

# Workforce Investment Act - 2011

State of New Mexico Annual Report



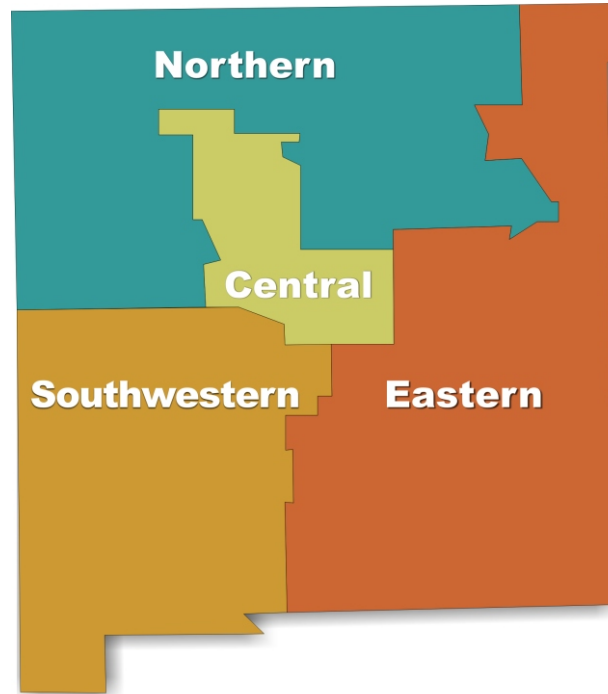
Program Year 2011/ Fiscal Year 2012  
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# STATE OF NEW MEXICO

## Workforce Investment Act

### Annual Report - Program Year 2011



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#### Equal Opportunity is the Law

The New Mexico Department of Workforce Solutions is an equal opportunity employer/program and auxiliary aids and services are available upon request. WIA applicants, claimants, participants, recipients, employers, and staff shall not be discriminated against on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship, age disability, political affiliation, or belief in both participation and employment reprisal or retaliation for filing grievances, testifying or agreeing to testifying any investigation or proceeding related to the WIA also regarding health, safety, and displacement of denying benefits to any individual to which that individual is otherwise entitled, or participation in any WIA financially assisted program or activity.

# TABLE OF CONTENTS

<b>Acknowledgments - Local Area Board Chairs and WIA Service Delivery Regions . . . .</b>	<b>i</b>
<b>Table of Contents . . . . .</b>	<b>ii</b>
<b>New Mexico's Workforce Connection/Economic Outlook . . . . .</b>	<b>1</b>
<b>Performance Results Statewide . . . . .</b>	<b>3</b>
Table - New Mexico's Performance Snapshot	
Table - Cost per Participant	
<b>Tables B-O . . . . .</b>	<b>4</b>
Table B - Adult Program Results	
Table C - Outcomes for Adult Special Populations	
Table D - Other Outcome Information for the Adult Program	
Table E - Dislocated Worker Program Results	
Table F - Outcomes for Dislocated Worker Special Populations	
Table G - Other Outcomes for the Dislocated Worker Program	
Table H.1 - Youth (14-21) Program Results	
Table M - Participation Levels	
Table N - Cost of Program Activities	
Table O - Local Performance All Workforce Regions	
Central Area Workforce Development Board	
Eastern Area Workforce Development Board	
Southwestern Area Workforce Development Board	
Northern Area Workforce Development Board	
<b>State-Level Program - New Mexico Virtual One Stop System . . . . .</b>	<b>12</b>
<b>Rapid Response . . . . .</b>	<b>13</b>
<b>WIA Waivers Executed . . . . .</b>	<b>14</b>
<b>State Evaluates Workforce Investment Activities . . . . .</b>	<b>15</b>
<b>Progress of Local Area Workforce Boards - Program Year 2011 . . . . .</b>	<b>17</b>
Local Workforce Progress Central Area	
Local Workforce Progress Eastern Area	
Local Workforce Progress Southwestern Area	
Local Workforce Progress Northern Area	
<b>State Program – State Energy Sector Partnership (SESP) . . . . .</b>	<b>36</b>



# NEW MEXICO'S WORKFORCE CONNECTION & ECONOMIC OUTLOOK

## New Mexico's Workforce Connection

All programs under the jurisdiction of the U.S. Department of Labor employment and other labor exchange services, administered through New Mexico Department of Workforce Solutions (NMDWS) represent the conduit for the one-stop services and participants. This report covers in narrative, information on participants in the workforce investment system, addresses the cost of workforce investment activities and reports on the status of state evaluations of the NM workforce system. DWS provides assurances that data elements are reported uniformly with the validated WIA Annual Report (ETA 9091) tables A - O. Narrative information includes a snapshot of performance against the backdrop of NM's recovering economy. Other annual report components include regional program highlights, performance outcomes, and success stories of participants transitioning through major life challenges including job loss, unemployment, training, education and ultimately new careers.

## New Mexico's Economic Outlook

Statewide, as the past recession lingers in our memory, New Mexico is slowly emerging from the worst recession in decades. The downturn rippled throughout the entire economy, and its effects were devastating. The rate of over-the-year job growth comparing October 2010 with October 2009, was a negative 0.6 percent, representing an over-the-year loss of 4,500 jobs. By October 2011, New Mexico recovered 4,700 jobs, marking an over-the-year rate increase of 0.6 percent.

Across much of the state, there are new jobs being added to the economy, primarily in health care and educational services. Yet longstanding problems remain in many rural areas of the state. Approximately 70 percent of our jobs do not require post secondary education.

The effects of economic development efforts to attract new businesses can be seen around the state. Hundreds of jobs in nuclear and alternative energy manufacturing and facility construction, scientific research and development, construction of a railroad service terminal and even space travel have been added in the past year.

A comparison of New Mexico to its neighboring state for the period from November 2010 to November 2011, indicate that all the western states saw positive employment growth rates. Six states posted higher job growth rates than the national rate of 1.2 percent. Wyoming led the Western states at 3.0 percent, followed by Oklahoma (2.8 percent), Utah (2.5 percent), Texas (2.2 percent), Arizona (1.9 percent), and California (1.7 percent). Three states posted slightly lower growth rates than the national rate. Colorado and Nevada grew by 1.1 percent, and New Mexico's growth rate was 0.8 percent.

## Population in the Workforce Investment Areas

As of July 1, 2011, New Mexico's population<sup>2</sup> was approximately 2,082,224. The population grew by 1.4 percent annually between 2001 and 2011, a rate slightly slower than the previous 10-year period. Nearly one-third of the entire population was located in Bernalillo County in 2011 and over 40 percent of the population was located in the Albuquerque MSA (Bernalillo, Sandoval, Tarrant, and Valencia counties). The remaining three MSAs follow Albuquerque, with Las Cruces (Doña Ana County) holding 10.3, Santa Fe (Santa Fe County) holding 7.0, and Farmington (San Juan County) holding 6.4 percent of the total population.

The central counties along the Rio Grande corridor grew the fastest between 2001 and 2010. Sandoval County led the state at 43.0 percent growth, compared to the state average of 13.8 percent. Areas that are more rural grew much slower than the MSAs, at a rate of about 4.8 percent between 2001 and 2010. There were still some rural counties that experienced growth closer to the state average, including Lea, Roosevelt, and Curry.

Over the 10-year period, Hidalgo County, the least populated in the state, lost approximately 13.4 percent of its population. Ten other counties Colfax, De Baca, Grant, McKinley, Mora, Quay, Rio Arriba, San Miguel, Sierra, and Tarrant also lost population over the period. The populations in De Baca, Harding, Hidalgo, and Quay have been declining since at least 1991. The population losses in Tarrant were surprising, as the

<sup>1</sup> New Mexico Department of Workforce Solutions (NMDWS), Economic Research, and Analysis (ER&A) Bureau, conducts market analysis, and research of the economy and its effects on major industries, staff contributors include Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: New Mexico's State of the Workforce Report 2012, [www.dws.state.nm.us](http://www.dws.state.nm.us).

<sup>2</sup> New Mexico Department of Workforce Solutions Business Services Division, Economic Research & Analysis Bureau, Mark Boyd, Bureau Chief, "Regional Review, Quarterly Labor Market Information Across NM," Summer 2012, Volume 2/Issue 2, Contributors/Writers, Ashley Leach, Economist, Tracy Shaleen, Economist.

# NEW MEXICO'S WORKFORCE CONNECTION & ECONOMIC OUTLOOK

county experienced some of the strongest growth through the 1990s.

The Bureau of Business and Economic Research (BBER) at the University of New Mexico produces population projections. Projected growth trends are similar to historic trends. BBER projects that New Mexico's population will grow to just over three million people by 2035. Sandoval and Bernalillo counties are projected to grow the fastest, followed by the other central counties of Torrance and Valencia (with Torrance population growth projected to bounce back from more recent stagnation). Doña Ana County is also projected to continue experiencing the relatively fast growth it has seen over the last decade. The populations in two rural counties Grant and Guadalupe are projected to quicken through 2035, while the rates in the Santa Fe and Farmington MSAs are projected to slow.



# PERFORMANCE RESULTS -

## Statewide

### Performance Measures

Pursuant to the Workforce Investment Act, New Mexico and consequently the local regions negotiate levels of performance for each of the prescribed measures. This year, New Mexico negotiated and obtained state performance levels resulting from Department of Labor, Employment and Training Administration (DOLETA) Region 4, performance regression model. New Mexico continues to file a Waiver for Common Measures, which permits the State to report on six (6) Common Measures replacing the previously required seventeen (17) performance measures at WIA Section 136(b).

Under WIA, states are required to track participants to determine Entered Employment Rates, Retention Rates and Average Earnings for adult and dislocated workers and

Placement in Employment or Education, Attainment of Degree or Certificate, Literacy or Numeracy Gains for youth.

Exhibited Table below provides **NM's Performance Snapshot** capturing the overall status of state performance. Table includes WIA Programs, NM's federally negotiated performance levels, 80% of negotiated performance levels; and actual performance levels achieved. Performance outcomes indicate all negotiated performance levels are met with six (6) performance levels exceeded.

**Exhibit Table Cost Per Participant** provides details at a glance measuring program costs in terms of expenditures and the number of participants served per funding program.

**Table: New Mexico's Performance Snapshot<sup>3</sup>**

New Mexico's Performance Snapshot	WIA Programs	Negotiated Performance Level	80% of Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	66.5%	53%	65.6%
	Dislocated Workers	75.0%	60%	72.1%
Retention Rates	Adults	89.0%	71%	90.9%
	Dislocated Workers	93.0%	74%	86.6%
Average Earnings (Adults/DWs)	Adults	\$11,200	\$8,960	\$48,157
	Dislocated Workers	\$14,200	\$11,360	\$17,390
Placement in Employment or Education	Youth (14 - 21)	54%	43%	57%
Attainment of Degree or Certificate	Youth (14 - 21)	35%	28%	37%
Literacy or Numeracy Gains	Youth (14 - 21)	25%	20%	30%
Overall Status of State Performance	<b>Not Met</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	3	6

### Cost Per Participant

Cost Per Participant Table PY 2011	Total Participants	Expenditures	Cost per Participant
WIA Adult	2,288	\$3,733,839	\$1,632
WIA Dislocated Worker	927	\$3,456,534	\$3,729
Total Youth (14-21)	1,357	\$3,736,324	\$2,753

<sup>3</sup> Source: NMDWS/NMVOSS Margarito Aragon, Program Manager, DOLETA General Reporting Instructions and Form 9091, Workforce Investment Act Annual Report.

# PERFORMANCE RESULTS -

## Statewide

The following tables B through O follow DOLETA specifications, with WIA Annual Report information submitted to ETA's Enterprise Business Support System (EBSS). New Mexico conducted Report Validation prior to submission of the WIA Annual Report pursuant to (WIA Section 185, 29 USC 2935).

**Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66.5%	65.6%	324
			494
Employment Retention Rate	89.0%	90.9%	2,065
			2,271
Average Earnings	\$11,200	\$48,157	97,872,480
			2,032

**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	61.9	83	60.9	14	20.0	2	50.9	27
		134		23		10		53
Employment Retention Rate	76.6	82	84.8	39	66.7	4	91.8	357
		107		46		6		389
Average Earnings Rate	\$12,362	951,832	\$22,123	862,814	\$15,653	62,610	\$71,724	25,522,755
		77		39		4		356

# PERFORMANCE RESULTS -

## Statewide

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	68.1	250	58.3	74
		367		124
Employment Retention Rate	92.0	1,980	72.0	85
		2,153		118
Average Earnings Rate	\$49,753	96,869,816	\$11,796	1,002,664
		1,947		85

**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	72.1%	316
			438
Employment Retention Rate	93.0%	86.6%	227
			262
Average Earnings	\$14,200	\$17,390	3,495,409
			201

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	71.1	27	50.0	1	64.0	57	100.0	3
		38		2		89		3
Employment Retention Rate	80.0	20	100.0	2	87.2	41	75.0	3
		25		2		47		4
Average Earnings Rate	\$20,021	380,389	\$11,119	22,238	\$12,923	465,236	\$5,922	17,767
		19		2		36		3



# PERFORMANCE RESULTS -

## Statewide

**Table G - Other Outcome for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	75.4	273	56.6	43
		362		76
Employment Retention Rate	86.7	189	86.4	38
		218		44
Average Earnings Rate	\$17,411	2,872,820	\$17,294	622,589
		165		36

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	54.0%	57.4%	480
			836
Attainment of Degree or Certificate	35.0%	37.0%	276
			745
Literacy and Numeracy Gains	25.0%	30.2%	95
			315

# PERFORMANCE RESULTS -

## Statewide

**Table M - Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	48,394	42,682
Total Adult self-service only	45,240	40,482
WIA Adult	47,528	42,226
WIA Dislocated Worker	927	496
Total Youth (14-21)	1,357	953
Younger Youth (14-18)	980	680
Older Youth (19-21)	377	273
Out-of-School Youth	562	423
In-School Youth	795	530

**Table N - Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$3,733,839
Local Dislocated Workers		\$3,456,534
Local Youth		\$3,736,324
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$360,921
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$1,826,723
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	NEG - OJT (NM-04)	\$319,412
Total of All Federal Spending Listed Above		\$13,433,752

# PERFORMANCE RESULTS -

## Statewide

**Table O – Central Area Local Performance**

Local Area Name  <b>Central Area Workforce Development Board</b>	Total Participants Served	Adults 21,176	
		Dislocated Workers 441	
		Older Youth (19-21) 117	
		Younger Youth (14-18) 423	
ETA Assigned #  <u>35025</u>	Total Exiters	Adults 18,783	
		Dislocated Workers 206	
		Older Youth (19 - 21) 89	
		Younger Youth (14 - 18) 179	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	70	65.2
	Dislocated Workers	76	74.6
Retention Rates	Adults	89	91.4
	Dislocated Workers	93	87.1
Average Earnings (Adults/DWs)	Adults	\$11,200	\$36,919
	Dislocated Workers	\$14,200	\$18,339
Placement in Employment or Education	Youth (14 - 21)	54	58
Attainment of Degree or Certificate	Youth (14 - 21)	35	39.8
Literacy or Numeracy Gains	Youth (14 - 21)	25	29.7
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			
		0.0	0.0
		0.0	0.0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>0</b>	<b>3</b>
			<b>Exceeded</b>
			<b>6</b>

# PERFORMANCE RESULTS -

## Statewide

**Table O – Eastern Area Local Performance**

Local Area Name  <b>Eastern Area Workforce Development Board</b>	Total Participants Served	Adults 8,123	
		Dislocated Workers 79	
		Older Youth (19-21) 19	
		Younger Youth (14-18) 81	
ETA Assigned #  35040	Total Exiters	Adults 7,385	
		Dislocated Workers 38	
		Older Youth (19-21) 11	
		Younger Youth (14-18) 47	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	66.5	64
	Dislocated Workers	75	80
Retention Rates	Adults	90	83.5
	Dislocated Workers	91	81.3
Average Earnings (Adults/DWs)	Adults	\$12,700	\$14,671
	Dislocated Workers	\$14,200	\$18,255
Placement in Employment or Education	Youth (14 - 21)	54	64.8
Attainment of Degree or Certificate	Youth (14 - 21)	35	51.7
Literacy or Numeracy Gains	Youth (14 - 21)	25	18.2
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			
		0.0	0.0
		0.0	0.0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>1</b>	<b>3</b>
		<b>Exceeded</b>	
		<b>5</b>	



# PERFORMANCE RESULTS -

## Statewide

**Table O – Southwestern Area Local Performance**

Local Area Name  <b>Southwestern Area Workforce Development Board</b>	Total Participants Served	Adults	8,755	
		Dislocated Workers	214	
		Older Youth (19 - 21)	57	
		Younger Youth (14-18)	245	
ETA Assigned #  35030	Total Exiters	Adults	7,739	
		Dislocated Workers	133	
		Older Youth (19 - 21)	50	
		Younger Youth (14 - 18)	165	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Entered Employment Rates	Adults	70	87.7	
	Dislocated Workers	80	75.6	
Retention Rates	Adults	86	85.4	
	Dislocated Workers	93	92.5	
Average Earnings (Adults/DWs)	Adults	\$10,300	\$12,973	
	Dislocated Workers	\$12,468	\$19,604	
Placement in Employment or Education	Youth (14 - 21)	54	63.5	
Attainment of Degree or Certificate	Youth (14 - 21)	35	48.6	
Literacy or Numeracy Gains	Youth (14 - 21)	25	45.1	
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				
		0.0	0.0	
		0.0	0.0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>0</b>	<b>3</b>	<b>6</b>

# PERFORMANCE RESULTS -

## Statewide

**Table O – Northern Area Local Performance**

Local Area Name  <b>Northern Area Local Workforce Development Board</b>	Total Participants Served	Adults 9,360	
		Dislocated Workers 189	
		Older Youth (19 - 21) 101	
		Younger Youth (14 - 18) 164	
ETA Assigned # <u>35035</u>	Total Exiters	Adults 8,175	
		Dislocated Workers 117	
		Older Youth (19 -21) 60	
		Younger Youth (14 - 18) 136	
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	70	59.2
	Dislocated Workers	75	63.4
Retention Rates	Adults	89	75
	Dislocated Workers	93	84.2
Average Earnings (Adults/DWs)	Adults	\$12,100	\$11,476
	Dislocated Workers	\$14,200	\$14,502
Placement in Employment or Education	Youth (14 - 21)	54	71.8
Attainment of Degree or Certificate	Youth (14 - 21)	35	44.1
Literacy or Numeracy Gains	Youth (14 - 21)	25	36.5
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			
		0.0	0.0
		0.0	0.0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>0</b>	<b>5</b>
			<b>Exceeded</b>
			<b>4</b>

# STATE-LEVEL PROGRAM

## New Mexico Virtual One Stop System

The New Mexico Virtual One Stop System (NMVOSS) is the State level on line portal for the New Mexico Workforce Connection (NMWC) Centers, official link to virtual job-matching services, job fairs, and links to labor market and career development information available 24-7, along with other unique workforce resources located at:

<https://www.jobs.state.nm.us>. This NMWC portal is a comprehensive online employment resource tool which is equally beneficial to job candidates and employers and delivered through New Mexico's Virtual One Stop System (NMVOSS) which is continually upgraded, with some unique features which include:

- Services for Employers - Recruitment Services and Upcoming Events Center, Education and Labor Market Services, Human Resources and EEO Information, also Employer Incentives and Staff Provided Services WorkKeys® -job skill assessments
- Services for Individuals - Career Services-Resumes, Job Seeker Services- (automated job search, free self-assessments) i.e., WorkKeys® Keytrain, Alison (free self-paced online training), Education and Labor Market Services, Community Services (Support Service Programs), Financial & Budgeting Tools, Unemployment Services, Youth Services, Senior Services, Staff Provided Services, and Upcoming Event notifications (Job Fairs, Job Club, Workshops, and auto-job search capability) Center
- Veteran Services Health, pension, education and rehabilitation benefits for veterans and their dependents; "Veterans Priority" allowing veterans exclusive access to all new job postings and staff provided services
- O'Net Occupation linkages for improved job search with matching capabilities connecting multiple public and private job boards, company websites, newspaper, educational institutes and hospital career sites through exclusive job spidering technology, making NMWC-NMVOSS a one-stop shop for all job orders in New Mexico



# RAPID RESPONSE -

## New Challenges for New Careers

### Rapid Response - Transitioning through Job Loss

Dislocated workers are constantly facing new challenges for new careers as they transition through job loss, unemployment, and re-employment options due to the rapid changes in our economy. It has been especially difficult for dislocated workers during the past several years due to the recession that has blanketed the nation. As a result of these difficult economic times, there has been a dramatic increase in the number of rapid response that has taken place in New Mexico. The purpose of rapid response activities pursuant to WIA Section 134(a)(2)(A)(i) is:

- TO COORDINATE the tools and resources available to assist workers impacted by layoff;
- TO PROVIDE transition services designed to ensure a positive environment for success; and
- TO CONNECT the impacted worker to new employment, educational and training opportunities.

Rapid Response is not just an early intervention service provided through Federal funding that assists both employers and employees affected by layoffs or plant closures. It provides transition assistance to affected workers by providing user-friendly information and resources to help guide affected workers toward re-employment in new and challenging careers.

Additionally, most dislocated workers face huge obstacles in understanding how to access services from State and Federal programs designed to help them return to sustainable employment. This misunderstanding places great obstacles in their path to recovery. The Rapid Response Program is designed to create a coordinated outreach effort, utilizing mandatory partners of the WIA to provide timely information on services and resources that can be of assistance to a worker who is dislocated from employment in order to minimize those obstacles.

The Rapid Response Program<sup>4</sup> has initiated several new strategies during this program year to assist workers. One of the main activities during the rapid response meeting is that all participants will complete a job registration form. The

Rapid Response team enters registrations into the workforce data system, and the team then makes follow-up calls to impacted workers, to make sure that they are utilizing the on-line system, customers are referred to the New Mexico Workforce Connection Centers (NMWCC). The staff of the NMWCC assist dislocated workers with resume preparation, interviewing techniques, job search, and skill assessments, this design assists customers improve their position in the current job market.

An employer can expect specific assistance from Rapid Response usually within 12 to 24 hours of notification of layoff. Rapid Response, with the help of Economic Development, Trade Act where applicable, Local Workforce Development Boards, New Mexico Workforce Connection Centers, and Unemployment Insurance work side by side to provide whatever assistance is necessary in order to provide the impacted employee with employment opportunities and a pathway to a new and successful career.

**New Mexico's Rapid Response Program assists 22,093 New Mexicans transition through job loss during the past 5 years.**

Activities	Youth Served	RR Meetings
2007-2008	4,482	54
2008-2009	6,836	125
2009-2010	6,063	124
2010-2011	2,487	79
2011-2012	2,225	59
<b>Totals</b>	<b>22,093</b>	<b>441</b>

**Statewide Rapid Response Program hosts 441 meetings to serve employers and workers.**

<sup>4</sup> NMDWS Business Services Division, Source Contributor: Rapid Response Program, Mark Remington, State Rapid Response Coordinator.



# WIA WAIVERS EXECUTED

United States Department of Labor, Employment and Training Administration (DOLETA) approved the extension of six waivers for Program Year 2011/Fiscal Year 2012. Waivers assist to overcome statutory and regulatory barriers under WIA, which may impede programmatic outcomes, providing New Mexico with flexibility to improve the delivery of workforce services. New Mexico obtained an extension from Employment and Training Administration for six (6) waivers during Program Year 2011:

- 1) Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the job-training (OJTs) based on the size of participating business

Under this waiver, the following reimbursement amounts are permitted:

- 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.

Waiver provides a valuable tool to small business and local boards, allowing a sliding scale for employer match, which expands the use of OJTs for underemployed and unemployed job seeker participation and affords flexibility and increase so more businesses participate in OJTs.

- 2) Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between Adult and Dislocated Worker (DW) funding streams allocated to a local area, with transfer authority limited to 50%
  - Program Year 2011/Fiscal Year 2012 allowed transfers from the Dislocated Worker program to the Adult Program with the following reported:
    - ✓ Central DW transfers to Adult program \$375,000, which equates to 26% transfer authority
    - ✓ Eastern DW transfers to Adult program \$208,791, which equates to 50% transfer authority

- ✓ Southwestern DW transfers zero in PY 2011 to Adult program
- ✓ Northern DW transfers to Adult program \$204,149, a 33% transfer authority

- 3) Waiver of WIA Section 134(a) permitting local areas to use a portion of local funds for incumbent worker training (ICW) - Under this waiver, the State will be permitted to allow local areas to use up to 20% of local Dislocated Worker funds for incumbent worker training as part of a lay-off aversion strategy.
- 4) 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
- 5) Waiver to permit the State to replace the 17 performance measures at WIA Section 136(b) with 6 Common Measures
- 6) Waiver of the provision at 20CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers

# STATE EVALUATES WORKFORCE INVESTMENT ACTIVITIES

The New Mexico Department of Workforce Solutions will measure the effectiveness of its WIA programs in meeting objectives, program goals and performance standards, through an annual WIA system evaluation. Qualitative and quantitative WIA program analysis will be conducted on performance, outcomes, cost efficiencies and customer satisfaction. The State will gauge the success of the workforce system and continuous improvement efforts through the analysis of these measurements.

## Monitoring and Review Performance

NMDWS Workforce Grant Auditing Bureau staff review and monitor all WIA programs on an ongoing basis and work with local workforce boards, local administrative entity staff, and program managers to ensure overall compliance. Administration and Oversight of Local Workforce Investment System includes:

- Conduct annual on-site Workforce Investment Act and monitoring review of local area compliance with Department of labor uniform administrative requirements.
- Determine if expenditures have been made against cost categories, and limitations specified in the Workforce Investment.
- Determine whether there is compliance with other provisions of the Workforce Investment and other applicable laws and regulations.
- Provide technical assistance as necessary and appropriate.

## Program Data Validation

NMDWS Workforce Grant Auditing Bureau staff performs data validation functions, as it relates to federally funded programs. The primary purpose of the data validation function is to ensure the integrity of data used for federal reporting and performance management.

## Productivity Measures

Productivity measures have been identified to diagnose performance problems and to evaluate system success and effectiveness:

### Participation rate

- Number of individuals receiving services
- Number of individuals receiving training

### Program Performance Measures

- Common Measures for Adult, Dislocated Worker and Youth programs

### Employer Measures

- Number of employers using workforce system services
- Employer services being delivered

### Employer Satisfaction Surveys

- Cost Analysis
- Cost per participant
- Types and cost of intensive and training
- Administrative vs. Program costs

### Sources of Data

- Virtual One Stop System
- Unemployment Insurance Wage Records
- Business Customer Satisfaction Surveys
- Local Workforce Development Board Reports
- System and Program Monitoring Reviews

# STATE EVALUATES WORKFORCE INVESTMENT ACTIVITIES

## Cost of Workforce Investment Activities

Details of NM Cost of Program activities with expenditures are located within Table N. The following table captures Program Year 2011 WIA Expenditures and Cost per Participant for WIA Programs. This cost measure considers the total program costs in terms of expenditures and the number of participants served during the year.

**Table: WIA Expenditures and Cost per Participant Table<sup>5</sup> Program Year 2011**

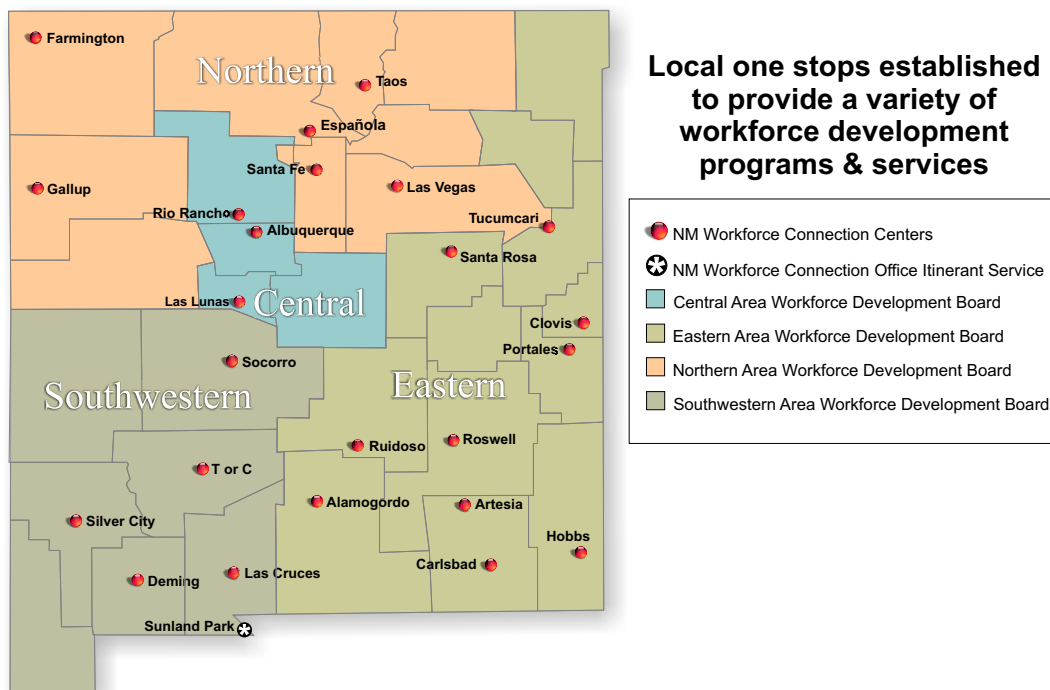
Funding Program	Total Participants	WIA Expenditures	Cost per Participant
WIA Adult	2,288	\$3,733,839	\$1,632
WIA Dislocated Worker	927	\$3,456,534	\$3,729
Total Youth (14-21)	1,357	\$3,736,324	\$2,753

<sup>5</sup> Source: NMDWS - DOLETA General Reporting Instructions and Form 9091, Costs extracted from WIA Annual Report, Table N.

# LOCAL WORKFORCE PROGRESS

New Mexico works diligently to deliver a well-trained and qualified workforce throughout the four workforce regions. The New Mexico Workforce Connection Centers (NMWCC's) provide services to job seeker and business customers by optimizing the use of WIA formula funds, the National Emergency Grant (NEG), and the State Energy Sector Partnership (SESP).

The following NM map provides a visual of established local one stops and acknowledges each region's local board, administrative entity, and WIA Administrator/Executive Directors. The following summaries submitted by the Local Workforce Development Boards detailing highlights from their respective regions for Program Year 2011.



**Central Area WDB Administrative Entity-**  
Mid Region Council of Governments (MRCOG)  
Ramona Chavez, WIA Administrator  
809 Copper NW  
Albuquerque, NM 87102

**Eastern Area WDB Administrative Entity -**  
Employment and Economic Information Center of NM, LLC  
Charles Lehman, Executive Director  
418 Main Street  
Clovis, NM 88101

**Northern Area WDB Administrative Entity-**  
Northern Area Local Workforce Development Board (NALWDB)  
Adrian Ortiz, Executive Director  
5 Bisbee Court - Suite 104  
Santa Fe, NM 87508

**Southwestern Area WDB Administrative Entity-**  
South Central Council of Governments (SCCOG)  
Steve Duran, WIA Administrator  
600 Hwy 195, Suite C  
Elephant Butte, NM 87935



# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)



### Area Overview

The Central Workforce Development Board<sup>6</sup> serves four counties, covering 44% of New Mexico's population. The Workforce Connection of Central New Mexico (WCCNM) through their Business and Career Centers (BCCs) are committed in their strategic approach to meet the needs of industry and in assisting businesses to become competitive and profitable during the economic recovery period. Central Board and WCCNM are a valued resource for workforce and the economy of New Mexico.

### Boosting Employment Activity

Two grants essential to support activities for job seekers and the workforce system, both grants were initiated in program year 2010. These grants assist to meet the challenges of workers' retooling their skills, gaining new ones and eventually becoming vital members of the New Mexico workforce, they are the National Emergency Grant (NEG), and the State Energy Sector Partnership (SESP). The National Emergency Grant (NEG) provided employment related services which targeted the Central Region's long term unemployed population with formalized On-the-Job (OJT) Training agreements. These OJT Agreements proved to be a huge catalyst for those long-term unemployed who may have felt lost and unable to find viable employment opportunities.

### Program Highlights

The Central Workforce Board's service providers through the WCCNM Business and Career Center (BCC), the contracted Services Providers are resourceful and innovative in their business approach to serving the four county area of Bernalillo, Sandoval, Valencia and Torrance counties. SER Jobs for Progress, Inc., provides services to the Adult and Dislocated Worker population and Youth Development Inc. (YDI) is the youth provider. SER is diligent in delivering the highest quality of services to its clients, both to job seekers and business. YDI continues to provide quality and innovative services to both in and out of school youth participants.

Program highlights of the WIA Adult/Dislocated Worker Programs, for business and job seekers, thanks to the NMWC/BCC staff in connecting with businesses throughout the Central Region include individual training accounts, customized training and on the job training opportunities.

- On-the Job (OJT) Training contracts, in PY11, the Central Region developed a total of 133 OJT contracts, 11 of which were NEG OJT contracts, and 14 SESP OJT contracts, allowing 223 New Mexican's permanent employment within our local economy. These OJT's were developed with companies with employment opportunities ranging from solar installation technicians and electrician apprentices to medical secretaries and information technology managers.
- Customized Training contracts, in PY11 the Central Region developed a total of 128 Customized Training contracts, 89 of which were funded under the SESP grant for green industry, allowing 1326 individuals the ability to increase and retool their skills to maintain or improve their employability and allow their employers the ability remain competitive. These Customized Training contracts were developed with companies such as ABQ Health Partners, Cabot Superior MicroPoders, and Affordable Solar Installation.
- Individual Training Accounts, in PY11 the Central region developed a total of 189 ITA's, 16 of which were approved for the youth population within the region. These ITA's were developed for industries identified by the WCCNM as priority industries within the Central Region, ensuring that targeted funding is being utilized for viable employment opportunities. Individual Training Accounts (ITA)'s are still an extremely important part of our workforce system, as

<sup>6</sup> Central Workforce Development Board, administered by the Mid-Region Council of Governments (MRCOG) refer to website at <http://www.mrcog-nm.gov/workforce-mainmenu-64>.

# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)

they focus on emerging industry and build a workforce attracting economic development to the region.

- Other initiatives provided by SER Jobs for Progress Inc., is the solid working relationships with three non-union open shop trade associations in the Central Region (The Association of General Contractors, Associated Builders and Contractors, and the Independent Electrical Contractors). This relationship has led to many apprentices being placed in On-the-Job Training, an initial step of Apprentice certifications. Apprenticeship offers job seekers employment opportunities that usually pay higher wages and offer continued career growth. Registered Apprenticeship programs enable employers to develop and apply industry standards to training programs that can increase productivity and improve the quality of the workforce.

By providing on-the-job learning, related classroom instruction, and guaranteed wage structures, employers who sponsor apprentices provide incentives to attract and retain more highly qualified employees and improve productivity and services, highlights follow:

- Collaboration and partnership with the Trade Associations in Central New Mexico and their signatory employers has led Workforce Investment Act to significantly invest and support NMs Registered Apprenticeship. Since 2010, WIA has invested in 60 unemployed, dislocated workers for apprenticeship employment, and training in the trades.
- Through these collaborations, and the SESP grant, the WIA program has assisted employers, many of which are “green industry” employers, in the Central Region in the training of their workforce on OSHA 10, OSHA 30, Green Passport LEED Rating Systems, North American Board of Certified Energy Practitioners

(NABCEP) and Six Sigma Green Belt training certifications. This initiative provides companies training funds which support pending projects and secures the retention of their workforce while providing individuals with industry and/or nationally recognized certifications.

- The Central Area engages solar related training, through the building industries, this supports training in green building/energy efficiency to include: The Architecture, Construction and Engineering (ACE) Academy, an after- hours school program to re-engage high school dropouts, with current enrollment at 75 students. In partnership with the Association of General Contractors (AGC), 12 of these graduate students have been enrolled into a LEED Green Passport training program, the foundation curriculum in green building and a pre-requisite for LEED AP certification.
- WCCNM works with Engineering Firms and Architectural studios are working with a small number of like companies with Building Information Modeling (BIM) training. This comprehensive ground breaking curriculum to create next-generation, super-efficient buildings and provide firms with the skills that will set them apart in the marketplace. The WCCNM also is allowing the AIA to utilize the Albuquerque office facilities for this training, proving that collaboration And leveraging of funding is a win-win for all!
- Another highlight is the Coaching to Care network brought to the region by WCCNM's service provider SER Jobs for Progress, Inc. through SER National. This is an innovative, nation-wide workforce program that uses cutting edge technological tools and a personalized “coaching” approach to facilitate career exploration in the healthcare industry. Coaching to Care provides increased access to computers with internet connectivity to Hispanics, African-Americans, and other underserved populations to take advantage of

# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)

the available resources for workforce readiness and exploration through its national network of local affiliates.

WCCNM Youth Program and its participants have had an amazing Program year 2011. The program's successes are because of the WCCNM Youth Program Provider, Youth Development, Inc. (YDI), and their staff for providing distinctive services which support youth of the Central Region. To enhance the services of the WIA youth program, WCCNM and YDI have also initiated the following programs during PY 11:

- C-Core mentoring through the National Home Builders Institute was made available to all WIA participants interested in mentoring by a professional in construction and home building industries. The goal of this career focused mentoring program was to gear youth towards employment, develop a career pathway and gain some valuable skills while being mentored by a professional in the industry.
- The Career Pathways Initiative through NCLR, and provided by YDI, began in May 2012, assisting WIA participants in need of attaining their GED and who are interested in the Healthcare field, to acquire certifications, individualized GED classes, and occupational skills training within the Dental Assistant career pathway are provided that will enable youth to gain employment.
- Another collaborative effort with Junior Achievement is also underway and will assist the NMWCC with providing more comprehensive financial literacy classes to WIA participants. These pilot trainings will take place in PY12 with Bernalillo and Valencia counties.

### Best Practices Adult/DW Program

The State Energy Sector Partnership Grant (SESP) provides training opportunities for individuals interested in pursuing

careers or upgrading skills in the areas of solar, wind, biofuels, and green building/energy efficiency. The SESP grant allows our Business and Career Center staff to collaborate with the region's green energy industry sectors, thus coordinating the needs of the industry through training. The groups targeted by the grant include the incumbent worker in need of skill upgrades for renewable energy, as well as the unemployed, veterans, spouses of veterans, high school dropouts, and offenders. Furthermore, the grant identifies entry-level positions and, may provide transition to a high growth industry for a workforce most affected by significant industry job loss. These grant opportunities have offered businesses and job seekers the support required as they contend with workforce challenges in our region.

The SESP grant in the Central Area has invested in many training opportunities to ensure that business and individuals seeking advancement of skills and employment opportunities acquire the necessary skills and training.

### Central Region Success Stories

#### Business Success

**Lowes Customer Contact Center** opened in March 2012 with an employment goal of up to 600 employees. WCCNM met with Lowes personnel in December to determine their workforce needs. The WCCNM agreed to recruit and assess individuals with the PROVE-IT assessment to determine if they met the requirement for hiring. To date Lowes has hired over 400 individuals and will return on a periodic basis to continue this hiring practice and partnership.

**Growstone and the WCCNM BCC** began communications in October 2010 and established a business relationship with the Plant Manager. Growstone is a fast growing manufacturing facility in the Albuquerque area, because of their growth; the WCCNM BCC staff assisted five WIA individuals with Growstone jobs in December, utilizing the OJT program.

# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)

**Rio Grande Educational Collaborative (RGECE)** established through the WCCNM BCC unit assists RGECE in providing an intensive, 3-day training program for its entire teaching staff. This training was needed to maintain RGECE's 2-star standing with the Department of Children, Youth and Families (CYFD) and is the first step in obtaining a 3-star standing with CYFD.

At the conclusion of the training, RGECE provided WIA with the following testimonial:

- “The benefits that we have seen from this training have a lasting impact on our organization, and will carry forward into the schools and communities, which was the intent of the training. As we move forward, sustainability is important to us and without partners like the Workforce Connection, we would never be able to achieve it. This funding not only made it possible to deliver training, but it also moved RGECE to a place of professionalism that has never been attained before.”

### **Adult/Dislocated Worker Success**

**NL** was a WIA OJT participant and later participated in a skills upgrade training program with a rural area employer in Mountainair. She originally came in looking for job placement and training services because she was having difficulties locating employment in the rural community she lived in. A single mother, with childcare issues, she was not able to work too far from home. She had not worked in over three years and was on public assistance. NL began work as an office clerk in January 2011 under an OJT contract earning \$12/hour. She was also able to complete a skills upgrade training program as an office manager and now earns \$17/hour. This was a significant success due to the rural location of her employment and low wages in the area.

**CV** a Dislocated Worker, qualified on the REA list on April 17, 2012, when she was terminated from Wright Medical Technology, as a Sales Representative due to illness after only two weeks on the job. CV lost a coveted position, the opportunity to make \$50,000+ per year; this impacted her confidence, it was low. Christina was seeking WIA funds for soft skills training, assistance with job search and in need of direction and counseling. The plan of action was to find Christina a marketing position that paid well; therefore, an Intensive Services Agreement was written for resume writing, job negotiation and networking skills. After several job referrals and no success in the field of marketing, Christina was referred to Sandia Staffing Alliance for a position as a Contract Coordinator in the Intellectual Properties Department. The position required extensive experience with legal documents, excellent organizational skills and the ability to communicate effectively with all partners in and outside the lab setting. Christina began her new position with the “Labs” on June 18, 2012 where she will receive a full array of benefits, and a starting wage of \$28.67/hour.

**KH** a 42-year-old dislocated worker with two school age children. He is an experienced land surveyor who was laid off from Brasher & Lorenz in September 2011. With the assistance of the WCCNM BCC Unit, KH was able to secure work at T&D Services, LLC as a Draftsman/AutoCAD Designer at \$20/hour. KH is participating in on-the-job training to get him comfortable in his new position. KH was two months behind on rent before he started his OJT, so the job could not have come at a better time.



# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)

### WIA Youth Programs

YDI had a great PY 11! With a total enrollment of 350 new youth, over 50% (193) were itinerant enrollments and 95% (331) were placed for work experience in various worksites throughout Central New Mexico. These numbers include the summer program enrollments of 112 and 104 work experience placements.

The program also experienced many great outcomes and successes - participants graduated this year with their GED or HS diploma, entered post-secondary education and obtained full or part-time employment. A GED graduation ceremony was held in June 2012 to recognize all participants that worked hard to complete their education. The growth of Central NM's youth was tremendous this year and all possible through great programs like WIA! This chart illustrates great service outcomes in PY 11.

### Youth Success

**M** was an Older Out-School Youth Participant from Bernalillo County who enrolled in the WIA program under the barriers of: basic skills deficient, a parent of two children and high school dropout. M also did not possess work skills. With the help of the WIA program, M was referred to YDI's GED Program where she attended and completed GED Classes, the WIA program paid for her GED testing. During her time with WIA, she was placed to work at a local insurance company working at the front desk, as her time progressed, she was able to learn new skills, and build her confidence. M at the end of her work experience hours the insurance company hired M as a bilingual Insurance Agent on full time basis, with full benefits for her and her family. M has been such an inspiration, not only to the Youth WIA program, but also to YDI. M was asked to showcase her hard work and determination and speak at YDI's annual GED Graduation where she encouraged all her fellow graduates to follow their dreams as she did. M is doing great and is now mentoring other WIA youth.

**J** enrolled in the WIA Summer Program at the age of 18. A former offender, J came from an unstable home environment and was determined to be independent and provide for himself. J completed the work readiness training and was placed to work at Digital Network Services (DNS) in Belen, New

### Central Area Youth & YDI Service Provider Achieve Great Service Outcomes In PY 2011

Outcomes	
Activities	Youth Served
Enrollments	350
Itinerant Enrollments	193
Work Experience – Various Worksites	331

*Central Area Youth benefit greatly with participant outcomes and successes which include Education-GEDs, HS Diploma, Training/Work Experience; and much more year round!*

Mexico. DNS trains individuals in the installation of fiber optics. Through this placement, J had the opportunity to receive his certification installing fiber optics. DNS owner said J was a professional from the beginning and was very dedicated to his work. He walked to work every morning, as he did not have transportation. J completed his summer work hours and certification, receiving favorable evaluations from his supervisor. He is currently contracting with AT&T, Verizon, and Century Link installing fiber optics. J has traveled throughout the state and to Colorado, Utah, Arizona, and recently informed YDI staff that he is renting his own home and is in the process of getting a brand new vehicle. J loves his job and is very grateful to YDI, WCCNM, and DNS for having faith in him and looking past his deficiencies. At the age of 18, J has a very promising future ahead of him. He was excited to share that in the past month, he had made in excess of \$5,000 for his hard work and dedication.

**IC** is a 2008 Rio Rancho High School graduate. After graduation, he obtained training and work experience, but his dream of

# LOCAL WORKFORCE PROGRESS -

## Workforce Connection of Central NM (WCCNM)

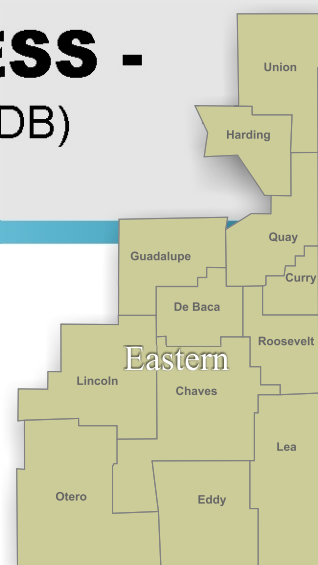
becoming a Firefighter, was unrealized. IC visited the NMWC in Sandoval County and met with WIA youth staff. IC's goal was to further his skills and gain work experience to find the track he needed to become a Fire Fighter. IC's assigned staff member discovered that IC had obtained his EMT Basic, but had no experience or refresher courses to keep his certification. IC was placed to work at the Corrales Fire Department which would provide him with necessary experience. Within a short time on the job, IC was given the opportunity, by the Corrales Fire Chief to participate in a training class that would re-establish his

certifications. The Corrales Fire Chief and the City of Rio Rancho acquired a position for IC to participate in the YCC Intern Program with the Fire Department where he is currently receiving paid on the job work experience as an EMT and the required training to certify him as a Fire Fighter. With the help of the WIA program IC was able to find a rather unique path to becoming a Fire Fighter. The program not only provided hands on work experience and his first step in the door, but a hand full of mentors to guide him along the way.



# LOCAL WORKFORCE PROGRESS -

## Eastern Area Workforce Development Board (EAWDB)



### Area Overview

The Eastern Area Workforce Development Board (EAWDB)<sup>7</sup> established in 2000, under the Workforce Investment Act (WIA) of 1998. EAWDB serves employers and job seekers across the forty four thousand square mile area through its New Mexico Workforce Connection Centers (NMWCC). The EAWDB currently serves twelve counties on the East side of New Mexico. Those counties include Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero, Quay, Roosevelt and Union.

The 2011 program year (PY) has been challenging as well as exciting. The goals for PY 11 and PY 12 are to improve customer service in the centers, increase public awareness of services available and improve the quality and value of those services. To that end, EAWDB has made changes in service providers and service delivery over the last year to help facilitate the achievement of these goals. New providers bring new staff and fresh ideas.

In PY 10 EAWDB moved to a single One Stop Service Provider for the entire area to improve services for adults, dislocated workers and employers. In PY 11, youth services were procured to a single provider as well. These actions provide for better service alignment, program delivery, which leads to effective communication between programs, a unified and consistent message to staff in the NMWCC offices and the opportunity to better leverage staff resources within the centers.

The reduction in the number of service providers has simplified the process for cost sharing of staff across the youth and adult programs for staff assisted and case management services. The career development specialist (CDS) is paid fifty percent (50%) by adult/dislocated worker funding and fifty percent (50%) by youth funding. While this model increases the training, time and learning curve for new CDS staff, the advantages outweigh the difficulties. Some of the pluses realized by the leveraging include two locations that were able to have full time access to services when they would only have had part time if any at all. Another office has been able to devote other

staff specifically to employer services. Additional benefits are consistent public access to resource rooms and equipment and the ability to post one full time position as opposed to the two part time positions (adult and youth CDS). This increases the candidate pool for CDS openings due to the limited numbers of individuals seeking part time employment.

### WIA Dislocated Worker Programs

The Eastern area has consistently enjoyed the lowest unemployment rates and lower rate of job loss than other areas in the state. However, even with the low unemployment rate, hiring has been somewhat stagnant or slow with a few exceptions such as the mining industry. Job seekers in the area are able to find jobs but the starting wages are lower than in the past. This trend has started to improve, with hopes that the next program year continues to improve.

In addition, the low unemployment rate makes hiring a challenge for the employers. This generates a need for better services to employers in recruiting potential employees and helping reduce turnover. EAWDB believes the best way to accomplish both is to improve the match between employers and potential employees. As a result, the One Stop Operator has invested heavily this year on staff development to better prepare staff for quality customer service and business outreach and services.

The data thus far, shows a fifteen percent (15%) increase in the numbers of on-the-job-training (OJT) contracts written this year. In addition to the increase in OJT contracts the number of individuals that received training (including OJT) rose from PY 10 to PY 11 by thirty six percent (36%). Most of the occupations

<sup>7</sup> Source: Eastern Area Workforce Development Board, website <http://eawdb.org/>.

# LOCAL WORKFORCE PROGRESS -

## Eastern Area Workforce Development Board (EAWDB)

trained for are in the health care and transportation industries. Health care, transportation, oil, and gas continue to be the largest source of job openings in the area. The number of individuals trained in transportation and allied health represent seventy percent of individuals trained. The breakdown of the training numbers follow.

Occupational Training	
Occupational Training Area	Number Trained
Registered Nurses	45
Nurse's Aids	4
Other Allied Health Fields	41
Truck Drivers	28
Total Trained - 118	

The combination of staff training and increased numbers of job seekers trained is reflected in an increase in the entered employment rates over last year for both adults and dislocated workers. We are meeting the performance measure this year as opposed to failing and average earnings are showing improvement as well. These are strong indicators that the economy is improving.

NMDWS provided new state policies and the state board a new vision, thus the one stop operator's approach is a proactive implementation to the new direction. The new direction is much more strategic in its message, and the East looks forward to using both to improve the workforce system and the NMWCCs.

**Best Practices Adult Program:** In the East, this includes:

- 1) Peer file review for quality assurance and training;
- 2) Cost sharing staff across programs to allow services in rural communities; and
- 3) Utilization of video conferencing equipment for staff and management meetings.

### Adult/Dislocated Worker Success

**Ms. D** came to NMWCC looking for assistance for the nursing program at NMSU-A. Ms. D is a displaced homemaker mother of two children whose husband was killed in Iraq. Ms. D struggled to make ends meet, as she was a homemaker and did not possess the skills or education to earn sustainable wages. With WIA assistance, she completed the nursing program earning her associates degree. She then became licensed as a Registered Nurse and gained employment with Ben Archer Health Services in Alamogordo earning \$22.00 an hour starting wage.

**Ms. V** is married with four children and came to WIA seeking assistance with her educational expenses. She was receiving unemployment benefits along with food stamps. She had been employed at Verety as a Remote Order Specialist Agent for 2 years until she was laid off in May 2010. Since Verety was her only employment, she was unable to find employment with the level of skills she possessed. She had completed a year of college but did not have any credentials. WIA assisted Ms. V with her educational expenses in order to obtain her Medical Coding Specialist Certificate. She was also working on her Medical Assistant Degree and wanted to obtain the Medical Coding Specialist certification to be more qualified when looking for employment. She completed the Medical Coding Certification and Medical Assisting Degree in July 2012 and was able to enter employment right away. She is now working at a Medical Clinic as a Medical Assistant. Ms. V was very appreciative of how WIA was able to assist her and help her find employment.



# LOCAL WORKFORCE PROGRESS -

## Eastern Area Workforce Development Board (EAWDB)

### State Energy Sector Partnership (SESP) Grant

The SESP program has had a very busy year as well. The grant has trained over one hundred and fifty individuals in solar, wind, biofuels and green construction and energy efficiency. The majority of these were incumbent workers and the training prepared them for expanded job responsibilities. The availability of assistance for these types of training has been very helpful to the employers involved. By having more employees able to perform specialized functions rather than just a few, the impact of staff illness or vacancies is reduced. It also lowers their insurance costs in some cases where specialized safety and rescue training was performed.

Specific targeted outreach activities under the grant this year focused heavily on:

- The wind industry with several wind farms throughout the area and its support industries,
- Biofuels with the anticipated opening of a facility in Eddy County,
- Green construction with employers showing an increased need for employees certified to work on remodeling projects of older buildings, hazardous material removal and energy auditing.
- The Solar industry is showing an increase in employers and municipalities installing small photovoltaic systems to power specific pieces of equipment. There is an increased need for trained individuals to maintain them.

Trainings that were completed during the year included Tower Rescue and first aid, OSHA 10 certification, fiber optic installation certification and OSHA 30 certification, lead based paint certification, energy efficiency auditing certification and solar panel installation certification. Plans for future trainings to be delivered include more Tower Rescue certification; solar panel maintenance, OSHA 10 and 30 and lead based paint certification.

### WIA Youth Programs

As was mentioned in the area's general program description the youth program was procured and awarded to a single provider. The need for this was evidenced by large disparities in the knowledge base and training provided for career development specialists (CDS) in the offices as well as a lack of a unified sense of direction for priorities and training goals for the program as a whole. The youth programs in many communities operated in a silo. They did not collaborate with the adult program or the one stop system in a manner that was beneficial to service delivery, meeting the needs of the youth or meeting the goals of the one stop system and the board.

With the implementation of one provider, many of the youth CDS staff changed. The period of July 2011 through December 2011 worked primarily to get to know the youth that were already enrolled, identify their most pressing needs, stabilize their current situation and participation, hire and train new staff, and increase outreach and enrollment. The period of January 2012 through June 2012 reaped the rewards. Enrollments are on the increase and we are seeing more youth participating in tutoring and work experience activities. The youth performance began improving toward the end of PY 11 and PY 12 looks very bright.

The Youth program manager has implemented several technology based tools for staff usage. A Google domain was created and all forms are held as Google documents and shared. This ensures that staff is utilizing the same forms and the same versions of the forms consistently. Part of this domain has been a bulletin board for Questions and Answers or general notices. CDS staff are able to post a question to the field of CDS's and Supervisor staff. AE staff have been granted access to the private domain so they may provide additional guidance or responses to questions as needed. Answers and responses are posted for all to see. Each month is archived and can be reviewed by any staff at any time.

# LOCAL WORKFORCE PROGRESS -

## Eastern Area Workforce Development Board (EAWDB)

**Best Practices Youth Program** in the East include:

- 1) Electronic and social media usage in case management Increased collaboration with the adult program and the one stop system,
- 2) Peer to peer file review for quality assurance and
- 3) Electronic tools to increase communication and consistency.

### Youth Success

**An 18-year-old young man** previously enrolled under the ARRA summer program a few years ago, came back for assistance. He was really lost, not the same young man, as his mother had recently passed away, from cancer. His stepfather did not want him or his two sisters so they had to move in with an uncle, the uncle's wife and their two kids. The aunt's behavior presented serious instability issues, which eventually surfaced as obstacles to the 18-year-old attending school.

This young man, was going into his senior year of high school and was not sure how he could continue to keep his grades up and function normally with the life changes he was going through while living in their house. After the first semester, career activities were discussed, and although the aunt presented obstacles to his attending school, soon a plan was developed that allowed this young man to move into his own apartment, he participated in work experience in a doctor's office (he wants to pursue a career in the medical field) and continue the daily homework plan. This young man graduated high school, after a lot of hard work, and is now attending college at ENMU Portales accepted into the nursing program.

**A young woman**, came to the WIA youth program through a referral from the juvenile probation office. The person is a juvenile offender who had come from very hard circumstances. She had experienced a very difficult family life with an absent father and a mother in prison. The youth experienced problems with: the offenses, homelessness, being a victim of domestic abuse, as well as problems with drugs. This individual

has benefitted greatly from the WIA program, both the youth and staff worked closely together and through her own determination and forthrightness, she has been sober over one year. Additionally she has been able to rent an apartment, obtain a GED, enroll in college classes, gain experience working in local offices and secure a college work-study position.

In the employment setting, the youth consistently received positive reviews on her strong work ethic, willingness to learn new things, the ability to be a team player and accepting responsibility. She graduated from the juvenile drug court program and developed leadership skills within the program while remaining clean and being a positive influence and role model to other youth.

She has also taken a leadership role at the college using the skills learned and developed through the program. Every adult that has come into contact with this participant through the program has, without exception, raved about the participant's ability to succeed in the face of overwhelming obstacles. This individual has decided to enter the field of healthcare, and will no doubt be a successful member of society. This person truly is a perfect example of why we serve who we serve, what a difference can be made by the youth program and why we (staff that work youth programs) do what we do.



# LOCAL WORKFORCE PROGRESS -

## Southwestern Area Workforce Development Board (SAWDB)



### Adult/Dislocated and Youth Workforce Programs

The Southwestern Area Workforce Development Board's<sup>8</sup> (SAWDB's) mission is to empower individuals in the region by providing them with the tools and training they need to acquire higher paying jobs based on the needs of local businesses. With an emphasis on economic and employer driven goals, SAWDB's cooperative programs cater to the region's unique employment needs allowing better distribution of federal funds and serving local employers by cultivating a highly skilled workforce.

SAWDB continues its efforts to enhance relationships with their regional economic development organizations, Chambers of Commerce, and businesses across five cities, plus one itinerant site, all included in the seven county region. The counties served by the SAWDB include Catron, Doña Ana, Grant, Hidalgo, Luna, Sierra, and Socorro. The Southwestern Area Workforce Development Board works diligently 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 Administrative Entity of the South Western Area Workforce Development Board provides extensive training for all Board members and staff on the Workforce Investment Act, Policies, and Procedures.

### Workforce Connection Centers Adult Programs Highlights

The Southwestern Area's workforce connection centers have done a great job of assisting and training jobseekers in identifying their strengths through the job skills assessment system WorkKeys®. They work diligently at finding trainings and instructors that will meet the needs of their participants and improve the bottom line of the employers they serve as well. The soft skills trainings they offer are beneficial to the participants by providing them with the skills they need to make the initial first impressions with a potential employer a positive and memorable one.

This Program year, the Southwestern Area Workforce Development Board managed two grants that originated during program year 2010. The National Emergency Grant (NEG) and a Green Energy Grant through the State Energy Sector Partnership (SESP) both intended to create jobs, train potential employees in areas of high demand, promote the economic recovery efforts of the federal and state governments, and to assist employers with a more skilled and trained workforce. Both programs were proven to be successful in that they were available to provide those interested in refining or gaining new skills, and to contribute to the continued efforts of rebuilding a stronger economy.

### National Emergency Grant (NEG)

The Southwestern Area Workforce Development Board through the National Emergency Grant (NEG) was awarded \$16,605.32 to assist in employment related services to the unemployment population of our region. The funding received through the NEG assisted two participants with On-the-Job training (OJT) agreements which were paramount in their need for sustainable employment skills and opportunities.

#### NEG Success

KC of Silver City, NM laid off after six years from the same job as a system designer. Her former education in drafting/design was not marketable in any of the available jobs, which lead to very limited employment opportunities in her local area. KC was receiving Unemployment Insurance benefits for almost a year and continued to struggle with obtaining other employment. She participated in the National Emergency Grant OJT program training with the security company, Proforce Training Academy Center. She trained as a security guard and successfully completed and received security guard certification. She continues to be currently employed with this company.

<sup>8</sup> Source: Southwestern Area Workforce Development Board's (SAWDB's) website <http://www.employnm.com/>.

# LOCAL WORKFORCE PROGRESS -

## Southwestern Area Workforce Development Board (SAWDB)

VL of Las Cruces, NM experienced a lay off from her job in September 2011, after nine years of employment. She was a manager of a company called Gymnastics Elite. VL was receiving Unemployment Insurance from Texas, and had moved to Las Cruces in the hopes of obtaining permanent employment. She began working with the Las Cruces NMWCC in February 2012. She was enrolled in the NEG OJT Program with Sunspot Solar Energy Systems as an administrative assistant receiving \$11.50 per hour. She has been very pleased with the training she has received and she continues to be employed by the company.

### State Energy Sector Partnership (SESP) Grant

The goals of the State Energy Sector Partnership grant are to establish a statewide, systematic approach to worker training in renewable and energy efficiency occupations responsive to business and worker needs; adjustable to economic developments; flexible and efficient in delivering “just-in-time” training to reduce unemployment; upgrade skills of incumbent workers to qualify for higher wages; and generate prosperity. The New Mexico SESP grant has identified four priority industries for training workers to meet the needs of the green energy sector: Solar; Wind; Green Building/Energy Efficiency; and Biofuels.

The Southwestern Area Workforce Development Board has identified Biofuels as its priority industry and has subsequently developed the Biofuels Sub Industry Council (SIC). The SIC includes business partners, business associations, labor organizations, workforce development, economic development, educational institutions, Workforce Connection Centers, community-based organizations, other stakeholders and functions as a sub-council of the SAWDB. The SIC identifies statewide employment and training initiatives and workforce Development needs in the sector and provides recommendations to the SAWDB.

### SESP Successful Program Implementations

**Las Cruces** - A local solar panel installer was able to utilize SESP funds to offset the upfront costs associated with hiring five new employees. The On the Job Training Funds (OJT's) paid for employee's wages while they were being trained to design and install solar panel systems for residential use. Having the increased workforce allowed the employer to expand operations and capture local market share while lowering upfront labor costs. The employer was struggling in finding qualified employees to service the increased sales the company was experiencing. The cost of this training was offset by the savings to the employer on wages by allowing them to create an in-house training program that met the specific needs of the employer.

**Silver City** - The city received funding to build a solar powered wastewater treatment plant. The bidding process included that the contractor must hire local workers to assist in the construction phase to help alleviate the high local unemployment rates. The bidding contractors stated reservations due to the local workforce not having adequate skills and certifications to handle such complex project so the SESP program was utilized to develop a local skilled workforce. Western New Mexico University partnered with Central New Mexico Community College to develop a short-term local solar installation course that is nationally recognized and certified by the North American Board of Certified Energy Practitioners (NABCEP). Upon graduation of this program, each student was awarded credentials to not only work on this project but also to increase their ability to retain employment in the high wage, emerging solar industry. The outcome was seven jobs created.

**Deming** - The USDA has allowable funding for the rehabilitation of housing units for low-income families to increase and energy efficiency and to lower environmental exposure to health hazards. This funding can be an economic boost to local contractors and the economy but the workers must have certain EPA/OSHA certifications to be eligible to bid. The

# LOCAL WORKFORCE PROGRESS -

## Southwestern Area Workforce Development Board (SAWDB)

closest training center is located over 300 miles in the city of Santa Fe, New Mexico. The cost of sending employees to 3-day training can be cost prohibitive. SESP has funded the necessary classes to be brought onsite to the city of Deming thus allowing the employers to bid and obtain several contracts with the USDA. This training included the participants being EPA certified to recognize and to safely remove and dispose lead based paint and materials that are the leading cause of child lead poisoning. Over 40 participants have received this training thus far creating long-term job security in an employment sector that has seen significant job losses the past 3 years.

**SW New Mexico** - Western New Mexico University (WNMU) has developed a green welding course at its Southern New Mexico branches. This curriculum was developed based on needs of the solar and wind turbine industries expressing interest in specific welding needs not being addressed in current welding classes offered in the State. These new required techniques will enable the students to work in the renewable energy sector. Three classes were developed with SESP providing tuition funds for the students. The classes have become so popular that WNMU has replaced its standard welding classes with the green welding curriculum, and in the past six months over sixty students have completed classes with 100% of the participants graduating and being registered with NCCER as nationally recognized certified green welders. This SW WNMU outcome delivers a skilled workforce in renewable energy with candidates receiving essential job skills and able to enter the renewable energy job market.

**Las Cruces**- By utilizing SESP funds, two solar companies from Northern New Mexico have opened satellite offices in the Las Cruces area. Seven new employees were trained and certified by NABCEP to install and sell solar powered systems for the residential and commercial market. These additional jobs will allow the two businesses to capture sales that have previously been given to companies from Texas and Arizona. This will

increase the State of New Mexico's competitiveness in the renewable energy sector.

### **SAWDB Measures Adult Program Successes**

AP graduated from Deming High School last year in May 2012 and started college in the fall. AP was a former participant of the WIA Youth Program, and previously employed as a customer service representative making minimum wage. AP applied for WIA services to assist him with tuition for police academy training, he was co-enrolled in the WIA program (youth/adult). AP enrolled in Police Academy Training at WNMU located in Silver City which started on January 9, 2012 and finished on June 23, 2012. At the time of his enrollment, he was working as a front desk clerk at the Holiday Inn making \$7.50 an hour, working on a part-time basis as he was attending college.

AP applied for a job with the Deming Police Department in July, and was hired as a police officer August 13, 2012 at a wage of \$14.80 an hour plus benefits. AP's pay will increase to \$16.20 once he takes the state test, scheduled at the end of September. He thanks the NMWCC WIA program, his case manager (MS), and the Deming Office for helping him to accomplish his goal in only six months. AP would like to continue with college, as he wants to pursue a degree in criminal justice at NMSU. He is a shining example of why WIA training works!

### **Workforce Investment Act Youth Programs**

The Southwestern Area Workforce Development Board is committed to creating and coordinating qualified programs leading to the educational enhancement and successful employment of the region's eligible youth. Providing participants with effective tools that will instill in them a strong

# LOCAL WORKFORCE PROGRESS -

## Southwestern Area Workforce Development Board (SAWDB)

work ethic and the skills they need to locate, apply for, and be successful at current and future employment opportunities. The goals established to effectively assist SW youth participants are:

- Identify eligible youth (14-21) and provide applicable services as required.
- Create a system of coordinated services for job preparation and placement for eligible youth.
- Create community awareness and participate in programs that encourage community support among residents, employers, and civic organizations

The three youth service providers had an outstanding year. These SW youth providers Alamo Navajo Schools, Families and Youth, Inc., & HELP-NM, Inc., each set goals with those goals successfully exceeded the number of participants initially identified to enroll. The chart illustrates the provider goals and the participants served.

SW Youth Service Provider Participants Served		
SW Youth Providers	Provider Goal	Youth Served
Alamo Navajo Schools (Socorro)	25	27
Families & Youth, Inc.(Dona Ana/Luna)	95	113
HELP, NM, Inc. (Catron, Grant & Hidalgo)	48	48
HELP NM (Sierra/Socorro)	36	39
	Total 204	Total 227
Total Youth Served = 227		

### Youth Success

TS lives at home in Elephant Butte, NM with her mom, dad, and four younger siblings. After completing ninth grade at Lakeside High School, Nine Mile Falls, WA, the family moved to New Mexico. She attended Hot Springs High School as a sophomore in Truth or Consequences from September-March of 2011, had all A's in her classes when she withdrew that March from school at the age of 15. TS wanted a faster pace educational opportunity and tried home schooling, but was not happy with the outcome, it was then that she came to HELP-NM, Inc., looking education and work experience options. Due to her age, family's lower income level, and "school-dropout" as her barrier, she qualified for the WIA Youth Year-Round program. TS decided to enroll in the GED prep course through WNMU at the Gardner Learning Center, in Truth or Consequences.

TS had a dream of getting a Business Law degree and running her own business. On October 18, 2011, TS enrolled in the Sierra County WIA Youth Program and her Interest Profile indicated she was strong in the areas of organization, details and efficiency, and showed a high level of compassion for others. Sierra County Youth Program established her Individualized Education Plan with three goals set as:

- 1) attend GED prep courses at WNMU and receive tutoring at the Boys & Girls Club; if needed,
- 2) Obtain work readiness skills thru a work experience program as a recreation worker at the Boys & Girls Club; and
- 3) Obtain her GED/Diploma.

TS was attending her GED prep classes on a regular basis, when she began her work experience on October 28, 2011 with The Boys & Girls Club. They allowed for a flexible work schedule, as not to interfere with her classes at WNMU, on December 8, 2011, TS passed all of her tests, and a month later, enrolled in WNMU's spring semester, taking 12 hours of college courses. (Remember..... she is only 16!)

TS obtained special permission to enter the AmeriCorps Program and is receiving an Educational Award to continue

# LOCAL WORKFORCE PROGRESS -

## Southwestern Area Workforce Development Board (SAWDB)

working as a staff member at the Boys & Girls Club. Over the Past six months, she has received certification in food safety, financial literacy, first aid and CPR.

On June 20 and 21st, 2012, TS was the guest speaker during the professional development presentations at Southwest Area Workforce Development Full Board and Chief Elected Officials meetings. TS described the WIA Youth Program and the positive impact it made to her current and future endeavors. After the conclusion of her presentation, the CEO chair/Mayor of Las Cruces, offered TS a position to head his upcoming Teen Advisory Board for the southwest area. In a few short weeks, TS will enter her second semester at WNMU, majoring in Child Advocacy with a minor in Preliminary Trademark Law, and a double major in Math. She is an outstanding young lady who is on her way to many future successes, and she just turned 17 years old on August 10.





# LOCAL WORKFORCE PROGRESS -

## Northern Area Workforce Development Board



### Area Overview

The Northern Area Local Workforce Development Board<sup>9</sup> (NALWDB) is one of four regional workforce boards established in compliance with the Workforce Investment Act (WIA) of 1998. The NALWDB was incorporated in 2001 as a nonprofit 501(c)(3) to operate as the Administrative Entity for workforce funds in ten northern counties including Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos.

The NALWDB's Workforce Connection Centers (NALWDBWCC) mission, serving approximately one fourth of the State's population, is to educate and train our workforce to meet the changing business and job needs of northern area and its diverse population by providing job seekers access to resources and professional case management through a quality, integrated One-Stop delivery system.

The Northern Area Local Workforce Development Board through its youth services provider continues to build foundational skills for youth by providing skills assessment, life skills training, counseling, mentoring, educational alternatives and other available support services. The NALWDBWCC has implemented a program that allows young people to make informed choices that will affect their future.

The NALWDBWCC continue their relationships with local economic development organizations and businesses across the ten (10) county service area, assisting businesses to become competitive and profitable, during these challenging times. Business outreach personnel actively participate in local economic development discussions and groups offering a menu of services to the business customer. Economic recovery has been slow for the northern ten (10) counties and the NALWDBWCC utilizes OJT contracts, short-term training, and leveraging of resources to assist the business community.

### Business Activities and Strategies

Due to the sluggish economy, that has severely limited employment opportunities in many of the rural communities in our Region; our focus is on the underemployed worker. While we continue to offer classroom and on-the-job training to

those that are unemployed or dislocated who meet eligibility requirements and need skills upgrade; this strategy provides a mechanism to create vacancies within the business while developing strong diversified employees who are more likely to keep their jobs as these individuals become more valuable employees. As this person moves into new positions within their organization, vacancies are created at the entry or mid-level positions vacated as that person moves up in the in the businesses structure. These vacancies can then be filled with current, unemployed or dislocated individuals that have been screened and prepared for entry into the labor market by the provider staff in each of the One-Stop Locations. By using this method, we are both, helping to save jobs by assisting the current workforce in becoming more highly skilled and capable of maintaining and upgrading within their current jobs but we are also creating jobs that can assist those unemployed job seekers who match the employers needs and skill requirements.

### WIA Adult/Dislocated Worker Programs - Innovative Service Delivery Strategies

The Northern Area Local Workforce Development Board's adult and dislocated worker services provider SER, Jobs for Progress has developed customized training contracts with businesses in a myriad of industries. Projects have been developed involving LEED certification (Green Building) and HER (Electronic Health Records); SER staff has also developed innovative non-paid workshops to assist in preparing their customers for job search and obtainment and to generally provide guidance, direction and information that can assist in making a viable career choice for those entering or re-entering the labor market. Additionally, SER staff has added a variety of assessment and learning tools in order to more accurately determine their customers level of training and work readiness, and to more effectively assist those who are in need of upgrading their skills prior to participating in paid On the Job Training or Classroom Training activities. At all times, SER staff works to assure that customers are given the tools to succeed by validating choices, through assessment and counseling that

<sup>9</sup> Source: Northern Area Workforce Development Board website <http://nalwdb.nm.org/organizations.php>.

# LOCAL WORKFORCE PROGRESS -

## Northern Area Workforce Development Board

their customers are ready and capable to successfully complete their selected program.

### **State Energy Sector Partnership (SESP) Grant**

The State of New Mexico was awarded SESP funds commencing in January 2010. The goals of this program are to establish a statewide systematic approach to worker training in renewable, energy/efficient occupations that is responsive to business and worker needs; can be adjusted to economic needs; is flexible and efficient in providing “just in time” training to reduce unemployment; and upgrade the skills of employed workers to qualify for higher wages and generate prosperity. Three SER Business Consultant staff act as the Project Coordinators and conduct massive research on availability of public and private sector “green” jobs; and contact employers to provide information on the program and solicit participation. To date, this program has been a great success and promises to be even more so in the upcoming program year.

### **Northern Area Success Stories** **Adult/Dislocated Worker Success**

**SER Jobs for Progress, Inc.** through its SESP Program funded by the Northern Area Local Workforce Development Board announced that 13 participants had completed a training course in which they acquired the skills, knowledge, and certification to comply with EPA's Renovation, Repair, and Painting Rules. The Class is WIA-approved for Green Job Training and was held in the Las Vegas Area. Santa Fe Community College furnished the instructors as well as materials. After completion of the training, students were required to take a written exam for certification. All students passed the written exam and received their certifications for Green Job Training. This training is required for any contractor who is involved in any construction activity.

#### **Youth Success**

**Tammy**, a youth started her employment with Process

Equipment and Service Company (PESCO) in August 14, 2010 as an entry level Welder. Tammy attended Tulsa Welding School in 2009 for one year and earned a certificate. She moved back to the Four Corners area and resides in Bloomfield, NM with her parents. Tammy's goal was to obtain long-term employment as a welder and applied with various companies including PESCO. She was referred to New Mexico Workforce Connection by PESCO to complete a prescreening employment assessment utilizing Work Keys to identify their skills. Tammy was a potential candidate for On-the-Job training funded through the State Energy Sector Partnership Grant as she lacked the experience required by PESCO for their welding position. She was given an opportunity to obtain on-the-job training to become a Code Welder, which is identified as a green job, one year after she received her certificate, she was hired with PESCO. This training allowed her to develop her skills for promotion from an entry-level pipefitter position to a Code Welder position. According to one of her supervisors, Mr. H states, “Tammy was trained in basic skills of the Shielded Metal Arc Welding (SMAW) process, i.e. Blue print interpretation along with reading welding symbols, AWS “Code” rules, OXY/FUEL torch equipment & cutting, plasma hand torch equipment and cutting fixed position pipe welding, leveling and welding out a high pressure flange vessel to skid installation, how to set a skid level, pipe fitting and fabrication installation of couplings and nozzles.” Tammy successfully completed her training on October 26, 2011 and obtained her certifications as a Shielded Metal Arc Welder (SMAW), Wire Coded, and Gas Mapped Arc Welding (GMAW). With this skillset, she received an increase in salary from \$28,154 to \$ 32,176 which allows her to earn a self-sufficient wage.

### **Best Practices Adult/DW/Youth Program**

The Northern Area Local Workforce Development Board (NALWDB) in collaboration with its adult and dislocated worker and youth service providers has put into operation an “electronic” client file. The NALWDB has transitioned client files served to VOSS as its electronic client file. The providers maintain a file that has hard copy of eligibility documents and uses VOSS to document all client activities, case notes, client



# LOCAL WORKFORCE PROGRESS -

## Northern Area Workforce Development Board

service strategies, assessment documentation, and follow-up documentation where needed. Board staff has provided direction on what specific documents must remain in hard copy and placed in the participant file, and what documents must be maintained in VOSS.

This action was adopted in order to avoid duplication of effort by maintaining a paper file and the necessity to document client activity in the State automated data collection system, VOSS. The NALWDB has shared Board policy and the client record format and information with the other interested local boards and there seems to be a move by these Boards to move to an electronic file format.



# INNOVATIVE STATE PROGRAMS

## State Energy Sector Partnership



The Department of Workforce Solutions (DWS) received approximately \$6 million in funding January of 2010 from USDOL to support New Mexico's State Energy Sector Partnership (SESP)<sup>10</sup> and Training initiative. The grant expires on June 30, 2013. This project, regionally based sector initiatives, implemented through business-led and data-driven partnerships through local workforce development (LWDBs) boards, government agencies, education and training providers, as well as statewide green businesses in the renewable energy and energy efficiency industries, and nonprofit organizations.

The primary objectives of the grant:

- Establish a universal training and education framework that allows lifelong learning based on relevant local regional labor market needs via integrated, customer-focused, accountable service partnerships.
- The core of this initiative is to establish a statewide, systematic approach to worker training in renewable energy and energy efficiency occupations.

**SESP Partners and Targeted Populations:** SESP Partners include LWDBs, Centers of Excellence service providers and other applicable institutions; partners are responsible for eligibility determinations and enrollment of potential SESP participants. The SESP grant provides service to the following populations:

- Veterans, qualified spouses of veterans
- High school dropouts
- Individuals with limited English proficiency
- Persons with a disability
- Criminal ex-offenders
- Individuals that are unemployed
- Incumbent workers
- Dislocated workers
- Individuals in need of updated training related to energy efficiency and renewable energy, and;
- Workers impacted by national energy and environmental policy

- Low-income individuals and females can enroll based on meeting one or more of above criteria
- SESP participants may co-enroll in Workforce Investment Act (WIA) programs

### **SESP Targeted Industries/ NM Green Industry -Steering Committee/& Sub-Industry Councils Established:**

- Targeted Industries - Solar, wind, green building and energy efficiency, and biofuels
- The New Mexico Green Industry Council tasked with grant oversight, implementation and serves as Steering Committee for the State's energy sector strategies.
- Employer-led Sub Industry Councils (SIC's) established, reflective of regional economies and natural resources and include: DWS and One-Stop/Workforce Connection Centers, business associations, economic development, education and labor organizations, non-profits, and regional political leaders.

### **SESP Highlights and Successes**

New Mexico's SESP grant positively impacts people and business. The following highlights successes' from around the state.

#### **Central**

- The SESP program provided a great opportunity for a New Mexico veteran. Using his GI Bill, the individual graduated from the University of New Mexico, Anderson School of Management earning a Master in Business Administration (MBA) with a concentration in Marketing. He heard about the SESP program through local outreach efforts and the New Mexico Workforce Connection Centers (NMWCC), he accessed services and applied for the program to pursue a career in the solar industry. He received referrals to several solar industry sector employers;

<sup>10</sup> Source: NMDWS Contributor Ryan Vigil, State Energy Sector Grant Program Manager.

# INNOVATIVE STATE PROGRAMS

## State Energy Sector Partnership

two weeks after submission of his application the veteran was interviewed and selected for a Marketing Director position by a local solar company. An OJT was arranged through the SESP program, with OJT including the National American Board of Certified Energy Practitioners (NABCEP) certification program, the “gold standard” for photovoltaic and solar thermal installation. The certification allowed the veteran to obtain the foundation of solar knowledge and electrical theory pertinent to his position with the company.

- Jason, a high school dropout, re-engaged through Job Corps, became aware of the SESP program and its opportunities via local outreach efforts. Jason worked with the NMWCC and obtained a skills assessment and guidance in developing his interests and career goals. The SESP program provided resources for Jason to enroll in the NABCEP certificate-training program. Upon successful completion of the certificate training, Jason completed an SESP funded OJT with a local electrical company and was hired on as a 1<sup>st</sup> year apprentice and at a wage of \$21.96 per hour.

### Eastern

- A participant enrolled through the EAWDB underwent CS1000 maintenance and OSHA 10 training while employed with a local biofuels manufacturing facility. Subsequently, as a result of the skills upgrade training he received in the SESP program, the individual was hired by one of the large wind companies in the area for a management position. This resulted in a substantial increase in salary for the individual.

### Northern

- Tammy's goal was to obtain long-term employment as a welder and applied with various companies. A potential employer referred her to the local NM

Workforce Career Center where she received an employment skills assessment utilizing WorkKeys® through the SESP program. Tammy was provided OJT training to become a code welder, which is classified as a green construction occupation. This training allowed her to develop her skills and move from an entry-level pipefitter position to a code welder position with a 15% increase in salary.

- SER Jobs for Progress, Inc. through its SESP Program funded by the NALWDB announced that 13 participants had completed a training course in which they had acquired the skills, knowledge, and certification to comply with the Environmental Protection Agency's (EPA) Renovation, Repair and Painting Rules. This training is required for any contractor who is involved in any construction activity. The class was held in the Las Vegas area in partnership with Santa Fe Community College (SFCC) who furnished the instructors as well as materials. After completion of the training students were required to take a written exam for certification, all passed and were certified. This training has provided great benefit to these employees, as well as the city of Las Vegas. The city plans to refurbish and weatherize many of its older historic buildings and housing units built prior to 1978 and workers will be required to have lead-based paint certification training to satisfy EPA requirements.

### Southwestern

- A small solar company in Las Cruces experienced an increase in solar panel installations; normally an increase in sales would be a welcomed asset in this economy, but finding a skilled workforce to install the panels proved difficult for the employer. High turnover and increased liability from inexperienced new hires also forced the company to turn away some commercial installations and the company was unable to bid on federal contracts due to a lack of

# INNOVATIVE STATE PROGRAMS

## State Energy Sector Partnership

experienced new employees needed for large-scale projects. SESP training funds allowed the company to gain a more skilled workforce and offset their hiring costs, allowing them to invest in new equipment. Since working with the SESP program, the company has doubled their workforce, recording a substantial increase in sales in the last 6 months while improving productivity and customer satisfaction. The SESP services and training provided helped this local business secure contracts that may have gone to competing states like Texas and Arizona.

- Through the SESP grant Western New Mexico University (WNMU) staff has now been trained to conduct the PV classes and issue NABCEP testing for future classes scheduled in other university branches located in Luna, Sierra, and Grant counties.

**Centers of Excellence Awards:** In PY 2011, DWS issued a Request for Proposals (RFP), for training providers to meet certain training related performance measures, develop and expand current curricula in the green industry. Four Centers of Excellence awards were issued to Central New Mexico (CNM) Community College in the amount of \$523,751.00 to conduct the Solar Center of Excellence; Santa Fe Community College (SFCC) received two awards \$521,323.00 for the Biofuels Center of Excellence and \$522,110.00 for the Green Building/Energy Efficiency Center of Excellence; with the Mesalands Community College (MCC) receiving \$523,751 for the Wind Center of Excellence.

### Success for Centers of Excellence

- **Biofuels Center of Excellence at-SFCC:** Success for SFCC means, OSHA for Biofuels training, a curriculum developed with SESP grant funds and the first of its kind in the country. An article published, June 30, 2012 by Adele Melander-Dayton in the *Santa Fe New Mexican* highlighted *Biofuels Center of Excellence*, development of their newly created biodiesel curriculum.
- **Green Building Energy Efficiency Center of Excellence at SFCC:** Students benefit and provide positive feedback regards the value of the training. SFCC is benefiting with statewide exposure of SESP programs; with a June 29, 2012 article by Beth Sitzler in the *Las Cruces Bulletin*, highlighted Doña Ana Community College in Las Cruces, a course offering: Essentials for Healthy Homes workshop, offered in July 2012.
- **Solar Center of Excellence at CNM:** CNM is applying for the USDOL Trade Adjustment Act Community College and Career Training Grant (TAACCT) grant, and is leveraging the Solar Center of Excellence activities offered. In June 2012, CNM conducted a course entitled National Electric Code (NEC) for PV Installers. CNM offered this code class specific to the solar industry, for the first time, and 20 participants received training, and all commented that this was a great course.
- **Wind Center of Excellence at MCC:** MCC is conducting wind courses during the summer session for the first time since the program started.



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