

WORKFORCE INNOVATION & OPPORTUNITY ACT - 2021

STATE OF NEW MEXICO ANNUAL REPORT



PROGRAM YEAR 2021/FISCAL YEAR 2022

www.dws.state.nm.us

DECEMBER 2022



NOTE FROM SECRETARY SARITA NAIR



Program Year 2021 (July 1, 2021 – June 30, 2022) was a year of recovery and new challenges for New Mexico. The State as a whole focused on identifying key economic development strategies, with robust interagency cooperation to connect the dots between education, workforce development and economic growth. Programs that expanded free college and free childcare delivered on the Governor's promise to build a strong New Mexico with opportunity for all.

Our workforce system, led by the New Mexico Department of Workforce Solutions (NMDWS), rose to meet the continued challenges of distance, pandemic closures, layoffs and remote learning through innovation and focus on initiatives with proven success. Our performance numbers show dramatic improvement in key areas like participation in Wagner-Peyser Title III programs for some of our most vulnerable populations, including low-income single parents and people experiencing homelessness. Youth programs and apprenticeships grew and got creative, expanding into non-traditional career fields and trying new ways to connect. We continued to strengthen the relationships among all participants in the workforce system through joint initiatives and technical assistance.

With our successes in getting people back to work came new challenges. As unemployment steadily fell, the number new job opportunities in New Mexico surpassed the number of unemployed people for the first time in recent history. Here, as in the rest of the country, businesses asked, "Where are all the workers?" In response, NMDWS redoubled outreach efforts and helped employers engage with often overlooked populations of jobseekers, such as people re-entering the community from incarceration. This work continues and is the focus of Program Year 2022.

In the year to come, NMDWS will continue its commitment to innovation and collaboration and rise to the new challenges of the post-pandemic world. We are deeply grateful to our teams for joining forces across New Mexico to continually adapt and serve the people who need us in the place we love.

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Sarita Nair
Cabinet Secretary
New Mexico Department of Workforce Solutions

NEW MEXICO COMBINED STATE PLAN – GOALS AND STRATEGIES:

The workforce system in New Mexico is a network of state, regional, and local agencies and organizations that provides many employment, education, and training services and related supports. The workforce system includes services for the public and people with barriers to employment, including veterans, individuals with disabilities, dislocated workers, adults, and youth. New Mexico's workforce service delivery system provides services to jobseekers and business customers throughout 33 counties where an estimated 2,117,522 people call New Mexico home.

The four Local Workforce Development Areas in New Mexico include Central, Eastern, Northern, and Southwestern. Each Workforce Development Area has a Local Workforce Development Board (LWDB) that is responsible for overseeing employment and training programs through the New Mexico Workforce Connection Centers. New Mexico's Workforce Connection Centers are proud partners of the American Job Center Network. Workforce Connection Centers serve as the central point for Workforce Innovation and Opportunity Act (WIOA) partners. Strengthening services involves co-location of partners, where appropriate; collaborative partnerships to stop duplication and improve efficiency; organizing staff by function instead of funding streams for seamless service delivery within each center; and strong customer service to job seekers and business outreach to employers.

Through the Combined WIOA State Plan, New Mexico aims to share an understanding of the workforce needs across the state and add more comprehensive and streamlined approaches for addressing the needs of businesses and job seekers. Core partners and various community stakeholders, including youth, came together to prioritize, strategize, and create goals that would lead to a more competitive and responsive workforce. In addition, the State Workforce Board is working to convene committees to guide ongoing strategic planning, address challenges and gaps, and identify opportunities for innovation.

New Mexico's Combined State Plan Required Programs

- Adult Program (WIOA Title I)
- Dislocated Worker Program (WIOA Title I)
- Youth Program (WIOA Title I)
- Adult Education and Family Literacy Act Program (WIOA Title II)
- Wagner-Peyser Act Program (Wagner-Peyser Act, as amended by Title III)
- Vocational Rehabilitation Program (Title I of the Rehabilitation Act of 1973, as amended by Title IV)
- Jobs for Veterans State Grants Program (Programs authorized under 38, U.S.C. 4100 et. seq.)
- Senior Community Service Employment Program (Title V of the Older Americans Act of 1965)
- Temporary Assistance for Needy Families Program (TANF)
- Employment and Training Programs under the Supplemental and Nutrition Assistance Program (SNAP)
- Trade Adjustment Assistance for Workers Program

GOVERNOR'S PRIORITY ECONOMIC DEVELOPMENT SECTORS

In early 2021, in a markedly different approach from New Mexico's response to the Great Recession, the New Mexico Economic Development Department (EDD) determined the need for a guiding strategy that not only identified ways to jumpstart New Mexico's near-term recovery, but also the state's long-term transformation into a more diversified, resilient, and inclusive economy. Work was done to reimagine New Mexico's approach to economic development, beginning with building the capabilities necessary to facilitate statewide collaboration on common goals, like economic growth, inclusion, and workforce readiness. The strategy is rooted in the nine target industries identified by EDD, but the recommendations go beyond specific industry needs to address the broader challenges facing New Mexico. Challenges faced by residents and businesses of the state's urban, rural, and tribal communities are included in the vision, knowing change cannot happen immediately, nor can it be achieved by one agency. NMDWS has been a key stakeholder in the development of this strategy, and together with EDD are focused on addressing the following challenges:

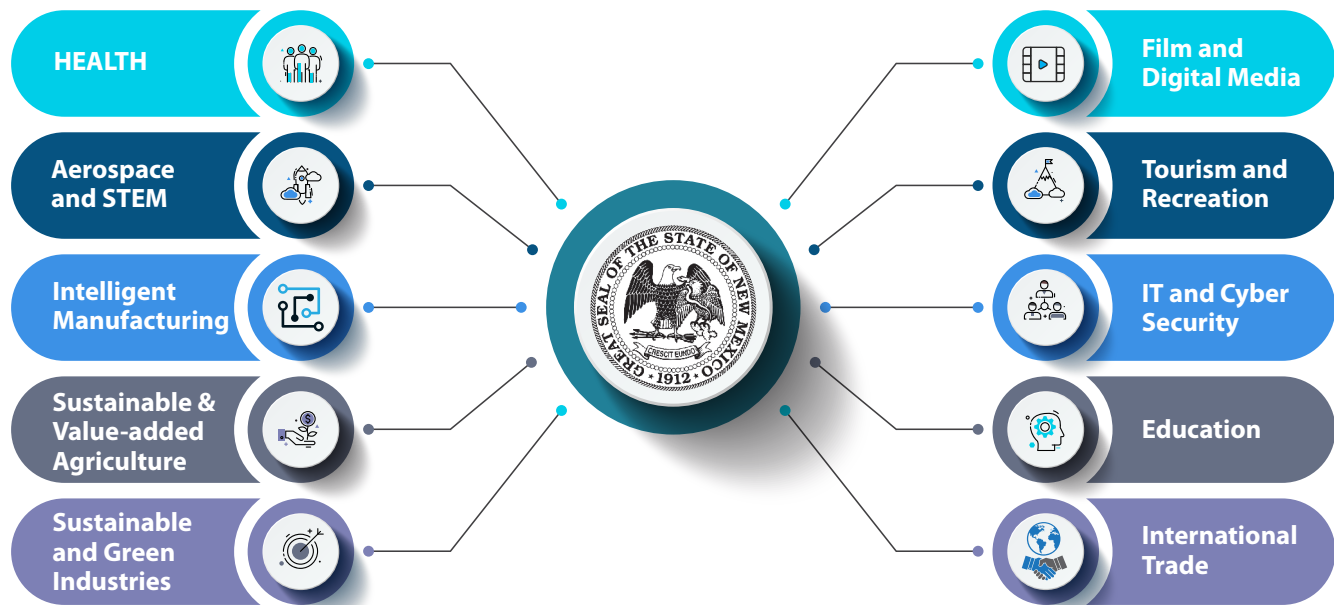
1. Lack of collaboration between economic development

stakeholders

2. Difficulty attracting and retaining talent in urban, rural, and tribal communities
3. Misalignment between higher education and industry
4. Disengagement of socioeconomically disadvantaged communities in planning processes
5. Public-sector dominance in New Mexico's innovation ecosystem
6. Concentration of economy in a few key industries

Mitigating these challenges is a priority for the state, local, industry, and community stakeholders, and the team developed roadmap focused on six key strategies. While there is alignment with some of the targeted industries identified by EDD with the New Mexico State Combined Plan, additional alignment is needed to link plans together. NMDWS and EDD are collaborating extensively to assure coordination as we move forward with the new state planning efforts beginning in March 2023.

Target Industries



Economic Development Strategies

1. Modernize New Mexico's Economic Development Ecosystem
2. Strengthen New Mexico's communities
3. Reimagine Education & Training
4. Promote Equity Through Economic Justice
5. Enable High-Quality Home-Grown Innovation
6. Diversify New Mexico's Economy

For full details on NM EDD Plan: <http://eddstateplan.com/>

NEW MEXICO'S WIOA STRATEGIES AND ACTIVITIES AND PY2021 PROGRESS

The following are notable statewide activities/accomplishments on strategies from the New Mexico Combined State Plan that occurred during the reporting period:

Strategy 1

Public and private partnerships to build sector strategies that are responsive to employers and employees and engage industry leaders, K-12 and higher education leaders, and the workforce.

New Mexico was the recipient of a National Governors Association Workforce Innovation Network grant. The Department utilized this award to address the changing nature of work for workers and employers during the pandemic. A statewide leadership team consisting of higher education, human services, K-12 public education, early childhood, economic development, and workforce development met over a six-month period to develop strategies dedicated to marketing long-term and short-term education career pathways. The effort resulted in a comprehensive website and marketing campaign entitled "Ready New Mexico." The Department implemented a central 800 number connecting job seekers and employers to employment staff statewide, shifting operations to a completely virtual mode as the state recovered from pandemic lockdowns. The website, www.ready.nm.gov includes direct links to training and education, career readiness tools/resources, business support, covid updates, and links to important resources such as housing, social/emotion support, and childcare. The online website essentially became a virtual one-stop for citizens. The team launched a comprehensive marketing campaign utilizing various media markets promoting the resources, with the goal of increasing enrollment into short-term training programs. The Department made WIOA set-aside funds available to public and tribal training institutes to create and implement new short-term training programs (see details of training programs funded in Strategy 3).

Engage K-12 and Industry: In an effort to engage high schools statewide in career exploration and career readiness, NMDWS continues the statewide Mock It Till You Rock It! initiative. The goal of Mock It Till You Rock It! is to provide students throughout New Mexico with the opportunity to enhance their soft skills, and to help reduce the stress and anxiety that may surround a young person during their first interview, whether it's for college or a career. NMDWS provides tools and resources for schools to coordinate successful mock interview events for their students, and offers additional support by engaging local employers as volunteer interviewers.

During the reporting period, participation was lower than expected due to intermittent school closures, and burdens schools were facing as students returned. A total of 12 schools participated during the reporting period; however, close to 50 schools have registered and ready to launch for PY22.

Valencia County Partnership for a Work Ready Community is a rural community partnership in which local employers introduce students to career pathways within their own communities. Key accomplishments from this initiative include:

- Mock Interviews with Employers - presented to all seniors and some juniors at Valencia, Los Lunas, and Century High Schools
- Employer Presentations to Students - Seven events at Los Lunas, Valencia, and Century High Schools
- Résumé Writing Workshops - presented to all seniors and some juniors at Valencia, Los Lunas, and Century High Schools
- Student Career Video Challenge - presented to all students age 14 and over at all Valencia County schools
- Student Job and Internship Fair - offered to all high school, adult ed, and college students in Valencia County
- Summer Teacher Academy - Employers presenting workshops to teachers in Valencia County on the skills they look for when hiring



Strategy 2

Make lifelong learning a reality so that New Mexico's workforce is able to attract economic development that results in high-paying jobs.

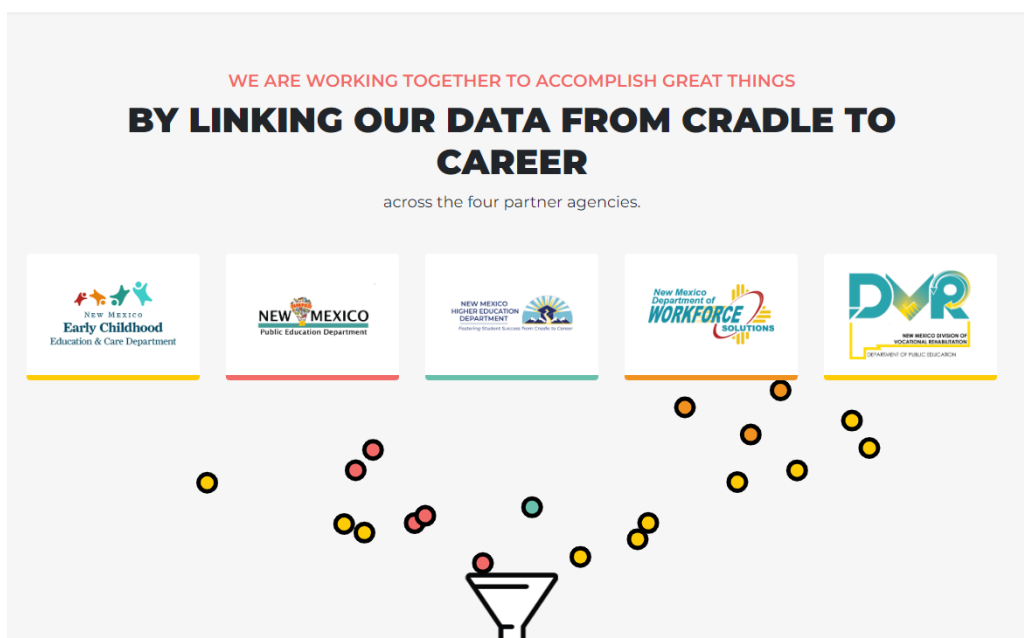
Gov. Lujan Grisham first proposed the New Mexico Opportunity Scholarship in 2019, envisioning a scholarship program that would ensure New Mexicans could attend higher education institutions tuition-free, and secured funding for the first iteration of the program in the 2020 legislative session. In 2022 the governor signed the Opportunity Scholarship Act and approved \$75 million for the program, expanding tuition-free college to tens of thousands of New Mexicans under the most expansive tuition promise program anywhere in the United States. More than 45,000 Opportunity Scholarships have been awarded to date. The Higher Education Department is seeking \$100 million for the program next year to ensure its continued ability to benefit students. More information can be found on the HED website <https://hed.nm.gov/financial-aid/scholarships/new-mexico-opportunity-scholarship>.

The following two projects made significant progress and are instrumental to supporting data, research, and access to quality information necessary to strengthen and inform training programs statewide. Both projects involve state-level coordination and collaboration to inform system design and implementation. The ongoing coordination among key agencies is significant and has opened opportunities for other projects statewide:

The New Mexico Longitudinal Data System (NMLDS):

The initiation and planning phases are complete and execution is underway. Collaborative partners include NMDWS, New Mexico Early Childhood Education & Care Department (ECECD), New Mexico Higher Education Department (HED), New Mexico Public Education Department (PED), and the New Mexico Division of Vocational Rehabilitation (DVR). The first project goal to stand up a system is well underway following a competitive award process in which the team selected Google Cloud Platform as the primary technology platform to enable all solution requirements. As project execution progresses, we continue to track and plan for the additional project goals to produce policies, processes, and training that will help educators, workforce developers, policymakers, legislators, researchers, and others see and utilize data to understand student and workforce performance, improve outcomes and equity, and perform predictive analysis. The Project Steering Committee continues to meet monthly to guide the project and make key decisions. Throughout 2022 we also began conducting regular meetings of a Data Governance Board with representation from each partner agency to oversee the selection and usage of data for the project, as well as to safeguard the security and privacy of that data. The project is currently anticipating release of an initial version of the longitudinal data system in 2023.

Workforce Data Quality Initiative (WDQI): The WDQI grant is being used to support a Workforce Longitudinal Data System (WLDS) project which is strongly aligned with the Statewide Longitudinal Database System that was already underway and is now in the execution phase. Specifically, the Department



prioritized workforce datasets relating to Eligible Training Providers (ETPL) and Registered Apprenticeship programs, which are being added to bolster the collection, preparation, and accessibility of data relating to these workforce programs and our partners. This new scope is above and beyond the scope previously planned for the NMLDS project alone, and will help the State of New Mexico work towards our more complete P-20W vision. These additional components are being enabled through increased participation of DWS Analyst and Project Management resources contributing to the NMLDS project. However, this effort will require only a portion of the previously awarded WDO grant to complete. We continue to analyze other needs and opportunities within the workforce ecosystem administered by NMDWS to identify additional ways in which the grant funding can be applied to yield the most significant impact.

Strategy 3

Build partnerships between job developers, workforce systems, and community colleges.

Ready NM: Ready NM was a statewide initiative that includes several partners, both public and private to create a hub for workforce development opportunities, direct job referrals, resources to overcome work-related barriers, and guidance on safe return-to-work practices. In addition, Ready NM targets funding resources to create short-term training programs (12 weeks or fewer) designed to get New Mexicans prepared for diverse work opportunities that lead to immediate and direct employment in in-demand jobs. NMDWS provided set-aside funds in the amount of \$1.5M to fund approved training programs. Ready NM received applications for 22 training programs from 11 higher educational institutions. Ready NM approved 11 programs that met requirements to train dislocated workers in high-demand occupational opportunities. A total of \$647,657 of the \$1.5m was expended and resulted in 113 participants receiving at least one industry-recognized credential. Employer input informed all training developed under this project, and approved programs had to result in “good jobs” paying at minimum a sustainable wage. *For more details, please reference Ready NM attachments, describing strategies and activities.*

ETPL: Eligible Training Provider activities heavily focused on training and supporting the providers on federal reporting requirements. The Department held several training sessions to provide clarification for each performance measure and best practices to capture data. As a result, providers provide data timely and more accurately. The number of Registered Apprentices on the ETPL also increased as a coordinated partnership with the State SAA. Registered Apprenticeship Programs now have access to learn about WIOA and how to opt-in to be on the ETPL via the DWS website. The ETPL also played a vital role in the launch of Ready NM. New programs were added, and the Department trained more local workforce staff on how to access and utilize the data from the ETPL when providing case management services.

Example of Partnerships – Job development / Workforce Systems:

- The City of Carlsbad identified a need for workers during summer hours in the food and hospitality sector, with a challenge of engaging young workers to fill the temporary, mostly entry level roles. NMDWS coordinated a weeklong training for high school students to introduce available jobs, provide soft skills training, and résumé writing. Students participating in the training also attended a hiring event that matched them with employers. Program completers received a monetary stipend for participating in training. Approximately 100 youth were placed into employment.
- NMDWS is also an annual partner with the City of Albuquerque Youth Job and Volunteer Fair. This job fair provides more than 500 job opportunities for young people in Albuquerque. NMDWS assists with identifying youth-friendly employers to attend the event, and is available onsite to provide résumé assistance, interview preparation, and host various presentations from career exploration to professionalism. Business leaders from across the city, including municipal and state jobs, are invited. Approximately 200 youth received job offers.
- The City of Clovis is planning to participate in the 2023 CABQ Youth Job and Volunteer Fair to replicate these efforts in their city.

Strategy 4

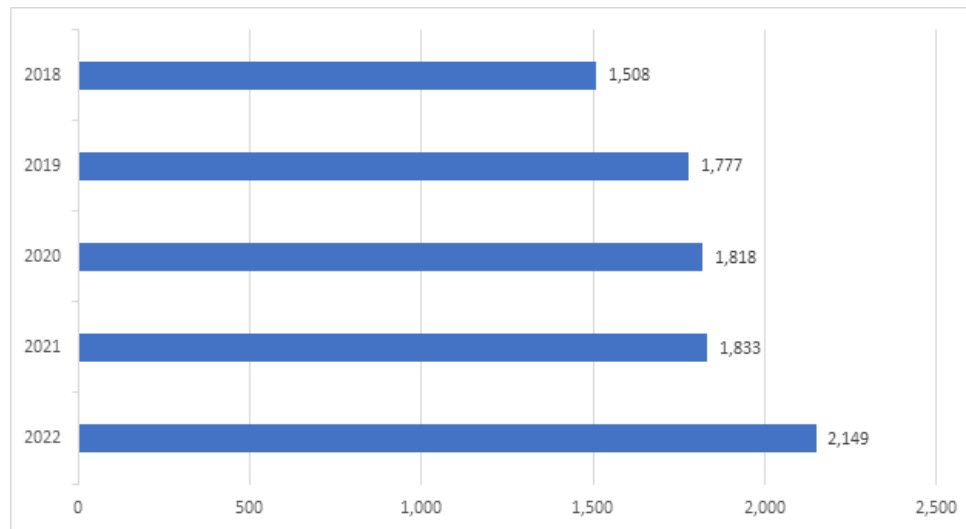
Grow work-based learning experiences, such as apprenticeships and internships across sectors.

PY2021 Progress

Apprenticeships: During PY 21 the State Apprenticeship Office (SAO) registered four new apprenticeship programs with five new occupations. All the newly registered programs/industries are in non-traditional occupations, including programs for medical assistants, data scientists, computer user support specialists, and relay and substation maintenance technicians. Nontraditional apprenticeship programs have grown substantially in the state, along with an overall apprenticeship expansion during the past few years. In PY 21 approximately 990 new apprentices were registered. The chart below reflects the growth during the past five years.

- Efforts to expand apprenticeship continue with an emphasis in both the traditional building and construction trades, as well as non-traditional occupations. The majority of the newly registered apprenticeship programs are "group" programs and involve partnerships with multiple employers within the specific industries to provide the apprentices with the on-the-job training portion of their apprenticeship training. In addition to union, association, and individual employer sponsorship of apprenticeship programs, colleges

New Mexico Active Registered Apprentices 2018-2022



are also sponsoring apprenticeship programs. Currently we have four community colleges/universities sponsoring programs.

- In 2019 NMDWS received a federal Apprenticeship State Expansion (ASE) grant; the focus industries of the grant were hospitality/tourism and healthcare. Due to the impact of these industries during the Covid pandemic, a modification was submitted to request additional target industries to include energy, information technology, and building/construction trades. The grant funding provided the apprenticeship office with three new staff members and funding to support apprenticeship expansion efforts. The ASE grant funds were able to pay the related instruction costs for approximately 11 RN residency apprentices, and will provide approximately 440 apprentices with supportive services assistance (transportation, uniforms, tools, etc.). The grant will end on December 31, 2022.
- Local Workforce Boards and DWS continue their partnership to fund a regional staff person in each region of the state to aid in apprenticeship efforts. They assist with outreach and marketing activities, meeting with potential program sponsors, development of apprenticeship program standards, and strengthening and creating new partnerships with the educational systems, workforce boards, and industry to increase work-based learning and registered apprenticeship opportunities statewide.
- Partnerships and improved communication with the regional office staff, workforce boards, and WIOA staff have helped increase in the number of employers affiliated with registered apprenticeship programs, as well as program sponsors who are utilizing WIOA funding to support apprenticeship training efforts. Most employer members utilizing WIOA funding are utilizing it for on-the-job and customized training. The Department encourages program sponsors to utilize Title I WIOA funding for Individualized Training Accounts.

- The State Apprenticeship Director continues membership on the Northern New Mexico Work-Based Learning Coalition. The group has established action committees designed to identify and increase effective work-based learning practices and opportunities to meet the needs of both secondary and post-secondary students in the northern region.
- State apprenticeship staff assisted with and participated in the inaugural Annual Women in the Trades Conference in March 2022. The event featured keynote speakers, panelist and various trades related employers and program sponsors to mentor women interested in the trades and provide them with information about employment as a tradeswoman and registered apprenticeship opportunities.
- Multiple apprentice graduation ceremonies were acknowledged throughout the year and recognized those apprentices who completed their apprenticeship training. A total of 294 apprentices graduated and successfully completed their apprenticeship training in PY21.

Additional efforts to grow WBL Experiences, Internships, and Apprenticeships: The NMDWS Youth Engagement Team participated and assisted in coordination with the New Mexico Public Education Department's (PED) 2nd Annual Summer Enrichment Internship Program as well as the State of New Mexico's (state agency) Summer Internship Program. NMDWS served as subject matter experts and participated in mentor (supervisor) trainings for hosting agencies statewide. The goal of both programs is to provide young people with the opportunity to participate in high-quality internships in government agencies, including county, tribal, and municipal placements. Summer internships ran between May and August. Quality work-based learning experiences, such as summer internships, provide on-the-job training and exposure to relevant and meaningful tasks, mentorship, and quality feedback on performance. Expanding access to quality experiences is a way to improve equitable outcomes for students in their career and personal development.

Outcomes from these events:

PED Summer Internship Program:

Number of Interns: 1300+

Number of Employer Mentors: 300+

Counties Impacted: 30

**Estimated numbers

State Personnel Summer Internship Program:

Number of Interns: 53

Number of State Agency Mentors: 20

High School: 6

College/Graduate Students: 47

Strategy 5

Identify and remove barriers to employment and training.

PY2021 Progress

“State of the Workforce”: The Department held State of the Workforce forums across the state in partnership with the local workforce boards and Economic Development staff. Participants included local chambers of commerce, business and industry leaders, and training providers to advise on strategies necessary to reopen the economy and help get people back to work. Each forum was followed by a rapid-hire event and job fair. Participating communities included Roswell, Alamogordo, Las Cruces, Deming, Farmington, Asian Coalition, Carlsbad, and Hobbs. Multiple items discussed included specific labor market data, unemployment rates, childcare access, and training. The forums linked business with human service partners including those responsible for housing, childcare, health care, and transportation. Childcare was a top issue, and a couple of communities created new childcare centers with the help from the early childhood program. Training discussions resulted in improved coordination with local community colleges to create and sustain short-term training needed for upskilling, especially in areas of management, healthcare administration, and hospitality work. The forums also resulted in direct referrals to the local boards and other title programs.

NMDVR: provided individualized vocational rehabilitation services to assist students and adults with disabilities in overcoming barriers and reaching their employment goals. Individualized services include vocational guidance and counseling, assistance with job search and placement, and assistive technology and training, to name a few. Significant accomplishments for NMDVR during the reporting period include:

- NMDVR followed through on its commitment to eliminate the Order of Selection waitlist, and provide more talent to the workforce pool related to employment demands across the state. The Division has eliminated the wait list and although the NM DVR remains on an order of selection, all priority categories are open.

- Expansion of engagement with employment sites for student and youth work-based learning sites. Connections from NMDVR with other programs—such as DiverseIT; Best Buddies; Albuquerque Public Schools; and Project SEARCH sites in Clovis, Las Cruces, Alamogordo, Farmington, Gallup, Rio Rancho, and two locations in Albuquerque—are integrating students in work-based learning experiences to gain the fundamental knowledge necessary for career placements. For program year 2021, Gallup and Embassy Suites project search sites achieved a 100% placement rate. This accomplishment was recognized at National Project Search conference in July 2022. For program year 2022, Gallup Project Search is on track to also attain a 100% placement rate. Overall, NM DVR Placement rates increased from the previous fiscal year by 63%.

- NMDVR continues to work with public colleges and universities to encourage degree programs that both support lifelong learning and allow individuals career fluidity and flexibility, and placement in high-paying, high-demand jobs. Performance measures in the areas of measurable skills gains have significantly increased for NM DVR by almost 50% from the previous program year. The data reflects that NM DVR participants are engaging in secondary, post-secondary, and on-the-job trainings to achieve credential attainment, providing skilled individuals into the workforce.

TANF/ New Mexico Works Program: The Human Services Department (HSD) Income Support Division (ISD) administers the Temporary Assistance for Needy Families (TANF) program and the Supplemental Nutrition Assistance Program (SNAP). Through the SNAP and TANF programs, participants can receive training support to achieve employment. The SNAP Employment and Training (E&T) program is voluntary for participants, whereas the TANF program requires recipients to complete a work requirement to receive benefits. ISD contracts with NMDWS for case management services for the TANF work program. Contracted case managers assess circumstances, background, and education to discuss the recipient’s opportunities. The case manager determines if a career or education pathway to employment is in the best interest of the participant.

New Mexico Works

The Department has made system enhancements to streamline the issuance of employment and transportation support services. In partnership with the Human Services Department, Deloitte, and NMDWS, support services are issued directly into eligible TANF participants’ EBT cards, rather than manual gift cards. Since NMDWS became the TANF / New Mexico Works contract manager, both subsidized employment programs (Career Link and Wage Subsidy) have expanded. Career Link, a subsidized employment program allowing TANF participants to work with

private sector employers 20 hours per week has expanded to be a statewide program and has grown to more than 150 private employment sites statewide. Wage Subsidy, another subsidized employment program allowing TANF participants to work full time (40 hours per week) with State government agencies, has also grown to include more than 160 sites at more than a dozen different state agencies. The state agencies participating in the Wage Subsidy program offer clerical, customer service and even manual labor jobs – catering to all participants.

In State Fiscal Year 2022 (SFY22) HELPNM served as the Education and Training (E&T) program provider. During this same period, NMDWS along with Creative Works Solutions (CWS) provided case management. Ongoing for SFY23, a new provider will be contracted to further expand services for E&T. NMDWS will continue to provide services for TANF participants who are deemed ready to work. The Human Services Department Income Support Division's Work and Family Support Bureaus Career Development Specialists will serve individuals who require additional support services to address greater barriers to work. The case managers for the SNAP and TANF programs will ensure compliance with the Strategic Goals outlined in the Workforce Innovation and Opportunity Act (WIOA) State Plan.

NMDWS has drastically improved Federal reporting measures since PY20 and expects to meet PY22 goals. NMDWS has increased staff throughout the state to ensure manageable case load sizes and quality customer service to TANF participants. In addition to adding staff, NMDWS has prioritized the development of training and standardized operating procedures to ensure case management meets state and federal requirements throughout the state. DWS is creating a quality assurance team to focus on case management, reviews, reporting, and overall program success in PY23.

Early Childhood Education and Care Department (ECECD): The Early Childhood Education and Care Department (ECECD) established family-focused initiatives eliminating costs for childcare for most New Mexico families, increasing capacity for childcare services in areas lacking access, and supporting early childhood professionals. This expansion of cost-free services works to deliver affordable childcare to more New Mexico families, supporting tens of thousands more families across the state by previously doubling family eligibility for the state's Child Care Assistance Program. The ECECD solicited grants specifically designed to expand the availability of childcare in communities where it is needed most. These competitive grants will support childcare providers, communities, and employers who want to create new or expand existing childcare availability will be able to submit proposals for consideration. A stipend program will be created to pay early childhood professionals who are currently enrolled in early childhood degree programs at one of New Mexico institutions of higher education.

In February 2022, ECECD provided a training to career consultants working in the Workforce Connection Centers on the childcare voucher program. Training topics included processing

childcare applications, document collection, and a general program overview. NMDWS Career Consultants process applications and submit them for approval to the childcare providers to address a significant barrier to employment.

Strategy 6

Stop New Mexico's brain drain by creating economic opportunities for youth and young adults.

NMDWS is key partner with the City of Albuquerque Job Mentorship Program (JMP), providing students with work-based learning through community service projects, volunteering, and paid work experience. NMDWS offers career exploration resources to all 16 JMP teachers and their students, as well as participating as an intern site for students interested in state government.

The Eastern Region created a unique work-based learning experience for young people in rural communities by hosting a youth-focused conference that was coordinated and led by youth participants. Young people from the WIOA Youth Program served as event planners, gaining experience in leadership, communication, and networking, budgeting, creativity and more. More than 100 youth participated in the youth conference from all over the Eastern region (Alamo, Ruidoso, Roswell, Artesia, Mescalero, Carlsbad, Hobbs, Clovis).

The NMDWS Internship Portal is transitioning into a statewide Work-Based Learning Portal. The need was identified based on a summary report from Bellwether Education Partner, a national non-profit focused on dramatically changing education and life outcomes for underserved children. Updates will include requested information such as:

- Alternative work-based learning ideas not limited to internships
- Business engagement tips and tricks
- How-to videos to increase accessibility
- Youth worker liability and incident reporting resources
- Updated WIOA youth policy and youth related policies

NMDWS provides year-round training on the Career Readiness tools and resources available statewide. Each tool educates users on New Mexico labor market information, which can be used to help youth understand how to connect to their local labor force and to career exploration. Youth workforce readiness tools include: [Career Solutions](#), [Why I Work](#), [Internships](#), and [Apprenticeship](#) websites. Additionally, information regarding New Mexico labor law, obtaining a work permit, and allowable occupations for youth are available. The youth team provides informational sessions WIOA services and how to access all career readiness resources through our contracted youth providers at our local Workforce Connection offices throughout the state.

NEW MEXICO'S SECTOR STRATEGIES AND CAREER PATHWAY DEVELOPMENT:

Statewide Sector Strategy Efforts

The Governor has identified target industries for growth: Aerospace, Film and Television, Intelligent Manufacturing, Outdoor Recreation, Sustainable and Green Energy, Bioscience, Sustainable and Value-Added Agriculture, Cybersecurity, and Global Trade. Local Workforce Development Boards have established Sector Strategy Committees, designated administrative staff, and developed policies that are utilized to target workforce investments, identify gaps in training and support necessary to meet the diverse needs of local areas.

During program year 21 the local boards made investments in the Information Technology (IT) sector through partnerships with Central New Mexico Ingenuity, a nonprofit that helps Central New Mexico Community College, New Mexico IT Apprenticeship Program, and the New Mexico Technology Council. These partnerships will lead to the state being more competitive in the IT arena. The continued growth has helped put New Mexico at the forefront of receiving IT contracts in the future.

Much like last year, the local boards continued to increase outreach to the healthcare sector to recruit, train and place more individuals into in-demand health occupations statewide. Early in the pandemic, training in this sector was significantly impacted due to constraints on clinical operations, however this drastically improved in PY 21. Clinical rotations were able to commence once again and WIOA participants were able to successfully complete all training requirements. Our regions have completed an inventory and assessment of existing healthcare-related businesses and community partnerships which will be used to facilitate meetings and strategy sessions based on feedback from employers, associations, educational institutions, economic development, and other stakeholders.

New Mexico also experienced a high teacher shortage statewide, impacting our rural/frontier schools at a greater rate. Alternative license training programs, especially for special educators, continues to be promoted and is an ongoing initiative. All local boards and their providers are working closely with school districts and community colleges using referral processes to link eligible participants with WIOA Title I funds to support recruitment, training, and placement statewide. Several participants have enrolled and are receiving assistance from the Title I program.

Adult Education Career Pathways Initiative (CPI) update + PD System Development

The New Mexico Higher Education Department – Adult Education Division continued work on the career pathway-oriented service delivery model. They wrapped up year three of the strategic New MexicoHED-AE Career Pathways Initiative (CPI) for the benefit of all WIOA partners and all program participants. One of many critical aspects of this service delivery model includes the formation of effective partnerships, including with

core WIOA Title partners, local workforce development boards, American Job Centers or “One Stops,” employers, school districts, and other community organizations and partners. Scaling the evidence-based Integrated Education and Training (IET) model, as supported by both USDOL and USDE, was a key focal point of CPI Year 3. Through this effort, existing IET / IBEST programs partnered with local providers, post-secondary institutions, local trade associations, and other community partners to stand up new IET programs across the state. These programs help participants strengthen foundational academic skills (to address the basic skills deficiency barrier to employment) and work toward earning a secondary credential while *simultaneously* gaining valuable career training and ultimately earning industry-recognized credentials in an in-demand employment sector. The accelerated IET pathway has much higher retention and completion rates than traditional linear education and training models, and New MexicoHED-AE and our local Adult Education providers made substantial progress this year achieving HEI and other partner buy-in to support expanding this model, and to help local programs forge stronger connections with their WIOA Title I partners to leverage resources and braid funding for participants.

NEW MEXICO'S SET-ASIDE FUND INVESTMENTS

The Department uses state set-aside funds to support the following ongoing costs that support statewide systems/operations to support and enhance workforce development activities:

- **New Mexico Workforce Connection Online System:** funding utilized to sustain a virtual system available 24/7 to support access to services and supports including, unemployment benefits, career exploration/readiness tools, résumé development, links to labor market information, and access to career professionals to provide one-on-one assistance and career counseling. New MexicoDWS also uses the New Mexico Workforce Connection Online System to manage and report performance, maintain accountability, and support case management work statewide.



- **Personnel Costs of WIOA Program Coordinators and Monitoring.** Staff assigned provide ongoing support to each of the four LWDBs, including consultation for local board and chief elected officials on best and promising practices; Title I program implementation for youth, adult, and dislocated workers, fiscal compliance, policy development, local/regional planning, sector strategy and career pathway implementation, and partnership engagement at federal, state, and local levels.
- **New Mexico Performs Data Dashboard/System:** The Department licenses the dashboard system from Future Works Systems. The *New Mexico Performs* system performance monitoring data views and reports are designed to provide timely and accurate data on activities and outcomes to assist New MexicoDWS leadership, including SWDB and LWDBs, to set priorities, target resources, review, and report on program goals.
- **Career Solutions and Why I Work:** online tools/resources designed to support career readiness/exploration for youth and young adults. The Career Solutions tools also includes a curriculum that can be utilized by public/charter schools to support classroom instruction. These two tools have quickly become recognized and valued for their ability to connect.
- **New Mexico Hospitality Training Program:** New MexicoDWS in partnership with New Mexico Tourism Department created the Hospitality Industry Training Reimbursement Program, which provided training assistance to support business in the hospitality industry. The program provided compensation for the costs associated with training workers, and the lower productivity of new employees and investment in their skill development. These critical training services helped 56 employers provide a pipeline for 409 skilled workers.
- **Ready New Mexico Project:** a statewide initiative that includes several partners, both public and private to create a hub for workforce development opportunities, direct job referrals, resources to overcome work-related barriers, and guidance on safe return-to-work practices. In addition, Ready New Mexico targets funding resources to create short term training programs (12 weeks or less) designed to get

NEW MEXICO'S EVALUATION & QUALITY IMPROVEMENT ACTIVITIES:

The following is a list of research and evaluations conducted by the NMDWS Economic Research & Analysis Bureau. These studies were used to inform and guide state and local planning for the Combined State Plan, LWDB local plans and for response/recovery related to COVID-19. Research included focused data studies and publications which were used to facilitate discussions for economic recovery and workforce planning. Additional agencies benefitting from evaluation/research documents included Department of Health, Economic Development, Senior Employment, and legislative staff and representatives.

2022 State of the Workforce Report: ER&A staff started work on this report during PY 2021. It was published in early September 2022 and meets the TEGl's definition of the required product of a statewide annual economic analysis report. It includes analyses of New Mexico's population; educational attainment; labor force participation and demographics; unemployment, income, wages, and poverty; and projected industry and employment growth. This year, a page was added that discusses unemployment insurance claims. The online version of this report and can be found at:

https://www.dws.state.nm.us/Portals/0/DM/LMI/State_of_the_Workforce_2022.pdf

August 2021: Highlights from the New Mexico 2021 State of the Workforce. New Mexico had a total population of 2,106,319 as of 2020. New Mexico's population increase of 0.7 percent between 2016 and 2020 lagged the U.S. population increase of 2.0 percent. Population growth in New Mexico between 2016 and 2020 was entirely driven by natural increases (births). For most of the decade, New Mexico experienced a negative net migration. Overall, the educational attainment of New Mexico's population is lower than the educational attainment of the country's population. Persons with a bachelor's degree or higher comprised 27.4 percent of the state's population, a share that was 4.8 percentage points lower than the U.S. share of 32.2 percent. From 2007 to 2020, New Mexico lost about 45,600 nonfarm jobs, a decline of 5.4 percent.

https://www.dws.state.nm.us/Portals/0/DM/LMI/Highlights_2021_NM_SOW.pdf

August 2021 New Mexico Data Focus: STEM Occupations. STEM occupations are defined as those in science, technology, engineering, and math. About 6.7 percent of all occupations in New Mexico in 2020 were STEM. The average wage of all STEM occupations in New Mexico was \$94,599, more than twice that of non-STEM occupations. The STEM occupation with the highest wage in New Mexico in 2020 was Architectural and Engineering Managers (\$172,910). The STEM occupation with the most employment in New Mexico in 2020 was Software Developers and Software Quality Assurance Analysts and Testers, with 3,380 workers.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Data_Focus_STEM_Occupations.pdf

October 2021: New Mexico Alternative Measures of Labor Utilization. Total unemployed, as a percent of the civilian labor force (the definition used for the official unemployment rate), was 6.0 percent in the US and 7.2 percent in New Mexico for the year 2020Q4 to 2021Q3.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Alternative_Measures_2021.pdf

November 2021: Workers During the COVID Pandemic: A Cohort Analysis. This article analyzes wage record data to understand how the COVID pandemic impacted New Mexico's workers. The COVID cohort are those individuals who were employed in the first quarter of 2020 (which includes the months of January, February, and March of 2020). The pre-COVID cohort includes those employed in the first quarter of 2018 and the range of analysis is their employment history from this quarter up to and including the second quarter of 2019. It finds that industries that had high retention rates during COVID also had high retention rates during the time before COVID, and that most industries with low retention rates during COVID also had low retention rates before the COVID pandemic. The industry of arts and entertainment showed the most significant drop between time periods; the retention rate dropped by 10.6 percentage points between the two cohorts.

https://www.dws.state.nm.us/Portals/0/DM/LMI/Workers_During_COVID_Pandemic_Cohort_Analysis.pdf

December 2021: New Mexico Data Focus: Job Openings and Labor Turnover The data comes from the Job Openings and Labor Turnover Survey (JOLTS) which sends questionnaires to about 21,000 nonagricultural businesses throughout the country. July 2019 had the highest quit rate in New Mexico (3.5 percent), while May 2009 had the lowest (1.1 percent). At the beginning of the pandemic, New Mexico's layoffs and discharges rates were lower than the national average, but from November 2020 through November 2021, New Mexico's layoffs and discharges rates were higher than the national average.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Data_Focus_Job_Openings_and_Labor_Turnover_Survey.pdf

March 2022: New Mexico Data Focus: Employment and Unemployment for New Mexico's Municipalities The U.S. Bureau of Labor Statistics produces monthly unemployment rates for municipalities with populations as low as 5,000, but are considered unofficial due to high margins of error. In 2021 the municipalities with the lowest unemployment rates were Sunland Park (4.8 percent), Los Ranchos de Albuquerque (4.9 percent), Corrales (5.1 percent), Clovis (5.2 percent); the municipalities with the highest unemployment rates were Deming (14.3 percent), Lovington (10.7 percent), Taos (10.5 percent), Hobbs (10.3 percent).

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Data_Focus_Employment_and_Unemployment_NM_Municipalities.pdf

April 2022: Why is New Mexico's Labor Force Participation Rate So Low?

Since 1976 New Mexico's LFPR has always been below the national average; in 2021, New Mexico's labor force participation rate (LFPR) was 56.7 percent, 5.0 percentage points lower than the national average of 61.7 percent and fifth lowest in the country. From 1999 to 2021, the LFPR of men of all ages in New Mexico fell from 69.3 percent to 61.8 percent, a decline of 7.5 percentage points. From 2010 to 2020, the LFPR of New Mexicans aged 25–64 with less than a bachelor's degree decreased at a greater rate than that of the U.S. New Mexico is getting older, at a faster rate, than the rest of the country. In 2020, the percentage of women with children under 6 years of age not participating in the labor force was 33.2 percent in New Mexico, the sixth highest in the country. The percentage of women with children 6–17 years of age not participating in the labor force was 26.0 percent in New Mexico, the third highest in the country.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_LFPR_2022.pdf

June 2022: New Mexico Data Focus: Youth More than half of New Mexico youth aged 16–19 who were not enrolled in school were either unemployed or not in the labor force. About one in eight New Mexicans aged 20–24 were unemployed. The rate of 18–24-year old youth that received an associate's degree or higher was 10.6 percent in New Mexico, 5.1 percentage points lower than the U.S. rate of 15.7 percent. The rate of persons 18–24 years old that did not have a high school diploma or equivalent was 4.3 percentage points higher in New Mexico than the rest of the country.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Data_Focus_Youth.pdf

June 2022: How Many New Mexico Businesses Opened and Closed During the Pandemic?

From the second quarter 2020 to the third quarter 2021, 18,589 private establishments opened in New Mexico but 19,159 closed. Since the second quarter 2020, all detailed industries, except professional services, had more establishments close than open. The industry with the largest negative net difference was retail trade, where 228 more businesses closed than opened. Education and health services had the most establishments close since the second quarter 2020, but it also had the most open. Professional and business services was the only industry that had more businesses open than close, creating a positive net difference of 357. In the third quarter 2021, the most recent data available, there were 2,135 establishment births, 818 more openings than the quarterly pre-COVID average.

https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Businesses_Opened_Closed_During_Pandemic.pdf

2021 Veteran's Profile. The Veteran's Profile provides basic demographic and economic data on New Mexico's veterans. It is updated every year and used by Veterans Counselors to help their clients find work.

https://www.dws.state.nm.us/Portals/0/DM/LMI/2021_Veterans_Profile.pdf

New Mexico Health Care Workforce Committee 2021 Annual Report.

ER&A members contributed to this annual report, published in October 2021, which focused on a demand analysis for select health care professionals. The data used were 2018–2028 long-term projections; employment and wages; and the number of advertised job openings made available from WCOS.

https://digitalrepository.unm.edu/cgi/viewcontent.cgi?article=1008&context=nmhc_workforce

WIOA Evaluation Projects

Ready NM: Ready NM is a comprehensive plan to train New Mexicans for diverse work opportunities and refer them directly to employment opportunities within the state. One of the strategies pursued to achieve this was to use WIOA funding to support the development of short-term certificate trainings aligned with in-demand occupations. Ten Higher Education Institutions (HEIs) submitted 22 grant applications for the 2021–2022 grant cycle. Eleven applications were originally approved, although one applicant withdrew their application due to a conflict of interest, and 11 were not approved. Only one of the state's research universities and one of the state's comprehensive colleges and universities applied for a WIOA grant. Of the state's 10 branch campuses, half applied for a WIOA grant, and less than half of the state's seven independent community colleges applied for a WIOA grant.[1] None of the state's four tribal colleges and universities, nor any of the state's special schools, applied for the WIOA grant. Additionally, no adult education programs affiliated with a public institution or organizations collaborating with institutions of higher education submitted applications, although there were instances where a collaborating institution provided the courses for the awarded HEI. Less than half (\$750,506.80) of the funds allocated (\$1,504,035.27) to the WIOA Grant program were distributed to WIOA Grant applicants. Most awardees overestimated the appeal of their courses to the targeted populations, and many courses had much lower enrollment than the awardees anticipated, however 453 course slots were filled, and 337 successful course completions (77.83 percent) were recorded.

To improve the efficiency and effectiveness of the Ready NM WIOA Grant Award procedures in future years, staff developed and distributed a series of surveys to NMDWS staff ranging from front-line Career and Business Consultants through the Cabinet Secretary. Input was also solicited from the Local Workforce Board Chairperson, the Chief Elected Officials in each Board region, and each Workforce Board's Operator. NMDWS staff reviewed and analyzed the survey input and developed a set of process improvement recommendations for the Cabinet Secretary's consideration.

Findings for participant success in completing courses funded through the Ready NM initiative were reported to NMDWS Senior Management, as detailed above. The next step is to evaluate participant success in pursuing new or enhanced careers, and higher remuneration, based on their recently upgraded skills. The analysis will examine the wage and industry of all participants,

including those not completing their courses, for the two quarters prior to their enrollment in the WIOA supported courses, and the wage and industry data for all participants in the third, fourth and sixth quarter after the conclusion of their course. **(For full report see Attachment)**

RESEA: In 2019 the Eastern Workforce Board began rolling out a revised participant intake model. In February 2019 staff in the Clovis office began providing all RESEA participants with wrap around services which included Title I intensive training services and easy access to external partners, including providers of Title II and Title IV services, and Temporary Aid to Needy Families (TANF). The new model was implemented in Roswell in June 2019. The planned rollout to the other offices in the region was scheduled for March 2020, however, due to the COVID-19 pandemic, and public health orders implemented to contain the spread of the disease, the rollout for the remainder of the region's office was delayed until October 2020.

The staggered rollout of the new RESEA model facilitates three types of evaluations. The first set of evaluations will examine participant success in exhausting unemployment benefits before and after the model was implemented in the office serving them. The second evaluation will compare participant success in not exhausting unemployment benefits in the Clovis and Roswell office between July 2019 and September 2020 with the success of participants in the rest of the region. These two comparisons have the advantage of minimizing differences in the type of employers and employment opportunities, and other labor market factors. A potential third analysis would compare the results in the Eastern Board region with state as a whole, however, the variations in the type of employers and employment opportunities, and other labor market factors, may bias the analysis.

Customer Satisfaction

In February 2022 NMDWS distributed a Customer Satisfaction survey to a random sample of 5,094 adult participants who received services from a Workforce Connection Center or who used the New Mexico Workforce Connection Online System (WCOS) during calendar year 2021. NMDWS received 234 valid responses from participants, of which 205 (87.6 percent) were receiving services under Title III (Wagner-Peyser) and 15 (6.4 percent) under Title I.

NMDWS also distributed a survey to 441 unique youth participants throughout the state. More than 60 percent of the participants sent a survey (270, or 61.22 percent) opened it, however, only 11 (2.49 percent) youth participants completed the survey. The limited number of responses received cannot be seen or taken as indicative of the sentiment of youth about services they received from NMDWS or NMWC, therefore quantitative data was not analyzed.

NMDWS will distribute the Customer Satisfaction survey to a randomly selected set of participants who received services in calendar year 2022. As in the previous survey, participants will

be asked about their experiences interacting with Workforce Connection Center staff or the WCOS and their career interests. The participants' responses will be combined with demographic and program data stored in WCOS and analyzed at the State and Local Workforce Board level understand areas of strength and opportunities for improvement. The results will also be compared with the previous years' responses to identify improvement successes.

NEW MEXICO'S PERFORMANCE ACCOUNTABILITY & INTEGRITY:

During PY2021 New Mexico provided career services to 1,967 adults with an average cost per participant of \$1,734. New Mexico provided additional training services to 1,922 adults with an average cost per participant of \$3,576. Additional training participation increased 11 percent compared to program year 2020.

The Dislocated Worker Program provided career services to 1,045 participants with an average cost per participant of \$1,837, and training services to 650 participants with an average cost per participant of \$4,951. New Mexico saw an increase in Dislocated Work program participation of 16 percent from program year 2020. This was largely driven by an 8 percent increase in services to low-income individuals, as well as a 25 percent increase in English language learner participation.

The Youth Program provided career services to 1,691 participants with an average cost per participant of \$2,564, and training services to 505 participants with an average cost per participant of \$5,954. These numbers reflect an increase in services in the youth program of 27 percent from program year 2020. This increase reflected a 25 percent increase in services to English language learners and 29 percent increase in services to low-income participants as well as proportional increases in participants reporting as single parents and youth in foster care.

The WIOA Title III Employment Services program served 15,211 participants with an average cost per participant of \$362. Title III saw an 15 percent increase of participants served; this is attributed to a combination of the Workforce Connection Center (WCC) staff being shifted from unemployment insurance duties, WCC offices becoming fully staffed and opened, and the lifting of capacity limits. The number of those seeking employment services is expected to increase well into the next program year.

The WIOA Adult program met five of the primary indicators of performance and failed none. The WIOA Dislocated Worker program met four of the primary indicators of performance and failed one. For the youth program the state met three primary indicators of performance and failed one. The WIOA Title III Employment Services program met one primary indicator of performance and failed two. During the program year, New

Mexico provided multiple technical assistance opportunities to the local areas and service providers.

Data Analysis

To assist the state, local boards, and service providers in better understanding the regional workforce data including the primary indicators of performance, the agency continues to utilize the FutureWorks System. This software is a data analytic tool that allows the state and local areas to isolate specific performance measures and explore the data to better understand populations and circumstances affecting the primary indicators of performance.

This tool provides multi-faceted insight to the workforce system in terms of progress towards state and local area performance measures, as well as providing a focus on the demographics of the populations served (ethnicity, education level, barriers to employment).

To determine areas of opportunities for PY22, New Mexico analyzed customer traffic to address the states low labor market participation rate. A year-over-year analysis demonstrated a disproportional increase in individuals being served between the Title III and Title I program. Low-income individuals served by Title III increased 294 percent in contrast to Title I increasing by 5 percent. The table below demonstrates that a significant growth opportunity remains for Title I.

Data Validation

The agency, in accordance with USDOL federal requirements, is establishing and finalizing a data validation policy for the six core WIOA programs. The purpose of data validation is multi-faceted, and is intended to enhance data integrity and authenticate that workforce services and funds are being provided to eligible individuals by verifying that the performance data reported by local workforce development boards to the State and to USDOL are valid, accurate, reliable, and comparable across programs. The process includes verifying relevant source documentation defined by federal code of regulation and Training and Employment Guidance Letters (TEGLs).

	Title III			Title I		
	PY20	PY21	% Change	PY20	PY21	% Change
Low Income	1728	6800	294%	2083	2180	5%
English Language Learners/Low Literacy	611	1893	210%	606	744	23%
Older Individuals	719	2927	307%	163	218	34%
Single Parents	257	1140	344%	257	137	-47%
Long Term Unemployed	158	634	301%	88	137	56%
Homeless	106	431	307%	32	39	22%

The workforce system benefits from establishing data validation policy and practices as it will enhance the agency's ability to identify anomalies in the data and resolve issues that may cause inaccurate reporting, identify allowable source documentation required for common data elements, and improve program performance accountability through the results of data validation efforts.

Data validation has been occurring in Title I programs (Adult, Dislocated Worker, and Youth) as well as the Trade Adjustment Assistance program prior to the establishment of the upcoming data validation policy. As such these programs may experience few if any changes to data validation practices.

WIOA Title III Employment Services as directed by the Wagner-Peyser act is now required to conduct data validation and will be required to establish processes and procedures to conduct data validation as Title III programs have not been required to conduct data validation in the past.

The agency will provide training and on going technical assistance to all six core partners in conduction data validation as needed as the policy is enacted.

Effectiveness in Serving Employers

States were given the options by USDOL of selecting two of three proposed methodologies to calculate the state's effectiveness in serving employers. The two methods New Mexico has selected to calculate the effectiveness in serving employers are:

- Rate of repeat business services to employers; and
- Employer market penetration rate.

Upon review of data, a total of 17,721 employers were served over the last three years, and of those, 4,541 returned for services during PY21 for a repeat business service rate of 25.60 percent. In market penetration, the workforce system services impacted 10.4 percent of all employers within the state. All four local boards are utilizing WIOA funds earmarked for adults and dislocated workers to support training and on-the-job training to support businesses in the recruitment and hiring of employees to meet their needs. The response to their needs and the effectiveness in meeting their demands can be seen in the types of occupations supported statewide.

NEW MEXICO'S RAPID RESPONSE PY2021

In PY21, 18 companies reported layoffs affecting 2,158 employees. The industries most impacted by layoffs were Manufacturing/Oil & Gas (1,045), Health Care/Social Assistance (393), and Service/Hospitality (720). Areas impacted by region – Central (815), Southwest (635), Eastern (358), and Northern (350). All companies were offered Rapid Response services.

Rapid Response and TAA

The Rapid Response and Trade Adjustment Assistance (TAA) programs have a cohesive partnership. When Rapid Response is notified of an impending layoff or closure, the TAA program coordinator is notified to begin research. This contributes to more participation in the TAA program because more companies are notified of potential program benefits and depending on their reasons for layoffs or closures, more petitions are filed with USDOL for investigation. Rapid Response and TAA working together enables benefits information to be given to individuals sooner and leads to more participants/enrollments in TAA benefits. During this fiscal year, COVID and online training courses impacted overall service delivery. Currently, TAA has 130 participants enrolled in training.

Rapid Response, TAA, and WIOA partnered with the training provider in Silver City to host a Drive-Thru information Expo to serve the individuals who were impacted by layoff from Freeport McMoran Mines, and many of these participants are close to completing their programs and are going to be reentering the workforce. TAA Case Managers are conducting weekly outreach to impacted individuals on previously certified petitions to gain new enrollments. New Mexico has not had any new petitions certified during this PY as regulations have changed and currently USDOL is not conducting TAA investigations. Training program enrollment vary and include welding programs, Commercial Driver's License Certification, Registered Nursing, Accounting, and Computer Programming. Participants are attending various training programs throughout the state including, New Mexico state University, Doña Ana Community College, Western New Mexico University, University of New Mexico, Central New Mexico Community College, Northern New Mexico College, as well as online providers such as DeVry University, Purdue Global University, Colorado State University Global, and Grand Canyon University.

Rapid Response All-Hands New Mexico Program

June 2020 NMDWS started the *All-Hands New Mexico program*. The goal of this program was to support both employers ready to reopen and

job seekers ready to get back to work post COVID. Employers looking for well-qualified workforce talent can quickly post their positions on the NMDWS website at <https://www.dws.state.nm.us/COVID-19-Post-Jobs>. Staff from local job centers contact employers for additional information and then match and screen well-qualified candidates from our online job system to expedite the hiring process. Job seekers can use the NMDWS site to upload their résumés to their account at <https://www.jobs.state.nm.us>, as well as search available job openings. Having their information already in the system provides job seekers with real-time alerts to well-matched job opportunities in their region. To date, 180 employers have utilized the program and have posted 1,991 jobs with Job Centers throughout the state of New Mexico.

Rapid Response and Economic Development Partnership

NMDWS is working in collaboration with New Mexico Economic Development Department (NMEDD) to enhance the layoff aversion program in our state. The agencies have hired two full-time staff who have become part of the employer retention program team led by NMEDD. This team works with businesses statewide to address company challenges that many times include workforce issues. The new staff focus on assessing vulnerabilities in businesses that may lead to layoffs, RIFs, or closures. Staff will then identify partnerships — EDD, DWS, Title I, etc. that can provide businesses with the support and resources needed to overcome the vulnerabilities and minimize adverse impacts to staff.

Initiatives that have been implemented through this partnership:

- Community Outreach through Economic Development - Continued the partnership with Economic Development to conduct outreach and make significant connections and better relationships with all the needs of new businesses

New Mexico Department of WORKFORCE SOLUTIONS

Job Seekers Workers Businesses Researchers Workforce Boards

Find a Job Apprenticeship

All Hands, New Mexico! Let Us Connect You to New Mexico's Skilled Workforce!

Businesses > Unemployment Insurance (UI) > Recruitment Support & Information for Businesses Affected by COVID-19 > All Hands, New Mexico! Let Us Connect You to New Mexico's Skilled Workforce!

Many businesses remaining open during the COVID-19 outbreak have a need for skilled talent NOW.

If your business needs to hire workers to meet a surge in demand, please fill out the form on this page and we will share your opportunity with job seekers.

Many talented workers looking for their next opportunity have the transferable skills and previous work experience that can benefit you and your business during this unprecedented time.

Let us connect you to the workforce you need to keep up with demand and rise above the challenges of this moment, and even connect you to great employees who

Post a Job Opportunity —
Use the form below to submit positions for which you are currently hiring, to be advertised to job seekers.

Business Name:

Website:

Link to business website/job posting

Job Location:

City/town where job will be located

Contact Name:

Phone Number:

and businesses that need employment services. During the initial meetings through economic development, we were able to guide new businesses and interest into our state on all services provided from the onset of building and developing their business, offering training, recruitment events, financial assistance, and access to skilled workers.

- Roswell Economic Development- In partnership with the Roswell Economic Development team, we were able to host an in-person business forum where we heard from businesses and were able to address the current state of the workforce with accurate and updated numbers for Chaves County. We were able to provide them with tools that are available through the department for training and recruitment. NMDWS and Rapid Response were also on hand to develop a streamlined on-site job fair for all interested in on-site hiring. Thirty employers and 148 job seekers attended.
- Workforce Compatibility. Stakeholders routinely cited New Mexico's workforce as a deterrent for businesses moving to or expanding within New Mexico. Common issues with the state's workforce include the lack of necessary skillsets to support businesses in a variety of industries. These skill sets include soft "people" skills, industry-relevant technical knowledge, and general workplace skills. Additionally, the exodus of younger talent from the state combined with the influx of retirees further limits the availability of skilled workers for New Mexico's employers. With continued outreach between NMDWS and in partnership with Economic Development, we have begun the process of educating businesses, entrepreneurs, and potential workforce i.e., unemployed individuals and rural areas of the opportunities in training and soft skills needed to obtain a more skilled job opportunity.
- New Mexico continues to shift its model to a proactive response. NMDWS staff work in partnership with the LWDBs to contact individuals immediately after filing a WARN Notice to engage in re-employment activities. Our business teams utilize this information to match current vacancies with employers in their community and/or refer them to partners within the American Job Center Network. These strategies have been instrumental in getting dislocated workers back into the workforce.

Additional Wagner – Peyser Activities

Partnership with Human Services Department

Child Support Enforcement Division (CSED) is the Title IV-D entity for New Mexico to establish and enforce court-ordered child support obligations owed by parents to reduce the number of families reliant on public assistance. As an alternative to utilizing harsh and ineffective enforcement practices, New Mexico CSED has partnered with NMDWS - Title III to implement the Supporting, Training, and Employing Parents (STEPup!) program statewide, which helps noncustodial parents find stable employment so they can meet their monthly child support obligations. The initiative originally started as pilot program assisting noncustodial parents in three of our New Mexico cities, Albuquerque, Rio Rancho, and Las Cruces; to date all New Mexico Workforce Connection Offices statewide are in partnership with a respective New Mexico Child Support Enforcement Division.

NMDWS Outreach

NMDWS Career Consultants across the state made weekly calls to individuals who filed for Unemployment Insurance for that week. The goal was to get these individuals back into the workforce quickly. Because our list of applicants was large, our offices were able to break down the lists by the occupation of the applicant which helped to better meet the needs and or requirements of employers recruiting for talent. The following are examples of specific outreach activities successfully implemented and ongoing:

The New Mexico Department of Environment partnered with Title III to administer and proctor assessments for water operators. More than 400 water operators require this assessment for federal compliance, and it is vital to maintaining this certification for employment. Individuals who require this exam can now schedule an appointment to complete this assessment. The project was officially launched on June 1, 2020. Successes include a 50% percent increase in pass rates now that the test is available electronically. Department of Workforce Solutions staff had administered 343 tests in our Workforce Connection Offices throughout the state where COVID-19 guidelines were carefully and cautiously followed.

Title III - Virtual Hiring Project

To facilitate a COVID-19 safe environment, this project was implemented to assist the need of employers to recruit talent. The platform base used was Zoom, where breakout rooms were utilized to facilitate numerous employers (we learned that up to eight employers is most manageable, though the capacity can be greater in one session). For this fiscal year, New Mexico's Workforce Connection Centers assisted 200 employers through virtual hiring events. The virtual events occur in all four workforce regions. Each region has designated a specific team to facilitate, monitor, and set up each of the events. Title III has also implemented virtual recruitment/readiness activities which

include workshops in soft skills, résumé writing, and interviewing techniques. Additionally, each of the four workforce regions are showcasing "hot jobs" using social media platforms, including Facebook, Instagram, and YouTube. The Hot Jobs videos highlights in-demand jobs currently available and describes key requirements and application processes. The Hot Jobs video also provides information on employment resources and training opportunities available in addition to contact information. The goal for the Hot Jobs videos is to support recruitment for employers and share opportunities with those who have barriers to employment, including individuals with disabilities, veterans, and those who are cycling off unemployment benefits.

NATIONAL DISLOCATED WORKER GRANT:

New Mexico Department of Workforce Solutions (NMDWS) continued its efforts with execution of the Dislocated Workers Grant. Initially our work included a partnership with the New Mexico Environment Department (NMED) for disaster relief work and Central Area Workforce Development Board (a/k/a WCCNM) for training and employment services to dislocated workers. NMED was able to receive funding from another source to maintain their efforts and NMDWS immediately shifted remaining funds to the Eastern Area Workforce Development Board (EAWDB) to also provide employment and training services. NMDWS requested and was granted a six month period-of-performance extension to allow EAWDB ample time to make an impact with dislocated workers in their respective region. The period-of-performance extension allows us through December 2022 to close out our efforts.

The partnership with NMED concluded September 2021. The success of this endeavor resulted with COVID Health and Safety Officers and Health and Safety Logistics Staff achieving the following milestones:

- Contact Tracing – More than 47,300 Rapid Response reviews or contacts
- Positive impact on 546,474 workers and 13,656 employers
- 26 FTE hired resulting in nine permanent hires with NMED, one with NMDOH, one external with Public Education, and six remaining staff being carried over with NMED to join New Mexico Department of Health on a public health project focused on sustaining the efforts initiated by the grant.

Central Workforce Development Board partnership:

Central Region Adult & Dislocated Worker (DW) program has two projects. The first transitional jobs project serves individuals with a limited work history or industry to experience the opportunity to gain meaningful work skills that lead to gainful employment. The target population includes individuals with nonviolent criminal backgrounds who are currently unemployed or have been unemployed for 27 weeks or more. Transitional jobs participants are placed at worksites and with employers across a range of occupations and industries in the four-county region. Staff continue to conduct outreach and follow up with organizations that serve justice-involved individuals. Staff have had success in placing individuals into transitional jobs within the hospitality industry and have ongoing relationships with Ambience Hospitality and Excel Hospitality who own multiple hotels in the Central Region. The Adult & DW program team has also partnered with Fathers Building Futures to enroll their participants into transitional jobs. Participants in this program are formerly incarcerated individuals. Through this partnership,



participants have been placed in work experience with an employer partner, and potentially into an on-the-job (OJT) if the employer seeks to bring them on permanently. Second project continues a partnership with CNM Ingenuity to focus on short-term training certificates and other training/education opportunities for unemployed individuals hardest hit by COVID-19 and looking for careers in the IT/tech industry. The IT/tech training opportunities align with the overall sector strategy in the Central Region that is currently underway. At the close of PY21, 135 individuals have been served by the NEG-DWG, receiving either an ITA, OJT, or transitional work experience.

Eastern Area Workforce Development Board:

The Eastern area began receiving funds in October 2021. They began enrollments and will be providing similar employment and training opportunities with a goal of enrolling 125 participants. To date, the Eastern Area Workforce Development Board continues to support the dislocated workers in their region during the period-of performance extension, with enrollments at 32 percent of grant participant goal.

NEW MEXICO'S STATE AND LOCAL WORKFORCE BOARD ACTIVITIES:

CEO Engagement

In previous years, NMDWS received consistent feedback that county commissioners were unaware of their roles and responsibilities involving WIOA. In PY21, NMDWS took an active approach to educating and advising county commissioners. Actions included creation of a CEO handbook describing roles and responsibilities in relationship to local board governance and finances, participation in local board appointments, and review/approval of local plans. NMDWS established a partnership with the New Mexico Association of Counties and participated in their 2022 annual conference. NMDWS also scheduled virtual meetings with local board chairs to meet and discuss partnership moving forward with an overarching goal of enhanced and meaningful engagement with county commissioners. With the persistent efforts, the local boards are being asked to present updates on workforce priorities, training investments, and regional planning efforts. A direct result of this effort is each local board is in full compliance with CEO engagement.

Title III - Virtual Hiring Project

The State Workforce Development (SWDB) conducted a thorough examination of the effectiveness and efficiency of the workforce system's capacity and operations, as well as a comprehensive review of the current local area designations. In December 2019, the SWDB created a subcommittee dedicated to the project including a process to review and evaluate the current workforce infrastructure based on reported and observable problems related to governance, fiscal and performance outcomes, and feedback/input from other states who underwent transformation over the last five years. After much discussion and collaboration, a report summarizing their analysis of the system was created, recommending a conversion from four local areas to two, with a preference to move to a metro and a rural area noting "... if NM were to reduce the number of boards to an urban and a rural board, there could be administrative savings in addition to improved communication of urban versus rural needs." (LFC Spotlight Report)

Additionally, focus and attention to communities facing similar workforce needs and circumstances, coordination, development, and implementation of workforce services and supports can be improved by organizing around common purposes and common industry partners and sectors, including the Governor's priority economic development sectors. Communication and collaboration across training providers, workforce partners, chambers of commerce and local governments can be aligned more effectively and efficiently, while keeping the needs of the target recipients and employers at the forefront.

NMDWS held input sessions across the state to obtain input on two scenarios, one titled the "Rio Grande corridor and Rural Workforce Region," and a second scenario entitled "Split State." A total of five input sessions were held, Central Region, Eastern Region, Northern Region, and Southwestern Region, plus one

additional session with New Mexico Chamber of Commerce. Overall data indicated that 51.4 percent of the participants favored the split state. While there was intrigue and positive comments about the Rio Grande Corridor/Rural configuration, many participants believed difficulties with service delivery coordination and CEO engagement would be a challenge for the rural counties. The subject of change was difficult for all the participants. While many agreed streamlining and efficiencies around administrative and programmatic operations, 45 percent simply preferred to remain as is and work on improving performance. Individuals who were more emphatic about change were also those who stated if change did not occur our workforce development activities and opportunities would remain outdated and unresponsive.

Local Workforce Boards

Labor force participation rates are low in New Mexico and our local boards adjusted and innovated their practices to reach participants. Many of the local boards were able to conduct outreach and deliver services to non-traditional participants, including individuals from correctional facilities and those experiencing significant barriers to employment including disability and homelessness. Additionally, the local boards addressed New Mexico's teacher shortage by funding alternative licensure programs and increase services to dislocated workers by co-enrolling with RESEA. (*See Attached Local Workforce Development Board Reports for full details of PY2021 activities for each local area*). Finally, it is important to note that two local boards, Northern and Eastern, were significantly impacted late in the PY due to severe wildfires. Many workers were displaced due to losing their homes and property. The majority of the impacted area were rural/frontier communities, and while many businesses in the area were impacted, the majority of workers were commuters. Workers, in these instances, had and continue to have difficulty getting to and from work primarily due to the loss of reliable transportation, housing, and childcare. Mitigation efforts continue, and while much of the catastrophe has been addressed, housing insecurity remains a top concern, especially for residents in the Northern region.

ATTACHMENTS

Local Workforce Development Board Annual Reports

Eastern Area Workforce Development Board:

<https://eawdb.org/wp-content/uploads/2022/10/EAWDB-PY-2021-Annual-Report.pdf>

Southwest Area Workforce Development Board: Attachment included.

https://www.employnm.com/_files/ugd/3c44a3_113ae57d4fcf44d991ed28cf8c9a3e2b.pdf

Central Area Workforce Development Board: Attachment included.

<https://www.wccnm.org/wccnm-board/>

Northern Area Workforce Development Board: Attachment included.

<https://northernboard.org/annual-report>

State Workforce Board: Transformation and Redesign Reports

https://www.dws.state.nm.us/Portals/0/DM/PARTNERS/SWDB_Recommendation_04_2021.pdf

Ready NM Evaluation Reports

- Ready NM Grant Evaluation
- Consultant Experience and Training Survey
- Key Stakeholders Evaluation
- Local Workforce Board Evaluation
- Ready NM Courses Offered in Calendar Year 2021

