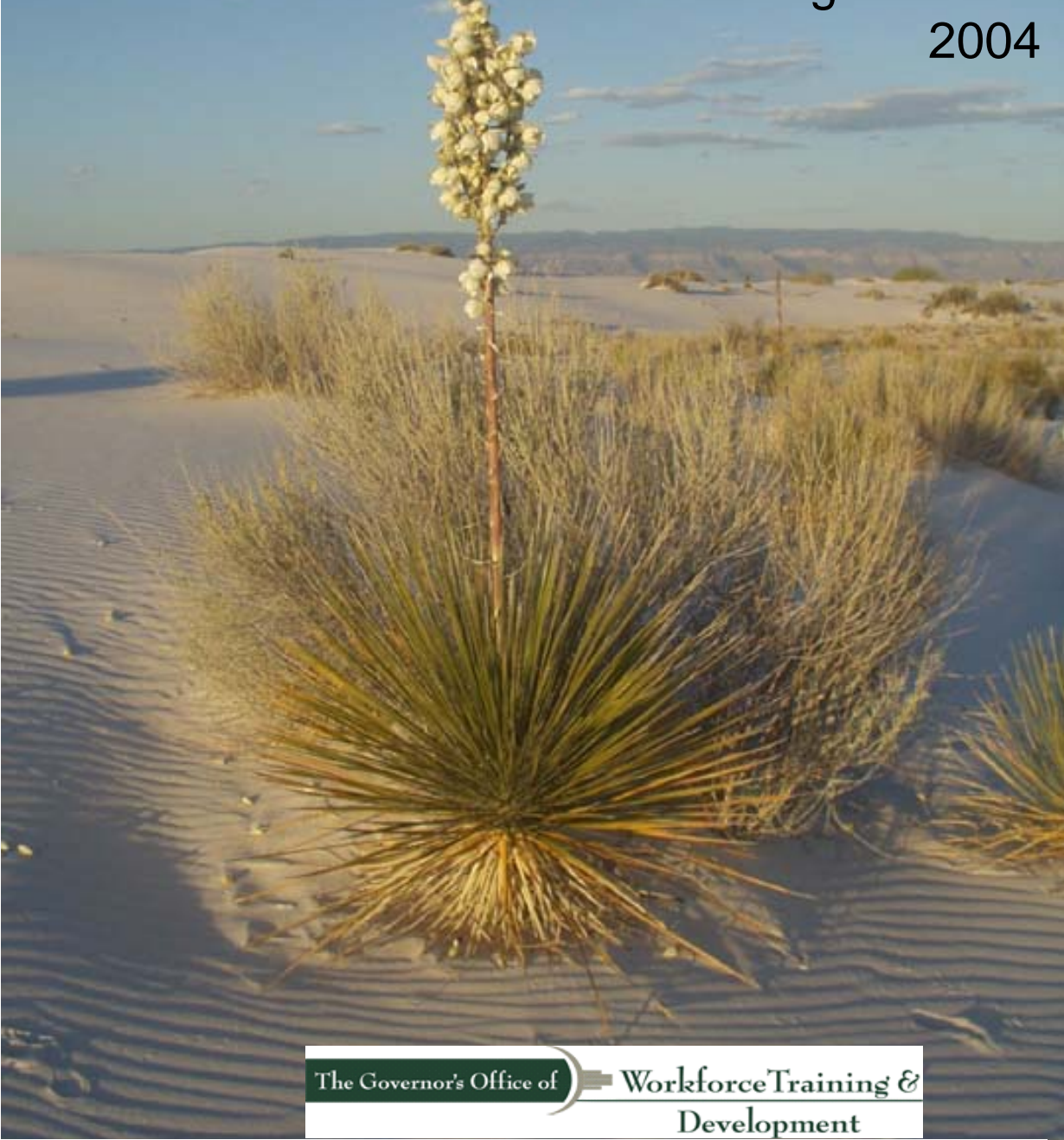




# The State of New Mexico Workforce Investment Act Annual Report Program Year 2004



The Governor's Office of

Workforce Training &  
Development

---

New Mexico  
**Workforce Investment Act**  
Annual Report 2004

**Bill Richardson**  
*Governor*

**Reese Fullerton**  
*Executive Director, Governor's Office of Workforce Training & Development*

**Terri L. Cole**  
*Chair, State Workforce Development Board*

**Jimmie Shearer**  
*Chairman, Eastern Area Workforce Development Board*

**John Sapien**  
*Chairman, Central Area Workforce Development Board*

**Bill Buhler**  
*Chairman, Southwest Area Workforce Development Board*

**Moise Medina**  
*Chairman, Northern Area Workforce Development Board*

**September 2005**

**Equal Opportunity is the Law**

The Governor's Office of Workforce Training and Development is an equal opportunity employer/program and auxiliary aids and services are available upon request. WIA applicants, claimants, participant, recipients, 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 grievance, testifying or agreeing to testify in 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.



# State of New Mexico

*Office of the Governor*

Bill Richardson

*Governor*

September 30, 2005

Secretary Elaine L. Chao  
United States Department of Labor  
200 Constitution Avenue NW 2nd. Floor  
Washington, D.C. 20210

Dear Secretary Chao:

I am pleased to present New Mexico's Workforce Connection, Workforce Investment Act (WIA) Annual Report. My mission-to enhance the overall wealth and well-being of New Mexico citizens-is advanced by a viable workforce development system that prepares and connects current and future job seekers with businesses.

As established by Executive Order in January 2004 and by State legislature in 2005, OWTD became the grant administrator of the Workforce Investment Act and the oversight agency for all workforce programs. This ensures the collaboration of the agencies and programs related to workforce training and development. A unified strategy of education, economic development, and workforce entities, including support programs for meeting student, job seeker and business needs is crucial to New Mexico's economic development. We must continue to create career pathways for high growth industry jobs and align curriculum and facility plans with the economic and workforce development strategic plans.

I am pleased by the State Workforce Development Board's adoption of the following:

- One-Stop certification criteria, which will assist in the creation of quality One-Stop centers in the State.
- A workforce assessment tool and certificate program, which will provide job seekers and employers with a credible way of showing the achievement of skill levels.

I am also pleased that the Department of Labor and the Office of Workforce Training and Development are working together to upgrade the virtual one-stop system (VOSS), which will enable the two agencies to provide better service to businesses and job seekers.

---

I also support the merger of the Temporary Assistance for Needy Families (TANF) Works programs in two local board areas of the State, and the expected full merger in the entire State starting July 1 of 2006.

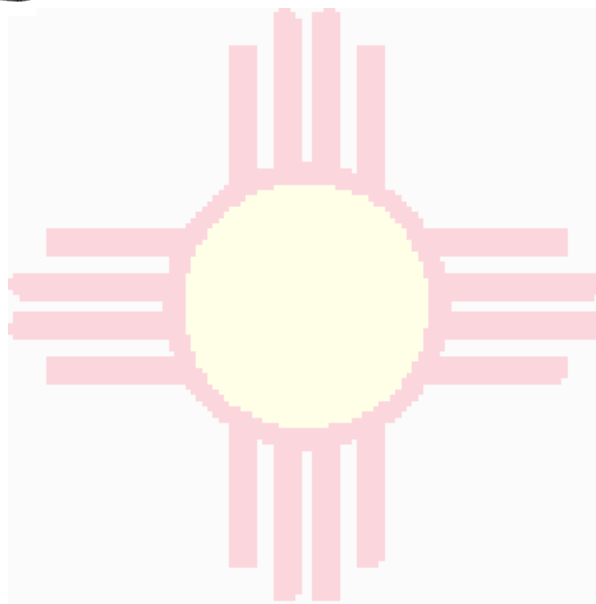
I wish to congratulate the New Mexico State and local Workforce Development Boards and their partners for meeting and exceeding performance measures. We must continue with the efforts to develop a trained, adaptable, educated, and skilled New Mexico workforce that allows businesses to compete in a global economy and enables New Mexico citizens to increase their economic well-being.

Sincerely,



Bill Richardson  
Governor of New Mexico

BR/mmg



---

September 30, 2005

Elaine L. Chao, Secretary of Labor  
USDOL  
200 Constitution Avenue NW, 2<sup>nd</sup> Floor  
Washington DC 20210

Dear Secretary Chao:

We are happy to present the WIA 2004 Annual Report of the Governor's Office of Workforce Training and Development (OWTD). Guided by the identification of a national direction and strategic priorities for the workforce system, the OWTD under the guidance of the New Mexico State Workforce Development Board (SWDB) has moved forward in the process of aligning our workforce and economic development efforts and closing identified gaps through linking employer needs to the skills of workers. Through the shared vision of our local officials, local workforce development boards, businesses, and partner entities, New Mexico is streamlining the delivery of services, reducing duplication and isolated delivery programs, and providing the resources needed to initiate change. As a result of this continued improvement of our service delivery, New Mexico is developing a high-quality, employer-driven, proactive one-stop delivery system.

In the past year New Mexico has met and/or exceeded federal and State mandated performance measures, integrated the TANF Works programs with WIA programs in two of our four local workforce development areas, created the SWDB Business Services and One-Stop Coordination Oversight committees, and developed certification standards for One-Stop service delivery---all while maintaining oversight and compliance, VOSS reporting, technical assistance, monitoring, and other administrative entity responsibilities as required by the Workforce Investment Act and State statutes. Additionally, we have begun to implement systems to review and evaluate our State one-stop service delivery, and program and partner entities have increased coordination and collaborations toward further development of truly coordinated, co-located one-stop centers with all 19 federally mandated partners in all four local workforce development areas in New Mexico.

We are proud of New Mexico's accomplishments and enthusiastic of continuing improvements toward building a 21<sup>st</sup> century workforce development system. We look to the future with confidence in the strength of our partnerships and the knowledge that we can deliver services recognized as among the best in the country. We believe the citizens of New Mexico deserve no less.

Sincerely,



Reese Fullerton  
Executive Director  
OWTD



Terri L. Cole, CCE  
Chair  
State Workforce Development Board



# Executive Summary



Since the inception of the Workforce Investment Act (WIA) , New Mexico has strived to set a vision for the workforce system that seeks to eliminate barriers between programs, improve service delivery, and provide a seamless system for individuals in need of improved skills training and for businesses seeking skilled workers. In pursuit of that goal, and in the interest of integrity in the programmatic and fiscal management of WIA, the State of New Mexico has embarked upon an ambitious course to bring meaningful change to the world of job training and workforce development. In extensive coordination among State agencies, including the Department of Labor, Division of Vocational Rehabilitation, the Economic Development Department, the Human Services Department, the State Department of Public Education, the Higher Education Department and others, New Mexico has continued the process of identifying programs that previously had worked in isolation, establishing communication and coordinating mechanisms with those programs, and initiating a process of realizing true collaboration, synergy, and leveraging among agencies and programs that share similar goals and objectives.

Whereas previously the New Mexico Department of Labor functioned as the State administrative entity for WIA, the Governor's Office of Workforce Training and Development (OWTD) was created by Executive Order in January 2004 and by State law in April of 2005 to administer the federal Workforce Investment Act (WIA) of 1998 and to increase coordination and accountability of other workforce development programs. The OWTD is strongly committed to realizing the Governor's vision of economic success for all New Mexico families through its support of his initiatives by actively seeking to increase the wages of New Mexico families through skills training and to expand the New Mexico economy by providing a skilled workforce for new and expanding companies.

This annual report outlines some of the work that has been done toward this end and sets forth the goals and objectives New Mexico continuously pursues to develop a truly coordinated workforce system, to increase the effectiveness of the current workforce system in New Mexico, to expand economic opportunities for all New Mexicans, and to lay the foundation for economic growth by providing a skilled workforce.

# Introduction

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and was implemented by New Mexico on July 1, 2000. This WIA annual report focuses on the administration of WIA Title I activities in New Mexico, and also on the continued building of an integrated statewide workforce development system.

For Program Year 2004 (PY04), New Mexico received approximately 18 million dollars in WIA funds from the United States Department of Labor (USDOL). These funds helped to ensure the continuation of publicly-funded workforce development services to employers, job seekers and youth through a re-engineered State and local delivery system that links workforce development strategies with economic development initiatives.

Program Year 2004 presented successes for New Mexico in its administration of WIA activities and also presented some challenges to the continued development of the workforce system. Throughout this venture, New Mexico's focus remains constant --it is of utmost importance that New Mexico has education, economic development and workforce entities, including support programs, coordinating their respective strategic goals into a unified strategy in order to make certain that all available services to our youth, job seekers and businesses are aligned in a manner that promotes economic prosperity. New Mexico must be preparing workers who have the life and job skills for existing business and developing a workforce that attracts new business to New Mexico.



## Our Vision

New Mexico businesses have access to the skilled and educated workforce necessary to remain competitive in a dynamic global economy.

## Our Mission

The mission of the Governor's Office of Workforce Training and Development is to create, maintain and evaluate a workforce development system that connects business with current and future job seekers to enhance the overall wealth and well-being of New Mexicans.

## Our Goals

In a successful workforce investment system, achieving quality outcomes requires a strong orientation toward the future and a willingness to make long-term commitments to all One-Stop system stakeholders – employers, job seekers, staff, contractors and the communities in which the system operates. New Mexico's State Workforce Development Board continues to cultivate such an environment with focus on the following goals:

# Role of State and Local Boards

- ❖ Implementation of the mechanisms that will deliver employment and training services to the citizens of New Mexico in a unified and comprehensive manner to those who are in need of basic life and job skills.
- ❖ New Mexico businesses will have access to the best trained, best educated, and most highly skilled workforce necessary to be competitive in a dynamic global economy.
- ❖ New Mexico residents will have the competencies, education, and employment skills necessary to be competitive in the workforce system.

## **Supporting the Vision: The Role of the New Mexico State Workforce Development Board and Local Workforce Development Boards**

With the inception of WIA in New Mexico, the State convened the State Workforce Development Board (SWDB) and four local workforce development boards (Northern, Central, Southwest and Eastern areas) to oversee all WIA service delivery and activity statewide and locally which included partner membership and membership of others as consistent with federal and State statutes. The State Workforce Development Board has established two subcommittees—the Coordination Oversight Committee and the Business Services Committee—to establish one-stop certification standards and planning strategies on how to move further from the existing referral system among partner providers to a true comprehensive, co-located One-Stop system.



Policies pertinent to service delivery were developed and monitoring was conducted on an ongoing basis in an effort to gauge system improvements. Ten percent statewide activity funding was provided to each local area for One-Stop system improvements and to assist in collaborations between partner agencies and for priorities established by local areas consistent with the federal mandates for use of 10% funds. Site visits throughout the State were conducted to meet with businesses to discuss what preliminary needs they may have. Throughout all this activity, partner agency referrals were being used to ensure job seekers and business customers had access to the full spectrum of services available.

Also, New Mexico State legislation in calendar year 2005 mandated the State Workforce Development Board to appoint the Coordination Oversight Committee—which today consists of all cabinet officials on the SWDB, community college representation, business representatives, the Executive Director of the OWTB, two legislators, labor and union representatives, and the SWDB Chair. The duties of the Coordination Oversight Committee includes the following:



# Role of State and Local Boards

- Development of five, ten and fifteen year strategic goals for both statewide and regional employment growth and training in New Mexico to be completed by the cabinet secretaries of the Economic Development Department, Human Services Department and the Department of Labor;
- Development of appropriate education plans by the Secretary of Public Education for secondary education that address the strategic goals proposed by the cabinet secretaries of the Economic Development Department, Human Services Department and Department of Labor;
- Work with statewide and regional business and other partners and cabinet officials of the Coordination and Oversight Committee utilizing the valuable input from the community colleges to create career pathways and align curriculum and facility plans with the Economic Development plan;
- In consultation with the State Chief Information Officer, development of strategies for coordination of information technology for the purposes of providing participants access to all appropriate State services, collecting and managing data related to all appropriate workforce development services and programs, and sharing and integrating appropriate workforce data across agencies and appropriate non-governmental partners for identifying needs, setting policies and coordinating strategies;
- Establishment of an ad hoc skills council which requires the Chairman of the SWDB and the chairs of each of the LWDBs to appoint one member from each of their respective bodies to form a council who identify State and regional industry clusters to the SWDB for developing coordinated, targeted workforce training;
- Coordination of program designs to avoid duplication or unproductive segmentation of services;
- Development of proposals/goals which facilitate a career pathways culture, which include an available skills assessment and training targets which, at a minimum, reference the Secretary's Commission on Achieving Necessary Skills (SCANS) foundation skills, and a job analysis produced by the Economic Development Department after consultation with incumbent workers and employers; and,
- Directing State agency efforts to progress toward comprehensive and customer-driven One-Stop Centers through co-location of mandatory and recommended partner service delivery points for workforce development.



# Role of State and Local Boards

The individual and collaborative efforts of the SWDB and many other State, regional and local community-based organizations have contributed to the wide range of initiatives benefiting not only New Mexico job seekers and businesses, but the entire workforce, and economic development system infrastructure as a whole. The important role of New Mexico's four local workforce development boards is realized through their many contributions toward developing regional and community-based partnerships that aid job seekers and businesses. The local boards play a pivotal role in promoting one-stop career center services to business while generating resources to fund a variety of industry sector initiatives that provide needed training funds for unemployed and underemployed workers. As New Mexico moves forward, statewide systemic efforts that respond to the current and emerging needs of workers and businesses will come to fruition through the work of the SWDB, local boards, economic development, education, human services and labor entities in the form of responsive programs, services and policies. Working alongside one another, these entities are striving toward the mission of creating a world-class workforce development system in New Mexico.



# New Mexico Economic Environment



As of June 2005, New Mexico's seasonally adjusted unemployment rate was 5.7 percent compared to the national unemployment rate of 5.0 percent. Even with some recent ups and downs, the State's labor market has been fairly stable, with unemployment remaining close to last year's level, which in June 2004 was also 5.7 percent.

Over the past year New Mexico has added 17,000 jobs, which makes for a 2.1 percent increase to the job base. The rate of job growth has been close to the two percent mark for almost a year and a half, having previously been lower. During the past year New Mexico has ranked in the top 15 states in job growth and currently is ranked at 11th. Much of the job growth can be traced to just four of the larger industries (construction, government, health services, and professional and business services), which have together added more than 12,000 jobs. In looking at just the percentage of growth since last year, the small mining industry comes in first with a growth rate of almost ten percent, but the sector actually added only about 1,400 new jobs.

The rebounding growth in the mining industry is due in large part to sustained higher prices for oil and natural gas and some resumption of copper mining in southwestern New Mexico. The large construction industry is the second fastest growing industry, expanding at a rate of 7.0 percent since last year, and adding 3,600 jobs. All the measured categories of construction employment have shown rapid growth. The professional and business services industry has maintained a growth rate of almost three percent, with particular strength in areas such as scientific research and development and business support services. Overall, this industry has added 2,600 jobs.

The state's largest private industry, educational and health services, had for a while been one of the main engines of growth for the State's job market, but the trend appears to have moderated. This industry was up only 2.7 percent on the year, adding 2,700 jobs. The increase is still greater than the average for all other industries, but the number of new jobs has fallen to almost a five-year low. Slowing in job growth is evident in most of the health care and social assistance categories, particularly the home health care component, which had received a multi-year boost from changes to state Medicaid policy. Still, even with recent moderation, the health care industry continues to add jobs at a respectable pace.



Financial activities employment added 900 jobs, mostly from gains in the finance and insurance category and in the real estate component. Government employment increased 1.7 percent, adding 3,300 jobs over the year, with most of the growth in State and local government. (Local government includes Indian tribes and their casinos.) The federal government added 200 jobs, having gone through a rough patch for the last two years where employment was down from year-ago levels. Recent decisions to retain almost 200 jobs at the White Sands Missile Range in Dona Ana County and to wait on the proposed closure of Cannon Air Force Base in Clovis should help the State maintain momentum in overall employment in this sector.

# New Mexico Economic Environment

Employment in the leisure and hospitality industry advanced by about 1.6 percent, adding 1,400 jobs, showing small gains in eating and drinking places and in the accommodation category. The smaller arts, entertainment and recreation category made a decent gain of 400 jobs, while the miscellaneous other services category added 400 jobs, growing 1.3 percent. The other services category includes activities such as summer youth camps that peak in activity in mid-summer.



Retail trade employment has picked up a little after having been sluggish for most of the year. The industry shows a 1.2 percent gain on the year, increasing by 1,100 jobs and in recent months a number of new Wal-Mart Supercenters have opened in communities around the State. Wholesale trade made only modest gains, adding just 100 jobs over the year.

Three industries reported employment levels that were lower than a year ago. The information industry has suffered a series of job losses in the telecommunications component and employment had been down by as many as 1,500 jobs and remains down 300 jobs on the year. Some help has come from New Mexico's aspiring and growing film industry that has added some jobs on a temporary basis. The Department of Labor's employment survey has difficulty measuring employment of movie extras because of the short duration of the work and the fact that out-of-state companies do most of the hiring, but activity appears to be fairly brisk.

The transportation, warehousing and utilities industry reported employment levels that were 100 jobs lower than last year.



Manufacturing employment was also down 100 jobs from a year ago, with continued weakness in electronic products. Employment in manufacturing may improve as several new facilities come on line in the relatively near future. The Southwest Cheese Factory in Clovis is scheduled for plant inspection and testing during the summer or fall of 2005 and the plant should employ about 300 workers when it goes into production. In Albuquerque, flight-testing of the Eclipse 500 aircraft is proceeding and the first customer aircraft are scheduled for delivery in mid-2006. The company has orders for over one thousand planes and currently employs about 200 workers. The aircraft manufacturer's paint facility will add 80 workers by December of this year

and many more workers will be needed as the Eclipse 500 goes into production in 2006. The Tempur-Pedic mattress factory is expected to open in mid-2006 on the west side of Albuquerque and will employ about 300 workers.



# PY04 Notable Highlights

## Notable Highlights - Program Year 2004



Program Year 2004 produced significant accomplishments for the State of New Mexico, and realized State and local performance levels which met or exceeded our State and federally agreed upon standards. The volatile national and international economic climate presented New Mexico with a complex mix of challenges and opportunities. Our customers and staff responded with increased levels of achievement and service that produced, once again, outcomes beyond expectations.

### Highlights of our PY04 service delivery include the following:

- ❖ State legislative creation of the Governor's Office of Workforce Training and Development to provide independent oversight of the New Mexico workforce system and act as the lead collaborator charged with the implementation of a workforce system that is integrated and coordinated through the alignment and mobilization of pertinent New Mexico agencies, and the mandate of a State Workforce Development Board subcommittee to coordinate the effort.
- ❖ Meeting and/or exceeding expected performance measure outcomes, including continued high levels of customer satisfaction.
- ❖ Integration of Temporary Assistance to Needy Families (TANF) Works and Food Stamp employment and training activities into the WIA workforce system in the State's Eastern Workforce Development Area (and the Central Region on July 1, 2005), and development of strategic plans for incorporation of the same in the State's three other workforce development areas.
- ❖ Enhanced capacity to assist customers in the delivery of employer services as well as services for individuals including core, intensive, training, and youth-specific activities.
- ❖ Development of One-Stop certification standards policy.
- ❖ Increased local area funding to finance improvements for One-Stop service delivery system and other priorities such as youth, apprenticeship and literacy programs.
- ❖ Increased presence and collaboration between partner agencies and other entities providing employment and training and support services for adult and youth activities.
- ❖ Increased customer base for all programs.
- ❖ Enhanced capacity to assist customers and offer services of proven, lasting value.



# Focus on the Future

## Focus on the Future – Program Year 2005

As our State continues to assist customers in an ever-changing and uncertain economy, New Mexico will strive to maintain and to grow the capacity of State and local service delivery to assist and to offer programs of demonstrated value. For existing business and industry, that means a continued focus on programs and services designed to strengthen their capacity to grow and expand. For new business and industry, that means the provision of programs and services designed to strengthen their capacity to be viable contributors to our economy. For our citizens, that means continued provision of opportunities and activities designed to increase their educational levels and portable skills.

A vital part of our focus on the future will center on WIA partnerships, on building and enhancing WIA services, and on increasing our service alignments. With dedicated and talented human resources, and short-term and long-term strategies in place, New Mexico will work toward even more effective, more efficient use of WIA resources.

The following are highlights of our PY05 focus on the future:

- ❖ Continued enhancement of demand-driven programs, with emphasis on basic life and work skills, academic training, technical training, and career pathways.
- ❖ Continued provision of WIA programs designed to match national, State, and local economic trends.
- ❖ Continued enhancement of our partnerships. Including those partners mandated by the WIA, there is increased focus that is more important than ever on our links with vocational rehabilitation, adult basic education, community colleges, community and faith-based organizations, apprenticeship, veterans, and other education, training and career-centered resources across the State.
- ❖ Continued planning for WIA re-authorization efforts by continuing to research and prepare for the federal re-authorization initiative.
- ❖ Continued emphasis on statewide accountability.
- ❖ Continued implementation of *WorkKeys* programs to target growing industry clusters.
- ❖ Continued assistance for businesses in programs such as incumbent worker training, on-the-job training, customized training, and other customer-based, production-boosting services.
- ❖ Continued strengthening of a growth-oriented business environment.
- ❖ Continued opportunities for all segments of our workforce – emerging workers, workers in transition, incumbent workers, and current workers.
- ❖ Implementation of additional fully comprehensive, co-located One-Stop Centers in all New Mexico workforce development areas to include integration of TANF and Food Stamp employment and training activities.
- ❖ Continued emphasis on serving targeted populations such as veterans, higher concentrations of underserved youth, displaced homemakers, persons in need of English as a Second Language (ESL), and TANF Works participants.

# New Mexican's Are Gaining the True Benefits

## New Mexico Successes....A Closer Look

The success stories highlighted in this 2004 annual report, while impressive, are but a small sample of the successes enjoyed by our workforce development customers all across New Mexico. These success stories were selected because they help illustrate the range and depth of available WIA services and the range and depth of our statewide workforce development network. We give tribute to these men, women, programs and businesses, individually and collectively, and the many others like them in the four local areas and 33 counties of New Mexico for their hard work, perseverance, and vision. We congratulate them for achieving their goals, for adding to their accomplishments, and for exemplifying effective, efficient use of WIA resources.

### *Northern Workforce Development Area – Youth Leadership Development...*

As part of fulfilling one of the 10 WIA youth program elements, Home Education Livelihood Program-New Mexico provided an opportunity for youth to participate in the 4<sup>th</sup> Annual New Mexico Civic Engagement Initiative. The summer institute where “youth prepare to lead New Mexico’s future” was held June 9-12 at the University of New Mexico in Albuquerque. Participating students and case managers experienced a variety of activities that were designed to help enhance the youth civic engagement initiative in New Mexico. Major activities included: orientation/scavenger hunt, civic engagement, team building, community research, development of a community research agenda, digital storytelling, preparation of stories for digital storytelling using I-Movie software, conducting a town hall radio broadcast, and overall conference reflection activities. After participating in this experience, youth agreed that the conference had provided them with the skills and knowledge to become better citizens. They were motivated by conference presentations and wanted to engage in “telling more stories” where youth opinions could be heard. All acquired a good sense of performing and engaging in civic work. Some ideas that youth had in performing civic work included learning about other local youth organizations, communications with other youth to let them know they had a voice which could be heard, contacting political figures to assist in achieving community needs, help in cleaning up the community, preventing violence and drug abuse, and additional activities that would encourage youth to become proactive in community and State issues. Case managers followed up with a promise that they would assist youth by holding more community youth discussions with youth, find additional opportunities for youth, and would seek help from other adults wishing to assist youth in community development activities.



## New Mexican's Are Gaining the True Benefits

### *Eastern Workforce Development Area Notes Customer Successes...*



■ One man drifting between odd jobs from Oklahoma to New Mexico decided to make his home in Santa Rosa, New Mexico. Outreach and recruitment efforts conducted by WIA staff led him to the Guadalupe One-Stop Career Center program where he was determined to be eligible as a dislocated worker and assessed with the potential to become a heavy equipment operator.

Since completion of his WIA training, he has been employed by Guadalupe County for the past year, receives full benefits, a good salary, and plans to remain in the area and retire from the county.



- A participant in Tucumcari, New Mexico finished his Associates Degree in Liberal Arts but was only able to obtain work as a detail person for a car dealership making \$6.50 per hour. He was enrolled into an OJT contract with Mesalands Community College as an Account Specialist. He is currently employed by Mesalands and has gone from washing cars to a professional career which provides him an opportunity for learning and advancement. He currently earns \$10.99 per hour.

- A woman was working as a massage therapist for a business in Alamogordo, New Mexico but felt that she could do more with her life. After assessment, she was enrolled into the WIA ITA program at the Alamogordo One-Stop Career Center to pursue a career in nursing. While working part-time, she graduated with a 3.1 GPA from New Mexico State University with an associates degree in nursing. She has since been working as a registered nurse at Gerald Champion Regional Medical Center and has opened her own massage therapy business in Alamogordo.



## New Mexican's Are Gaining the True Benefits

### *Southwest Workforce Development Area – A Personal Success Story...*

My name is Teresa Hays and this is my personal story of how a little tenacity and a lot of help can reap remarkable results.

After the dissolution of my 7 year marriage I, understandably, lost all the confidence and grace that was instilled in me since kindergarten, prohibiting my adventurous spirit from embarking on the world. I ran home to the familiar surroundings of Silver City, New Mexico and the welcoming arms of my family. My brother had an uninhabited mobile home on seven acres where I found rent-free peace of mind. God showed mercy one day when I found the perfect post-marriage job. Working graveyards at a hotel was not my dream career but I have to say, I was spared the incessant questions from town's folk about how I was "holding up". Meanwhile, as I made new friends and worked ever so diligently on my self-esteem I became fearless once again.



One rainy afternoon I walked right into the admissions office of Western New Mexico University. I was determined to recapture my college dream in hopes of wearing a cap and gown one day. May 1994 was the last time I actually remember having a plan whose success or failure solely depended on my individual effort. To my surprise I found the tuition at WNMU was still affordable. Never had I applied for government aid and I truly didn't fathom that I would be eligible. So I tucked my tail between my legs and tried to sound worthy of financial support from my family. So while living in my rent-free abode, working while everyone slept and attending college totally funded out of pity, little by little I was gaining financial stability. I finally graduated with an associates degree in Computer Networking. But it wasn't over, now that I had tasted the true benefits of knowledge, I was hungry for more. So back I trudged through the admission lines to complete my much-needed education! This time I was after a bachelors degree in Management Information Systems.

This brings me back to my expected breakdown and the introduction of WIA. At the time I received a letter from the college financial aid office decreasing my award, I had 14 classes remaining until I could become the proud owner of a bachelors degree. The end was almost tangible; nothing was going to stop my progress but the letter from the WNMU Financial Aid office advised me that my grant assistance would be only \$500 per semester. My dream for independence and a personal retirement plan suddenly became unattainable. I was at the end of my rope.



Okay, I understood that life was not all peaches and cream but I thought I had done my penance. After I received the letter from the WNMU Financial Aid Office advising me of the decrease in my award, I knew graduation was only a delusion. I felt utterly alone. I couldn't tell my family and friends tend to shy away from financial stress. In outright frustration I picked up the phone and dialed. Not knowing if I was calling the right agency nor if the person who answered would have any idea of what I was rambling on about...I continued:



## New Mexican's Are Gaining the True Benefits



Silver City One-Stop Career Center... "Hello?"

Me... "Hello. I'm trying desperately to find out about a program to help with college tuition?"

Silver City One-Stop Career Center... "Yes. Let me get someone who can help you."

Silver City One-Stop Career Center... "Hello. This is Terry Summers."

Me... "Hello. I overheard some students in my class talking about a program to help with tuition...can you tell me who is eligible?"

Terry... "If you meet specific criteria and are willing to jump through hoops for me, the State may fund up to four semesters of college."

I began to bawl, literally. I only had 14 classes to graduate! This was too good to be true. Without delay I began to get all the paperwork she needed. I wasn't going to let her down.

With WIA assistance my bachelors degree became a reality. I decided to move to Albuquerque where jobs were more prevalent. I put my first and last rent payment on my credit card and began to look for work, something just temporary until I found my niche. Within a week I had a job with a car dealership but to their dismay I only stayed 6 weeks before the State of New Mexico called and offered an interview. I jumped at the chance. I was hired! I was an independent adult, finally! Today, one year later, I work for the State of New Mexico, Taxation and Revenue, Motor Vehicle Division, Financial Responsibility Section and I have advanced to a Management Analyst position. I am fully engulfed in my responsibilities and I owe it all to the Workforce Investment Act.





# New Mexican's Are Gaining the True Benefits

## *Central Workforce Development Area – Realizing Overall Program Success...*

The Workforce Connection of Central New Mexico (WCCNM) continues to operate effectively and efficiently by providing direction to set goals for the workforce investment system. WCCNM serves the four county Central Region encompassing the counties of Bernalillo, Sandoval, Valencia and Tarrant. WCCNM in conjunction with the Mid-Region Council of Governments (MRCOG), the Central Area Administrative Entity, strives to accomplish the goals set forth in the WIA to increase employment opportunities, outreach and create partnerships in formerly underserved areas of the region, as well as increase occupational skills that lead to self-sufficiency thus reducing welfare dependency.



As the fourth quarter of PY04 came to a close, the WCCNM had many accomplishments including an increased number of enrollments in Occupational Skills Training and the generation of Customized Training and OJT contracts. OJT contracts enable businesses to hire workforce participants, providing training opportunities for individuals. In return, businesses received shared financial support from the WCCNM. Customized training has been well-received and has provided businesses the opportunity to build the skills of their existing employees so they effectively advance within their organization.

WCCNM is also in partnership with economic development entities in each county in the Central Region in an effort to bring business needs to the One-Stop system; thus, connecting employers and their needs to the services offered by the One-Stop centers.

WCCNM concluded its second year of managing the Summer Work Academy program administered by local municipal agencies. The program provides a basis to supplement the future of low income, and at-risk teens between the ages of 14-21, with work readiness skills and employment opportunities; thus providing young people in the communities with summer employment opportunities. This past year the Summer Work Academy served over 130 eligible youth. WCCNM has placed an emphasis on out-of-school youth participants providing opportunities to earn a GED and linking participants to civic and community-based services.



The accomplishments of the Workforce Connection of Central New Mexico are sure to enhance productivity and competitiveness throughout the Central Region as well as within the State of New Mexico.

## New Mexican's Are Gaining the True Benefits

### *Northern Workforce Development Area – Youth ...*



- Jeffrey B. had been in a Special Education program for most of his school years. He had no work experience and school was not always interesting nor a top priority. Jeff enrolled in the Connections, Inc. WIA program and completed all activities included in his service strategy. He was subsequently tested and it was determined that he no longer needed to participate in the Special Education program. Jeff received his high school diploma in May 2005, worked with the Youth Conservation Corp (YCC) throughout the summer, and is participating in a paid apprenticeship program with Sacred Mountain Search and Rescue. Jeff is currently attending the University of New Mexico-Grants Branch.
- Alejandra Olivares was a high school dropout with a young child when she came to the WIA youth program. Though WIA staff encouraged her to participate in the SER Jobs Program, “Ale” chose to concentrate on her GED and caring for her child. Eventually, she expressed a desire to work as a translator and pursued her interest through the Jobs Program. She was placed at the First Judicial Court, immediately earned the respect of court staff, and was retained when her work experience activity ended. She was also chosen by GED teachers at the SER Career Academy as 2004-2005 Student of the Year for her many exceptional qualities. Ale is now working full time at the First Judicial Court. In addition, Ale intends to take advantage of her dual language ability by pursuing an education and career as a translator.
- Jerrod M. was a young man who had issues with substance abuse, considered dropping out of school, and had no work experience. Through the WIA program he had access to counseling, work experience, and tutors for his studies. Jerrod has since completed substance abuse counseling and graduated from high school. This summer he participated in a WIA partner organization, the Youth Conservation Corp, where he obtained additional employment, social, and life skills training. He recently underwent first responder’s training and obtained a certificate. Jerrod is now attending New Mexico State University.



## New Mexican's Are Gaining the True Benefits

### *Eastern Workforce Development Area Notes Youth Successes...*

- One young man enrolled in the Roosevelt County Youth Opportunity Center (YOC) program when he was 14 years old and about to enter Portales High School. He had been receiving special services through the Portales Municipal Schools as a student with a specified learning disability. While in the YOC program he was very active, participating in all trainings and workshops offered, leadership activities, and summer work experiences. He earned excellent evaluations throughout his employment and tenure in the WIA program. Additionally, he earned an occupational skills training certificate as a Recreation Assistant and attended the Martin Luther King Youth Leadership Conference. He worked hard to maintain good grades while participating in high school football and track. He has since received his high school diploma and will attend Eastern New Mexico University this fall. He is currently working two jobs. All this would not be possible without the WIA youth services he received.
- One youth participant is the oldest of five siblings and came to the WIA Home Education Livelihood Program-Santa Rosa looking for work to help his family with bills. He also indicated he wanted to be a fire fighter. After staff assessment, he was found to also be in high school resource classes due to his reading and math scores being considerably below his grade level. WIA staff worked with the high school to get him extra help in his studies and he gained work experience at the Santa Rosa Fire Station where he learned the variety of safety requirements and acquired a first responder's certificate. In the meantime, he also joined the Navy Sea Cadets where he received numerous awards and is responsible for presenting colors at ceremonies throughout the area. He graduated in May 2005 and received a State Representative-sponsored memorial scholarship. He will continue his education at New Mexico Military Institute this fall.
- A youth participant was a 21 year old high school graduate with limited English speaking skills who also had a physical disability as a result of having polio as a child. She had worked as a migrant seasonal farm worker her entire life. She was enrolled in the WIA HELP-Roswell youth program with the primary goal being to improve her ability to use and speak English and to enable her to move forward from migrant seasonal occupations. She was enrolled into Eastern New Mexico University English as a Second Language classes, placed in counseling for her physical disability, and entered into the work experience activity as office help. She has since progressed well in all WIA activities and is currently employed full time as a Dietician Assistant.



## New Mexican's Are Gaining the True Benefits

### *Southwest Workforce Development Area Successful Programs...*

✓ Business Outreach Liaisons Developers (BOLD)

The Southwest Area Workforce Development Board (SAWDB) contracted with the Business Outreach Liaisons Developers (BOLD) program in their efforts to establish stronger partnerships with the business community. BOLD's purpose is to assist the SAWDB and the one-stop system by conducting outreach activities, educating, and providing presentations to local area business leaders on the products and services available for their benefit through the SAWDB workforce system in the seven county region, in particular with OJT contract referrals. BOLD staff have first hand experience with the business sector as they are all retired members of business communities. In PY04, projections indicate that the BOLD efforts successfully penetrated the job market showing an increase in OJTs in the local area by 15%. BOLD, under the auspices of the SAWDB, will continue their efforts in PY05.

✓ Dona Ana Branch Community College (DABCC) High-Tech Youth Program

The DABCC High-Tech Bridge Program provides high-tech skills training for youth with manufacturers in Dona Ana County. The Bridge Program serves youth specifically from Gadsden and Santa Teresa high schools through specially designed high schools curriculums coupled with specific high-tech skills training provided by DABCC. Students receive both high school and college credit with the end result being youth continuing post-secondary technical skills training or employment with local area high-tech manufacturing businesses. In PY04, 14 students graduated and completed the program and five of those 14 obtained full-time employment upon graduation from high school. The program will continue and may extend to other high schools in PY05.

✓ Southwest Area Literacy Programs

Although the State Department of Education provides funding for New Mexico literacy programs, the SAWDB realized a more extensive need for such in the Southwest part of New Mexico due to the many border communities that have consistently indicated that high rates of illiteracy exist in the area and insufficient resources to meet the need. The SAWDB has opted to utilize 10% WIA funds to supplement and/or create literacy programs in three counties of the southwest region where an increased need exists. Due to the success of these programs, in PY05 the SAWDB plans to implement/supplement literacy programs in all seven counties in their region.

## New Mexican's Are Gaining the True Benefits

### *Northern Workforce Development Area – A New Beginning...*

Mr. Lorenzo Macias, 41 years old, spent most of his adult life in prison. After release from prison he went to the Farmington One-Stop Center and met with Lisa Nash, Career Development Specialist. Lisa conducted an assessment of Lorenzo and found that Lorenzo had only had one job in his lifetime. Lorenzo mentioned to Lisa of his interest in pursuing a Commercial Drivers License (CDL). Lorenzo's life consisted of many barriers to employment and with Lisa's assistance and perseverance she attempted to help Lorenzo address them one step at a time. Lisa dedicated her efforts to help Lorenzo achieve his goal. Lisa got in touch with the San Juan College Regional Energy Training Center (RETC) to assist Lorenzo with housing. They were able to get Lorenzo housing at a local hotel within walking distance for him to get to class. Lorenzo also applied for food stamps and was approved. After Lorenzo completed the CDL course he was given the exam which he did not pass. RETC staff continued to assist Lorenzo in providing him with additional tutoring so that he could re-take the CDL exam. After his second attempt Lorenzo passed the exam but was then unable to get his CDL because he had no proof of permanent residency per State Motor Vehicle Department (MVD) procedures. Lisa was able to assist in that area by calling the MVD to provide verification of residency. Lorenzo was then able to receive his CDL certification. Lorenzo began to actively seek employment but ran into one closed door after another—most employers were unable to hire him because of his prior felonies. Lorenzo was ready to give up but remembering the WIA person and RETC staff who tirelessly helped and encouraged him, he forged on. One afternoon after a visit with Lisa at the Farmington One-Stop, Lorenzo applied for employment at Halliburton. He was interviewed that very afternoon, sent for a drug screening and a background check and scheduled for testing. He was later offered a job—his first true job.

On August 24, 2005 the regional manager of the Farmington One-Stop Center received a six page hand written thank you letter from Lorenzo. He wanted to express his gratitude for all they had done for him. He stated that with their help, he was able to face many difficulties during the months following his release from prison with no job skills, no place to live and no income. Cynthia Joseph with the United States Department of Labor (USDOL) interviewed Lorenzo during an audit of the San Juan RETC and was so impressed with his story that he was asked if USDOL could use it as an example for others to show the true value of the WIA system and its One-Stop services.



## WIA in New Mexico-Table of Performance Measures

The Governor's Office of Workforce Training and Development (OWTD) has reported the following performance outcomes to the United States Department of Labor (USDOL) for Program Year 2004 (7/1/2004 through 6/30/2005) for the State of New Mexico.

OWTD is pleased to announce that all of the seventeen required performance measures were met, and in many cases exceeded. In order to meet a performance measure a state must obtain eighty percent of the goal that was negotiated with USDOL. In order to exceed a goal a state must obtain one hundred percent of the negotiated goal or better. New Mexico recently negotiated performance measures for PY05 and 06 with USDOL in which the theme of "Continuous Improvement" was used to derive at performance levels.

New Mexico served less participants over the past three years due to cuts in the allocations from USDOL and therefore the numerator and denominator for the Actual Performance Level on these Tables have decreased. New Mexico has maintained consistency in the percentage of placements, retention of jobs, earnings increase and credentials received of WIA participants from PY03 to PY04.



New Mexico exited 3585 WIA participants in PY 04. Most of the outcomes for these participants will not be determined for a year or longer because of the lag time in Unemployment Insurance wage records.

The Local Workforce Investment Boards (WIB) combined, did not meet one performance measure, which is a tremendous accomplishment and step toward USDOL's goal of continuous improvement.

The OWTD is committed to providing management analysis, technical assistance and training of program, administrative and fiscal performance to each Local WIB in New Mexico, which will lead to continuous improvement and better customer service to WIA participants.

# WIA in New Mexico-Table of Performance Measures

II. Table Section

PY04

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level – American Customer Satisfaction Index	Number of Completed Surveyed	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	<b>70</b>	<b>79.0</b>	<b>1106</b>	<b>1413</b>	<b>1413</b>	<b>78.3</b>
Employers	<b>70</b>	<b>79.9</b>	<b>1962</b>	<b>6348</b>	<b>2700</b>	<b>72.7</b>

## WIA in New Mexico-Table of Performance Measures

Table B – Adult program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	<b>70%</b>	<b>75.1%</b>	Numerator <b>644</b> Denominator <b>857</b>
Employment Retention Rate	<b>78%</b>	<b>83.2%</b>	Numerator <b>983</b> Denominator <b>1181</b>
Earnings Change in Six Months	<b>\$2,800</b>	<b>\$3,926</b>	Numerator <b>\$3,803,906</b> Denominator <b>969</b>
Employment and Credential Rate	<b>58%</b>	<b>63.5%</b>	Numerator <b>589</b> Denominator <b>927</b>

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans		Individuals With Disabilities		Older Individuals		
		NUM	DEN	NUM	DEN	NUM	DEN	
Entered Employment Rate	<b>61.2%</b>	NUM 74	<b>67.7%</b>	NUM 21	<b>69.0%</b>	NUM 20	<b>74.1%</b>	NUM 20
		DEN 121		DEN 31		DEN 29		DEN 27
Employment Retention Rate	<b>74.7%</b>	NUM 71	<b>77.1%</b>	NUM 37	<b>85.2%</b>	NUM 23	<b>69.2%</b>	NUM 27
		DEN 95		DEN 48		DEN 27		DEN 39
Earnings Change in Six Months	<b>\$3,263</b>	NUM \$221,875	<b>\$5,980</b>	NUM \$239,217	<b>\$4,409</b>	NUM \$101,418	<b>\$1,052</b>	NUM \$30,505
		DEN 68		DEN 40		DEN 23		DEN 29
Employment and Credential Rate	<b>49.5%</b>	NUM 47	<b>51.4%</b>	NUM 19	<b>71.4%</b>	NUM 15	<b>72.0%</b>	NUM 18
		DEN 95		DEN 37		DEN 21		DEN 25

## WIA in New Mexico-Table of Performance Measures

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	<b>77.2%</b>	NUM <b>563</b>	<b>63.3%</b>	NUM <b>81</b>
		DEN <b>729</b>		DEN <b>128</b>
Employment Retention Rate	<b>85.5%</b>	NUM <b>887</b>	<b>66.7%</b>	NUM <b>96</b>
		DEN <b>1,037</b>		DEN <b>144</b>
Earnings Change in Six Months	<b>\$4,255</b>	NUM <b>\$3,633,675</b>	<b>\$1,480</b>	NUM <b>\$170,230</b>
		DEN <b>854</b>		DEN <b>115</b>

Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	<b>73%</b>	<b>79.7%</b>	Numerator <b>641</b>
			Denominator <b>804</b>
Employment Retention Rate	<b>90%</b>	<b>85.9%</b>	Numerator <b>813</b>
			Denominator <b>946</b>
Earnings Replacement Rate	<b>93%</b>	<b>90.7 %</b>	Numerator <b>\$8,850,666</b>
			Denominator <b>\$9,761,644</b>
Employment and Credential Rate	<b>56%</b>	<b>61.0%</b>	Numerator <b>358</b>
			Denominator <b>587</b>

## WIA in New Mexico-Table of Performance Measures

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	70.1%	NUM 54	61.1%	NUM 11	72.2%	NUM 39	77.8%	NUM 7
		DEN 77		DEN 18		DEN 54		DEN 9
Employment Retention Rate	83.2%	NUM 89	89.5%	NUM 17	86.3%	NUM 69	66.7%	NUM 6
		DEN 107		DEN 19		DEN 80		DEN 9
Earnings Replacement Rate	87.9%	NUM \$1,164,528	78.2%	NUM \$113,758	79.6%	NUM \$749,363	78.1%	NUM \$24,828
		DEN \$1,325,078		DEN \$145,407		DEN \$941,366		DEN \$31,792
Credential Rate	54.5%	NUM 30	72.7%	NUM 8	57.9%	NUM 22	40.0%	NUM 2
		DEN 54		DEN 11		DEN 38		DEN 5

Table G – Other Outcomes for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	79.2%	NUM 465	81.1%	NUM 176
		DEN 587		DEN 217
Employment Retention Rate	86.9%	NUM 630	82.8%	NUM 183
		DEN 725		DEN 221
Earnings Replacement Rate	91.3%	NUM \$6,482,065	89.0%	NUM \$2,368,601
		DEN \$7,100,346		DEN \$2,661,297



## WIA in New Mexico-Table of Performance Measures

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	<b>66%</b>	<b>64.8%</b>	Numerator <b>107</b> Denominator <b>165</b>
Employment Retention Rate	<b>75%</b>	<b>84.2%</b>	Numerator <b>64</b> Denominator <b>76</b>
Earnings Change in Six Months	<b>\$2240</b>	<b>\$2,085</b>	Numerator <b>\$127,166</b> Denominator <b>61</b>
Credential Rate	<b>56%</b>	<b>65.7%</b>	Numerator <b>159</b> Denominator <b>242</b>

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
		NUM DEN		NUM DEN		NUM DEN		NUM DEN
Entered Employment Rate	<b>46.2%</b>	12 26	<b>0%</b>	0 0	<b>54.5%</b>	18 33	<b>67.5%</b>	79 117
Employment Retention Rate	<b>76.9%</b>	10 13	<b>100%</b>	1 1	<b>85.7%</b>	6 7	<b>83.3%</b>	50 60
Earnings Change in Six Months	<b>\$1,695</b>	\$16,951 10	<b>\$1,865</b>	\$1,865 1	<b>\$3,508</b>	\$14,031 4	<b>\$2,101</b>	\$96,662 46
Employment and Credential Rate	<b>56.4%</b>	22 39	<b>0%</b>	0 0	<b>60.0%</b>	27 45	<b>67.5%</b>	114 169

## WIA in New Mexico-Table of Performance Measures

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	<b>86%</b>	<b>84.3%</b>	Numerator <b>2633</b>
			Denominator <b>3125</b>
Diploma or Equivalent Attainment Rate	<b>57%</b>	<b>64.6%</b>	Numerator <b>243</b>
			Denominator <b>376</b>
Retention Rate	<b>54%</b>	<b>57.1%</b>	Numerator <b>189</b>
			Denominator <b>331</b>

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	<b>69.2%</b>	NUM 333 DEN 481	<b>77.7%</b>	NUM 262 DEN 337	<b>70.5%</b>
Diploma or Equivalent Attainment Rate	<b>47.7%</b>	NUM 21 DEN 44	<b>64.4%</b>	NUM 38 DEN 59	<b>19.8%</b>	NUM 20 DEN 101
Retention Rate	<b>45.1%</b>	NUM 23 DEN 51	<b>59.1%</b>	NUM 26 DEN 44	<b>43.6%</b>	NUM 68 DEN 156

# WIA in New Mexico-Table of Performance Measures

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adult and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
		NUM DEN		NUM DEN		NUM DEN		NUM DEN		NUM DEN
Adults	73.7%	1,206 1,636	\$3,162	\$4,364,151 1,383	58.4%	368 630	\$4,049	\$1,810,058 447	51.4%	183 356
Dislocated Workers	66.0%	716 1,085	85.1%	\$9,019,872 \$10,597,298	48.7%	309 634	\$6,089	\$3,178,524 522	56.9%	145 255
Older Youth	49.2%	29 59	\$1,396	\$62,836 45	35.1%	38 108	\$2,060	\$158,593 77		

Table M – Participation Levels

		Total Participants Served	Total Exits
Adults	Adults	2,711	1,001
Dislocated Workers	Dislocated Workers	1,514	521
Older Youth	Older Youth	706	297
Younger Youth	Younger Youth	3,834	1,766
		<b>3,834</b>	<b>1,766</b>

# WIA in New Mexico-Table of Performance Measures

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		<b>\$4,930,357</b>
Local Dislocated Workers		<b>\$3,275,096</b>
Local Youth		<b>\$5,362,704</b>
Rapid Response (up to 25%) §134(a)(2)(A)		<b>\$144,963</b>
Statewide Required Activities (up to 15%) §134(a)(2)(B)		<b>\$4,307,343</b>
Statewide Allowable Activities §134(a)(3)	Program Activity Description	
	Incumbent worker training	<b>\$36,336</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$18,056,799</b>

## WIA in New Mexico-Table of Performance Measures

Table O – Local Performance

<b>Local Area Name</b>  <i>Central</i>	Total Participants Served	Adults	<b>676</b>	
		Dislocated Workers	<b>617</b>	
		Older Youth	<b>189</b>	
		Younger Youth	<b>745</b>	
ETA Assigned #  <b>35005</b>	Total Exitters	Adults	<b>235</b>	
		Dislocated Workers	<b>212</b>	
		Older Youth	<b>97</b>	
		Younger Youth	<b>226</b>	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	<b>70</b>	<b>79.0</b>	
	Employers	<b>70</b>	<b>79.9</b>	
Entered Employment Rate	Adults	<b>70%</b>	<b>66.7%</b>	
	Dislocated Workers	<b>73%</b>	<b>77.5%</b>	
	Older Youth	<b>66%</b>	<b>69.6%</b>	
Retention Rate	Adults	<b>78%</b>	<b>73.0%</b>	
	Dislocated Workers	<b>90%</b>	<b>84.4%</b>	
	Older Youth	<b>75%</b>	<b>87.5%</b>	
	Younger Youth	<b>54%</b>	<b>61.9%</b>	
Earnings Change/ Earnings Replacement in Six Months	Adults	<b>\$2800</b>	<b>\$2,842</b>	
	Dislocated Workers	<b>93%</b>	<b>86.7%</b>	
	Older Youth	<b>\$2240</b>	<b>\$4,986</b>	
Credential/Diploma Rate	Adults	<b>58%</b>	<b>58.7%</b>	
	Dislocated Workers	<b>56%</b>	<b>65.4%</b>	
	Older Youth	<b>56%</b>	<b>79.2%</b>	
	Younger Youth	<b>57%</b>	<b>76.3%</b>	
Skill Attainment Rate	Younger Youth	<b>86%</b>	<b>86.9%</b>	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		<b>0</b>	<b>4</b>	<b>13</b>



## WIA in New Mexico-Table of Performance Measures

Table O – Local Performance

Local Area Name  <i>Northern</i>	Total Participants Served	Adults	<b>408</b>
		Dislocated Workers	<b>152</b>
		Older Youth	<b>106</b>
		Younger Youth	<b>794</b>
ETA Assigned #  <b>35015</b>	Total Exiters	Adults	<b>94</b>
		Dislocated Workers	<b>38</b>
		Older Youth	<b>37</b>
		Younger Youth	<b>365</b>
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	<b>70</b>	<b>79.0</b>
	Employers	<b>70</b>	<b>79.9</b>
Entered Employment Rate	Adults	<b>70%</b>	<b>74.5%</b>
	Dislocated Workers	<b>73%</b>	<b>72.5%</b>
	Older Youth	<b>66%</b>	<b>55.0%</b>
Retention Rate	Adults	<b>78%</b>	<b>88.4%</b>
	Dislocated Workers	<b>90%</b>	<b>88.4%</b>
	Older Youth	<b>75%</b>	<b>94.4%</b>
	Younger Youth	<b>54%</b>	<b>52.5%</b>
Earnings Change/ Earnings Replacement in Six Months	Adults	<b>\$2800</b>	<b>\$4,346</b>
	Dislocated Workers	<b>93%</b>	<b>91.4%</b>
	Older Youth	<b>\$2240</b>	<b>\$1,858</b>
Credential/Diploma Rate	Adults	<b>58%</b>	<b>69.5%</b>
	Dislocated Workers	<b>56%</b>	<b>65.8%</b>
	Older Youth	<b>56%</b>	<b>71.4%</b>
	Younger Youth	<b>57%</b>	<b>68.3%</b>
Skill Attainment Rate	Younger Youth	<b>86%</b>	<b>82.9%</b>
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))			
Overall Status of Local Performance		Not Met	Met
		<b>0</b>	<b>7</b>
		Exceeded	<b>10</b>

## WIA in New Mexico-Table of Performance Measures

Table O – Local Performance

Local Area Name  <i>Southwest</i>	Total Participants Served	Adults	<b>1,148</b>	
		Dislocated Workers	<b>449</b>	
		Older Youth	<b>320</b>	
		Younger Youth	<b>1,779</b>	
ETA Assigned #  <b>35010</b>	Total Exiters	Adults	<b>391</b>	
		Dislocated Workers	<b>199</b>	
		Older Youth	<b>122</b>	
		Younger Youth	<b>967</b>	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	<b>70</b>	<b>79.0</b>	
	Employers	<b>70</b>	<b>79.9</b>	
Entered Employment Rate	Adults	<b>70%</b>	<b>79.1%</b>	
	Dislocated Workers	<b>73%</b>	<b>82.6%</b>	
	Older Youth	<b>66%</b>	<b>66.1%</b>	
Retention Rate	Adults	<b>78%</b>	<b>85.1%</b>	
	Dislocated Workers	<b>90%</b>	<b>87.5%</b>	
	Older Youth	<b>75%</b>	<b>80.0%</b>	
	Younger Youth	<b>54%</b>	<b>59.2%</b>	
Earnings Change/ Earnings Replacement in Six Months	Adults	<b>\$2800</b>	<b>\$3,100</b>	
	Dislocated Workers	<b>93%</b>	<b>95.3%</b>	
	Older Youth	<b>\$2240</b>	<b>\$1,601</b>	
Credential/Diploma Rate	Adults	<b>58%</b>	<b>61.1%</b>	
	Dislocated Workers	<b>56%</b>	<b>58.8%</b>	
	Older Youth	<b>56%</b>	<b>53.4%</b>	
	Younger Youth	<b>57%</b>	<b>66.1%</b>	
Skill Attainment Rate	Younger Youth	<b>86%</b>	<b>84.7%</b>	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
Overall Status of Local Performance		Not Met	Met	Exceeded
		<b>1</b>	<b>3</b>	<b>13</b>

## WIA in New Mexico-Table of Performance Measures

Table O – Local Performance

Local Area Name  <i>Eastern</i>	Total Participants Served	Adults	<b>479</b>	
		Dislocated Workers	<b>296</b>	
		Older Youth	<b>91</b>	
		Younger Youth	<b>516</b>	
ETA Assigned #  <b>35020</b>	Total Exiters	Adults	<b>281</b>	
		Dislocated Workers	<b>72</b>	
		Older Youth	<b>41</b>	
		Younger Youth	<b>208</b>	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	<b>70</b>	<b>79.0</b>	
	Employers	<b>70</b>	<b>79.9</b>	
Entered Employment Rate	Adults	<b>70%</b>	<b>81.2%</b>	
	Dislocated Workers	<b>73%</b>	<b>83.5%</b>	
	Older Youth	<b>66%</b>	<b>60.6%</b>	
Retention Rate	Adults	<b>78%</b>	<b>82.9%</b>	
	Dislocated Workers	<b>90%</b>	<b>87.6%</b>	
	Older Youth	<b>75%</b>	<b>80.0%</b>	
	Younger Youth	<b>54%</b>	<b>57.3%</b>	
Earnings Change/ Earnings Replacement in Six Months	Adults	<b>\$2800</b>	<b>\$5,429</b>	
	Dislocated Workers	<b>93%</b>	<b>98.8%</b>	
	Older Youth	<b>\$2240</b>	<b>\$2,033</b>	
Credential/Diploma Rate	Adults	<b>58%</b>	<b>64.5%</b>	
	Dislocated Workers	<b>56%</b>	<b>53.5%</b>	
	Older Youth	<b>56%</b>	<b>50.0%</b>	
	Younger Youth	<b>57%</b>	<b>52.7%</b>	
Skill Attainment Rate	Younger Youth	<b>86%</b>	<b>83.3%</b>	
Description of Other State Indicators of Performance (WIA §136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance"))				
Overall Status of Local Performance		Not Met	Met	Exceeded
		<b>0</b>	<b>7</b>	<b>10</b>