

WORKFORCE INVESTMENT ACT - 2014

STATE OF NEW MEXICO ANNUAL REPORT



PROGRAM YEAR 2013/FISCAL YEAR 2014

WWW.DWS.STATE.NM.US

DECEMBER 15, 2015



Susana Martinez
Governor

Celina Bussey
Secretary, New Mexico Department
of Workforce Solutions

John Rockwell
Chair, State Workforce
Development Board

Odes Armijo Castor
Chair, Central Area Workforce
Development Board

Judith Cooper
Chair, Eastern Area Workforce
Development Board

Floyd Archuleta
Chair, Northern Area Workforce
Development Board

Gary Whitehead
Chair, Southwestern Area
Workforce Development Board

State of New Mexico

Workforce Investment Act

Annual Report - Program Year 2014 Fiscal Year 2015

State and Local Governance

The Governor appoints New Mexico's State Workforce Development Board, which has broad authority to guide and develop the state's workforce investment system, as well to coordinate with other federally funded programs to maximize effectiveness and efficiency. Focused on meeting the objectives and priorities set by the Governor, the State Workforce Development Board, along with New Mexico's four local workforce development boards, appointed by chief elected officials, work to set policy and oversee the workforce investment system. The Department of Workforce Solutions, designated as New Mexico's State Administrative Entity for the Workforce Investment Act, supports the State Workforce Development Board and Governor in achieving NM's vision; complying with federal regulatory requirements and meeting the objectives outlined in the State Plan. NM's Workforce Connection Centers deliver workforce services to business and job seeker customers for employment, training, and labor exchange services for partners statewide.

Equal Opportunity is the Law

The New Mexico Department of Workforce Solutions (NMDWS) is an Equal Opportunity Employer/Program. It is against the law for NMDWS to discriminate against any individual on the basis of race, color, religion, sex/gender, national origin, age, disability, political affiliation or belief, or, in the case of any beneficiary of programs financially assisted under Title 1 of the Workforce Investment Act of 1998 (WIA), his or her citizenship as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title I-financially assisted program or activity. Auxiliary aids and services are available upon request to individuals with disabilities.



TABLE OF CONTENTS

NEW MEXICO WORKFORCE SYSTEM - VISION, MISSION, AND GOALS	4
NEW MEXICO PERFORMANCE RESULTS - PROGRAM YEAR (PY) 2014	5
ASSURANCES OF UNIFORM REPORTING	5
PERFORMANCE TABLES - PY 2014	5
COST OF WORKFORCE ACTIVITIES INFORMATION	13
CUSTOMER SATISFACTION MEASURES	13
ECONOMIC OUTLOOK - STATE PROFILE	16
STATUS OF STATE EVALUATION ACTIVITIES	20
WIA WAIVERS	21
NEW MEXICO WORKFORCE INVESTMENT SYSTEM	22
STATE WORKFORCE BOARD STRUCTURE	22
INTEGRATED WORKFORCE PLAN SUMMARY OF ACTIVITIES	22
NEW MEXICO WORKFORCE SYSTEM TOOLS	23
NEW MEXICO WORKFORCE PROGRAMS	25
WIA REGIONAL ACTIVITIES	29
LOCAL WORKFORCE DEVELOPMENT BOARD CONTACT INFORMATION	50

NEW MEXICO'S WORKFORCE SYSTEM - VISION, MISSION, AND GOALS

Susan Martinez, Governor of the State of New Mexico, has created a vision for the state workforce development system and the State Workforce Development Board, which provides leadership, vision and strategy, and includes representatives of city, state and local governments, economic development organizations, business and industry, education and training programs, and labor organizations.¹ This system establishes a framework of one-stop partners to meet the ever changing workforce system by supporting the needs of job seekers, workers, and employers. The New Mexico Department of Workforce Solutions (NMDWS) is designated as the State Administrative Entity for the Workforce Investment Act and supports the State Workforce Development Board in achieving the state workforce system's vision, mission, and goals.

NMDWS aims to deliver job-driven training and opportunities and business services for New Mexico citizens and employers, through its locally administered, integrated service delivery system of Workforce Connection Centers, throughout the state. NMDWS accomplishes its goals by focusing on the priorities set by the Governor of the State of New Mexico, Susana Martinez.

VISION Statement

The New Mexico Department of Workforce Solutions will be a leader in and a facilitator of a competitive workforce for the benefit of all New Mexicans.

Governor's vision for youth "Leverage resources and eliminate duplication which calls for the alignment of community, regional and state organizations and agencies in order to provide youth the support they need to achieve education and employment success."

MISSION Statement

Educate, Empower, and Employ.

GOALS

- To be a business-driven department, understanding the needs of all employers with a focus on the employability of all New Mexicans;
- To be an integral part of all economic development and education initiatives;
- To be efficient and responsive to the diverse needs of New Mexico's employers and workforce; and
- To be a "GATEWAY" to employment.



¹ NM WIA/WP State Integrated Workforce Plan for Plan Years 2012-2016, Governor's Vision, page 4, <https://www.dws.state.nm.us/WIAPolicy,Plans,AnnualReports>.

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Assurances of Uniform Reporting

New Mexico Department of Workforce Solutions, submits the Program Year 2014/Fiscal Year 2015 Workforce Investment Act (WIA) Annual Report to the Secretary of the U. S. Department of Labor. NM provides assurances that data performance results are precise, uniformly reported, and electronically filed with U.S. Department of Labor, Employment and Training Administration (ETA).

All required table elements reported are pursuant to ETA form 9091B – Q, and WIA Title 1B Annual Report narratives, and they represent state level filed data.² Performance outcomes indicate that New Mexico met all the negotiated

performance levels by exceeding six (6) and meeting three (3) of the nine (9) performance measures.

New Mexico operates under a waiver to replace the seventeen (17) performance measures in WIA Section 136(b), but continues to capture WIA performance through six (6) Common Measures. The following ETA 9091 B-Q Tables, illustrate the state’s local area performance outcomes.³ In addition, regional workforce reports highlight the effective delivery of core, intensive, and training services to WIA Adult, Dislocated Worker and Youth workforce participants statewide.

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0%	72.1%	290
			402
Employment Retention Rate	89.0%	92.0%	861
			936
Average Earnings	\$20,000	\$19,952	\$16,978,732
			851

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	68.10%	79	60.00%	15	85.71%	6	51.43%	18
		116		25		7		35
Employment Retention Rate	92.22%	83	93.33%	28	76.92%	10	88.17%	82
		90		30		13		93
Average Earnings Rate	\$13,397	\$1,071,772	\$20,187	\$565,228	\$15,251	\$152,508	\$20,755	\$1,701,909
		80		28		10		82

² DOLETA General Reporting Instructions and Form 9091, Workforce Investment Act Annual Report, NMDWS - Table O, page 11.

³ NMDWS State Administrative Entity, NMWCOS-VOSS Program Manager, DOL/ETA General Reporting Instructions Form 9091, Workforce Investment Act Annual Report.

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	54.55%	6	61.90%	26	73.93%	258
		11		42		349
Employment Retention Rate	73.33%	11	86.84%	33	92.53%	817
		15		38		883
Average Earnings Rate	\$20,530	\$225,826	\$14,574	\$466,353	\$20,157	\$16,286,553
		11		32		808

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.0%	80.3%	269
			335
Employment Retention Rate	88.0%	89.4%	245
			274
Average Earnings	\$17,500	\$16,782	\$4,027,737
			240

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.33%	25	75.00%	3	71.67%	43	60.00%	18
		30		4		60		30
Employment Retention Rate	91.30%	21	100.00%	2	86.49%	32	100.00%	9
		23		2		37		9
Average Earnings Rate	\$18,225	\$364,496	\$11,044	\$22,087	\$12,096	\$387,075	\$15,162	\$136,454
		20		2		32		9

Table G - Other Outcomes for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	100.00%	3	66.67%	28	82.07%	238
		3		42		290
Employment Retention Rate	66.67%	2	80.95%	17	90.40%	226
		3		21		250
Average Earnings Rate	\$23,512	\$47,024	\$12,692	\$215,760	\$17,036	\$3,764,953
		2		17		221

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	58.0%	61.7%	293
			475
Attainment of Degree or Certificate	50.0%	43.2%	178
			412
Literacy and Numeracy Gains	35.0%	36.6%	63
			172

Table H.1.A - Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training		Veterans		Individuals with Disabilities		Older Individuals	
Placement in Employment or Education	64.8%	116	0.0%	0	40.4%	23	69.6%	135
		179		0		57		194
Attainment of Degree of Certificate	39.2%	60	0.0%	0	38.2%	21	36.6%	45
		153		0		55		123
Literacy and Numeracy Gains	27.5%	14	0.0%	0	33.3%	3	36.6%	63
		51		0		9		172

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	88.95%	869	\$4,150	\$3,967,361	4.48%	13	\$6,204	\$1,774,372	36.43%	94
		977		956		290		286		258
Dislocated Workers	87.42%	285	\$129	\$4,961,949	4.83%	13	\$8,077	\$2,140,493	37.82%	90
		326		\$3,849,834		269		265		238
Older Youth	80.73%	88	\$4,362	\$357,662	16.67%	16	\$3,276	\$278,424		
		109		82		96		85		

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	4,504	4,107
Total Adult self-service only	2,053	2,309
WIA Adult	3,963	3,795
WIA Dislocated Worker	567	324
Total Youth (14-21)	809	526
Out-of-School Youth	325	223
In-School Youth	484	303

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$3,729,438
Local Dislocated Workers	\$5,041,730
Local Youth	\$3,643,095
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$290,982
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$977,299
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description
Total of All Federal Spending Listed Above	\$13,682,544

PERFORMANCE RESULTS

STATEWIDE

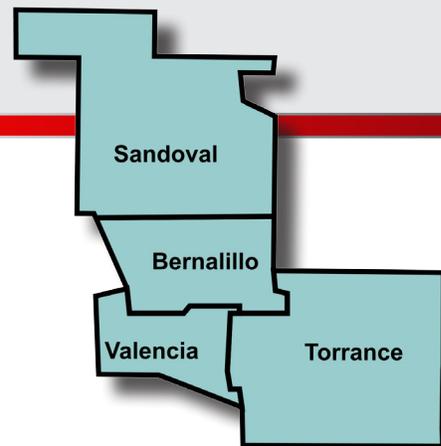


Table O - Local Performance

Local Area Name <u>Central Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	2,112	
		Dislocated Workers	198	
		Total Youth (14-21)	441	
ETA Assigned # <u>35025</u>	Total Exiters	Adults	2,343	
		Dislocated Workers	129	
		Total Youth (14-21)	234	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.0%	70.0%	
	Dislocated Workers	75.0%	82.0%	
Retention Rates	Adults	89.0%	88.0%	
	Dislocated Workers	88.0%	75.0%	
Average Earnings (Adults/DWs)	Adults	\$28,000	\$21,262	
	Dislocated Workers	\$17,500	\$15,634	
Placement in Employment or Education	Youth (14 - 21)	58.0%	56.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	48.0%	41.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	33.0%	38.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	3

PERFORMANCE RESULTS

STATEWIDE

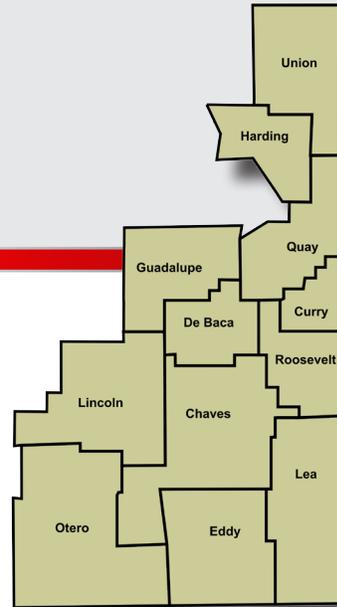


Table O - Local Performance

Local Area Name <u>Eastern Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	345	
		Dislocated Workers	52	
		Total Youth (14-21)	50	
ETA Assigned # <u>35040</u>	Total Exiters	Adults	26	
		Dislocated Workers	43	
		Total Youth (14-21)	37	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.0%	80.0%	
	Dislocated Workers	75.0%	84.0%	
Retention Rates	Adults	87.0%	92.0%	
	Dislocated Workers	88.0%	89.0%	
Average Earnings (Adults/DWs)	Adults	\$17,500	\$18,340	
	Dislocated Workers	\$17,500	\$20,153	
Placement in Employment or Education	Youth (14 - 21)	60.0%	69.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	46.0%	44.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	38.0%	23.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	7

PERFORMANCE RESULTS

STATEWIDE

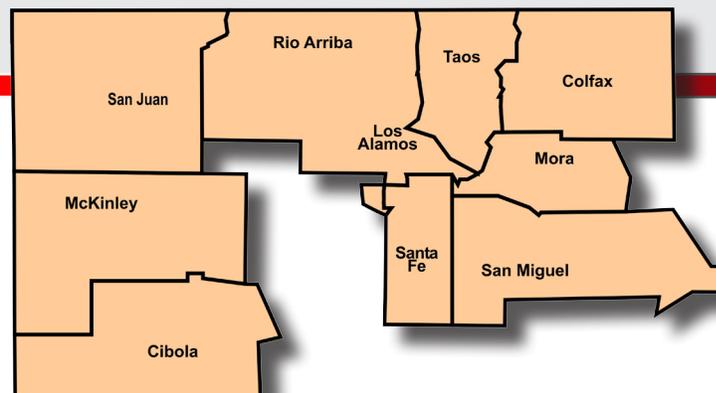


Table O - Local Performance

Local Area Name		Adults	888
<u>Northern Area</u> <u>Workforce Development Board</u>	Total Participants Served	Dislocated Workers	228
		Total Youth (14-21)	114
		ETA Assigned #	
35035	Total Exiters	Adults	801
		Dislocated Workers	111
		Total Youth (14-21)	101
Reported Information	Program	Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	67.0%	67.0%
	Dislocated Workers	75.0%	72.0%
Retention Rates	Adults	87.0%	84.0%
	Dislocated Workers	87.0%	92.0%
Average Earnings (Adults/DWs)	Adults	\$16,300	\$16,688
	Dislocated Workers	\$17,500	\$17,595
Placement in Employment or Education	Youth (14 - 21)	58.0%	64.0%
Attainment of Degree or Certificate	Youth (14 - 21)	50.0%	51.0%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	35.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance			
Overall Status of Local Performance		Not Met	Met
		0	4
		Exceeded	5

PERFORMANCE RESULTS

STATEWIDE

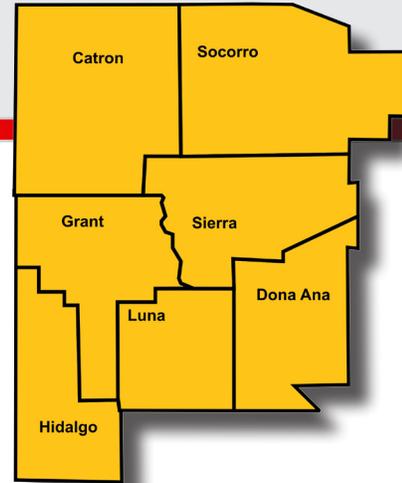


Table O - Local Performance

Local Area Name <u>Southwest Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	616	
		Dislocated Workers	84	
		Total Youth (14-21)	204	
ETA Assigned # <u>35030</u>	Total Exiters	Adults	390	
		Dislocated Workers	30	
		Total Youth (14-21)	154	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	76.0%	84.0%	
	Dislocated Workers	74.0%	89.0%	
Retention Rates	Adults	88.0%	98.0%	
	Dislocated Workers	89.0%	90.0%	
Average Earnings (Adults/DWs)	Adults	\$14,000	\$15,120	
	Dislocated Workers	\$15,000	\$11,919	
Placement in Employment or Education	Youth (14 - 21)	54.0%	71.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	44.0%	41.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	38.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	8

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Table P - Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	154	
Covered Entrants Who Received a Service During the Entry Period	154	100.00%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	83	53.90%

Table Q - Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans Who Received at Least Intensive Services		Transition Assistance Program (TAP) Workshop Veterans	
Entered Employment Rate	82.35%	14	82.35%	14	0.00%	2
		17		17		3
Employment Retention Rate	83.33%	15	83.33%	15	0.00%	0
		18		18		0
Six Months Average Earnings	\$21,157.32	\$285,360.00	\$21,157.32	\$285,360.00	\$0	\$0
		15		15		0

Cost of Workforce Activities Information

New Mexico's workforce investment activities serve low-skilled, low-income adults, dislocated workers, the unemployed and underemployed, and youth. Activities include core, intensive and training services.

Exhibit 1, NM's WIA **State Performance Snapshot**, captures Overall Status of State Performance for the core and customer satisfaction measures, including progress in achieving local area performance measures for Program Year (PY) 2014.⁴ Exhibit 1 displays the negotiated performance levels, with New Mexico required to achieve 80% of negotiated performance levels to meet the goal. Actual performance indicates New Mexico exceeded six (6) of nine (9) measures and met the remaining three (3) measures.

Exhibit 2, Cost Per Participant, captures the overall status of New Mexico's program costs.⁵ This measure considers total program costs, in terms of expenditures divided by the total number of participants served per funding stream.⁶

Customer Satisfaction Measures

ETA requires states to describe their methodology for customer satisfaction measures as part of their annual narrative. New Mexico, has an approved Common Measures waiver in place for WIA (Section 136(b)(2)(B)), and measures customer satisfaction through the *New Mexico Workforce Connection On-Line System (NMWCOS)*.

⁴ DOI/ETA General Reporting Instructions, Form 9091, Workforce Investment Act Annual Report, NMDWS Table O, page 11.

⁵ DOL/ETA General Reporting Instructions, Form 9091, Workforce Investment Act Annual Report, NMDWS Table N, page 10 and 44.

⁶ Employment and Training Administration, Guidance Letter No. 29-11, WIA/Performance Reporting System.

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Exhibit 1: New Mexico WIA Snapshot Overall Status of State Performance- Program Year 2014

Reported Information		Negotiated Performance Level	80% of Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	68.0%	54.0%	72.1%
	Dislocated Workers	73.0%	58.0%	80.3%
Retention Rates	Adults	89.0%	71.0%	92.0%
	Dislocated Workers	88.0%	70.0%	89.4%
Average Earnings (Adults/DWs)	Adults	\$20,000	\$16,000	\$19,952
	Dislocated Workers	\$17,500	\$14,000	\$16,782
Placement in Employment or Education	Youth (14 - 21)	58.0%	46.0%	61.7%
Attainment of Degree or Certificate	Youth (14 - 21)	50.0%	40.0%	43.2%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	28.0%	36.6%
Overall Status of State Performance		Exceeded	Met	Not Met
		6	3	0

Exhibit 2: Cost Per Participant Program Year 2014

Funding Stream	Total Participants	Expenditures	Cost per Participant
WIA Adult	1,910	\$3,729,438	\$1,952.59
WIA Dislocated Worker	567	\$5,041,730	\$8,891.94
Total Youth (14-21)	809	\$3,643,095	\$4,503.21

Completed Customer Feedback Survey forms are collected on-line from individual participants and employers, and summarized based on specific time periods. The surveys aid in determining the usefulness of the system.

For Program Year 2014, the Customer Satisfaction Measures survey range is **July 1, 2014 to June 30, 2015** and NMWCOS System technology was used to determine the following results, also displayed in Exhibits 3 and 4.

The customer satisfaction survey, which rates the website, considers 1,291 results from individuals and employers provided with customer satisfaction outreach. Summary results indicate that of the 1,291 job seekers and business customers surveyed, 195 or 15.1% rate their website visit as **excellent**; 449 or 34.78% surveyed rate their website visit as **good**; while another 273, or 21.15%, rated their website visit as **poor**.

The customer satisfaction survey, which rates how well the data from the website met an individual's needs, considers 1,291 results from individuals and employers that were provided customer satisfaction outreach. A summary of those results indicate that of the 1,291 job seekers and business customers surveyed, 116 or 8.99% **strongly agreed** that website data met their needs; 477 or 36.95% **agreed** that website data met their needs; while another 194, or 15.03% **strongly disagreed** that website data met their needs.

NEW MEXICO PERFORMANCE RESULTS

PROGRAM YEAR 2014

Exhibit 3: NMWC - On-line Website Survey -- Quality of Website Visit

Survey Range: July 1, 2014 to June 30, 2015		
Question: Overall, how would you rate your visit with this website?		
Answer	Number of Times Answered	Percent of Times Answered
Excellent	195	15.10%
Good	449	34.78%
Fair	190	14.72%
Poor	273	21.15%
No Opinion	184	14.25%
Total: 1,291		
Source: NMWCOS-Voss https://www.jobs.state.nm.us/vosnet/Default.aspx		

Exhibit 4: NMWC - On-line Website Survey -- Quality of Website Data

Survey Range: July 1, 2014 to June 30, 2015		
Question: The data met my needs.		
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	116	8.99%
Agree	477	36.95%
Neither Agree or Disagree	403	31.22%
Disagree	101	7.82%
Strongly Disagree	194	15.03%
Total: 1,291		
Source: NMWCOS-Voss https://www.jobs.state.nm.us/vosnet/Default.aspx		

NEW MEXICO ECONOMIC OUTLOOK

STATE PROFILE

New Mexico Department of Workforce Solutions Economic Research & Analysis Bureau (ER&A) compiles the state's economic outlook for workforce and labor markets.⁷ Exhibits 5 through 8 depict an economy still struggling through the recession's labor market impacts which were more severe, with subsequent recoveries less robust, in the Central and Northern regions, than in the Eastern and Southwestern regions.⁸

New Mexico Employment Growth Outlook

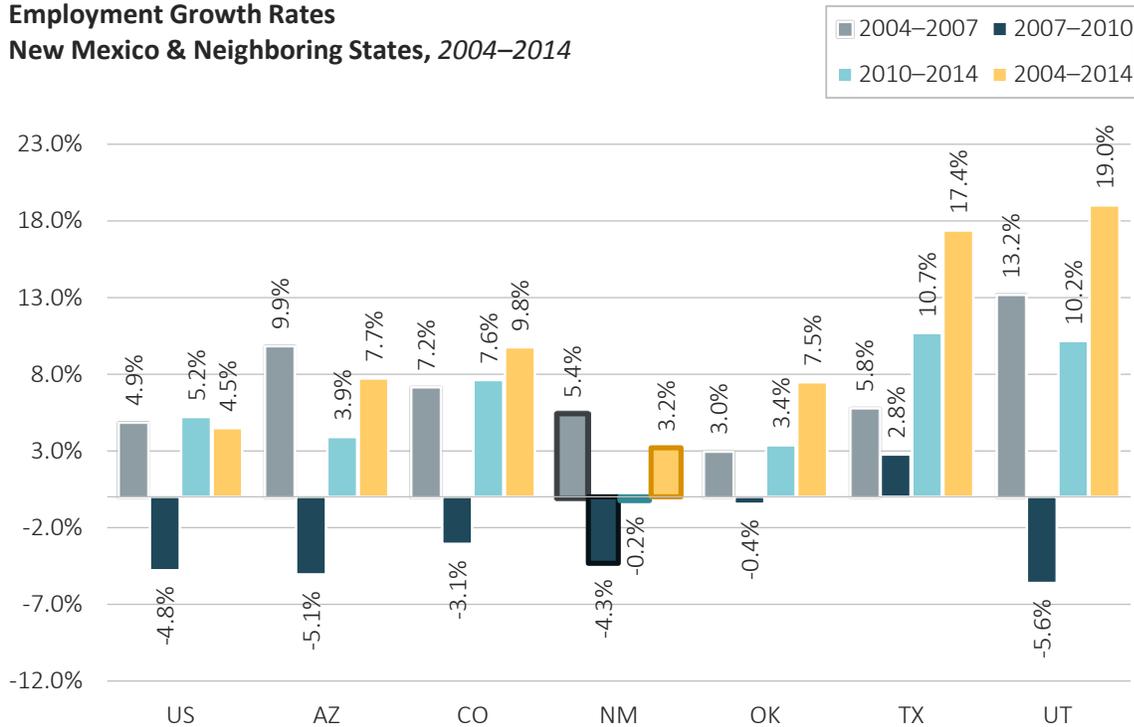
New Mexico's ten-year regional outlook and comparison to neighboring states, indicate employment growth rates posted

at 3.2 percent in the period between 2004-2014, ranking the lowest growth, while Utah posted at 19.0 percent growth, ranking the highest growth compared to neighboring states. New Mexico is still slow to recover due to recessionary job losses and negative 4.3 percent employment growth.

New Mexico Industry Employment Growth

New Mexico's top two employing industries continue to be health care and mining. Mining gained 10,288 new jobs 2009-2014, reporting 58.5 percent industry employment growth, and the health care industry reflected a gain of 9,746 new jobs with an 8.1 percent industry growth rate.⁹

Exhibit 5:
Employment Growth Rates
New Mexico & Neighboring States, 2004-2014



Source: U.S. Bureau of Labor Statistics estimates and NMDWS calculations

⁷ NMDWS Economic Research, and Analysis (ER&A), Labor Market Information (LMI) Bureau.

⁸ NMDWS Economic Research, and Analysis (ER&A), NM 2015 State of the Workforce Report, page 5.

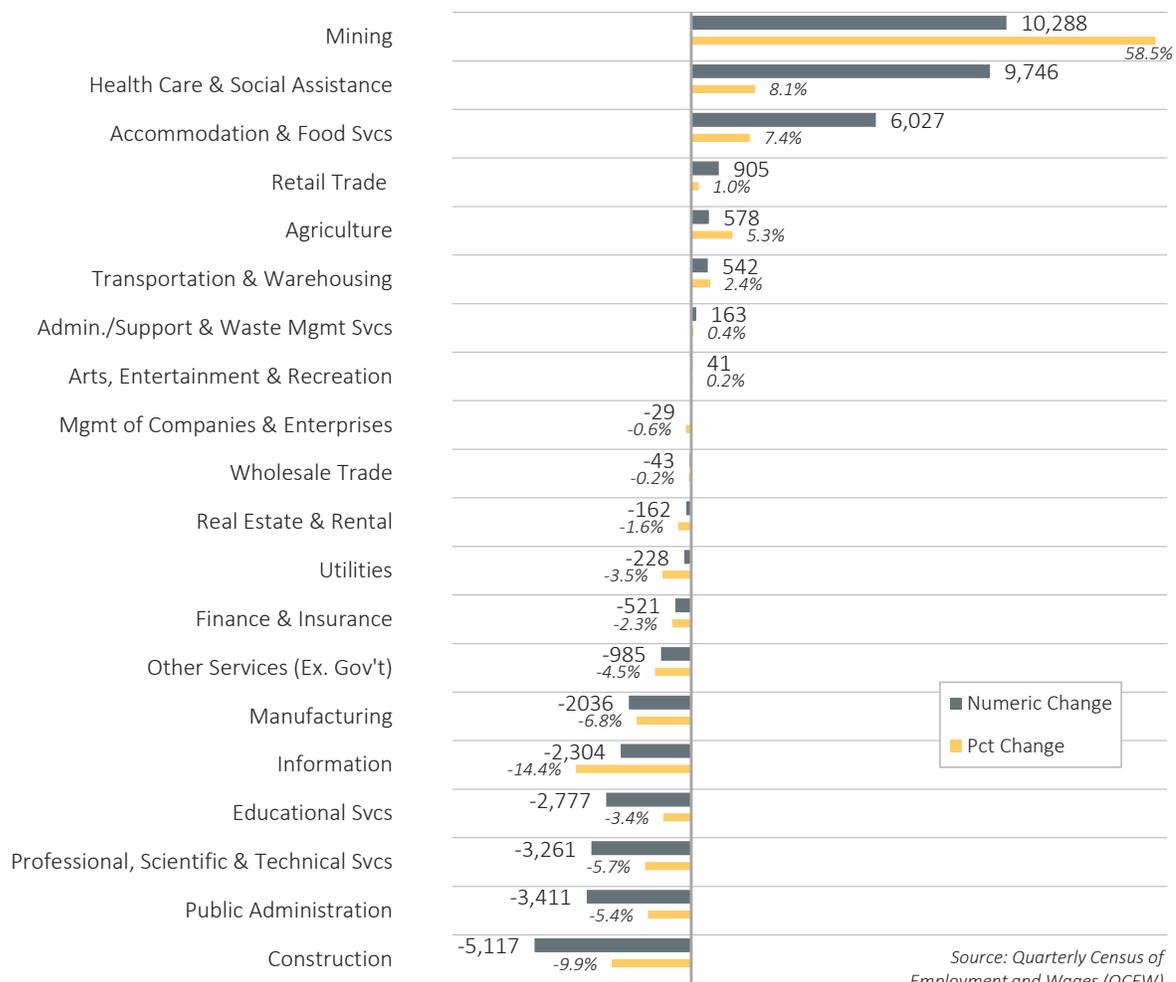
⁹ NMDWS Economic Research, and Analysis (ER&A), Labor Market Information (LMI) Bureau, and Public Relations.

NEW MEXICO ECONOMIC OUTLOOK

STATE PROFILE

Exhibit 6:

Industry Employment Growth New Mexico, 2009–2014



NEW MEXICO ECONOMIC OUTLOOK

STATE PROFILE

New Mexico Population Living below Poverty Level

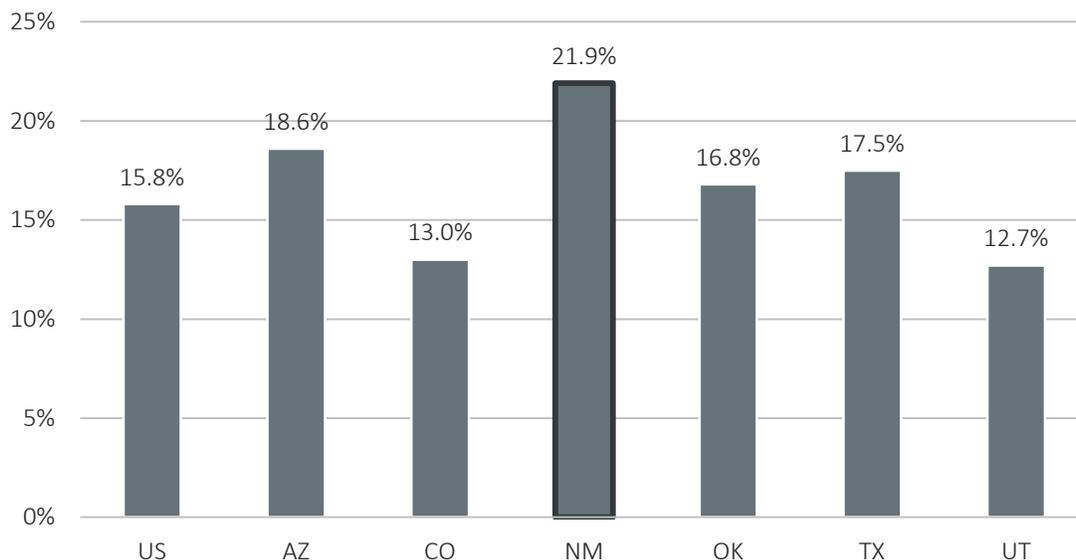
New Mexico's 2014 population was 2,085,572 as captured by the U.S. Census.¹⁰ Many New Mexican's live below the poverty level. Estimates gathered up to 2013 reported 21.9 percent of New Mexico's population experience poverty as compared to neighboring states.^{11,12} In the same year, Arizona's poverty level was 18.6 percent; Texas' poverty level was 17.5 percent; and Utah's poverty rate was the lowest at 12.7 percent.

New Mexico's Population Struggles with Poverty

New Mexico's population is struggling with poverty statewide, although four counties in New Mexico reflect the highest poverty numbers with McKinley reported at 40.3 percent of population living in poverty; Cibola struggles with 32.2 percent; San Miguel is at 32.4 percent and Luna is at 31.2 percent.

Exhibit 7:

Percentage of Persons Living Below the Poverty Level in New Mexico & Neighboring States, 2013



Source: U.S. Census Bureau, American Community Survey, 2013 1-Year Estimates, Table S1701: Poverty Status in the Past 12 Months

¹⁰ U.S. Census Bureau, <http://www.census.gov/>.

¹¹ NMDWS Economic Research, and Analysis (ER&A), Labor Market Information (LMI) Bureau.

¹² U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Program.

<http://www.census.gov/did/www/saipe/data/statecounty/data/2013.html>, <http://www.census.gov/did/www/saipe/about/faq.html>.

STATUS OF STATE EVALUATION ACTIVITIES

In accordance with the requirements of WIA Section 136(d) (1), the state shall conduct ongoing evaluation of workforce activities utilizing methods of continuous improvements. The State will measure the effectiveness of its WIA programs and accountability systems through administration and oversight of the workforce investment system to include the following.

Monitoring and Performance Review

The State assesses the success of the workforce system through monitoring and performance reviews. To ensure compliance with state and federal statutes, regulations and policy requirements, NMDWS conducts on-site reviews at each of the four Local Workforce Development Boards.

NMDWS conducts annual on-site evaluation of the WIA system and programs for Adult, Dislocated Worker and Youth activities and services. A description of the methodology for these evaluations include:

- review of terms of grants, contracts, or other agreements;
- review of participant activities, services and outcomes monitored for performance and compliance to WIA regulations; and
- review of fiscal integrity through the collection and analysis of data to determine allowable and allocable expenditures to cost categories and limitations, as specified in the WIA and OMB circulars.

NMDWS provides a final report with findings and required actions to the Local Workforce Development Boards, and provides technical assistance, as necessary, to correct deficiencies and strengthen the WIA system.

Productivity and Program Performance Measures

To evaluate system success and effectiveness, the state conducts WIA program analysis of quarterly reporting, productivity and performance measures to identify areas of weakness.

Program Data Validation

Data validation is the state performance management tool used to measure integrity of the federal reporting data and establishes associated timelines for submitting reports to include:

- quarterly participant records,
- annual reports, and
- data validation results.

The NMDWS Workforce Grant Auditing Bureau conducts data validation functions to increase effectiveness and gain efficiencies across the WIA system.

NEW MEXICO WIA WAIVERS

New Mexico Workforce System Waivers

1. Waiver of WIA Section 133(B) increases the employer reimbursement for on-the-job training (OJT) based on the size of participating business. Under this waiver, the following reimbursement amounts permitted are:
 - up to 90 percent for employers with 50 or fewer employees,
 - up to 75 percent for employers with 51-250 employees, and
 - for employers with more than 250 employees, the current statutory requirements (50 percent reimbursement) continue to apply.

All four-workforce regions are taking advantage of this waiver. This waiver has the greatest impact on small business (1-50 employees) which make up the largest percentage of New Mexico business establishments. Allowing a sliding scale for employer reimbursement expands the use of OJTs for underemployed and unemployed job seeker participation and affords flexibility so more businesses participate in OJTs.

2. Waiver of WIA Section 133(b)(4) increases the ability to transfer funds between Adult and Dislocated Worker programs from 20% to 50%. This waiver has been beneficial in providing additional flexibility for local planning and support of regional needs. In Program Year 2014/Fiscal Year 2015, transfers were approved as follows.
 - Central Area – \$723,158 from the Dislocated Worker program to the Adult program.
 - Northern Area – \$204,201 from the Dislocated Worker program to the Adult program.
 - Eastern Area – \$176,966 from Dislocated Worker program to the Adult program.
 - Southwestern Area – \$197,085 from the Dislocated Worker program to the Adult program.
3. 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. This waiver permits the use of ITAs for youth and provides greater training options, the acquisition of occupational skills, and better opportunities for success.

4. Waiver to permit New Mexico to replace the seventeen (17) performance measures in WIA Section 136(b) with six (6) Common Measures. This waiver allows the state to continue its efforts to streamline and better align its programs.
5. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers. New Mexico has successfully implemented this waiver to retain eligible training providers and continue to increase the number of approved eligible training providers without burdensome requirements of eligibility and performance reporting criteria. The waiver supports a larger pool of training providers, enhances customer choice, and fosters increased engagement from customers and training providers.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

New Mexico State Workforce Board Structure

The State Workforce Development Board comprised of representatives from business, education, and workforce created a four-committee structure to execute the Governors' state vision and goals for workforce and business.

Business Engagement Committee

The committee supports the development and execution of a statewide employer survey to evaluate the strengths, weaknesses, gaps and employability of the New Mexico workforce. With these process improvement goals, efforts involve continual planning, and evaluation of the workforce system, and connections to business.

Workforce/Education Coordination Committee

The committee promotes a strong partnership between community colleges and the public workforce system and explores options to more effectively target resources to support and sustain successful projects with demonstrated effectiveness.

Data and Performance Committee

The committee supports the acquisition and coordination of data across agencies to evaluate the overall effectiveness and return on investment of workforce/training programs and services. Goals include the coordination of data between workforce and education; and provide a basis for setting priorities, goals and benchmarks across agencies.

Local/State Board Engagement and Performance Committee

The committee promotes engagement between the State Workforce Development Board and Local Workforce Development Boards. State Board members are enlisted to attend LWDB meetings and will communicate State Workforce Development Board vision, goals and expectations as well as observe opportunities to support and strengthen the workforce system at the local level.

New Mexico Integrated Workforce Plan: Summary of Activities

The New Mexico WIA and Wagner-Peyser Act Integrated State Workforce Plan outlines initiatives and activities to improve workforce performance. New Mexico focused on meeting the objectives and priorities of its plan and continues strategies to realign its workforce and education resources to better meet the state's labor market demand.

The WIA Annual Report provides a summary of recent initiatives and activities that improve performance, including Development and Education Linkages, Strategic Partnerships, a Skill-based Workforce System, Economic Development and Workforce Partnerships, increasing the number of individuals receiving training, and engaging business as partners. These initiatives provide clear direction to positively impact the workforce system and business environment.

Improve Workforce Development and Education Linkages- Sustained commitment to strategic resource allocation to most effectively direct services and limited training resources to business and industry associated with emerging occupations and/or those occupations with a significant impact on the local economy. This is an ongoing process for alignment between adult education, occupational training and postsecondary education in support of workforce development needs.

Support Skill-based Workforce System - Support a viable skill-based system through a focus on skill assessment; strategic and targeted training; and industry recognized credentials. New Mexico has adopted the nationally recognized WorkKeys assessment as a tool to measure the skill level of the workforce.

Increase Training and Industry-recognized Credentials - Incentivize collaboration between local boards, and education and training providers to develop and implement innovative training programs that increase credential attainment, including integrated education and training programs that combine adult education and occupational skills instruction.

Leverage Strategic Partnerships - Collaboration with public and private partners with a focus on eliminating duplication

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

of services, leveraging resources and collaborating on areas of mutual interest to better serve the customer.

Enhance Economic Development and Workforce Partnership - Coordinate strategic planning between workforce and economic development agencies; use economic data to drive workforce development decisions; and recognize that workforce development programs contribute to the pipeline of skilled workers for business and industry.

Engage Business as Partners - Business will be engaged more effectively as partners in shaping and implementing workforce solutions.

New Mexico Workforce System Tools

New Mexico Workforce Connection Online System (NMWCOS): Online Portal

- **Employer Services** – Recruitment services, education and labor market information and services, human resources and equal employment opportunity information, employer incentives and staff-provided services, such as Work Keys®- job skills assessments.
- **Job Seeker Services** – Automated job searching, free self-assessments, such as WorkKeys®, Key train, Alison (free self-paced online training), career services, such as resume building, education information, and labor market services.
- **O'Net Occupation Linkages** – Provides improved job searching with matching capabilities connecting multiple public and private job boards, company websites, newspapers, educational institutes, and hospital career sites through exclusive job-spidering technology, making the NMWCOS a one-stop shop for all job orders in New Mexico.
- **Virtual Employment Resources Links** – Job-matching services, access to the unemployment insurance

system, and links to labor market and career development information, with system availability around the clock, seven days a week, at no cost to users.

- **Veteran Services** – Health, pension, and education information, and rehabilitation benefits for veterans and their dependents. “Veterans Priority” allows veterans exclusive access to all new job postings and staff-provided services.
- **Community Services and Support Service Programs** – Financial and budgeting tools, unemployment, youth, and senior services, staff-provided services, auto-job search capabilities, and upcoming event notifications, such as job fairs and Job Club workshops.

Economic Research and Analysis Bureau

New Mexico Department of Workforce Solutions Economic Research and Analysis (ER&A) Bureau reviews trends in industry employment, skill needs, unemployment, occupations in demand, and a range of labor market information used by employers, educators, workers, students, economic developers and policy makers at all levels. ER&A produces reports and publishes information about economic conditions and trends such as the unemployment rate, job growth and wage levels. This information is used by Job seekers and students, businesses, educators, workforce investment boards, and policy makers.

WorkKeys®

New Mexico Department of Workforce Solutions through ACT WorkKeys provides a job skills assessment system that helps employers select, hire, train, develop, and retain a high-performance workforce.¹³ The WorkKeys strategy serves to engage job seekers and employers statewide, as described.

Serving Job Applicants

WorkKeys assessments measure “real world” skills that employers believe are critical to job success. ACT WorkKeys offers a series of tests that measure foundational and soft skills. Test questions are based on situations in the everyday

¹³ NMDWS Business Services Division, Employment Services Bureau.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

work world. The system also offers specialized assessments to target institutional needs. As part of our partnership with ACT's Work Readiness System, New Mexico has helped thousands of job applicants in high schools, colleges, professional associations, businesses, and government agencies build their skills to increase their competitiveness and develop successful career pathways. New Mexico is nearing its third year partnership with ACT that has yielded tremendous success. As of September 30th of this year the state of New Mexico through the Department of Workforce Solutions has administered over **60,000** assessments on behalf of employers statewide.

Successful completion of ACT WorkKeys assessments in Applied Mathematics, Locating Information, and Reading for Information can lead to earning ACT's National Career Readiness Certificate (NCRC), a portable credential earned by more than 2.3 million people across the United States. NCRC is an industry-recognized, portable, research-based credential that certifies essential skills needed for workplace success. This credential is used across all sectors of the economy and documents cognitive skills, including problem solving; critical thinking; reading and using work-related text to solve problems; locating, synthesizing, and applying graphical information, and applying mathematical reasoning to work-related problems. The state of New Mexico has also issued over **9,300** Career Readiness Certificates statewide in the last three years.

Serving Employers

New Mexico has successfully engaged over 270 employers statewide to date to utilize WorkKeys to assist with their hiring needs. ACT WorkKeys offers solutions for employee selection and development that include both foundational and soft skills assessments, enabling assessment of the full potential of applicants and employees. Employers can use ACT WorkKeys assessments at every stage of the employment cycle from screening, selection, training, development, and succession planning. Job analysis solutions allow for the establishment of organizational guidelines and benchmarks for employee selection and development. The tools in this comprehensive system can also be mixed and matched to meet diverse organizational needs.

Work Opportunity Tax Credit (WOTC)

WOTC is a federal tax credit available to employers that hire workers in designated target groups that have barriers to employment. Employers can potentially get a tax credit ranging from \$1,200 to \$9,600 depending on the target group. The tax credit is designed to help job seekers gain on-the-job experience, move towards economic self-sufficiency, and at the same time help reduce employers' federal tax liability.

WOTC Target Groups:

- Qualified TANF Recipients
- Qualified Veterans
- Qualified Ex-Felons
- Designated Community Resident
- Vocational Rehabilitation Referrals
- Qualified Food Stamp Recipients
- Qualified SSI Recipients
- Long-Term Family Assistance Recipients
- Unemployed Veterans

In September 2014, the WOTC program acquired a new automated system designed to reduce turn-around time in issuing determinations as well as to more efficiently handle WOTC's high volume workload. During PY 2014, the WOTC program served 1,110 private sector employers statewide, issuing 4,990 certifications.¹⁴ As a result, New Mexico employers saved millions of dollars in federal tax credits.

¹⁴ NMDWS Business Services Division.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

New Mexico Workforce Programs

Trade Adjustment Assistance (TAA) Program

The Trade Adjustment Assistance (TAA) Program is a Federal entitlement program offered to U.S. workers who become eligible under approved petitions once they have been impacted by foreign trade.¹⁵ TAA seeks to offer several benefits and services to support eligible individuals. These benefits include occupational or on-the-job training programs, income support, job search and relocation allowances and resources that are necessary to support the reemployment of these individuals. In the last year, thirteen (13) petitions have been filed and two (2) have been certified with an estimated three hundred (300) New Mexico workers becoming eligible for the program benefits. Six (6) petitions are currently under the 2015 TAA Reauthorization Act and are being reinvestigated for certification and five (5) new petitions have been filed and are currently in the investigation process. Currently, statewide the program is assisting two-hundred twenty-two (222) participants with Occupational Training Programs, On-the-Job Training programs and the Reemployment Trade Adjustment Assistance Wage Subsidy program. This year,

the Trade program has seen twenty-seven (27) successful graduates enter the workforce with new skills.

Rapid Response Assistance and Service

Rapid Response is an early intervention service that assists both employers and employees affected by layoffs or plant closures. State Rapid Response teams respond within 12 to 24 hours of notification of a layoff, working in partnership with Local Workforce Development Boards and Workforce Connection Centers to provide Rapid Response statewide activities.¹⁶ Rapid Response teams work on-site at the affected company, providing the employer with customized services, including access to user-friendly resources and information to help transition workers into re-employment. Rapid Response teams accommodate work schedules of employers and employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss.

Rapid Response tracks seven years of data, as shown in Exhibit 8, below, which shows the program has assisted 24,400 participants and held 537 Rapid Response meetings statewide.

Exhibit 8: New Mexico's Rapid Response Seven-Year Data

Program Year - July 1, 2014 - June 30, 2015	Participants	RR Meetings
2008-2009	6,836	125
2009-2010	6,063	124
2010-2011	2,487	79
2011-2012	2,225	59
2012-2013	1,422	56
2013-2014	3,481	72
2014-2015	1,886	22
Totals	24,400	537

¹⁵ NMDWS Business Services Division, NMDWS TAA Program.

¹⁶ NMDWS Business Services Division, Employment Services, TAACCT/RR Program.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

Resources and partner services can include help from Economic Development, Health & Human Services Assistance, Trade Act assistance, where applicable, Local Workforce Development Boards, New Mexico Workforce Connection Centers, and Unemployment Insurance. All partners work together to provide needed assistance, as necessary, providing employment opportunities and a pathway to a new and successful career.

Veterans Programs, Initiatives, and Strategies - PY 2014

In 2014, a cursory look at New Mexico data from the Bureau of Labor Statistics identified approximately 182,000 veterans, which represents 8.7 percent of New Mexico's total population.¹⁷ Employment status of veterans 18 years and older indicates, 5.3 percent of New Mexico veterans are unemployed, while 44.8 percent of veterans are participating in the labor force (working or actively looking for work).¹⁸ New Mexico has many programs, initiatives and strategies available to support job-seeking veterans during their reintegration and adjustment into the civilian workforce.

Veterans Programs - Performance Metrics

State and local Veterans' programs performance metrics measure the effectiveness of services. Last year, New Mexico Veterans programs exceeded their thirteen performance measures. The performance metrics and outcomes in Exhibit 9 reflect the negotiated 90% of Uniform National Threshold Entered Employment Rate (UNTEER) for Veterans and Eligible Persons in the Wagner-Peyser Employment Service and Jobs for Veterans State Grants.

Veteran Services Best Practices, Initiatives, and Strategies

The following highlights best practices, initiatives, and strategies regarding veterans services in New Mexico.

- New Mexico has been designated as a severe drought state with some areas designated as extreme. As such, in March 2013, NMDWS Jobs for Veterans State Grant (JVSG) and the Local Veterans' Employment

Representatives (LVER) began implementing as a New Mexico best practice, the Emergency Wild Land Veteran Fire Fighter Pilot Program, to recruit, train and place veterans in firefighting jobs.¹⁹ The pilot program involves the New Mexico State Forestry, Energy, Natural Resources and Minerals Department and the JVSG Program. The Local Veteran Employment Representative (LVER) in Santa Fe takes part in a task force to assist in notifying and recruiting veterans. Fifty-four (54) unemployed veterans have been selected to receive firefighting training and certifications, and participate in veteran firefighting teams.

- NMDWS Disabled Veteran Outreach Program Specialists (DVOP) continue to expand their outreach to homeless shelters, food distribution centers, and local veterans court to provide intensive services to eligible veterans and spouses with a Significant Barrier to Employment (SBE). DVOP Specialists coordinate with community service organizations for the referrals of SBE veterans to the local workforce connection centers.
- The Veterans Transportation Initiative (VTI) grant requires grantees, including the Mid-Region Council of Governments (MR-COG) in central New Mexico, and the State Department of Transportation in northern New Mexico, to organize a local veterans collaborative to coordinate the design of a website to assist veterans to connect with modes of transportation, health and human services and workforce resources. Selected JVSG program LVERs in Albuquerque and Santa Fe are participating as part of this VTI veterans collaborative.
- The State Department of Veterans Services (DVS) held their Women Veterans Conference (WVC) in Farmington, at which the JVSG designated, San Juan Workforce Connection LVER, to coordinate with local employers to conduct employment related presentations that focused on women veterans benefits and employment programs.
- Veterans Retraining Assistance Program (VRAP) provides veterans with 12 months of training in a high

¹⁷ U.S. Department of Labor, Bureau of Labor Statistic, New Mexico Civilian Labor Force (May 2015), <http://www.bls.gov/news.release/pdf/vet.pdf>

¹⁸ NMDWS ER&A Economic Research & Analysis Bureau and 2014 Community Population Survey.

¹⁹ NMDWS Business Services, Veteran's Service Division.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

Exhibit 9: Jobs for Veterans State Grant (JVSG) Funded Services - PY 2014, FY15 (DVOP Only) - Implementation of the Uniform National Threshold Entered Employment Rate (UNTEER)

DVOP Specialists: (Source: VETS_200A):	UNTEER Target	Actual Performance	90% of UNTEER Target - (Round to nearest 10th of a %)	Outcome
Intensive Services Provided to Individuals by DVOP Specialists/Total Veterans and Eligible Persons Served by DVOP Specialists in the State	75%	69%	0.675	E
Veterans' Entered Employment Rate (VEER) <i>Weighted</i>	51%	53%	0.459	E
Veterans' Employment Retention Rate (VERR)	75%	77%	0.675	E
Veterans' Average Earnings (VAE) (Six-Months)	\$15,000	\$15,187	\$13,500	E
Disabled Veterans' EER (DVEER)	48%	46%	0.432	E
Disabled Veterans' ERR (DVERR)	72%	77%	0.648	E
Disabled Veterans' AE (DVAE) (Six Months)	\$18,000	\$16,496	\$16,200	E
Performance Targets for Labor Exchange Services for Veterans (Source: ETA-9002D):				
Veterans' Entered Employment Rate (VEER) <i>Weighted</i>	50%	52%	0.450	E
Veterans' Employment Retention Rate (VERR)	76%	81%	0.684	E
Veterans' Average Earnings (VAE) (Six-Months)	\$17,500	\$17,381	\$15,750	E
Disabled Veterans' EER (DVEER)	44%	44%	0.396	E
Disabled Veterans' ERR (DVERR)	72%	65%	0.648	E
Disabled Veterans' AE (DVAE) (Six Months)	\$19,000	\$19,014	\$17,100	E
NOTE: Outcome Key – E= Exceeds, M= Meets, F= Fails				
Reference USDOL/ETA Training and Employment Guidance Letter (TEGL) 2-13, Implementation of the Uniform National Threshold Entered Employment Rate (UNTEER) for Veterans & Eligible Persons in the Wagner-Peyser Employment Service & Jobs for Veterans State Grants (JVSG), dated August 9, 2013. The Veterans Program "uniform national threshold" based on TEGL 2-13, indicates 90% of the target metric; this determines the outcome of "meets" or "does not meet" the target metric.				

demand occupation. JVSG staff assist eligible veterans in applying for VRAP training. Of the 681 veterans approved for VRAP training, 357 are participating. Veterans completing their training are referred to JVSG staff for employment services. The VRAP program was funded through March 2014; however, recently introduced Federal legislation plans to extend the program.

- The Gold Card workgroup provides JVSG staff the capability to identify Gold Card Veterans case management status to provide for a continuity of employment and training services. JVSG staff members are conducting outreach and follow-up to the veterans and hosting employment workshops for Post 9/11 veterans as well as providing case management

and staff assisted services. The JVSG Gold Program reports 796 Gold Card veterans registered with the New Mexico Workforce Connection for employment services. Since development of the Gold Card workgroup was introduced in November 2011, 6,983 Gold Card veterans have registered.

- Economic Development Department's Film Office, in collaboration with the DVS, DWS LVERs and film production companies established a pilot program called Operation Soundstage to obtain career opportunities in the film and mixed media industry. New Mexico continues to be a leader in film industry by providing production companies with tax and job training incentives, creating jobs in our communities. As part of the Film Crew Advancement Program

NEW MEXICO WORKFORCE INVESTMENT SYSTEM

(FCAP), Operation Soundstage provides fifty percent reimbursement of the qualified participants' wages to the participating company for up to 1040 hours worked as a crew member. Film production companies are also eligible for the WOTC and state employer tax credit for hiring eligible veterans.

- The Veterans Hiring Initiative implemented a policy with two local boards and Workforce Connection Center, coordinated by the JVSG and LVERs for county and city job vacancies, in order to provide veterans job opportunities, job consideration, and interview opportunities for veterans that meet or exceed the minimum qualifications for employment. The northern workforce board with the City of Santa Fe, the Santa Fe County Commission, the City of Las Vegas, the Eastern Workforce Board, and Curry and Roosevelt counties, coordinated with JVSG to implement the Veterans Hiring Initiative policy.
- Native American Veterans and LVERs outreach continues with the Indian Nations, Tribes and Pueblos, mostly in rural areas. Business outreach is also conducted to Native American owned enterprises, casinos and resorts. The gaming industry in New Mexico continues to generate economic activity and job creation, posting jobs in the New Mexico Workforce Connection with priority of service to veterans. Recently, outreach was conducted to the eight Northern Indian Pueblo councils to promote the JVSG program, identify areas where we can collaborate in assisting Native American veterans, and coordinated efforts for regularly scheduled outreach in the Pueblos.

NEW MEXICO WORKFORCE INVESTMENT SYSTEM - REGIONAL ACTIVITIES

New Mexico Workforce Progress: Overview

New Mexico’s workforce service delivery system provides services to jobseeker and business customers throughout thirty-three counties covering 121,298.2 square mile radius, fifth largest land mass in the nation, with the 2013 Census Population indicating 2,085,572 people call New Mexico home.²⁰ The designated four regional Workforce Investment Areas in New Mexico include Central, Eastern, Northern and Southwestern. Each Workforce Investment Area has a local Workforce Development Board that administers WIA employment and training programs through the New Mexico Workforce Connection Centers (NMWCCs). New Mexico’s Wagner Peyser program is located at the workforce connection centers statewide. These centers serve as the central point for WIA mandatory partners and their unique programs.

The regional workforce system optimizes WIA formula funds in collaboration with partners to deliver workforce services. The statewide progress report on participants in the workforce cover the effective delivery of core, intensive, and training services, and highlights “success stories” of participants, employers, and communities statewide. Local and regional narratives highlight WIA-funded Adult, Dislocated Worker and Youth program accomplishments, with specific regional performance captured in ETA Form 9091, Table O.

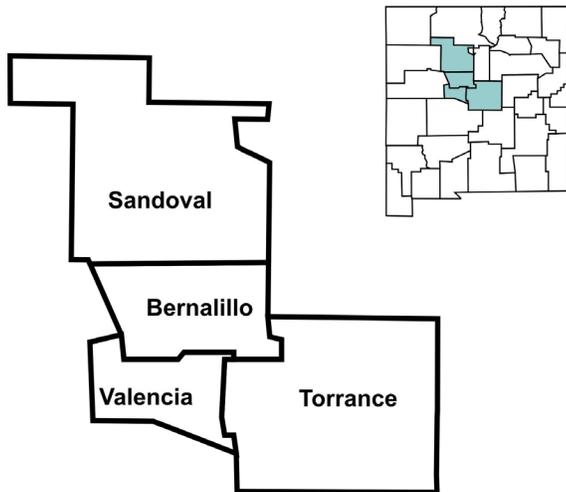
New Mexico Workforce Connection



²⁰ U.S. Census Bureau, http://www.census.gov/geo/reference/guidestloc/st35_nm.html

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)



New Mexico Workforce Connection

CENTRAL AREA

Area Overview

The Central Workforce Development Board administered by the Mid-Region Council of Governments serves Bernalillo, Sandoval, Valencia and Torrance, covering 46 percent of New Mexico's population.²¹ Central Board and The Workforce Connection of Central New Mexico (WCCNM) through their New Mexico Workforce Connection Business and Career Centers (BCCs) provide business-driven solutions, a valued resource for businesses and job seekers in the four county area.²²

Central Area Overview Program Year 2014

Business Activities and Services

The WCCNM has experienced tremendous success with the management of the WIA program. The relationships built with service providers, partners and the local business community have yielded many opportunities for business and job seeker customers. These relationships have resulted in the provision of wrap around service and skill upgrades, a development achieved through an internal eco-system that enhances the workforce system. The internal eco-system identifies employers' needs and matches those individuals with the appropriate business partners resulting in job attainment.

The following quote from Betatron Electronics talks of the WCCNM NMWC partnering in Central Region to benefit business and employees with training/upskilling to improve the workforce system.

"Betatron Electronics has been fortunate to be able to partner with NM Workforce Connection to partially

defray the costs of training our employees. This is an invaluable program that our company has used many times now. Training is costly, not only in the expense of classes, but also the time/payroll needed to complete the courses. There have been instances where we would not have been able to enroll in the classes without the assistance of this gracious program. This latest training program has certified our employees in X-Ray operation. This will allow us to put a new process into operation. In turn we will now be able to bid on projects that require the specific operation. We firmly project that our sales volume and workload will increase and that will follow with the hiring of more highly trained personnel. Again, this could not have been possible without the cooperation of this program and the NM Workforce Connection." Garry Gallegos, General Manager Betatron Electronics.

Earlier this year, President Obama announced his TechHire initiative, including a new campaign to work with

²¹ Central Workforce Development Board, administered by the Mid-Region Council of Governments (MRCOG), <http://mrcog-nm.gov/workforce-mainmenu-64>.

²² Workforce Connection of Central NM.

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

communities to get more Americans rapidly trained for well-paying technology jobs. TechHire is a bold multi-sector effort and call to action to empower Americans with the skills they need, through universities and community colleges but also nontraditional approaches like “coding boot camps,” and high-quality online courses that can rapidly train workers for a well-paying job, often in just a few months, rather than four-year degree.

One of those programs included in that announcement is the “Talent Albuquerque” initiative (Talent ABQ) – a demand-driven initiative launched back in 2013 by Albuquerque Mayor Richard Berry in partnership with Innovate+Educate and the New Mexico Workforce Connection (NMWC) Business and Career Center, in which the industry partners are recognizing skills and competencies in their job postings, rather than only four-year degrees or years of experience.

“This partnership is an important step in continuing to provide job seekers the best resources available, while helping them to learn how their skills can connect them with employment opportunities. Incorporating the Talent ABQ model into the Business and Career Center is just another great investment in our people, and a smart way to help them succeed,” said Albuquerque Mayor Richard Berry.

Talent ABQ has more than 300 local employer partners, and the City of Albuquerque will be including \$200,000 in its FY16 budget to fund Talent ABQ’s work. Talent ABQ is mapping courses and curriculum across the city to IT jobs to ensure that people have access to training opportunities in IT. This includes the “coding boot camps”, which include certifications such as Oracle, Cisco, and others.

The goal is to fill at least five percent of IT jobs based on skills and competencies rather than just degree and experience, opening up job opportunities for candidates in the area that would not have had the opportunity for IT jobs and fields. The city’s goal for 2015 is training/upskilling at a minimum of 350 candidates for IT jobs.

“This is an exciting time for a partnership of this kind, as it will provide better prospects for jobseekers and businesses throughout the City of Albuquerque and the Central Region, while also promoting competency-based employment opportunities,” said Jerilynn Sans,

Administrator for the New Mexico Workforce Connection.

“We are fortunate to have this opportunity with New Mexico Workforce Connection, and thank the leadership for their support in piloting TalentABQ. We believe the learnings and findings of the pilot will benefit other workforce centers across NM and the US,” Jamai Blivin, CEO, Innovate+Educate.

Job Fairs and Employer Recruitment

The New Mexico Workforce Connection (NMWC) and the Workforce Connection of Central New Mexico (WCCNM) are focused on providing relevant and quality services to the business community and its clients. In pursuit of this initiative, the WCCNM provides onsite recruitments and hiring events, job fairs, job skill assessments for job candidates and access to training facilities at the Business and Career Centers. These services are allowing businesses to reduce recruiting costs and connecting employers with qualified job applicants. Furthermore, this service is extremely valuable to the job seeker as it allows face-to-face contact with a hiring employer in their pursuit of career opportunities.

“Partnering for Success” job fairs are held at the Bernalillo County Business and Career Center. These job fairs are only available to employers that have a minimum of ten active open recruitments with forty and sixty participating employers attend these two Partnering for Success Job Fair Events. In addition, the WCCNM provides Industry Specific Job Fairs and Onsite Recruiting Events.

Partnering for Success - 2014 Event

The Job fair had a total of 1,052 job seekers attending with over 900 job openings by 54 employers.

- Employer feedback was very positive and they stated that the organization of the event, staff assistance, and job seeker attendance exceeded their expectations.
- Business interest for the job fair was overwhelming, with no room to accommodate approximately 20 employers.
- The following week, WCCNM conducted a mini job fair for 17 of these employers, which was attended by 350 job seekers.

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

Partnering for Success 2015 Event

This event included 45 participating employers and was attended by over 500 job seekers.

James Pyle, Personnel Office – Transit Department, City of Albuquerque, stated *“Thanks for an excellent Partnering for Success Job Fair! The City of Albuquerque is very appreciative that you would allow us to come and meet with the many job seekers. We were very impressed with the way it was organized, publicized and ran. As usual, the staff was extremely helpful, attentive and friendly. we at the City of Albuquerque appreciate all the efforts and hard work ... Once again, thanks for another great Job Fair and we look forward to many more to come!”*

Mini-Job Fairs provided to meet demand of approximately 20 employers. The following signifies a list of mini-job fairs provided to meet demand:

- July 2014 in Sandoval County, 45 employers participated with 195 job seekers in attendance.
- October 2014, Valencia County, Belen Business Expo Job Fair, with 24 employers participating and approximately 200 job seekers in attendance.

- November 2014, additional mini-job fairs results:
 - ◊ 23 participating employers, 509 seekers attending.
 - ◊ 10 participating employers, with 169 job seekers.
- December 2014, a total of 20 participating employers attended by 443 job seekers.
- April 2015, Sandoval County Career Fair, hosted 9 participating employers, with 75 job seekers participating.

Industry Specific Job Fairs provided to up to 20 employers, structured for a specific industry. This year's industry specific job fairs were:

- April 2015, 10 Contact Center employers participated, attended by 197 job seekers.
- May 2015, a total of 26 Healthcare employers participated, attended by 225 job seekers

Onsite Recruiting Events provided 102 recruiting events for over 2,750 job openings.



WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

- Employers receiving this support included State of New Mexico, Department of Workforce Solutions Unemployment Insurance Operations Center, Comcast, Cannon USA, Express Employment, MVD Express, PRime Flight Aviation Services, Sprint, T-Mobile, SL Start, Staffing Solutions, Kelly Services, Manpower, Tru Care Dental and many others.

In total, the WCCNM had 446 employers participate in events with over 8,000 job seekers in attendance.

Adult and Dislocated Worker Programs

The WCCNM and NMWC continue to pursue innovative approaches that produce long-term improvements in the performance of the workforce system and to provide cost-effective outcomes for job seekers and businesses while supporting the local economy.

The WCCNM staff developed 140 On-the-Job Training contracts, serving 271 individuals in the Central Region. In addition, a total of 108 customized training agreements were executed, training or retraining 554 individuals. Furthermore, 237 people received Individual Training Accounts and 39 individuals received intensive services, increasing job seekers' credentials attainment, occupational skills and overall employability. Overall 1,101 individuals received training services in the Central Region.

Through the continued delivery of enhanced employment services, such as the Reemployment Eligibility Assessment (REA) program, highly skilled and qualified individuals receiving unemployment insurance, but who have not been able to find employment, are being helped.

The REA builds on the WCCNM's integrated local service delivery system and partners that includes co-located Workforce Investment Act (WIA) and Wagner-Peyser (WP) services, Veterans' services, Adelante disability services, Job Corps, Agency on Aging, Temporary Assistance to Needy Families, local community colleges, and local faith-based organizations, provided at the Workforce Connection Centers statewide.

Career Master Series (CMS), an innovative service idea, a program provided to our Adult and Dislocated Worker population that includes various ways of job hunting that might be outside traditional job searching methods. These

methods include: using social media platforms like LinkedIn, attending networking events, and using WorkKeys scores to find employment opportunities. Participants of the program are encouraged to utilize all the workshops available at the Business and Career Center (BCC) and to work with our Wagner-Peyser partners on learning more about using the statewide jobs database. CMS provides workshops in learning networking etiquette as well as elevator speeches. A participant of the program may obtain a Certification of Completion by attending five workshops, as well as conducting five job search activities, which may include attending job fairs, giving an informational interview and/or participating in various other events.

Youth Program

The WCCNM Youth Program enrolled over 174 new youth. These youth were offered many services to enhance their current and future endeavors. Services afforded to the youth of the Central Region consisted of activities such as work experience, occupational skills training, and mentorship opportunities. These ventures not only provide suitable educational advancement prospects for youth, but also provide great motivation for future accomplishments.

To enhance the services of the WIA Youth Program, the Central Region supported the initiation of many programs to positively impact the lives of the youth in the region.

"The Workforce Connection WIA youth program has worked for us in that it gives the students hands-on experience that will create more opportunity to be hired as an experienced Dental Assistant. Shannon started out at Amazing Grace Dentistry as a student assistant and is now a full time employee. She is an excellent employee and every day our company learns more about our assistants and they learn more about us as a company." Marisol Trevino, Officer Manager, Amazing Grace Dentistry

The recruitment process involved many new worksites recruited and over 145 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.

SummerWorks!

The WCCNM implemented the SummerWorks! Program

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

the last quarter of PY14, covering 10-12 weeks of work experience for youth in Sandoval, Bernalillo, Valencia and Torrance counties, targeting graduating seniors and youth completing their GEDs, and consisting of 30 hours a week, and/or 300 hours of work experience each.

This summer work experience program offered youth quality work experience opportunities, coupled with access to activities such as: occupational skills training, tutoring, adult mentoring, leadership development, basic skills training, supportive services, and work experience. With completion of this SummerWorks! Program, staff support was provided to participants transitioning into post-secondary education, full time employment and/or earning a credential that will further their employability in the future.

“This program is much more than just a summer job for the youth of the Central Region. This SummerWorks! Program was designed to further youth participant’s employability in the future.” – Odes Armijo-Caster, Chair of the Workforce Connection of Central New Mexico Board

All participants were trained through a Basic Employability Skills Training (BEST) program. BEST is a work readiness training designed to ensure that participants develop the basic skills needed to grow and develop in the work setting. Program participants were placed at a worksite based on their past experiences, current skills, and career interests, as well as their school and educational status. Staff provided weekly follow-ups with the participants and worksite supervisors to ensure proper training, support and overall success.

“In the past, the Bernalillo County Assessor’s Office has hired and promoted our youth as appraisers. This work site continues to open their doors to our youth regarding work experience. These youth will now be able to obtain medical benefits, life insurance, and start to contribute to their PERA retirement.” – Victoria Perez, Youth Development Practitioner for the New Mexico Workforce Connection

To encourage youth participants to further their education, an extra incentive was built into the program. Those youth who attained their GED, high school diploma, or achieved a post-secondary education course could earn an additional \$50-\$75 for their efforts. There were also a number of supportive services for eligible participants who needed them including:

child care, transportation, and other workplace items that may be required, depending on the job.

“Our goal was to place eligible youth at a worksite in which they have a career interest. This experience provides them with an idea of what the particular type of industry has to offer, and lets them decide if they would like to pursue a certificate or degree that will lead them on their eventual career path.” – Jerilynn Sans, Administrator for the New Mexico Workforce Connection.

This Fall, all SummerWorks! Program participants may continue, if interested, on to other program activities, such as secondary education opportunities, or On-the-Job Training opportunities which may lead to a nationally recognized credential, thus developing the foundation for a future career path leading to self-sufficiency.

Veterans Services

In 2014 the U.S. Department of Labor Veterans Employment and Training released an updated refocus for veteran services. New emphasis has been placed on retiring and separating military members, which allowed the New Mexico Workforce Connection to attend the Kirtland AFB Transition Assistance Program. Veterans staff facilitates a session of the monthly event to brief attendees about services available at the Workforce Connection Business and Career Centers (BCC).

During the PY14 program year Veterans Services staff and partners have provided approximately 7,000 services to veterans with almost 300 gaining employment through placements and external referrals.

The Mountain Road BCC staff has expanded outreach to the community rural offices. Weekly and monthly outreach and outstations are available in Socorro, Valencia, and Sandoval counties. All three locations provide disabled veteran outreach and one-on-one intensive services for those veterans with barriers to employment. The pilot program determined there is a real need for regular visits to these communities due to lack of transportation expenses for many of the veteran clients. The Veterans staff monitors newly registered and enrolled disabled veterans in the central area and initiates contact to offer services. Staff average over 70 new contacts per month.

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

With outreach as a prime method, Workforce Connection staffs are concentrating on Veteran Affairs Regional Medical Center, Veterans Integration Center, Homeless Shelters, and Correctional Facilities in Los Lunas, Grants, and soon, Santa Fe. The Veterans unit also developed a memorandum of understanding to partner with Goodwill Industries to provide employment services for those individuals in the Homeless Veterans Reintegration Program (HVRP). A weekly outstation provides one-on-one contact with veterans. Working as a team, Goodwill counselors and Veterans staff coordinate efforts to assist those veterans with employment.

Central Area Success Stories

ADULT Program Success Story

Aaron, a 26 year old Army veteran, was honorably discharged this past year. He applied for a position as a Chemical Engineering Technician (CET) that he found on the NMWCOS state database. While Aaron has a degree in Chemical Engineering, he had no work experience in this industry, other than an internship during college.

Green Theme Technologies, a company that manufactures environmentally-friendly chemical technology for finishing of textiles and nonwovens, contacted a WIA Business Consultant and expressed an interest in offering Aaron the CET position, who had been collecting unemployment benefits while searching for employment. WIA staff met with employer, approved and completed the On-the-Job Training contract. Aaron is pleased with his new position and his involvement in the WIA Program which has assisted this veteran dislocated worker to return to the workforce.

Green Theme has successfully graduated three other OJT dislocated worker participants: an accountant, a chemical engineer and a mechanical engineer, all of whom are still employed with the company at a good wage despite previously collecting unemployment benefits.

Green Theme has also taken advantage of the WIA Customized Training program and has trained the Mechanical Engineer on the most current Solidworks program and the accountant with the latest QuickBooks edition. As this New Mexico Company grows the Central Region looks forward to being able to continue to support their efforts.

YOUTH Program Success Story

Kayla came to the WIA Program looking to gain work experience in her field of interest - social work and psychology. She also wanted to gain local support and resources to help her sustain livelihood and succeed with her endeavors. Kayla is originally from a small town and moved to Albuquerque three years ago to attend University of New Mexico (UNM), where she is currently majoring in Psychology. Kayla had no prior work experience and has been preparing for her future career as she is nearing the completion of her degree.

Through the WIA Youth Program, Kayla was able to gain work experience, as she was placed at a non-profit to gain employability skills in the field of social work. Kayla has excelled through her participation in the program, developing the skills, knowledge, and resources to help her sustain her living and guidance to stay focused on school. Upon completing her bachelor's degree at UNM, Kayla would like to enter the field of social work and ultimately return to school to pursue a graduate degree.

WIA REGIONAL ACTIVITIES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

Central Area Local WIA Workforce Development Board Participant Performance, ETA Form 9091

Table O - Local Performance

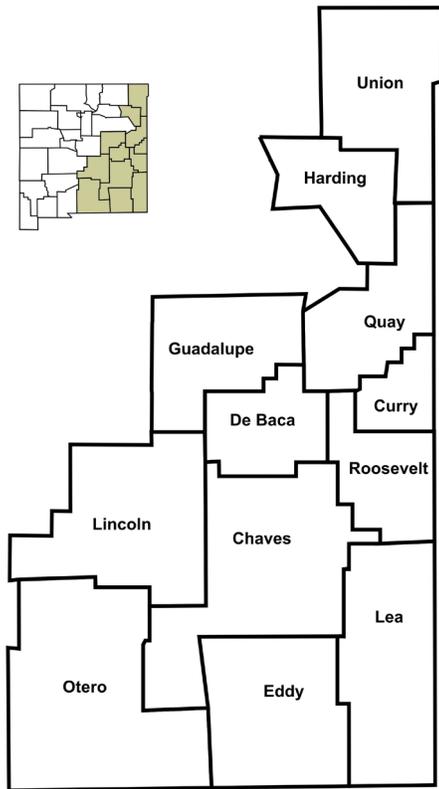
Local Area Name <u>Central Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	2,112	
		Dislocated Workers	198	
		Total Youth (14-21)	441	
ETA Assigned # <u>35025</u>	Total Exiters	Adults	2,343	
		Dislocated Workers	129	
		Total Youth (14-21)	234	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.0%	70.0%	
	Dislocated Workers	75.0%	82.0%	
Retention Rates	Adults	89.0%	88.0%	
	Dislocated Workers	88.0%	75.0%	
Average Earnings (Adults/DWs)	Adults	\$28,000	\$21,262	
	Dislocated Workers	\$17,500	\$15,634	
Placement in Employment or Education	Youth (14 - 21)	58.0%	56.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	48.0%	41.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	33.0%	38.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	3

Central Area WDB 4-County Program Performance:

Exhibited at Table O, performance indicates of the nine (9) metrics reporting under Common Measures three (3) measures were exceeded, five (5) measures were met and one (1) measure was not met.

WIA REGIONAL ACTIVITIES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)



New Mexico Workforce Connection

EASTERN AREA

Area Overview

The Eastern Area Workforce Development Board (EAWDB) serves 15.5 percent of New Mexico's population, providing services to employers and job seekers across twelve (12) counties and forty-four thousand square mile area through its New Mexico Workforce Connection Centers (NMWCC).²³ EAWDB's twelve county designation areas include Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero, Quay, Roosevelt, and Union.

Eastern Area Overview Program Year 2014

The 2014 program year (PY) was one of change and progress. The goals for the year were: to increase employer outreach and use of the system, to increase the utilization of On-the-Job Training (OJT), improve customer service in the centers, increase staff development, convert WIA participant hard files to electronic records, strengthen and enhance partnerships, improve collaborative service delivery across partner programs and to establish a firm foundation for the transition to and implementation of the Workforce Innovation Opportunities Act (WIOA).

EAWDB One Stop System

The Eastern Board's one stop operator and board staff began initiating partner meetings in various counties to

reevaluate services provided, outcome expectations, referral processes, and opportunities to collaborate. As a result, areas of duplication of services became apparent and provided opportunities to work collaboratively rather than independently to provide those services. Through this process some offices began sharing the role of providing workshops on resume development, internet job search, and interviewing skills and techniques with partner agencies. The workshop facilitator is rotated between workforce connection center staff and partner staff to provide instructional workshops for customers of the system, increasing staff efficiency for all the programs involved.

²³ Eastern Area Workforce Development Board, <http://eawdb.org/>

WIA REGIONAL ACTIVITIES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

WIA Adult and Dislocated Worker Programs

The unemployment rate in the area continues to be low. Recruiting of job seekers for area employers in the area continues to be difficult. The offices have increased outreach and recruiting efforts with positive results. One such effort to recruit job candidates from across the state was having staff attend job fairs in other local areas with listings of jobs for employers in the eastern area.

The Adult and Dislocated Worker programs has partnered heavily with the Trade Adjustment Assistance Community College and Career Training (TAACT) grant program in Hobbs and trained several participants. The first few rounds of participants helped to improve the pre-program assessment tools used, as well as the curriculum. As a result of their input, the program experienced, by the fourth class offered, a 100% completion and pass rate. The placement rate for the graduates is approximately 90% with most being employed at over \$20 per hour. That partnership and collaboration has proven to be very successful for customers in the Eastern Area.

WIA Youth Program

The WIA Youth Program has had many successes this year working with a very hard to serve population. One of the challenges within the program has been keeping those most in need of services engaged. With the low unemployment rates, even fast food jobs in some counties are starting at \$12/hour and are more than willing to hire basic skills deficient, parenting youth drop outs. However, engaging these youth in training and skills development, whether basic or occupational, is difficult. So the Youth Program has developed a series of incentives for basic skills training and GED testing. When youth are placed in a work environment concurrently with basic or occupational skills training, if the youth is not attending training as scheduled, the job is suspended or terminated until acceptable attendance is resumed. The Youth Program is also looking forward to opportunities to work with the TAACT grant program to place youth in training that leads to a career path.

Eastern Area Success Stories

ADULT Program Success Story

Sarah came to NMWCC seeking financial assistance for the Radiologic Technology Program at Dona Ana Community College for which she was accepted. At the time, this participant, a single mother of one child, age 11, was residing in public housing and receiving food stamps. WIA enrolled Sarah for the Fall semester and she was required to commute to Las Cruces from Alamogordo the first year. In addition to assistance with training costs, WIA also assisted with transportation costs and she successfully completed the first year. She began the clinical portion of the program during the second year. This presented another barrier as her clinicals were at Gila Regional Medical Center in Silver City, over three hours from Alamogordo. She continued with a difficult commute until graduating in May 2015, and was hired immediately by Gila Regional Medical Center. She started at \$20.16 an hour full time. WIA staff contacted her to follow up and see if any services were needed and she reported that she is now earning \$22.04 an hour, and is no longer on public assistance.

DISLOCATED WORKER Program Success Story

Juan came to WIA after being laid off from his job where he earned \$12 an hour as a laborer. Juan had worked for the company for three years. Juan is married with two children and is the sole provider in his home. The layoff resulted in his family requiring assistance from the SNAP program. Juan explained that as a laborer he is often laid off when work slows down. He wanted to obtain a credential in which he could provide a more stable living for his family. Juan decided to obtain a commercial driver's license (CDL) with the assistance of WIA. He was immediately hired in Alamogordo as a driver earning a starting wage of \$15 an hour. With his CDL, Juan looks forward to long-term, stable employment with many opportunities for increased earnings.

WIA REGIONAL ACTIVITIES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

IN-SCHOOL YOUTH Program Success Story

Patrick is a 17 year old junior in high school who was enrolled in the Youth Program in October of 2014. The primary focus of services was to develop work readiness skills to improve his math skills. When Patrick completed his work readiness training and looked at careers in ONET, he was interested in becoming a pharmacist or pharmacy tech after graduating from high school. Patrick began his work experience at Roden Smith Pharmacy in November 2014, which was scheduled to complete in February 2015. He did so well with the work experience that the pharmacy hired him for a part-time position. Patrick is now a senior in high school and is still employed with them. He plans to attend college after graduation to become a pharmacy technician. The employer has informed him that they will work around his college schedule and hire him full time when he completes. He has also seen significant increases in his math scores and is currently working on reading.

OUT-OF-SCHOOL YOUTH Program Success Story

Jose first came into the office with his mother, who only spoke Spanish, and makes her living cleaning houses. Jose's main goal was to get on track in order to help his mother as much as he could financially. He came into the program with the hope of going back to school, as he had dropped out in the 11th grade. Jose wanted to get his GED so that he could start going to Beauty College to be a barber. He was accepted into a privately operated alternative school to attain his diploma and WIA assisted him with book costs. The school is a home school program where he was able to coordinate his school work around his job at a local gas station. He completed his coursework and received his diploma in June 2015. Jose is now enrolled at the Beauty College and when he completes he wants to open his own barber shop.

WIA REGIONAL ACTIVITIES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

Eastern Area Local WIA Workforce Development Board Participant Performance, ETA Form 9091

Table O - Local Performance

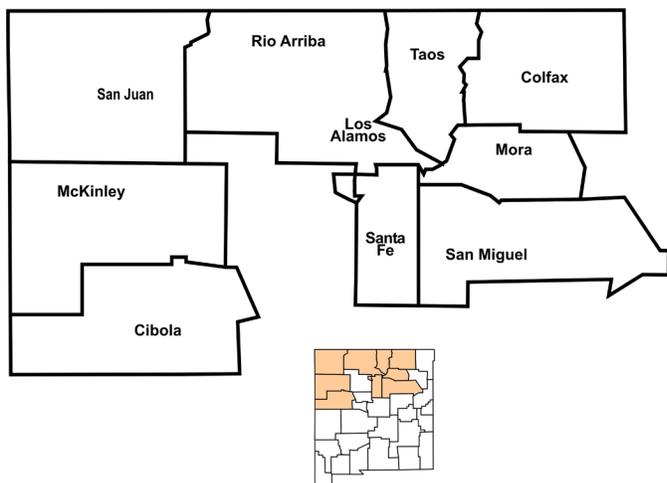
Local Area Name <u>Eastern Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	345	
		Dislocated Workers	52	
		Total Youth (14-21)	50	
ETA Assigned # <u>35040</u>	Total Exiters	Adults	26	
		Dislocated Workers	43	
		Total Youth (14-21)	37	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.0%	80.0%	
	Dislocated Workers	75.0%	84.0%	
Retention Rates	Adults	87.0%	92.0%	
	Dislocated Workers	88.0%	89.0%	
Average Earnings (Adults/DWs)	Adults	\$17,500	\$18,340	
	Dislocated Workers	\$17,500	\$20,153	
Placement in Employment or Education	Youth (14 - 21)	60.0%	69.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	46.0%	44.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	38.0%	23.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	7

Eastern Area WDB 12-County Program Performance:

Exhibited at Table O, performance indicates of the nine (9) metrics reporting under Common Measures, seven (7) measures were exceeded, one (1) met were and one (1) was not met.

WIA REGIONAL ACTIVITIES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)



New Mexico Workforce Connection

NORTHERN AREA

Area Overview

The Northern Area Local Workforce Development Board (NALWDB) was incorporated in 2001 as a nonprofit 501(c)(3) to operate as the Administrative Entity (AE) for workforce funds covering ten (10) northern counties including Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos.²⁴ Northern area serves 27.6 percent of New Mexico's total population.

Northern Area Overview Program Year 2014

The NALWDB's workforce system is business and purpose-driven to help citizens in the ten New Mexico counties of the north to enter, remain, and advance in the workforce while strengthening the overall business climate of New Mexico. The unwavering focus and the imperative of a rapid and fickle state economy is the major inspiration for our workforce system in the Northern Area. The Northern Area's economic development landscape has undergone considerable and positive change, and strategies continue to focus on economic development priorities to advance job creation and retention, and further improve collaboration, efficiency and effectiveness.

Although the rural nature of the Northern Area has remained somewhat of an obstacle in service delivery, our partners in education, economic development, business, and service providers are hard at work ensuring that the NALWDB businesses have the talent and workforce they need to thrive, that Northern New Mexicans have access to meaningful employment, and that our workforce system is structurally essential to a vibrant and healthy economy. The NALWDB is proud of the accomplishments that have been made possible with WIA funding, as well as the structure it has built

that positions it well for implementation of the Workforce Innovation and Opportunity Act (WIOA).

WIA Adult and Dislocated Worker Programs

The NALWDB Adult and Dislocated Worker programs continued to work towards development of WIA service delivery with a singular goal: to provide high quality services to Northern Area communities that will help move people into a better life, assistance with opportunities providing access to higher paying jobs that will provide the self-sufficient wages needed to flourish in an ever-changing economy, and relevant skills development to become more valuable employees. The NALWDB's adult service provider, SER, Jobs for Progress, Inc., operates workforce and education programs and collaborates closely with its partners and local employers to develop a strong, business-driven workforce system. SER, Jobs for Progress, Inc., experienced a great deal of success in the multitude of programs that were developed to meet the needs of both the job seeker and the business customer as demonstrated in performance measure outcomes. An immense amount of success was due in part to the adult

²⁴ Northern Area Workforce Development Board, <http://nalwdb.nm.org/organizations.php>

WIA REGIONAL ACTIVITIES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

service provider's ability to provide comprehensive career counseling to job seekers, assuring that services led toward a career pathway that was a "fit" for the individual. Service provider staff was also able to pay close attention to exactly what employer's issues and needs were, then extract from their many resources and contacts to devise a comprehensive package of services designed to address identified needs.

SER, Jobs for Progress, Inc., continues to address the Dislocated Worker population. For example, workers were dislocated as a result of the Chevron Mine closure. A strong partnership was developed during the initial Rapid Response period with NMDWS, University of New Mexico-Taos (UNM-Taos), Chevron, and local governments in the Taos and Questa areas. All partners worked collectively to pull together resources and develop initiatives that assisted individuals to re-enter the workforce.

Business Activities and Strategies

The NALWDB, through its adult service provider SER, Jobs for Progress, Inc., has built exceptional partnerships with local business communities. It is critical to NALWDB success that the needs of business in local demand occupations are recognized to enable job placement for the unemployed or to assist the underemployed. The adult service provider accesses multiple partners and resources when building a service plan for any given employer to assure that identified needs are met and issues addressed. This is especially important in the smaller, more rural communities where job vacancies are in short supply. The NALWDB's alliances with employers, economic development entities, training programs, local workforce centers, community organizations and other key stakeholders center around the common purpose of addressing recruitment and retention challenges that play a key role in identifying employer needs, job opportunities, and educational requirements.

Training and credential attainment are part of efforts to enable workers to become qualified for available employment opportunities. A team of case managers that also serve as business liaisons, located in various Northern Area Workforce Connection Centers, ensure that the NALWDB remains aware of new and future employment opportunities that benefit employer needs and match job seeker skills. Businesses use workforce center facilities to meet with worker groups, interview prospective employees, and hold meetings. The

NALWDB has persistently fostered business relationships and continues to collaborate for creative and innovative strategies that ultimately increase Northern Area workforce development.

Youth Program

The NALWDB youth service provider, HELP-NM, Inc., provided various types of opportunities focused on the ten WIA Youth elements during the program year which resulted in many positive outcomes. Some of these young people were strictly WIA participants, while others were dually enrolled in another program in addition to their participation in WIA; namely, the YouthBuild program and WIA Adult program. The overall success of WIA is largely due to the leveraging or bundling of services available within HELP-NM, Inc. in its co-enrollment strategy, capacity, and creative thinking. HELP-NM, Inc. uses its organizational and programmatic structure which allows students to gain employment opportunities through career skills development as well as academic skills development, both of which lead to quality of life advancement in both arenas. Overall, the effect of all activities that HELP-NM, Inc. provides remain remarkably positive as noted in their performance outcomes.

HELP-NM, Inc. service provider staff provided services such as outreach, recruitment, job placement, and supportive services for participants. As staff enrolled participants, the focus was to build a rapport with each participant to garner respect and trust in meeting individual needs through mentoring, communication, support, and guidance. Throughout this process staff also actively engaged in their communities, meeting with business owners, enriching past partnerships, and developing new ones.

While the majority of youth seek out opportunities to connect to training and work, youth programs often report difficulties in sustaining participation after the initial connection is made. HELP-NM, Inc. has strategies to stimulate sustained, intense engagement in services.

Studies indicate that young people are more likely to engage when elements such as financial incentives opportunities and support services are available that address a young person's barriers to participation. Incentives and stipends are a key form of positive reinforcement to sustain motivation, especially when tied to benchmarks such as earning

WIA REGIONAL ACTIVITIES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

academic credentials and acquiring specific competencies. HELP-NM, Inc. makes available monetary incentives attained by youth when they achieve identified goals. These goals include participation in KeyTrain, WorkKeys, receiving a high school diploma or GED certificate, securing a job after work experience training, and partaking in service learning projects and/or leadership development opportunities. In PY 2014, HELP-NM, Inc. had 73 youth participants who received monetary incentives for their completion of identified goals. Additionally, WIA participants were extremely active in community service learning projects. Community Services Block Grant (CSBG) funding continues to be used to fund some youth activities as appropriate, many of which involve community service and leadership experience opportunities.

Northern Area Success Stories

ADULT Program Success Story

In association with the New Mexico National Guard, New Mexico Junior College, and Northern Area Santa Fe Workforce Connection, the NALWDB adult service provider SER, Jobs for Progress, Inc., embarked on a training initiative funded by WIA. Two United States Army reservists were trained through an advanced CDL training offered by New Mexico Junior College which enabled the reservists to become state-certified CDL instructors. As instructors, the men conduct training on-site at their respective locations at a considerable reduced cost than is currently available through private training institutions. Not only was this training a cost savings, but it enabled the participant's early re-entry into the workforce.

This type of partnership and training achieved by the NALWDB was highlighted in an excerpt in The Army Times.

"What is done as a soldier has tremendous value for life. The push to expand credentialing opportunities has taken on new urgency as the Army continues to cut tens of thousands of soldiers each year from the active-duty force. In 2014 alone, the Army paid more than \$320 million in unemployment compensation. It's widely believed that veterans trying to get jobs have trouble translating their skills from the military in terms civilian employers understand. One of the best ways to translate military training and skills in terms meaningful to a civilian employer is through a credential."

In this particular instance, two transitioning soldiers took advantage of a NALWDB training opportunity while still on active duty. As a career step, the NALWDB acknowledges that it is beneficial to have a certified and recognized credential. Post-transition, these individuals were prepared in that they acquired a certified and an externally-approved credential. With the value system the Army supports along with credentials, these transition soldiers have done well and are providing instruction toward the same opportunity for other military soldiers.

DISLOCATED WORKER Program Success Story

When Nelson was growing up, his family operated a restaurant in the Española, New Mexico valley. He always enjoyed cooking but never seemed to have the opportunity to work in the area that he loved. With assistance from WIA funding, Nelson enrolled at Santa Fe Community College to work toward an Associates in Applied Science in Culinary Arts. Nelson took full advantage of WIA support; throughout he remained a student in good standing, earning a 4.0 GPA in the 2015 Spring semester. Nelson's continuous merit got the attention of the Director of the Culinary Arts Program who selected him for nomination to the Study Abroad Internship Program in Italy. Working closely doing research with his WIA case manager, together they came upon the Gilman Scholarship Program, which offers awards for undergraduate study abroad and awards U.S. undergraduate students scholarships to participate in study and intern-abroad programs worldwide. Additionally, the Gilman Scholarship aims to diversify the kind of students who study and intern abroad by supporting undergraduates who might otherwise not participate due to financial constraints. Only three percent of applicants from community colleges nationwide receive the scholarship; Nelson was one of five recipients from the State of New Mexico. He left for Italy on May 30th for an 18-day internship. Upon his return to New Mexico, Nelson plans to graduate from the Culinary Arts Program with his Associate's Degree in December 2015.

YOUTH Program Success Story

Victoria is a 16-year old female who dropped out of high school. She enrolled in home schooling, however, she had a difficult time attending classes on-line. Victoria was referred to the WIA program at HELP-NM, Inc. With guidance

WIA REGIONAL ACTIVITIES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

from her WIA case manager, she quickly responded to the opportunities that were offered by the program, and was enrolled as a participant, receiving paid work experience while placed at HELP-NM, Inc. as a Clerk Assistant. This Youth participant was motivated and eager to learn, completing her assigned tasks immediately, and taking the initiative to ask other departments if they needed assistance. She successfully completed her work experience during which time she was provided needed support services and participated in community leadership opportunities. Eventually she was hired full-time at Arby's fast food restaurant. Subsequently, Victoria successfully completed her GED and received her diploma, and today, she is registered at Luna Community College for the 2015 Fall semester. Victoria's goal is to earn her two-year certificate as a Registered Nurse and continue her education in Colorado.

WIA REGIONAL ACTIVITIES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

Northern Area Local WIA Workforce Development Board Participant Performance, ETA Form 9091

Table O - Local Performance

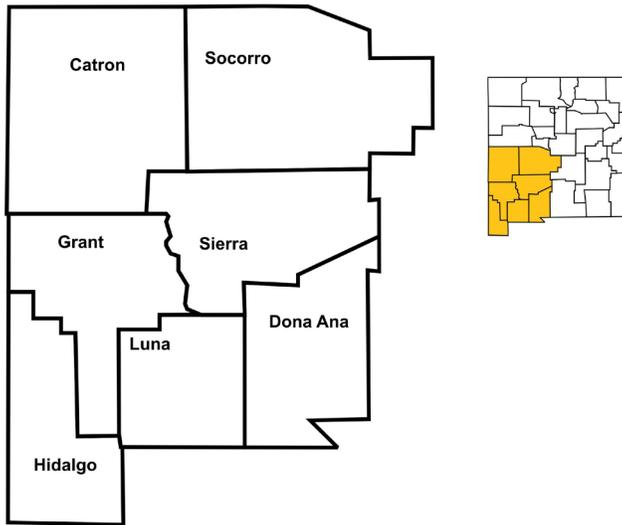
Local Area Name <u>Northern Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	888	
		Dislocated Workers	228	
		Total Youth (14-21)	114	
ETA Assigned # <u>35035</u>	Total Exiters	Adults	801	
		Dislocated Workers	111	
		Total Youth (14-21)	101	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	67.0%	67.0%	
	Dislocated Workers	75.0%	72.0%	
Retention Rates	Adults	87.0%	84.0%	
	Dislocated Workers	87.0%	92.0%	
Average Earnings (Adults/DWs)	Adults	\$16,300	\$16,688	
	Dislocated Workers	\$17,500	\$17,595	
Placement in Employment or Education	Youth (14 - 21)	58.0%	64.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	50.0%	51.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	35.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	5

Northern Area WDB 10-County Program Performance:

Exhibited at Table O, performance indicates of the nine (9) metrics reporting under common measures, five (5) measures were exceeded and four (4) measures were met.

WIA REGIONAL ACTIVITIES

SOUTHWEST AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)



New Mexico Workforce Connection

SOUTHWESTERN AREA

Area Overview

The Southwestern Area Workforce Development Board (SAWDB) provides workforce services in seven counties, which include Catron, Doña Ana, Grant, Hidalgo, Luna, Sierra, and Socorro. Southwest area serves 38.1 percent of New Mexico's population. The SAWDB 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.²⁵

Southwestern Area Overview Program Year 2014

New Mexico Workforce Connection (NMWC) is the southwest region's workforce expert, helping hundreds of employers connect with thousands of job seekers each year. With six workforce centers serving the seven county regions, two of which are satellite offices, the SAWDB works to deliver a highly skilled workforce.

Workforce Service Delivery

In conjunction with the Region IV Chief Elected Officials, the Southwestern Area Workforce Development Board works toward improving one-stop facilities in order to house more partners and businesses in an effort to make their services further accessible to those they are serving. The SAWDB works to establish a strong workforce system through its training providers, both public and private, to meet the needs of employers throughout the southwestern area of New Mexico.

Best Practice

The SAWDB and its workforce partners in southwestern New Mexico have developed a unique and strong working relationship with the Workforce Solutions Borderplex Board from El Paso, Texas. In partnership, the two boards and their workforce partners hosted the Agricultural Employer Forum. The Forum provides vital information to both growers and farm labor contractors on the services available at workforce centers and through other government and non-profit agencies. The forum is an annual event that has brought over 12 agencies together from two states to assist the agricultural industries employers and farmworkers.

Future Developments

In the wake of the great recession, growth is taking place and the Southwestern Area Workforce Development Board

²⁵ Southwestern Area Workforce Development Board <http://www.employnm.com/>

WIA REGIONAL ACTIVITIES

SOUTHWEST AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)

continues to measure the business-driven demand of employers. The priorities and goals of the local board have substantially contributed to the state's level of enrolled participants. The local board's ability to forecast its customers' needs, through business demands and participants is an important component to its success.

The SAWDB is currently participating with the New Mexico Department of Workforce Solutions and its sister boards throughout the state to implement the Workforce Innovation and Opportunity Act. SAWDB plans to strengthen its relationships with economic development offices, school districts, and chambers of commerce within the seven-county area. By building stronger relationships and more collaboration, the efforts will not only lend themselves to achieving the objectives of workforce development, but economic development and education, as well.

Southwest Area Local Goals

The Southwestern Area Workforce Development Board, in consideration of the state vision, has established the following local goals:

1. Establish stronger relationships with businesses to better understand and prepare to meet their employment needs.
2. 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.
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.
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 NMDWS.
5. As required by WIA, migrant seasonal farm worker initiatives will be established through collaborative efforts with other agencies to provide farm workers the opportunity to learn different job skills for higher paying occupations.
6. The Southwest Region does not have adequate facility space to satisfy the one-stop concept. The Southwestern Area Workforce Development Board, will make efforts with local, state, and federal agencies to obtain adequate facility space to serve its business and job seeking customers.



WIA REGIONAL ACTIVITIES

SOUTHWEST AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)

Southwest Area Success Stories

ADULT Program Success Story

Positive things happened for Blanca in 2001. Not only was she accepted into the nursing program, but she also married and started a family. With her family a high priority, Blanca's dream of becoming a nurse was put on hold, and then shattered after losing her second child to pneumonia. Grief-stricken Blanca thought she no longer had what it took to be a nurse because she felt it would be too painful to lose patients and care for children. Over the years, Blanca had another son, which helped her through her grief. Her father saw great strength in her, and with his motivation and encouragement, Blanca decided to return to school. She was again accepted into the nursing program in 2012. However, her family's income disqualified her for financial aid and she was unable to afford school as she would need to leave her current job to attend nursing school full-time. The Tuition Assistance Program helped pay for her education as a WIA Adult participant. As a result, Blanca was able to complete the nursing program with an Associate's Degree in Nursing, graduating in May 2014 with a 3.4 GPA and beginning work for Mimbres Memorial Hospital in Deming as a Registered Nurse in July 2014.

DISLOCATED WORKER Program Success Story

Robert first came in to the workforce center to apply for unemployment insurance. As an unemployed veteran, finding a job with his current skills seemed impossible. Behind on rent and other bills, supporting his family was very difficult, especially around the holidays. Robert received information about getting a commercial driver's license. With WIA's Tuition Assistance Program, Robert completed the five-week CDL training and was hired right away, making a thousand dollars a week. After gaining some work experience, Robert moved on to work for another company with higher pay and bonus opportunities.

IN-SCHOOL YOUTH Program Success Story

Araceli comes from a home where Spanish is the primary language, but she learned English fairly well in school and is bilingual. She applied as a Youth participant during her senior year in high school and was placed in paid work experience at the local library. Araceli quickly learned the duties and responsibilities of her position and came to be very reliable. She assisted in the children's reading program and was able to speak with visitors who did not speak English. Her bilingual ability was an invaluable asset to both the library staff and visitors. This Youth participant graduated from high school and is currently attending Doña Ana Community College in Las Cruces where she is majoring in Early Childhood Education.

OUT-OF-SCHOOL Program Success Story

At the age of 16, Erik was an offender and being home-schooled. When he decided not to complete his home school courses, his probation officer referred him to New Mexico Youth Challenge Academy in Roswell. In December of 2014, he obtained his high school equivalency diploma and returned to Lordsburg where he sought work experience with the assistance of WIA. Erik worked at the Hidalgo County Courthouse 30 hours a week for about 10 weeks as a maintenance helper. He gained a positive outlook on life and started classes August 2015 at Western New Mexico University. His plans are to move to Tucson, Arizona where he would like to work as a refrigeration/air-conditioning technician.

WIA REGIONAL ACTIVITIES

SOUTHWEST AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)

Southwestern Area Local WIA Workforce Development Board Participant Performance, ETA Form 9091

Table O - Local Performance

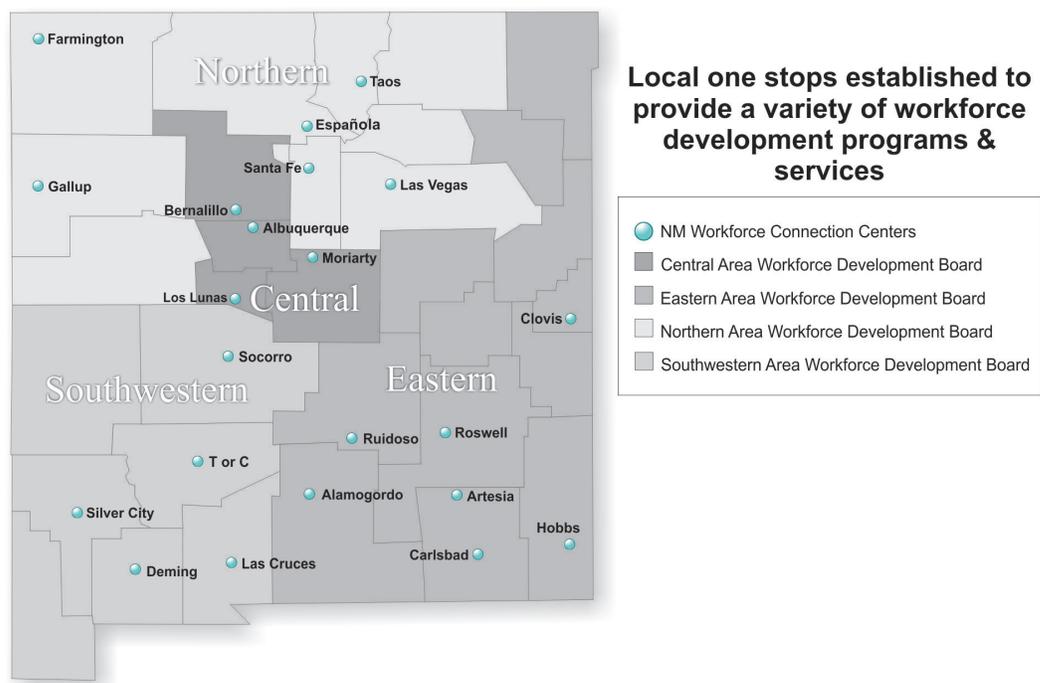
Local Area Name <u>Southwest Area</u> <u>Workforce Development Board</u>	Total Participants Served	Adults	616	
		Dislocated Workers	84	
		Total Youth (14-21)	204	
ETA Assigned # <u>35030</u>	Total Exiters	Adults	390	
		Dislocated Workers	30	
		Total Youth (14-21)	154	
Reported Information	Program	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	76.0%	84.0%	
	Dislocated Workers	74.0%	89.0%	
Retention Rates	Adults	88.0%	98.0%	
	Dislocated Workers	89.0%	90.0%	
Average Earnings (Adults/DWs)	Adults	\$14,000	\$15,120	
	Dislocated Workers	\$15,000	\$11,919	
Placement in Employment or Education	Youth (14 - 21)	54.0%	71.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	44.0%	41.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	38.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	8

Southwestern Area WDB 7-County Program Performance:

Exhibited at Table O, performance indicates of the nine (9) metrics reporting under common measures, eight (8) measures were exceeded with one (1) failed measure.

LOCAL WORKFORCE DEVELOPMENT BOARD CONTACT INFORMATION

New Mexico Workforce Connection



Central Area Workforce Development Board

Administrative Entity
Mid Region Council of Governments (MRCOG)
Jerilynn Sans, WIA Administrator
jsans@mrcog-nm.gov
809 Copper NW
Albuquerque, NM 87102
(505) 724-3638

Northern Area Local Workforce Development Board

Administrative Entity
Jeff Barela, Interim Executive Director
jeff@nalwdb.nm.org
5 Bisbee Court – Suite 104
Santa Fe, NM 87508
(505) 986-0363 Ext. 4

Southwestern Area Workforce Development Board

Administrative Entity
Steve Duran, WIA Administrator
sduran@sccog-nm.com
600 Hwy 195, Suite C
Elephant Butte, NM 87935
(575) 744-4857

Eastern Area Local Workforce Development Board

Administrative Entity
Tiffany Roth, WIA Administrator
troth@nmwcc.com
(505) 343--7612
Beth Elias, WIA Administrator
belias@nm.net
(505) 343-6555
725 A 6th Street, NW
Albuquerque, NM 87102



New Mexico Department of Workforce Solutions
401 Broadway NE
P.O. Box 1928 (87103)
Albuquerque, NM 87102
Phone: (505) 841-8405
Fax: (505) 841-8491
www.dws.state.nm.us