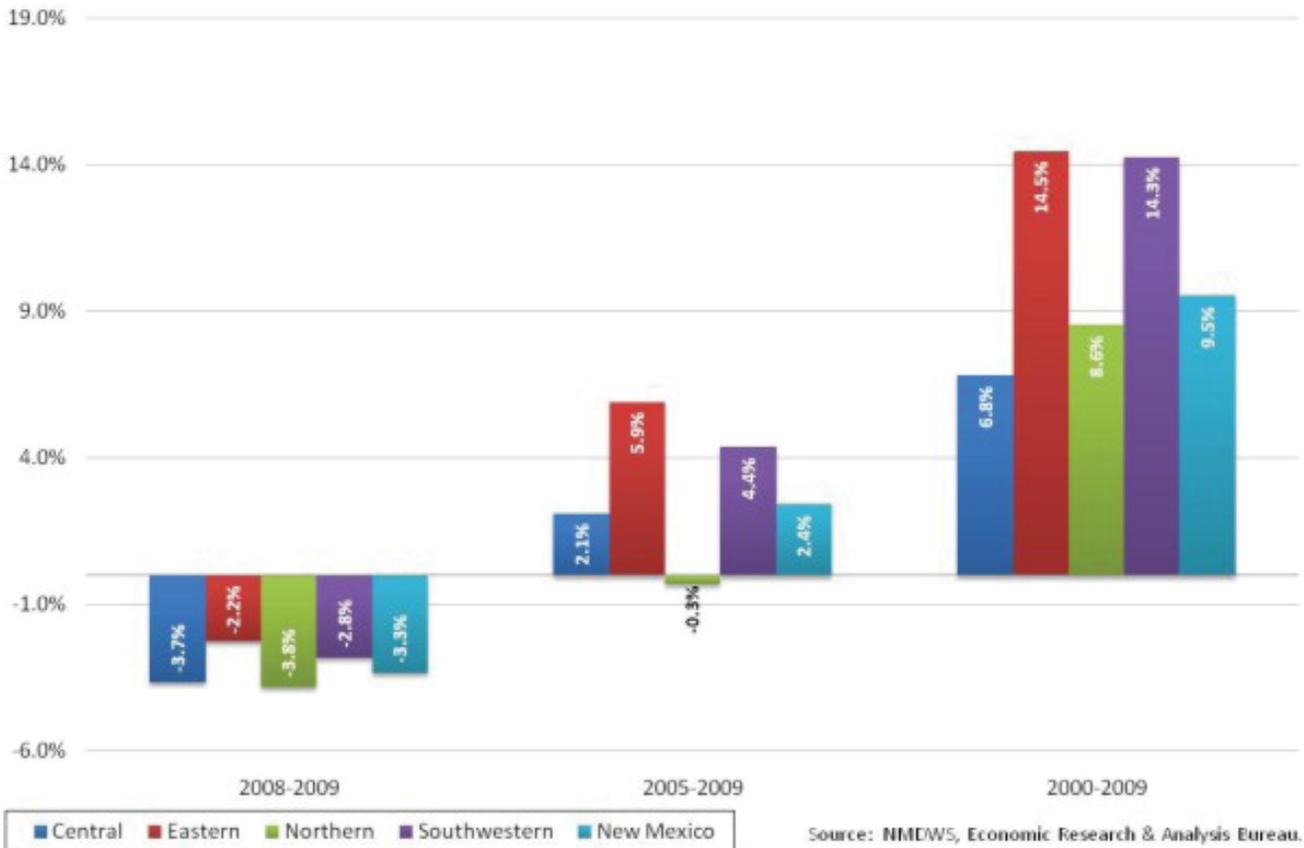
- ◆ Between 2004 and 2007, the Northern Area unemployment rate was greater than the state. Since 2007, the Northern Area rate was equal to or less than the state as a whole.
- ◆ The Northern Area and Central Area unemployment rates have been very similar to the state rate since 2007.
- ◆ The Southwestern Area currently and historically has had the highest unemployment rate of all the areas and has been higher than the State for the last nine years.

Employment Growth in Regions

Employment Growth in the Workforce Regions

- ◆ The Eastern Area and Southwestern Area experienced the greatest growth in employment over the last nine years. The Central Area has experienced the least amount of employment growth.
- ◆ Between 2005 and 2009, the Northern Area was the only area that experienced negative employment growth. The Central Area experienced growth similar to the state as a whole.

Employment Growth in the WIAs
2000-2009



- ◆ Between 2008 and 2009, as the recession impacted New Mexico, the Central Area, the Northern Area, and the state experienced greater negative growth than the Eastern Area and Southwestern Area.
- ◆ The combination of lower unemployment rates and less negative employment growth in the Eastern Area would suggest that the workforce in this area is more stable than other areas of the state.

New Mexico Fastest Growing Occupations

NM Fastest Growing Occupations 2009 - 2019	
Occupational Title	Projected Growth Percent 2009-2019
Network Systems & Data Communications Analysts	50.6%
Home Health Aides	47.3%
Personal & Home Care Aides	46.5%
Pharmacy Technicians	34.2%
Compliance Officers	30.5%
Medical Assistants	29.9%
Dental Assistants	28.0%
Systems Software Engineers	23.1%
Registered Nurses	22.4%
Hotel, Motel & Resort Desk Clerks	21.8%
Nursing Aides, Orderlies & Attendants	18.0%
Customer Service Representatives	16.8%
Elementary School Teachers	16.5%
Middle School Teachers	16.1%
LPNs	15.7%
Accountants & Auditors	14.9%
Construction Laborers	14.6%

Management Analysts	13.4%
Stock Clerks & Order Fillers	13.3%
Automotive Service Technicians	13.1%
General Maintenance & Repair Workers	11.7%
Correctional Officers & Jailers	11.7%
Retail Salespersons	11.7%
Truck Drivers, Heavy & Tractor-Trailer	11.0%
Construction Managers	10.7%
1st-Line Spvrs of Office & Admin Support Workers	10.7%
Security Guards	10.4%
Construction Equipment Operators	10.4%
Teacher Assistants	10.2%
Receptionists & Information Clerks	10.1%

New Mexico Occupations Adding the Most Jobs

The occupational patterns that have existed in New Mexico in recent years are expected to shift somewhat over the 2009-2019-projection period. The persistent recession, slower employment growth, changing industrial trends, and technological advances are the primary reasons for these shifts. Other factors affecting occupational trends include differences in the size and age structure of the population, changes in business practices, and economic factors. Annual total all industries growth is going to be much slower than the historic one-year average growth rate over the projection horizon.

Occupations requiring a higher-level education and projected to grow slightly above the average rate:

- ◆ Health Care Practitioners & Technical occupations
- ◆ Computer & Mathematics occupations

Occupations typically requiring higher levels of education and expected to increase at about an average rate:

- ◆ Education, Training & Library occupations
- ◆ Business & Financial Operations occupations

Occupations requiring higher education levels and projected to experience less than average growth:

- ◆ Life, Physical & Social Science occupations
- ◆ Architecture & Engineering occupations

Occupations requiring less education and expected to grow at faster than average growth rates:

- ◆ Personal Care & Service occupations

Occupations requiring less education and projected to have average growth:

- ◆ Community & Social Services occupations
- ◆ Protective Service occupations
- ◆ Food Preparation & Serving Related occupations
- ◆ Construction occupations

Occupations requiring less education and expected to experience less than average growth:

- ◆ Installation, Maintenance & Repair occupations
- ◆ Sales & Related occupations



Occupations projected to experience little to no growth:

- ◆ Office & Administrative Support occupations
- ◆ Arts, Design & Entertainment occupations
- ◆ Management occupations
- ◆ Architecture & Engineering occupations
- ◆ Building & Grounds Maintenance occupations
- ◆ Transportation & Material Moving occupations
- ◆ Legal occupations

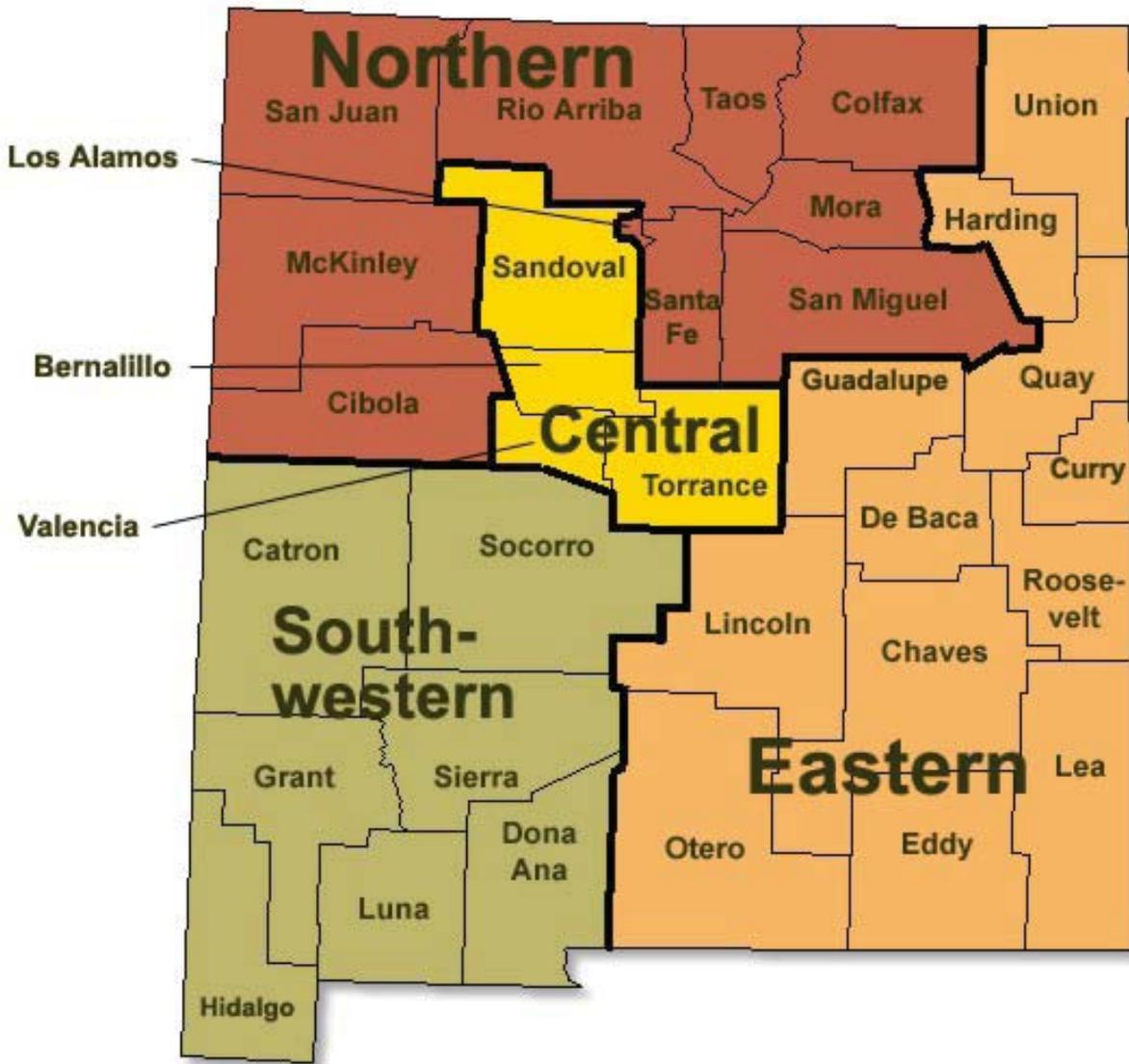
Production occupations and Farming, Fishing & Forestry occupations are projected to decline.

3 New Mexico Connects People with Programs

The state allocated WIA formula funds and American Recovery Act funds to local regions to facilitate and administer the workforce investment act programs that serve the people of New Mexico. Services statewide are designed to assist individuals to find and qualify for jobs aligned with priority industries and demand occupations, emerging green job technology and other high growth industry by enhancing job skills, education and training opportunities. The overall intent is to expand the size and skill sets of the workforce to enhance efforts in recruiting quality business to the state while encouraging existing business to expand. Additional statewide funds are used to fund projects that are innovative and designed to build capacity around green jobs and renewable energy, healthcare and other industry important to local economies.

According to the United States Census Bureau-Fact Finder 2008, New Mexico's statewide population is estimated at 2,000,671 with this population disbursed throughout a large geographical area complimented by both urban communities and rural environments. The public workforce system is comprised of the State Workforce Development Board, the Department of Workforce Solutions as the State Administrative Entity, four Local Workforce Development Boards and New Mexico Workforce Connection Business and Career Centers across the state.





The four New Mexico WIA Regions: Northern, Central, Southwestern, and Eastern.

4 Local Workforce Progress

With the challenging economic times New Mexico achieved significant improvements in local workforce progress, touching the lives of many unemployed families. Additional statewide funds are used to meet the demands of the changing occupational workforce trends. New Mexico builds its workforce with innovative projects designed to build capacity around green jobs, renewable energy, and address the increased job demands for Health Care and Technical Occupations and other demand occupations in collaboration with local communities. The NMDWS distributed WIA formula and ARRA funds for workforce training programs statewide to four local workforce development boards that administer workforce investment act programs. The local service delivery system offers a comprehensive menu of workforce development tools to address the individual needs of job seekers and business. Included below are workforce region highlights as submitted by the Local Workforce Development Boards.

Workforce Connection of Central NM (WCCNM)

Adult/Dislocated Worker Program

The Central Area Workforce Connection of Central New Mexico (WCCNM) serves 43% of the state urban population in four counties: Bernalillo, Sandoval, Torrance and Valencia. WCCNM experienced an eventful Adult/Dislocated Worker Program Year 2009 (PY09)

with service provider SER Jobs for Progress Inc., providing quality services at the Business and Career Centers.

The WCCNM business driven system provides customer access to services to address their job search, short term and long-range occupational training and access to address certification for unemployment. Additionally, On-the-Job (OJT) and Customized Training (CT) generated a remarkable amount of activity. ARRA funding allowed enhanced services with the hiring of professional and qualified new hires. With the continuation of the economic recession this past program year has seen high traffic and higher demand of enhanced programs at the workforce centers with SER Jobs for Progress Inc., taking a creative and aggressive business approach to



serving the four county area delivering quality workforce services at local New Mexico Workforce Connection (NMWC) Business and Career Centers, to meet service demands from both job seekers and business.

Program Highlights and Accomplishments

Customized Training for Health Partner Staff and WIA OJT/Apprenticeship Program

NMWCC Business Consultant staff connected with ABQ Health Partners in a vast initiative providing customized training to their employees. ABQ Health Partners approached Business Consultant staff for assistance with workforce training. The outcome was the generation of a customized training contract to train 921 incumbent employees in the Electronic Medical Records Transfer Certification. This initiative is a federal requirement to be completed by the year 2014. The total cost of training for ABQ Health Partners amounted to \$529,713.00 of which WCCNM provided \$136,377.54 through workforce training funds. Subsequently, this initiative has spurred the interest and provided an incentive for other healthcare providers to access WIA funding to help supplement their training costs.

Other initiatives provided by SER Jobs for Progress Inc., staff includes the development of solid working relationships with the three non-union open shop trade associations in the Central Region (The Association of General Contractors, Associated Builders and Contractors, and the Independent Electrical Contractors). This relationship led to 13 apprentices being placed in On-the-Job Training, an initial step of Apprentice certifications. WIA Business Consultants speak regularly at the associations' member events and continually promote the importance of apprenticeships in the trades with the WIA program, and other services offered at our Business

and Career Centers. The WIA program is featured in the associations' newsletters on a monthly basis, which has resulted in 20 new companies expressing their interest and intent to participate in the WIA OJT/Apprenticeship program for PY10.

Additionally, through these collaborations the WIA program has assisted 40 small general contractors in the Central Region training of their workforce on EPA Lead Based Paint Removal; a new certification now required by new EPA regulations. This initiative has provided other companies information on the availability of training funds, which support pending projects and secures the retention of their workforce. Thus, layoffs are potentially averted allowing employers to remain competitive in an extremely difficult economy.

Looking to the future, WCCNM Business Consultant staff developed contacts within the Green Industry, such as the NM Green Collaborative, the NM Green Building, and the NM Solar Association, in order to obtain leads on green jobs that will be in demand in PY10 and beyond. As a result of these contacts, participants were placed in On-the-Job Training while gaining North American Board of Certified Energy Practitioners (NABCEP), the "gold standard" for PV and solar thermal installation, certification.

The solid working relationships developed with the CNM Workforce Training Center, UNM Continuing Education, UNM Valencia and Economic Development offices in our four county areas established leads and referrals of new and existing businesses in need WIA training funds. During PY09, Albuquerque Economic Development (AED) referred 25 businesses for assistance from our Business and Career Centers. Of the businesses referred, 15 of them are currently being helped with recruitment and training needs. The collaboration with the CNM Workforce Training Center has resulted in 30 companies

participating in the WIA Customized Training program resulting with 1000 incumbent workers receiving training.

ARRA 10% Funded - Pathways to Success – Work Readiness Program

WCCNM, partnering with SER Jobs for Progress Inc., the contractor of adult/dislocated worker services, and their national consultant 360 Solutions Inc., along with UNM Continuing Education, UNM Valencia, Workforce Training Center – CNM and the Albuquerque Hispano Chamber of Commerce, designed a four-week work readiness program entitled “Pathways to Success”. The program was created based on the needs of business, the element upon which services are founded by the WCCNM. The program provided four general topics with specific modules intended to address important features for improving employability to ensure businesses receive job candidates ready to train for openings they may have; thus providing business with quality referrals which addressed business skill requirements.

The four topic areas covered:

1. Personal Responsibility;
2. Personal Skills Development;
3. Business Computer Skills; and
4. Work Readiness.

The WCCNM provided a six (6) month pilot for customers in each of our four counties. The program from beginning to end was August 3, 2009 through January 31, 2010. Using curricula developed by 360 Solutions Inc., the project served approximately 192 job-ready customers.

Those participating in the Pathway to Success program were provided support services and/or needs-related payments for their participation. The support services consisted of transportation,

temporary shelter, childcare, health/medical and needs-related payments. They also received an incentive payment of \$25.00 for each module they complete, based on attendance. Upon completion of the four-week program, participants also received a certificate from the New Mexico Workforce Connection listing the modules and competencies attained. Additionally, the customers successfully completing the program and obtaining unsubsidized employment within 30 days were eligible for a job retention incentive.

Following the pilot project, WCCNM was awarded an additional \$100,000 in ARRA 10% Special Project funds. These funds were used to partner with ABQ Health Partners through the use of a Customized Training Contract, training approximately 921 employees with the new electronic prescription system and Health Record conversion project.

Apprenticeships – Leveraged with ARRA and WIA Formula Funds

The Workforce Connection of Central New Mexico, US Department of Labor Bureau of Apprenticeship and Training and the State Apprenticeship continue to leverage ARRA and Regular workforce funds to work with Registered Apprenticeship services. As such, partnerships were developed with Pre-Apprentice trades, State Registered Apprenticeships using WIA funds for employer projects. Adult/Dislocated Worker staff worked with the region’s construction industry to further build upon apprenticeship opportunities. WIA funds provided a re-tooling and enhancement of skills for apprentices in efforts to assist with the attainment of Apprentice and Journeymen accreditation. Currently, these projects are being realized through the Film Apprenticeship, Pre-Apprenticeship through PRIZM Foundation and employers such as Big J Enterprises, Corbin Electric, the Association of Builders and Contractors.

Wind Energy Technician Class Size Project

WCCNM in partnership with the Estancia Valley Economic Development Association (EVEDA), the City of Moriarty and Mesa Lands Community College provided a pilot for Wind Energy Technician Certification. The City of Moriarty and EVEDA spearheaded the project with WCCNM - Torrance office providing support and enlisting assistance for recruitment and WIA eligibility for potential candidates.

Mesa Lands Community College provided an 8-week course program, which included a pre-course climb class one day on campus and a 7 weeks classroom instruction in Moriarty NM. Facilities were provided by the City of Moriarty. The course was followed by three days on campus for simulator training and two instructional climbs.

WCCNM saw this as a great opportunity with the established wind farms in the State of New Mexico and recently established wind farm in Torrance County. The pilot recruited 30 individuals and provided training for 8 WIA qualified individuals.

Success Stories are OJTs & High Demand Occupations Training - Central NM

An unemployed woman, referred to as Ms. T sharpened her interviewing, resume writing, and networking skills at WCCNM, and they referred her to Blue Star Insurance for a position in customer service. Although Ms. T had previous experience it was rather limited as she had been out of the workforce for several years. Blue Star Insurance, liked Ms. T's positive demeanor and the initiative it took to upgrade her skills, they agreed to hire her through an On-The-Job Training contract. Ms. T is now working full-time as a Customer Service Representative for Blue Star Insurance, with a full benefits package, including bonuses if the company meets sales objectives. Ms. T now has the opportunity to be trained in the insurance business as an Insurance Agent

Assistant. This is a career opportunity; she takes pride in her job and is excited about learning new skills that will allow her to provide financially for her family.

Mr. B a dislocated worker previously employed for Qunu as an Engineering Manager, and unemployed for seven months obtained WIA services at WCCNM. Mr. B falls in the category of a dislocated worker because of the high wages he earned, he is overqualified which restrict him from obtaining an available position by various employers. He participated in the ARRA pilot project "Pathways to Success." Upon successful completion of the program, Mr. B was hired at a financial software solutions company called Mimics. The company is very pleased with his performance and has assigned him to his first big project/client, which will be in Jamaica.

Mr. M a dislocated worker from PNM unemployed since September 2009, was seeking work as an electrician's helper. The WCCNM Business Consultant specializing in the Construction Field Industry conducted outreach in construction and determined that jobs for electricians' helpers are currently in low demand, but licensed electricians are in great demand. WCCNM Center provided Mr. M assessments, which he scored extremely well on; he was referred to the Association of Builders & Contractors to register for the Electrician's Apprenticeship Program. Mr. M was hired as an Electrician's Helper/Apprentice through the Workforce Investment Act (WIA) OJT contract tying him to a sponsored Apprenticeship with Corbin's Electric. This is sponsored apprenticeship which allows for full benefits start of employment. His employer, Corbin's Electric is thrilled with his performance. Corbin's Electric is in fact, so enthusiastic with the WIA program that they are now seeking to sponsor additional apprentices in partnership with WIA.

Mr. C a 52-year old, Civil Designer unemployed for nearly one year, laid off from a company called Paiki, visited and accessed services through the WCCNM office in Belen, NM. WCCNM Business Consultants in Belen worked with Mr. C and were able to place him in an OJT contract as a Mechanical Drafter with Brown Minneapolis Tank in Albuquerque. Mr. C is ever so grateful for the opportunity; he understood finding a new career with this challenging economy would be difficult. The OJT contract has afforded him an adequate starting wage and full benefits after 90 days of being On-the-Job.

Youth Services

The Central Workforce Board youth service provider Youth Development Inc. (YDI) provides quality and innovative services to in-school and out-of-school youth populations. Program year 2009 has been an amazing year for the WCCNM Youth Program and its participants. With the highly successful Summer Youth Employment program ending with great results in which the Central Region youth accomplished their goals, gained work experience, and entered into post-secondary education; all of which help to ensure youth with bright futures.

YDI enrolled 255 youth into the WIA program and the program carries a total caseload of 843 youth throughout the four county areas, with over 50 percent new youth enrollee's coming from outside of the metropolitan area.

USDOL "Best Practice" ARRA Summer Youth Employment Program – Central Region

During the summer of 2009, the WCCNM received nearly \$2.6 million in federal stimulus money for programs throughout the Central Region, with \$1.2 million for summer youth employment programs in Bernalillo, Sandoval, Tarrant and Valencia Counties. The funds were

intended to help stimulate economic growth in the region, and help youth receive valuable work experience, work readiness, and educational improvement skills.

The recruitment process for participants and worksites was an exciting and challenging time for the program, reporting over 250 new worksites recruited with over 500 participants placed to work. The WCCNM recruited participants from local high schools, community colleges, and other community organizations that work with youth and deal with youth issues.

The Central Region Summer Youth Employment Program (SYEP) was recognized as a program with "positive practices" throughout the nation; it was one of 20 summer programs nationwide to be included in a study conducted by Mathematica, the program was also recognized by the USDOL to share best practices during a national youth workforce development conference, and was recognized in a national workforce development newsletter as a successful and innovative program for young people.

The WCCNM has also recently submitted a proposal to the National Association of Workforce Boards (NAWB) to conduct a workshop on the successes and positive practices, of Central New Mexico's SYEP as identified by USDOL at their annual conference in Washington, D.C. in February 2011.

USDOL recognized four "positive practices" during their visit in August of 2009:

- ◆ Supplementation of work experience with work readiness training and basic skills remediation ensures multiple benefits to participants – WCCNM provided a more comprehensive package of services to SYEP participants than was required. This practice ensured that

participants' long-term career success was a priority above and beyond the State or Federal guidance for ARRA SYEPs. Staff used assessments to determine the participants' grade level; all youth that tested below a 12th grade level were provided online remediation tutoring to enhance their math, reading and work readiness success.

- ◆ Highly effective efforts to match worksite placements with participants' needs and career goals – WCCNM staff went the extra mile to ensure that participants were placed in worksites that met their needs, career goals, and skills. As staff were recruiting and assessing the goals and needs of youth, they worked with staff recruiting worksites to ensure that appropriate worksites could be targeted. As a result the participants were placed in worksites that helped meet their needs, achieve their goals, and ensure their success. It was clear there was a strong match between the participants' career and developmental needs and the workplace in which they were placed.
- ◆ Concurrent, collaborative, individual worksite orientations produce clarity or purpose and maximize benefits to both employer and participants – As a matter of standard practice, staff conducted individual face-to-face worksite orientations jointly with worksite supervisors and participants. During the orientations, requirements of all parties involved were discussed along with participant and worksite goals. The collaborative process ensured clarity to maximize the benefits to both employers and participants, resulting in a successful experience.
- ◆ Collaboration with other youth programs and local and statewide committees maximizes service provider's ability to recruit and serve participant who are most in need – Staff conducted outreach to numerous state and local organizations and committees. As a result of these collaborative relationships, youth with

multiple barriers, who were most in need, were able to receive information about these committees and organizations, and in some cases received referrals to services. This helped to ensure that participants' needs were met and appropriate worksites were developed.

The 2009 SYEP activities within a 4-county area recruited a total of 836 youth with 514 enrollments. Youth placed to work based on enrollment is 94%; youth completing Work Experience is 84%; youth trained through BEST is 94% outcome; and finally, youth achieving Work Readiness goal is 84%. Many Central Region youth that were able to take advantage of the successful summer youth employment program, are thriving in the job market, entering into post-secondary education and finding that the work readiness skills they received have made them an asset to themselves, their families and their communities.

Success Stories Central Region – Summer Youth Employment Program 2009

Success in Valencia County

At the time of enrollment into the WCCNM Summer Youth Employment Program, a young lady, Ms. G was pregnant, basic skills deficient, parentless, and 17 years of age. When Ms. G came into the program, staff saw in her the determination and commitment it takes to graduate from high school, raise a child on her own and continue on to post-secondary education. Staff contacted Garcia and Associates, a CPA firm in Los Lunas. Upon speaking with Garcia & Associates they verbalized a need for a mature, older applicant, simply because accounting tends to be a rather dry field, not offering much excitement. Staff was able to convince the firm to interview Ms. G, even though she did not meet some of his specific requirements. Garcia & Associates called staff shortly after interviewing Ms. G and

stated, “you were right, she has determination and grit”. Throughout the summer Ms. G continued to come to work on time, was a quick-study and took the initiative and performed tasks on her own. Ms. G received “excellent” ratings on all her evaluations. Ms. G completed her hours and went back to school in the fall. In November 2009, Ms. G delivered a beautiful baby boy and in December graduated from Los Lunas High School. In January, Garcia & Associates was able to come up with additional funding for another employee and brought Ms. G on board permanently where she continues to do an excellent job.

At last contact with Ms. G, she informed staff she was attending UNM/VC and had shifted her concentration from architecture to forensics. She is not sure whether she will stay with her current concentration, but is determined to complete her four-year degree. Ms. G thanks the WCCNM and the summer program for allowing her to receive meaningful work experience, ensuring a brighter future for her and her son.

Success in Sandoval County

A young lady, Ms. A enrolled in the WIA Summer Youth Program on May 11, 2009. Ms. A is 17 years old, just completing her junior year in high school. As a single mother and being basic skills deficient, she had many barriers to employment. Ms. A requested summer work experience to earn some money, gain experience and to support her and her child. Ms. A completed the BEST Training and was placed at the Town of Bernalillo-MVD, as a clerk/receptionist. Her duties included filing, answering phones, and customer service. Her supervisor said that she did an excellent job at accepting directions, and she made good progress on her performance throughout the summer program. Ms. A successfully completed her 200 hours of work experience, gaining valuable skills that will assist her in attaining and retaining employment in the future. Since completing the summer program, Ms. A completed her senior year at Independence High School and graduated in

May 2010. In addition to attending school and graduating from high school, Ms. A maintained a part-time job. Ms. A now expresses an interest in joining the Navy and wants to eventually work for the FBI.

Success in Torrance County

A young man, D.G. enrolled in the 2009 WIA Summer Youth Employment Program at the age of 22 years old. D.G. lived with his mom, stepdad and siblings and was burdened as the main caregiver for his family, as his mom was ill and could not work. D.G. requested work experience to earn money to help support his family and to gain job training to assist him with finding employment in the future. D.G. completed the BEST Training and was placed to work at the City of Moriarty, to assist their maintenance and repair crews. D.G. is basic skills deficient and was referred to tutoring with an online tutoring program to increase his basic skills. D.G. successfully completed his work experience, gaining good work skills. He is currently living in Albuquerque and working for Central New Mexico Rural Electric Cooperation (CNMEC) as a lineman. D.G. recently visited the WCCNM office to update staff on his successes and to thank the program for giving him the skills he needed to find employment to support himself and his family.

Success in Bernalillo County

A young lady, Ms. LMT enrolled in the WIA Summer Program for services in May 2009. She was 22 years old, born and raised in Chihuahua Mexico. She became a permanent resident of the United States in December 2005 to help improve her future goals. She had minimal work experience but was eager to learn and establish her career, improve her skills and gain meaningful work experience. Ms. LMT completed the BEST training and was placed to work at Central New Mexico Housing as a receptionist. She received excellent training and acquired great work skills. She consistently worked 20 hours per week and was rated as “excellent” in every category on her

evaluations throughout her work experience. Upon completion of her training, she was hired full time by Central New Mexico Housing and is doing extremely well. She is pursuing her GED through CNM and looks forward to accomplishing her goal of completing her education. Ms. LMT expressed to staff that she would not have had this opportunity in Mexico, and that she is grateful to WCCNM for the opportunities given to her throughout the summer program.

Other WIA Funded and Innovative Activities

Business Resource Guide

The Central Area has developed a comprehensive resource guide to share with the business community. The guide identifies all federal, state, local, and additional resources available in the Central Area. The resource guide is a useful tool for WCCNM Business Consultants who meet with business owners and can readily provide them with specific information on workforce resources ranging from government contracting to various statewide business services. A copy is available upon request.

Establishment of Alliances

Four alliances were organized in response to the Central Area's goal to become a non-duplicative, business-driven program. The Healthcare, Manufacturing, Construction, and Green Alliances are comprised of business people who have joined to discuss local issues. Representatives have been established for each of the designated priority industries to assist in driving the workforce system to respond to employers' needs by communicating the requests of industries and secondary education institutions. The WCCNM Business and Career Center Unit is in the process of developing a targeted industry management system that will provide diversity and job opportunities for people within the metropolitan area.

Hewlett-Packard

Hewlett-Packard approached the WCCNM in the Central Region to assist in their recruitment efforts. By using WCCNM staff assessment, pre-screening and placement skills we readily provided access to candidates from our customer database. In addition, our established partnerships with educational institutions are a direct pipeline for the planned 1300 positions expected for hire. Representatives from the Central Region have had several follow through meetings, career fairs and strategic planning sessions with Hewlett-Packard. WCCNM, with their workforce system, continue to support this employer and others through our ARRA and regular WIA funds.

Ticket to Work

The Ticket to Work and Self-Sufficiency Program is an employment program for people with disabilities who are interested in going to work. Through an extensive application process, the WCCNM became an approved Employment Network. Employment Networks help Ticket holders through services such as: career development activities, resume preparation assistance, employment search strategies, providing current labor market information, benefits assistance information and helpful workshops.

The Ticket Program is part of the Ticket to Work and Work Incentives Improvement Act of 1999 legislation designed to remove many of the barriers that previously influenced people's decisions about going to work because of the concerns over losing health care coverage. The goal of the Ticket Program is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation (VR), and other support services from public and private providers, employers, and other organizations called Employment Networks (EN).

Beneficiaries receiving Tickets can contact one or more ENs to discuss services. Once an agreement

between the beneficiary and EN is reached, the two work together to develop a plan to assist the beneficiary in reaching his or her employment goal. Every month a Ticket-holder is employed at a certain wage level, ENs have an opportunity to receive payments. As an EN the WCCNM can receive revenue while assisting people with disabilities in the Central Region.

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

The Southwestern Area Workforce Development Board's mission is to empower individuals in the region by providing them with the tools and training they need to acquire higher paying jobs based on the needs of local businesses. With an emphasis on economic and employer-driven goals, SAWDBs cooperative programs cater to the region's unique employment needs, allowing for more effective distribution of federal funds and serving local employers by cultivating a highly skilled workforce.

The Southwestern Area Workforce Development Board (SAWDB) in consideration of its mission has established the following local goals:

Goal 1 - Strengthen relationships with economic development offices and education to be better prepared to meet the employment needs of new and established employers through a business demand driven system.



Goal 2 - Establish stronger relationships with businesses within the priority industries to better understand and prepare to meet their employment needs, such as, with the health care worker shortages.

Goal 3 - Establish a directive to Youth and Adult Service Providers to inform youth participants of the occupations in demand, along with their option to enroll in adult training programs. This goal is designed to align the youth and adult service programs.

Goal 4 - Strengthen training programs at the training provider, staff and board levels to assist in the accomplishment of the Southwestern Area Workforce Development Board's vision and contractual obligations by using various sources to include, but not limited to the New Mexico Department of Workforce Solutions.

Goal 5 - As required in the Workforce Investment Act, migrant seasonal farm worker initiatives will be established through collaborate efforts with other agencies to provide farm workers the opportunity to learn different job skill for higher paying occupations.

Goal 6 - The southwest region continues to work towards improved comprehensive one-stop centers that include all mandated partners. The board continues the goal to connect with local, state and federal agencies to obtain adequate facility space to serve its business and job-seeking customers at the one-stop centers.

SAWDB continues to enhance relationships with the local economic development organizations and business across five cities, plus one itinerant site, or seven (7) counties (Catron, Dona Ana, Grant, Hidalgo, Luna, Sierra, and Socorro). The Southwestern Area Workforce Development Board attended and participated in many job

fairs, expos, and events throughout the southwest region to help spread the word about Workforce Development. The SAWDB works towards improved one-stop facilities to house more partners and business. SWWCC Center staff provides extensive training for all Board members and Staff on the Workforce Investment Act, Policies, and Procedures.

ARRA Summer Youth Employment Program PY 2009

The SAWDB through the ARRA Summer Youth Employment Program (SYEP) targeted performance goal was to serve 529 eligible in school and out of school youth ages 14 to 24. The SYEP served over 614 youth, ages 14 to 24 successfully completed job readiness training and work experience training for in school and out of school youth throughout the seven county southwest region. The funding amount received for the program was \$1,318,626 with Administration costs of \$56,245, for a total ARRA funding of \$1,374, 871. The SYEP was successful because it put a large number of youth to work and provided career readiness to students that would not have ordinarily have had this opportunity. Many families have been seriously affected by the recession and many participants were happy to alleviate the financial burdens that some families were experiencing.

SYEP Success Stories across the Southwest

Last summer in Hatch, NM a young man just turned 18, and recently graduated from high school needed to gain some work experience, enrolled at the NMWCC, staff determined that young man just transitioned to semi-independent living program after foster care. SYEP supervisor at the local job site placed this young man with the Hatch Chamber of Commerce, to gain work experience. The position was a very responsible position to run the front office, and this Hatch NM young man did an excellent job, the Chamber

extended his hours after the SYEP and provided him a paid work experience position. He often dreamed of attending college after high school, so with help from NMWCC he looked into financial aid and enrolled at New Mexico State University and also obtained dorm housing. When the time came for him to enter school, he transferred his paid work experience to a jobsite in Las Cruces to the National Trauma Center of America and his supervisor was so impressed that she was hoping to hire him permanently, but funds did not make this possible. The supervisor rallied community resources and recommended this young man, he now is working at the NMSU at the Events Center, and is now completing his 3rd semester in college. This Hatch SYEP participant excels in his college classes, majoring in electrical engineering, and has now purchased his first vehicle.

A young woman, and a Deming High School graduate in May of 2009, was living at home with her parents and needed to earn money for college, followed in her parents' footsteps to work in the fields, her parents are seasonal farm workers. This young woman was referred to the YES Summer Youth Employment Program and after 3 days of training, was placed on a work experience with K-Mart. After 180 hours of work experience, she was hired by K-Mart. She now is able to save money for college. This young woman is so encouraged by her training and opportunities that she now has applied and obtained approval for financial aid to attend New Mexico State University, she started classes on August 19, 2010, her goal is become a dentist.

Southwest Business Success Story

A businesswoman and President of Mesilla Valley Bookkeeping found that training new employees is always time consuming and costly. Most companies avoid training because of the cost. She found that by using On-the-Job Training (OJT) provided by New Mexico Workforce Connection in Las Cruces, NM she was able to grow her business. OJT is a method of providing

individualized occupational skills training for Dislocated Workers and Adults that will enhance their prospects for long-term employment. It is a "hire-first" program in which the employer, either public or private, enters into an agreement with the Connection Center to hire, train, and retains the individual upon successful completion of the training program. Through this program, businesses may be reimbursed up to 50% of the new employee's wages while they are in training.

SAWDB Innovates

The SAWDB through its One-Stop partners and community colleges received a \$100,000 grant to meet the workforce needs of businesses that need employees with certification or credentials in the green energy efficiency and green renewable energy. As an innovative approach to the green sector needs, Western New Mexico University, which is an approved eligible training provider, will customize their green job training programs in the areas of renewable energy generation and energy efficiency. Class participants will have the opportunity to sit for the North American Board of Certified Energy Practitioner (NABCEP) PV entry-level exam. Expected outcomes for this project are to meet the workforce needs of employers and to train participants with skill sets that will make them more competitive for green jobs. Forty projected program participants, 80% are expected to earn credentials or certifications and 80% are expected to enter unsubsidized employment.

SAWDB Success Story High Demand Occupations Training

A Dislocated Worker laid off since August 2009, applied for WIA services in December 2009 from the Deming Workforce Connection. He requested assistance in receiving certification at the National Commission for the Certification of Crane Operators (NCCCO), as most potential employers require certification in order to operate cranes in

New Mexico, or any other state. NMWCC Case Manager helped him with his WIA application and researched approved training providers for the NCCCO certification and determined none available in New Mexico, but did locate a training provider in Phoenix called Tower Crane School. The school submitted proper documentation to the SAWDB Administrative Entity our dislocated worker was approved to enroll by mid-January 2010. He completed his Employment Development Plan and assessments then started his training on February 8, 2010 in Arizona. He completed his training early March and received his NCCCO certification and was hired on March 15, 2010 by Western Industrial of Apache Junction, Arizona as a crane operator.

and producing employees for the following green occupations; Solar Energy Installation Managers; Solar Photovoltaic Installers; and Solar Thermal Installers and Technicians.

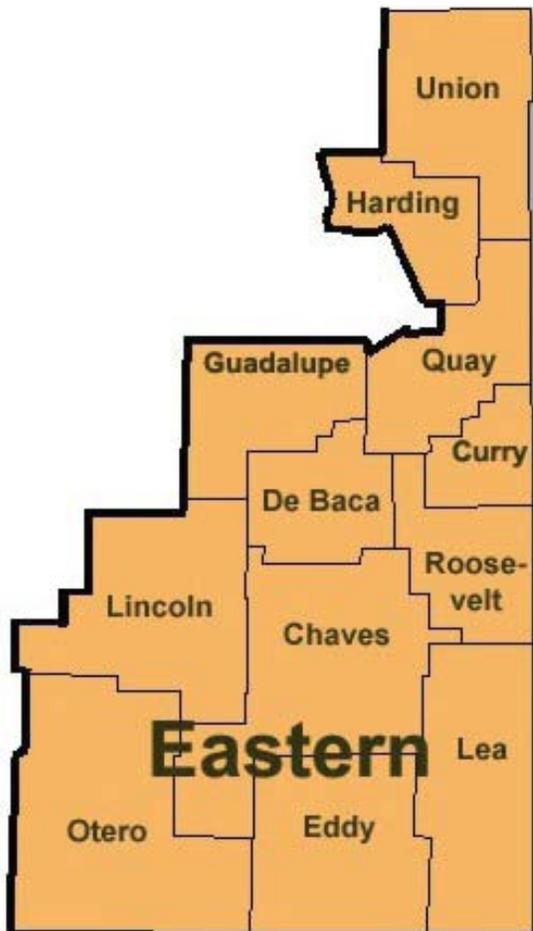
SAWDB Success Story - Innovative New Mexico Programs

The SAWDB through its NMWCC partners and community colleges have received \$100,000 grant to meet the workforce needs of businesses needing employees with certificates or credentials in green energy efficiency and green renewable energy. As an innovative approach to the green sector needs, Dona Ana Community College and Western New Mexico University will each have customized green job training programs in the areas of renewable energy generation and energy efficiency. The Dona Ana Community College will focus their training on retrofit & weatherization to provide workforce training to include national certification in building performance analysis to address Health & Safety issues; Occupant Comfort; and Energy Consumption. Western New Mexico University will focus their training on green energy efficiency and green renewable generation. Class participants will have the opportunity to sit for the North American board of Certified Energy Practitioner (NABCEP) PV entry-level exam on completion of the workshops. WNMU is one of several providers of this examination in the State of New Mexico. The training will include two solar workshops to be conducted to address the needs of creating a skilled workforce in solar energy applications

EASTERN AREA WORKFORCE DEVELOPMENT BOARD

WIA Adult and Dislocated Worker formula and ARRA funding

In program year 2009 the focus of the Eastern Area Workforce Development Board (EAWDB) was two fold. The first was to identify industries and training areas that would withstand the economic downturn. The second was to develop services and methods of service delivery to assist the individuals impacted by the layoffs and the economy in the most efficient and effective ways possible and to prioritize WIA formula and ARRA adult and dislocated worker participant training funds accordingly.



Targeted Industries and Training

It was determined that the health care industry should be one of the primary targeted areas for training and placement efforts in the area. There are several large health care providers that had many positions to fill. Under the guidance of the board the one stop operator began looking for unemployed and underemployed individuals to place in training designed to place the participants in a job with a career ladder and job security and to help those health care businesses fill the desperately needed positions.

As a result, the Eastern Area experienced an increase of numbers of individuals trained in health care and related occupations for PY09 represents an increase from PY08 of 15% and represented thirty five percent (35%) of adults and dislocated workers trained in the area throughout the year.

Other occupational areas, which remained stable and in demand throughout the area included Correctional Officers, Truck Drivers, Maintenance and Repair Workers and resulted in an additional thirty four percent (34%) increase over last year.

The Board long ago determined that employers should be the primary customers for the one stop system. As such the board has always placed a large emphasis on employer training services such as On-the-Job Training (OJT) and Customized Training (CT). In PY09 employers in the Eastern area received assistance training 44 individuals through OJT and 24 individuals through customized training.

Services and Methods of Delivery

In PY08 the Eastern area averaged two hundred fifty (250) customers per day for its offices, by PY09 that number almost doubled to 350-400 in the larger offices. This increase represented an increase of approximately 80% in the number of

individuals enrolled in WIA and receiving services in the center. The EAWDB, through the one stop operator, realigned service delivery to facilitate assistance of the higher numbers of job seekers requiring services. The area placed a strategic emphasis on the integration of the programs in the one stop in order to eliminate duplication of services to allow staff the time necessary to accommodate the increase in customers. As a result the area was able to increase the number of offices providing workshops to unemployment recipients from three to seven.

The local Business and Career Center (BCC) offices began working closely with employers and economic developers to determine up and coming industries and employer needs. Most job seekers that entered the BCCs received a Key Train assessment to begin building an applicant pool that employers could search to find the best candidates for open positions. Individuals that were assessed with key trains and scored well were encouraged to take the full Work Keys Assessment in order to obtain a Career Readiness Certificate (CRC) authenticating to employers that the individuals were assessed and were determined to possess the basic skills necessary to be successful in the workplace. In some offices the Adult Basic Education (ABE) programs began delivering services in the BCC on a regular schedule increasing the availability of basic skills educational remediation programs to job seekers.

Success is found for Displaced Homemaker - in Ruidoso

Mrs. A a referral from a community advocacy organization to the NMWC in Ruidoso, received an initial assessment and registration then began working with the NMWC Skills Team to access her current skills, abilities and interests. Mrs. A. previously assisted her spouse in their construction business during their entire marriage but as the economy took a downturn so did their marriage. Mrs. A suddenly found herself in transition from

a married mother of four minor children (one with special needs) to a single mother needing employment outside the home. Upon referral from the Skills Team, Mrs. A was determined eligible for and in need of WIA training services as a Displaced Homemaker. The NMWC Skills Team worked one-on-one with Mrs. A assisted her with job search, updating her resume, and interviewing skills. Initially, Mrs. A was in an emotionally frail state as her self-confidence and self worth had been shaken, several disappointing interviews and tears, she worked with NMWC Skills Team, and overcame many obstacles, interviewed and was placed for an OJT by Foster Care Industry. She was hired in the position of office manager with the Foster Care Center. The job was completely different from any position she had held previously, but she was excited to work in a job where she was going to be able to help children. Mrs. A successfully completed her OJT and has since received increases in pay and additional responsibilities. If you ask Mrs. A how she made it through this rough period of her life as a displaced homemaker, she will tell you that it was the support and services she received from the staff at the NMWC who helped her become self-sufficient and self-confident again.

Summer 2009 Youth Employment Programs

The summer of PY09 included a very successful ARRA summer youth employment program. With the challenging economic climate, youth were able to utilize the work experience earnings to purchase needed clothing and school supplies as well as to assist with general living expenses within their households. The goal of the program was to place 340 to 350 at risk youth across the area in work experience opportunities to increase their work readiness skills, prepare them for placement into post secondary education or which could lead to permanent employment.

All youth enrolled in the program received an objective assessment to determine their career interests and work readiness. Youth received

work readiness assessments through Work Keys or Key Train depending on their age. They were then enrolled in work readiness training that included appropriate workplace conduct, listening skills, telephone etiquette and timeliness. Upon completion of the work readiness training youth were placed at a worksite. The area was very successful in placing most of the 365 youth in jobs that were listed in their career interest areas. Toward the middle or end of the work experience activity the youth received a work readiness post-test. Most youth showed significant improvement in their workplace soft skills.

Some of the most successful youth of the summer were ones that were placed in internship type environments with the National Park Service. A total of six youth completing their work experience were rewarded with college scholarships for the fall as well the opportunity to work with the program in subsequent summers as long as they remain in school. Another twenty-five youth were retained in permanent positions after the completion of their summer activities. Many others were able to obtain permanent positions during the course of the program. In addition to teaching the youth how to search for a job the program provided the assistance necessary to purchase work attire and uniforms for them to begin their new jobs.

A best practice that was derived from the summer program was the utilization of Work Keys and Key Train to assess work readiness levels of youth. For younger youth the Key Train tool is an effective assessment to measure the soft skills of the youth in many areas such as telephone skills, workplace communications, and work ethic e.g. reporting daily and on time, listening skills, and many others. The tool also provides remediation curriculum and progress testing for each content area to be utilized when scores are below employer expectations.

For older youth the Work Keys assessment is an effective measurement of the youth's basic skill

levels. Work Keys has profiled thousands of jobs throughout the country to determine what minimum basic skills levels would indicate the likelihood of an individual being successful in that job. This can be applied to youth and their career interest areas. The most utilized assessments for youth are applied mathematics, reading for information and locating information. Applied mathematics applies math skills to a workplace setting to assess their ability to transfer basic math skills learned in the classroom to a workplace environment. Reading for information measures the ability to comprehend and retain information read. Locating information measures ability to extract information from a variety of data sets. Each assessment has questions of varying levels to give an accurate reflection of the youth's work related basic skills.

Success is SYEP in Roosevelt County

This young woman enrolled in our program the summer of 2009. She faced many personal and family difficulties the past year while in our program; yet she persevered and was successful in her accomplishments. She lives with her mother in a low-income household. While enrolled in the SYEP, she successfully completed a work experience with good evaluations, at the City of Portales City Hall. After the SYEP, she asked to continue in the WIA Year Round Program. After receiving poor grades her Junior year of high school, she went on to graduate this past May and received her high school diploma by working during the day and taking night classes at the Clovis High School Choices Alternative School.

Following graduation, she enrolled in the C.N.A. Program at the Heartland Continuing Care Center. She successfully completed the two-week course. She is waiting to deliver her son due anytime. She plans to take the C.N.A. test and get her license as soon as possible. Heartland Continuing Care Center has already offered her a job as soon as she can work after the baby. At graduation, she was awarded a Pathway

Scholarship at Clovis Community College and plans to enroll in the Nursing Program next semester.

Success is SYEP in Lea County

In Jal, New Mexico, a 21-year-old youth, single mother of five kids, and high school drop out from the tenth grade, was able to get her GED, provide for her family and got off TANF because of the summer program. She was able to get a part-time job at Jackson Hewitt Tax Service as an office manager.

Eastern Region Innovates

Based on increased collaboration with employers and economic developers and in keeping with the President's vision for growing green industries the Lincoln County office has attended meetings with local economic developers to ascertain what green industries are emerging in the county and surrounding areas. This information has been taken back to the local community college and has resulted in the development of several green certificate-training programs.

Some of the new programs being offered are:

- ◆ Bio-fuels production operations training to train individuals in quality assurance tools and standards within the bio-fuel production industry
- ◆ Building analysis/energy audit to train individuals in the area of building and construction for energy efficiency as well as to measure the efficiency of existing structures to make recommendations for energy efficient improvements
- ◆ Wind Energy Apprentice to train in the basics of Wind Energy and provide the skills they need to begin working toward wind energy technician certification

EAWDB Success Story - Innovative New Mexico Programs

A success story that has resulted from this process is an individual with construction experience that received training in the building analysis/energy audit program. He also attended classes on business plan development and business basics. He is planning to open his own office for green energy inspection and retrofitting planning when he completes training.

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD

Recognition Achieved for Methamphetamine Pilot Project at San Juan County

In 2008 San Juan County drug enforcement agencies and courts faced a daunting challenge with reports that 93% of illegal drugs seized within county limits were methamphetamines. In fact, according to police seizure rates, methamphetamine became known as the “social drug of choice” within the County. Alarming, many of the people arrested for methamphetamines are considered chronic users; many of the offenders found guilty of possessing this drug are women. The distribution and use of methamphetamine has become an epidemic across the nation.

As a result of these reports, three partners joined forces to implement the Methamphetamine Pilot Project (MPP), staff members of the MPP, all members of the Four Corners Human Resource Association (FCHRA) Board, and the One Stop Site Manager of the Northern New Mexico



Workforce Connection (NNMWCC). The MPP is an intense court-ordered, 60-day treatment program focused on utilizing the Community Reinforcement Approach, which helps female clients, and incarcerated participants on the path to rehabilitation, obtaining the skills necessary to compete effectively in today’s job market. Participants analyze all aspects of their lives including relationships, employment, education, spirituality, and health. The MPP is a national pilot program that utilizes volunteer assistance with outside agencies in order to provide education and assistance with public health, domestic violence, parenting, and job-related skills. Ultimately, this program is working to rehabilitate these women and offer them a second chance at changing their lives.

The New Mexico Workforce Connection along with MPP, work to provide work-readiness training and support for the clients. Their role is to assist the incarcerated clients with understanding the hiring process; coach them on exploring career opportunities that match their strengths; provide constructive feedback through a mock-interview process; and refer them to available workforce resources with the ultimate goal of finding suitable employment.

Accomplishments

The goal of the program was to provide clients with valuable tools to utilize in the workforce. Ultimately, FCHRA wanted to help their clients become productive members of the community by helping them find employment. The program is a success, based upon statistics maintained by MPP and the New Mexico Workforce Connection Center. Now each new MPP client enrolls at the NMWC Center for Workforce Readiness as part of their aftercare, to establish a relationship with the workforce professionals. Since 2008, there have been a total of 92 graduates from the MPP Program. In addition, 27% of the graduates became employed; 3% attended college;

8% are working towards their GED and 8% are utilizing NMWCC. In fact, for many of these graduates, the MPP has offered a new sense of hope and self-esteem. It is this kind of belief in our clients that solidifies their place in the San Juan County workforce.

In addition, one outcome the Career Readiness Certificate in Work Keys, allows participants achieving this certificate to move to the “head of the line” for first consideration in job openings. Graduation from any program signifies a milestone in any person’s life. It also allows for the sharing of completion and acknowledges individuals for their hard work and dedication. For many of these clients, this success is a first program, for this reason; FCHRA attendance at the graduation in week nine is critical. Graduates are joined by family members, loved ones, community agencies that support and serve the program, probation providers, aftercare treatment staff, and spiritual leaders who celebrate the clients’ successful completion of the program.

The MPP exemplifies several standards of excellence. First, the program is an outstanding accomplishment that experts or peers in the human resource field would agree deserves special recognition. The FCHRA, through their volunteered time, talents, and expertise, have provided outstanding leadership to the only national pilot program that is focused on truly rehabilitating former methamphetamine users. Finally, the NNMWCC work readiness skills program encourages MPP participants to seek further career exploration; education and training that will permanently transform their lives.

Northern Success Story - Methamphetamine Pilot Project

Ms. R.M. became a participant of the MPP Program in 2008, Ms. R.M. appreciates the orientation and the mock interview skills, which

helped provide the necessary skills to complete a resume, since her last resume was last updated eight years ago. “The orientation and mock interviews, made me a more positive person, gave me new confidence, and because of the MPP group sessions I obtained the necessary skills to apply for the job I now have, as a Methamphetamine Peer Mentor. Participating in the mock interview sessions provide an overwhelming sense of worth, a boost of pride that make you feel capable of accomplishing any goal.”

More Success in Northern New Mexico

Northern NM Workforce Connection Office (NNMWCC) staff provided tremendous help during Mr. J.P.’s time of unemployment. NNMWCC staffs were key components in assisting me with matching a program within my field of interest. Mr. J.P.’s background and education were embedded in aviation, and there are a limited number of approved courses that fit my level of experience. “Together, we found an Aircraft Appraiser Certification course through the National Aircraft Appraisers Association (NAAA), for which I was qualified. Again, thanks to NNMWCC staff, the process moved quickly and within weeks I was a Certified Aircraft Appraiser – one of only 250 qualified appraisers worldwide.”

“This training has expanded both my skill-set, and marketability, in an industry that’s struggling to regain pre-recession profitability. Less than two-months after my certification, I have secured my dream career as an Aircraft Sales Engineer with Hawker-Beechcraft, a highly reputable corporate aircraft manufacturer. Although this position is a culmination of all my skills and experiences gained throughout my professional career, it is in large-part due to the efforts of the NNMWCC program, and its dedicated staff.”

5 Other Innovative State Programs

Reemployment Services Plan

In response to unprecedented job loss across the State of New Mexico over the past several years, and with financial resources provided by the American Recovery and Reinvestment Act awarded through the U.S. Department of Labor's Employment and Training Administration, the New Mexico Department of Workforce Solutions (NMDWS) developed the State's Reemployment Services (RES) plan in 2009. The RES plan was developed in order to achieve three primary goals: 1) to help claimants be more rapidly reemployed and employable, 2) to decrease the exhaustion rate of individuals receiving UI benefits, and 3) to protect the solvency of the State's UI Trust Fund. Three strategies were implemented in order to achieve these three goals: 1) Increase UI claimants' awareness of services available through New Mexico Workforce Connection system, 2) Target UI claimants most likely to exhaust benefits for profiling workshops, and 3) Enhance efforts to connect job seekers with appropriate and available jobs.

In order to achieve the first overarching goal of helping all claimants become more rapidly reemployed, NMDWS determined it was necessary to develop an interface that connects NMDWS' Unemployment Insurance (UI) Claims System and New Mexico Virtual One-Stop System (NMVOSS). NMDWS envisioned that with an interface, it could improve a number of processes using a technology-based solution that would be cost-effective, fast, and would help speed

the start of reemployment services as quickly as possible.

The interface and video were recently launched on June 30, 2010. The interface has enabled the Department's UI Claims system to partially register claimants in NMVOSS in real-time when their initial claim is filed. Through the use of the interface and video, we have provided claimants with critical information more quickly, we have delivered the information in a cost-effective manner, have also saved countless hours of staff time, which in turn allows staff to provide more focused intensive services as needed to claimants that need it the most. Perhaps most importantly, we have used our resources to create a long-term information delivery and management system that will endure long after ARRA funds are no longer available. The interface and video are funded through ARRA Wagner-Peyser funds that support a contract to Geographic Solutions, Inc.

NM VOSS & UI Orientation Video

In June 2010, Geographic Solutions, Inc. (GSI) President presented the State of New Mexico's Department of Workforce Solutions (NMDWS) with the "Most Innovative Application" award at its 2010 Workforce Technology Conference in Clearwater, Florida. The award highlights New Mexico's innovative approach to serving its unemployed citizens using a technology-based tool to convey critical information to UI claimants to assist in their efforts to become reemployed. GSI

has an expansive client list, helping to develop workforce systems solutions to clients from Oregon to Florida.

Initial Impacts

In addition to being recognized for our innovative use of technology, our Department is also receiving extremely positive feedback from our UI claimants. Results from a recent survey of claimants who viewed the video in the last four weeks are promising:

- ◆ 81% rate video as ‘useful’ to ‘extremely useful’
- ◆ 80% would recommend the orientation video to others
- ◆ 77% were not aware of the services available through the New Mexico Workforce Connection prior to viewing the video
- ◆ 77% have self-reported using New Mexico Workforce Connection resources since viewing the video.

Looking Ahead

NMDWS anticipates being able to provide more impacts and program evaluation over the next several months. Specifically, NMDWS will evaluate changes to the following performance-related outcomes as a result of the interface and video:

- ◆ Registration for Work
- ◆ Compliance with mandatory requirements:
 - Registration for Work
 - Completion of Video
- ◆ Utilization of Optional Resources in NMVOSS:
 - Virtual Recruiter
 - Resume Builder/Background Wizard
 - Job Matching
 - Message Center

- Labor Market Information
- Employers Utilization of NMVOSS to Identify Prospective Candidates
- ◆ UI Claimants Seeking Reemployment services at Workforce Connection Centers.

New Mexico Disability Program Navigators (NMDPNs) – Era Ends for 7-year Pilot Project

The NMDPN initiative grew out of U.S. Department of Labor Employment and Training Administration (DOLETA) and the Social Security Administration (SSA) joint coordination to fund, implement, pilot, and evaluate Navigator positions in the New Mexico Workforce Connection Business and Career Center system. NM Disability Program Navigator (NMDPN) pilot program of seven years with dedicated funding of \$3.3M + 10% matched funding from NMDWS and Department of Vocational Rehab (DVR). Leveraged resources from both agencies, accomplished the goal of demonstrating new approaches to improving the accessibility of One-Stop services for job seekers with disabilities. Due to the pilot nature of the program, funding was terminated with anticipation that state absorption of the service provision for job seekers with disabilities would occur through integration within the New Mexico Workforce Connection Business and Career Centers.

NMDPNs were an innovative and transformational resource working across multiple agencies statewide. They were the voice for people with disabilities, providing awareness to the community and locating resources to improve limitations. NMDPNs promote meaningful and effective access to services; conduct outreach to the disability community and establish linkages to employers to increase job and career opportunities.

The New Mexico Navigators were known as the “go to” people providing employment services regarding disability issues in all four-workforce regions, employing ten Navigators statewide. NMDPNs were established to better inform SSI/SSDI beneficiaries, people with disabilities and the business community regarding employment-related services, work incentives and support programs available at New Mexico Workforce Connection Business and Career Centers.

NMDWS successfully implemented the Disability Program Navigators Work Incentive Grant by hiring knowledgeable individuals with significant disabilities who represented the diverse cultural heritage of their local communities. These individuals were able to communicate with customers with disabilities, to establish positive relationships with employers and build meaningful partnerships. NMDPNs achieved promising results through their program, established strong community partnerships and achieved success as evidenced by NMDPN data below.

Other Innovative Grants

WIRED Grant

The New Mexico Department of Workforce Solutions received the \$5 million Workforce Innovation Regional Economic Development (WIRED) Grant in 2007 from the US Department of Labor. The goals of the grant are to: 1) Develop the entrepreneurial and innovative capacity of the grant region around green technologies; and 2) Develop a training pipeline, which will expand and promote the pipeline of green technology talent to meet the needs of the green industry in New Mexico.

WIRED grant serves an eight county region including Los Alamos, Santa Fe, and Sandoval County, Bernalillo, Tarrant, Valencia, Socorro and Sierra counties and has five targeted

industries which are: 1) Renewable energy and green building construction, 2) Microelectronics, 3) Optics, 4) Aerospace and Aviation, and 5) Advanced Manufacturing.

Selected Program Highlights and Accomplishments

- ◆ Awarded 232 vocational training scholarships to students at Central New Mexico Community College, Santa Fe Community College, and UNM, Los Alamos.
- ◆ Developed numerous courses and curricula in new green technology to meet the needs of businesses and job seekers. Examples of courses are: solar installation, biofuels, photonics, green building construction, and environmental remediation.
- ◆ 32 high school teachers have received scholarships to attend NM Tech to receive their Master of Science in Teaching.

WIRED Initiatives

- ◆ “Training Today’s Youth for Tomorrow’s Jobs” offered an opportunity for this special population to build an energy efficient home with Habitat for Humanity and complete coursework towards a green building certificate.
- ◆ Partnered with Technology Ventures Corporation and New Mexico’s green entrepreneurs and offered entrepreneurial training seminars, which over 1000 people attended over the past two years.
- ◆ Created the NM Career Match website. This website is designed as an online resource for college graduates and alumni from schools in the WIRED region, like UNM. The website is a resource to assist those interested in returning to New Mexico to find jobs.
- ◆ Provided for the “Choices” online career assessment software to be purchased and used in 4 New Mexico Workforce Connection Business and Career Centers, 3 charter schools, 15 district high schools, and 4 educational

institutions in the WIRED region. This online tool helps job seekers find the right career path.

- ◆ Enabled the New Mexico Department of Workforce Solutions to do many things in the central region of the state, which will benefit all citizens of New Mexico as the initiatives funded by the grant continue beyond the grant's lifespan.
- ◆ Developed a partnership with the International Alliance of Theatrical Stage Employees (IATSE) Local 480, five virtual informational and educational company tours that are being distributed on the NM WIRED website and other venues. Industries included are Optics, Clean and Renewable Solar Energy, Aviation, Green Building and Construction, and Advanced Manufacturing.

6 Waivers Assist To Build New Mexico's Workforce

New Mexico improves and builds workforce investment programs through flexibility in waivers that allow for increased and organized services to better serve the needs of the job seeker, business, and local economies. Waivers assist to overcome regulatory barriers that impede programmatic outcomes. New Mexico is granted approval for five (5) and extends the Program Year 2009 State Plan for Title I of the Workforce Investment Act (WIA) and Wagner-Peyser Act (WP) programs.

Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to local areas

The State is granted an extension of this waiver through June 30, 2011. Under the waiver, transfer authority is limited to 50%. This limitation provides states flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult and Dislocated Worker programs. This waiver does not apply to funds made available through the American Recovery and Reinvestment Act (ARRA) of 2009. However, the State is permitted to transfer up to 30% of ARRA funds between programs under WIA and under the Department of Labor Appropriations Act of 2009. The information below indicates the amount transferred from Dislocated Worker to Adult Programs in PY 09/FY10.

Local Board	PY09/FY10 DW Funds to Adult Program Transfer
Central	\$170,310
Eastern	0.00
Northern	\$100,170
Southwestern	0.00

Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent training

The State was previously granted a waiver to permit local areas to conduct allowable statewide activities as defined under WIA section 134(a) (3) with local WIA formula funding, specifically incumbent worker training. The State is granted an extension of this waiver through June 30, 2011. Under this waiver, the State will be permitted to allow local areas to use up to 20 percent of local Dislocated Worker funds for incumbent worker training only as part of a lay-off aversion strategy. ETA believes limiting incumbent worker training to the specified level and requiring it to be a part of layoff aversion is the best use of funds in the current economic climate where serving unemployed workers is a responsibility of the system. All training delivered under this waiver is restricted to skill attainment activities. Local areas must continue to conduct the required local employment and training activities at WIA section 134(d).

Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth

The State was previously granted a waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth program participants. The State is granted an extension of this waiver through June 30, 2011. Under this waiver, the State can use ITAs for older and out-of-school youth program participants. The State should ensure that funds used for ITAs are tracked and reflected in the individual service strategies for these youth.

Waiver to permit the state to replace the performance measures at WIA Section 136(b) with the common measures.

The State was previously granted a waiver that allows the State to replace the 17 performance measures under WIA Section 136(b) with the common measures. The State is granted an extension of this waiver through June 30, 2011.

The waiver permits the State to negotiate and report WIA outcomes against the common performance measures only, rather than the performance measures described at WIA Section 136(b). The state will no longer negotiate and report to ETA on the following WIA measures: WIA adult and dislocated worker credential rates; participant and employer customer satisfaction; older youth measures; and younger youth measures. The State will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult and WIA Dislocated Worker programs. The State will use the three common measures to negotiate goals and report outcomes for the WIA Youth program.

Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers

The State was previously granted a waiver of the time limit on the period of initial eligibility of training providers at 20 CFR 663.530. The State is granted an extension of this waiver through June 30, 2011. Under the waiver, the State is allowed to postpone the determination of subsequent eligibility of training providers. The waiver also allows the state to provide an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers.

7

State Evaluates WIA Activities

NMDWS conducts a variety of evaluations at the state level and in accordance with New Mexico's philosophy of local control, each region conducts its own evaluation with the state providing review and technical assistance as required.

Review and Monitoring

NMDWS Workforce Grant Auditing Bureau staff review and monitor WIA programs on an ongoing basis and work with local workforce boards, local administrative entity staff, and program managers when problems are identified.

Program Validation

NMDWS Workforce Grant Auditing Bureau staff is tasked with the responsibility of data validation functions, as it relates to federally funded programs. The primary purpose of monitoring and programmatic oversight of the data validation function is to assist management in the effective administration of WIA programs by providing objective and timely analyses and recommendations relative to activities reviewed.

Administration & Oversight Of Local Workforce Investment System

NMDWS evaluation methodology includes regular oversight, monitoring, program and data validation of its' Workforce Investment Act and Recovery Act sub-recipients and contractors in order to:

- ◆ Determine if expenditures have been made against the cost categories and limitations specified in the Workforce Investment and Recovery Act.
- ◆ Determine whether or not there is compliance with other provisions of the Workforce Investment and Recovery Act and other applicable laws and regulations.
- ◆ Provide technical assistance as necessary and appropriate.
- ◆ Provide annual on-site Workforce Investment Act and monthly Recovery Act monitoring review of local area compliance with Department of labor uniform administrative requirements.
- ◆ Issue additional requirements and instructions as necessary.

NMDWS Annual Reviews Feedback & Timelines

- ◆ Review of the grantee's sub-recipient monitoring instrument to ensure appropriate fiscal and programmatic monitoring. A list of previous and current year monitored sub-recipients will be obtained.
- ◆ Review sub-recipient sample monitoring reports to identify issues or corrective actions. The report will: 1) Be given to the grantee within 30 days of the on-site review; 2) Allow 30 days for the grantee to respond, 3) Be finalized within 60 days of the initial draft and will take

into account Grantee responses, 4) Require an action response within 30 days of receipt; if action is necessary; and 5) Be followed up with a desk or on-site review to ensure corrective action steps are taken. The timeframe will be dependent on the severity of the problem.





Performance Results

Table B-Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0	68.7	630
Employment Retention Rate	89.0	85.2	917
Average Earnings	11,200.0	14,742.6	827
			971
			10,909,508
			740

Table C-Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	74.1	83	55.1	38	33.3	7	62.2	46
		112		69		21		74
Employment Retention Rate	85.8	91	85.2	52	72.7	8	85.2	46
		106		61		11		54
Average Earnings Rate	13,879.9	1,138,150	16,509.7	742,937	8,589.9	60,129	12,831.7	564,596
		82		45		7		44

Table D-Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.4	287	64.6	343
		386		531
Employment Retention Rate	88.3	573	78.9	254
		649		322
Average Earnings Rate	15,386.4	7,600,903	13,449.6	3,308,606
		494		246

Table E-Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	86.0	77.3	194
			251
Employment Retention Rate	93.0	93.5	174
			186
Average Earnings	14,200.0	15,687.2	2,337,389
			149

Table F-Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	80.0	16	42.9	3	77.4	24	72.7	16
		20		7		31		22
Employment Retention Rate	88.2	15	100.0	4	84.2	16	95.8	23
		17		4		19		24
Average Earnings Rate	19,849.1	297,736	13,973.5	55,894	17,223.9	206,687	16,585.0	348,286
		15		4		12		21
Employment and Credential Rate	62.5	10	40.0	2	48.3	14	59.1	13
		16		5		29		22

Table G-Other Outcome for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.4	175	52.8	19
		215		36
Employment Retention Rate	94.0	158	88.9	16
		168		18
Average Earnings Rate	15,928.8	2,166,313	13,159.7	171,076
		136		13

Table H.1-Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	64.0	57.2	457
			799
Attainment of Degree or Certificate	35.0	43.4	306
			705
Literacy and Numeracy Gains	25.0	30.9	84
			272

Table M-Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	49,907	42,343
Total Adult self-service only	45,325	40,509
WIA Adult	49,272	42,096
WIA Dislocated Worker	709	262
Total Youth (14-21)	1,518	972
Younger Youth (14-18)	1,091	702
Older Youth (19-21)	427	270
Out-of-School Youth	629	412
In-School Youth	889	560

Table N-Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,519,982
Local Dislocated Workers		\$2,723,973
Local Youth		\$6,689,945
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$259,220
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$1,727,989
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	10% F09 SW	\$11,324
	10% F10 SW	\$8,806
	10% ARRA SW	\$110,964
Total of All Federal Spending Listed Above		\$16,052,204

Cost Per Participant	
WIA Adult	\$1,145.17
WIA Dislocated Workers	\$3,841.99
Total Youth (14-21)	\$1,964.74

Table 0-Local Performance

Local Area Name Central Area Workforce Development Board	Total Participants Served	Adults	20119	
		Dislocated Workers	276	
		Older Youth (19 - 21)	181	
		Younger Youth (14 - 18)	377	
ETA Assigned # 35025	Total Exiters	Adults	16863	
		Dislocated Workers	96	
		Older Youth (19 - 21)	102	
		Younger Youth (14 - 18)	257	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	81	65.3	
	Dislocated Workers	82	79.3	
Retention Rates	Adults	89	85.0	
	Dislocated Workers	93	95.1	
Average Earnings	Adults	11200	13647.9	
	Dislocated Workers	14200	15433.8	
Placement in Employment or Education	Youth (14 - 21)	64	54.5	
Attainment of Degree or Certificate	Youth (14 - 21)	35	42.8	
Literacy or Numeracy Gains	Youth (14 - 21)	25	22.1	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	4

Table 0-Local Performance

Local Area Name Eastern Area Workforce Development Board	Total Participants Served	Adults	8962	
		Dislocated Workers	50	
		Older Youth (19 - 21)	17	
		Younger Youth (14 - 18)	114	
ETA Assigned # 35040	Total Exiters	Adults	8209	
		Dislocated Workers	35	
		Older Youth (19 - 21)	15	
		Younger Youth (14 - 18)	60	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86	56.9	
	Dislocated Workers	87	68.8	
Retention Rates	Adults	90	91.1	
	Dislocated Workers	91	94.9	
Average Earnings (Adults/ DWs)	Adults	12700	18675.1	
	Dislocated Workers	14200	16520	
Placement in Employment or Education	Youth (14 - 21)	64	61.9	
Attainment of Degree or Certificate	Youth (14 - 21)	35	54.7	
Literacy or Numeracy Gains	Youth (14 - 21)	25	50	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	6

Table 0-Local Performance

Local Area Name Southwestern Area Workforce Development Board	Total Participants Served	Adults	8702	
		Dislocated Workers	160	
		Older Youth (19 - 21)	144	
		Younger Youth (14 - 18)	343	
ETA Assigned # 35030	Total Exiters	Adults	7615	
		Dislocated Workers	75	
		Older Youth (19 - 21)	110	
		Younger Youth (14 - 18)	260	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	83	71.7	
	Dislocated Workers	84	85.2	
Retention Rates	Adults	86	88.3	
	Dislocated Workers	93	100	
Average Earnings (Adults/DWs)	Adults	10300	15264	
	Dislocated Workers	12468	15703.1	
Placement in Employment or Education	Youth (14 - 21)	64	51.5	
Attainment of Degree or Certificate	Youth (14 - 21)	35	32.2	
Literacy or Numeracy Gains	Youth (14 - 21)	25	25.5	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	6

Table 0-Local Performance

Local Area Name Northern Area Local Workforce Development Board	Total Participants Served	Adults	10755	
		Dislocated Workers	224	
		Older Youth (19 - 21)	84	
		Younger Youth (14 - 18)	256	
ETA Assigned # 35035	Total Exiters	Adults	9410	
		Dislocated Workers	58	
		Older Youth (19 - 21)	43	
		Younger Youth (14 - 18)	126	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	83	75.3	
	Dislocated Workers	89	65.4	
Retention Rates	Adults	89	80.5	
	Dislocated Workers	91	69.2	
Average Earnings (Adults/DWs)	Adults	12100	13615.3	
	Dislocated Workers	14200	15436.5	
Placement in Employment or Education	Youth (14 - 21)	64	70.1	
Attainment of Degree or Certificate	Youth (14 - 21)	35	52.2	
Literacy or Numeracy Gains	Youth (14 - 21)	25	43.3	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	5



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