

## **A Note from the New Mexico Department of Workforce Solutions (DWS)**

New Mexico communities faced many challenges during Federal Program Year 2022 (July 1, 2022, to June 30, 2023). WIOA programs and partners began to return to normal after the COVID-19 pandemic, but we faced staffing shortages and the difficult transition of the return to all in-person work. Our state began to recover from Calf Canyon/Hermit's Peak Fire, the largest and most destructive wildfire in New Mexico history. Burning 341,471 acres from April to June 2022, the fire was also the largest wildfire of 2022 in the contiguous United States. October 2022 saw the closure of the final unit of the San Juan Generating Station and the Westmoreland Coal Mine in the Four Corners region of the State, triggering losses of nearly 600 jobs.

PY22 also presented many positive opportunities at the State level. New Mexico returned to pre-pandemic levels of unemployment and added thousands of jobs. In the 2022 fall semester, spurred by the Opportunity Scholarship's promise of tuition-free college, approximately 4,000 more New Mexicans enrolled in a certificate, associate, or bachelor's degree program at the state's public colleges and universities, a 4.1 percent increase in enrollment compared to the prior year. In November 2022, voters overwhelmingly approved a constitutional amendment that made New Mexico the first state to guarantee a right to early childhood education and provide substantial recurring funding to childcare and early education. The San Juan Generating Station closure created the first mass layoffs covered by the State's Energy Transition Act, which enabled the Department of Workforce Solutions to establish a fund for displaced workers. In March 2023, Governor Michelle Lujan Grisham directed the appropriation of \$15.4 million to the Displaced Worker Assistance Fund, in addition to the \$12 million provided for by law. DWS also embarked on its plan to expend \$10 million in ARPA funding from the State, which we used to hire high school career consultants, create hundreds of pre-apprenticeships, begin a new aligned case management plan, and undertake the Be Pro Be Proud initiative.

The themes that emerged from both the good and bad of the past year were equity and accessibility. After the fires, our workforce system spent weeks onsite in rural communities like Mora, bringing resources in the mobile unit to where they were needed most. Rapid Response teams coordinated with UI to ease the stress of the layoffs from the mine and power plant. Field offices across the State conducted outreach and community events to get people back to work and connected to resources. Career consultants helped our residents navigate a plethora of new services, while we launched the Community Health Worker Navigator Program to extend our services even further into historically underserved places. Career Transition Specialists narrowed the gap between unemployment and re-employment services. Data initiatives and evaluations enabled us to identify where we can further improve our services. Cross-agency collaboration improved out of necessity.

All of this propelled us with great energy and enthusiasm into our next WIOA state planning process. Hundreds of people across the state gathered in our regional labs and public input forums. We developed more specific, achievable goals and strategies, with immediate relevance to our residents and businesses.

Program Year 2023 is already off to a remarkable start, with the lessons and experiences of PY22 as our guide and motivation. I am grateful to the amazing team at NMDWS and all our dedicated partners across the workforce system.

- Sarita Nair, Cabinet Secretary

## Combined State Plan Goals and Strategies

New Mexico's 2020 State Plan under the Workforce Innovation Opportunity Act (WIOA) went into effect on July 1, 2020. This report provides an update on the strategic work outlined with each of New Mexico's state plan goals during PY 22. The report includes information from each of the core WIOA programs: Adult, Youth, and Dislocated Worker; Adult Education; Wagner-Peyser, and Vocational Rehabilitation.

The 2020 State Plan Goals were:

1. Work across public and private partnerships to create a workforce development system that builds sector strategies that are responsive to employers.
2. Make lifelong learning a reality so that New Mexico's workforce is able to attract economic development that results in high-paying jobs.
3. Cultivate community colleges a driver of workforce and economic development.
4. Grow apprenticeship opportunities across sectors to systematically build and sustain a high skilled workforce.
5. Identify and remove barriers to employment and training.
6. Stop New Mexico's brain drain by creating viable economic opportunities for veterans, youth, and young adults.

The workforce system in New Mexico is a network of state, regional, and local agencies and organizations that provide many employment, education, training, and related services and 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 thirty-three counties where an estimated 2,117,522 people call New Mexico home.

The four Local Workforce Development Areas in New Mexico are 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 to 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.

## WIOA Strategies and Activities and PY2022 Progress

The following are notable activities and accomplishments on goals and strategies from the NM Combined State Plan that occurred during the reporting period:

***Goal 1 – Work across public and private partnerships to create a workforce development system that builds sector strategies that are responsive to employers.***

In early 2021, the NM Economic Development Department (EDD) developed a strategy 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 a roadmap was developed that focused on six key strategies. The six strategies are:

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

The industries that EDD identified to target are: Health; Aerospace and STEM; Intelligent Manufacturing; Sustainable and Value-added Agriculture; Sustainable and Green Industries; Film and Digital Media; Tourism and Recreation; IT and Cyber Security; Education; and International 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 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, continue 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 been enrolled and are receiving assistance from the Title I program.

NMDWS, in partnership with the Economic Development Department and New Mexico Center for Economic Opportunity, held a sector convening for green and renewable energy, attended by industry, research institutions, and government representatives. The session focused on examining the opportunities, challenges, strategies, and the metrics for success for the renewable energy industry in New Mexico. Each session included a short overview, sharing of perspectives, and information including follow-up break out discussions on key takeaways. Workforce-related recommendations included “insourcing” green and renewable energy jobs to New Mexico residents instead of out-of-state workers through investments in apprenticeships and training and aggressively pursuing federal funding opportunities under current and future programs, such as within FERC or through the Inflation Reduction Act (IRA).

NMDWS also hired a joint employee with the Economic Development Department to enhance coordination. This enabled greater collaboration in the Job Incentive Training Program, sector strategies, and other initiatives.

***Goal 2 -Make lifelong learning a reality so that NM’s workforce is able to attract economic development that results in high-paying jobs.***

### **NM Longitudinal Data System (NMLDS)**

To achieve this goal, the State identified the need to share learning and longitudinal data to develop concrete innovative strategies around lifelong learning that reorient systems to meet the workforce needs of today while becoming ready and relevant for the needs of the future. The Department of Workforce Solutions (DWS) together with New Mexico Higher Education Department (HED), the Early Childhood Education and Care Department (ECECD), Public Education Department (PED), and Division of Vocational Rehabilitation (DVR), executed on Phase 1 of this project.

The purpose and goal of NMLDS is to provide easy access to linked education (early childhood, K-12, and postsecondary) and workforce data, also known as P-20W data. Linking these data points allows state leaders, state and local education agencies, policymakers, early childhood practitioners, educators, workforce developers, external researchers, the public, and other stakeholders to make informed, data-driven policy, practice, and funding decisions. Ultimately, these decisions will drive improvements in New Mexicans’ educational and economic outcomes. NMLDS links P-20W data originating from ten source systems owned by ECECD, PED, HED, DWS, and DVR.

Historically, P-20W data in New Mexico was housed in multiple, unaligned data systems which struggled to communicate with each other to share or aggregate information. As such, the process for longitudinal

data analysis required a researcher to request, standardize, and aggregate data from source systems before analysis could begin. This was time-consuming and limited the capacity of the State to make data-driven decisions regarding education and workforce funding, policies, and practices.

NMLDS combines academic and workforce data from ten interdepartmental source systems to derive meaning and insights that will inform and guide decision-makers as they seek to better serve New Mexicans. To maximize security, privacy, scalability, cost, and efficiency, a cloud-native system (Google Cloud Platform) has been implemented. Current data ingested into and reported through NMLDS includes information such as student demographics, enrollment, dual-credit status, remediation status, educational program participation, financial aid, educational interventions, teacher preparation and certification/licensure, and information on employment including industry, earnings, and participation in workforce training initiatives. Initial visualization for public consumption has been produced and will be made available on the RISE (Research Informing Success in Education) NM website. RISE NM's mission is to expand the accessibility and usability of statewide, educational and workforce cross-agency data. This tool will help drive informed decision- and policy-making that produces positive impacts to the education and workforce outcomes while protecting individual privacy and confidentiality. For more information see <https://rise.nm.gov/about-us>.

### **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 (NMLDS) that was already underway and is now in the execution phase. The initial project sought to establish a Workforce Longitudinal Data System (WLDS) that was complimentary to the evolving NM Longitudinal Data System (NMLDS). The target architecture of the WLDS was expected to be an on-premise Oracle DBMS which used additional Oracle tool sets for data integration, master identification matching and quality reviews. As work on the NMLDS progressed this past year the use of the Google Cloud Platform, TAMR and LOOKER tools combined with the ability to migrate our necessary data sets to this platform shifted our solutions to using the NMLDS as our targeted architecture. This work has allowed us to focus on supporting the NMLDS while at the same time building out the WLDS using shared resources. Through our direct partnership with the NMLDS team and our contribution to the NMLDS, we have achieved the core goals of the WLDS project with remaining funds still available to address specific gap areas. These gaps include data governance, quality, modeling with visualizations and security.

### **Eligible Training Provider Activities**

Training providers were heavily focused on training and supporting the providers on federal reporting requirements. Several training sessions were held to provide clarification for each performance measure and best practices to capture data. As a result, providers provide data timely and more accurately. Most of the public institutions remain on the Eligible Training Provider List (ETPL), providing programs that align with state and local occupations in demand and multiple programs options for customer choice. The number of Registered Apprenticeship programs on the ETPL continued to increase in partnership with the State Apprenticeship Council. Registered Apprenticeship Programs now have access to learn about WIOA and how to opt-In to be on the ETPL via the DWS website.

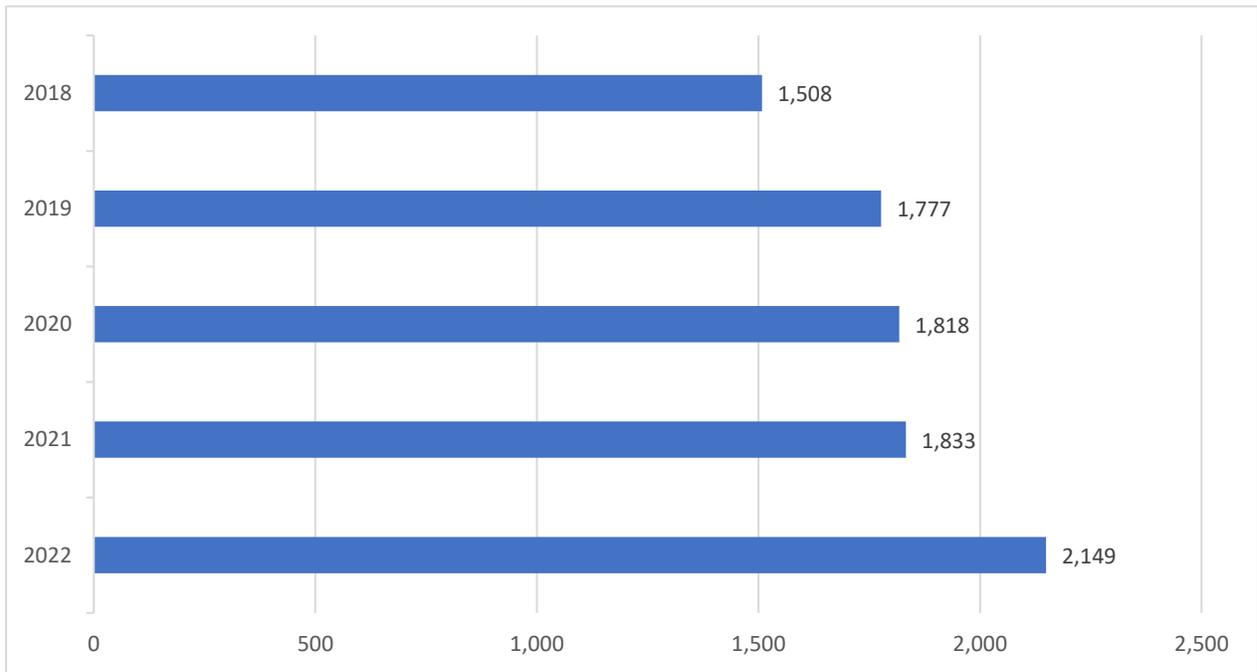
**Goal 4 – Grow work-based learning experiences, apprenticeships, and internships opportunities across sectors to systematically build and sustain a high-skilled workforce in in-demand occupations.**

**Apprenticeships**

As of July 1, 2023, there were 2,487 registered apprentices (an increase of approximately 79% from FY 22) and 50 registered program sponsors training apprentices in multiple occupations. Traditionally apprenticeship training programs consist of building and construction trades; however, apprenticeship training is expanding into non-traditional occupations including early childhood educator, information technology, water/wastewater treatment technicians, etc. During FY 23 three new apprenticeship programs were developed and approved (Santa Fe Community College-Early Childhood Educator, Associated Contractors of New Mexico-Asphalt Paving Machine Operator and New Mexico American Fire Sprinkler Association-Fire Sprinkler Fitter). The chart below reflects the growth during the past 5 years.

**New Mexico Active Registered Apprentices**

**2018-2022**



Apprenticeship Day occurred during the legislative session and approximately 16 program sponsors were present, sharing information on registered apprenticeship with interested stakeholders, the public, state representatives and legislatures; this is a yearly event with the intent of increasing awareness of registered apprenticeship as a viable career pathway.

Other events highlighting apprenticeship included the 2<sup>nd</sup> Annual Women in the Trades Summit which was held at Central New Mexico Community College, the Albuquerque Public Schools (APS) Apprenticeship Council-High School Grades to Skilled Trades event, multiple career/fairs, and presentations and National Apprenticeship Week (NAW) activities. The Women in the Trades Summit was highlighted with keynote

speaker Sarah Thomas (NFL's first female official), industry panel with local industry leaders addressing topics of interest to tradeswomen and aspiring tradeswomen, hands-on demonstrations to get to know the trades, industry booths, and the opportunity for attendees to meet employers.

This was the first year for the APS event and was a collaboration of Albuquerque public school staff, Department of Workforce Solutions, industry partners and employers. The event was attended by approximately 548 students and staff from 18 high schools in Albuquerque, Rio Rancho, Los Lunas, Estancia and Santa Fe. Over 50 employers, apprenticeship programs, colleges and organizations were present to provide information and resources to the students, teachers, counselors, and other school personnel; each entity also provided hands-on demonstrations to highlight their crafts and engage students.

During National Apprenticeship Week (NAW), a proclamation announcing was issued by the Governor's office declaring NAW, a large apprenticeship fair was held, and program sponsors shared information about their programs with attendees and apprenticeship presentations were held in the local Workforce Connections Office to educate and bring awareness to staff on registered apprenticeship.

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 and in the 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. Program sponsors are encouraged 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 opportunities to meet the needs of both secondary and post-secondary students in the northern region.

The Apprenticeship State Expansion (ASE) grant concluded in January 2023. This grant funding opportunity provided for additional staffing and provided support services to aid apprentices through their apprenticeship training programs. There were 200 apprentices who received \$300 in gift cards to assist them with the purchase of tools, supplies, uniforms/clothing, transportation, or tuition costs; it also covered the tuition costs for apprentices enrolled in the Registered Nurse Residency apprenticeship program. DWS has applied for the U.S. Department of Labor's State Apprenticeship Expansion Formula (SAEF) grant to continue to support apprenticeship expansion.

### **Pre-Apprenticeship**

The Pre-Apprenticeship Program provides career pathways for participants 16 – 24 years old by receiving on-the-job training in marketable occupations. Businesses have an opportunity to produce skilled talent for their industry and prepare pre-apprentices for sustainable employment. The program was designed

to bridge skill gaps and help Pre-apprentices who are not employment-ready learn necessary skills to qualify for entry into Registered Apprenticeship Programs (RAP) and the competencies to successfully complete them. It also combines work-based, on-the-job learning with relevant technical education in the classroom. Students who participate graduate with a high school diploma, earn college credits, and industry credentials. They also start on a career path that continues after high school graduation.

Participating pre-apprentices gain real-world, hands-on experience in a career field that piques their interest. They earn \$15.90 per hour for up to 400 hours with the possibility of a flexible schedule. Participating employers that host a Pre-apprentice help promote and develop participants with the skills needed to succeed in a specific industry. Wages and workers' compensation are covered by New Mexico Department of Workforce Solutions up to 400 hours. Businesses are committed to helping develop career exploration and provide industry specific mentorship from experts within the participants interested career field.

High School Apprenticeship Career Consultant are NMDWS employees that work with Pre-apprentices to provide workforce labor information, work skills preparation, career prospects, and guide them to an appropriate career path. Career Consultants provide direct case management, oversee professional development, oversight, program monitoring and reporting. Together with the Career Consultant the Program Coordinator is responsible for project compliance and monitoring. Career Consultant staff are an integral part of the program, they open the door to career opportunity to a full apprenticeship or employment upon completion.

Pre-apprenticeships spanned a number of industries and occupations, including:

|                           |                             |
|---------------------------|-----------------------------|
| Administration            | Non-profits                 |
| Auto Mechanics            | Parks and Recreation        |
| Certified Nurse Assistant | Plumbers, Pipefitters, HVAC |
| Forest Service            | Retail                      |
| Human Resources           | State agencies (government) |
| Insurance                 | Veterinary services         |
| Marketing                 |                             |

Participating Communities included:

|          |            |             |           |             |           |            |
|----------|------------|-------------|-----------|-------------|-----------|------------|
| Espanola | Gallup     | Farmington  | Las Vegas | Santa Fe    | Taos      | Rio Rancho |
| Deming   | Las Cruces | Silver City | Artesia   | Carlsbad    | Clovis    | Bernalillo |
| Hobbs    | Lovington  | Rowell      | Ruidoso   | Albuquerque | Los Lunas |            |

### **Level Up Your Career in Hospitality**

Level Up Your Career in Hospitality served as a groundbreaking pilot pre-apprenticeship program, designed to offer young people valuable hands-on experience within the hospitality and tourism industry. The hospitality and tourism industry in New Mexico is a thriving sector that offers numerous employment opportunities for individuals seeking to explore a career in this field. Commencing in May 2022, the program was launched in both Taos and Albuquerque, providing young participants aged 16 to 24 with a wage of \$15.00 per hour and an opportunity to work for a maximum of 400 hours. Prior to their placements with employers, participants received a comprehensive 12-hour paid "bootcamp" training, including "soft skills", financial and digital literacy, and industry-specific training. This pilot program saw the participation of 53 young people in Las Cruces and 37 in Taos.

Employers also received an orientation prior to hosting a participant. This orientation included an overview and expectation of the program, best practices on working with young people, being an effective mentor, conflict resolution, effective delegation, and creating a culture of accountability. The program saw the participation of 11 employers in Las Cruces, and 19 in Taos. Together, participants and employers made the execution of the Level Up Your Career in Hospitality pre-apprenticeship program a successful one.

### **JAG-Jobs for America's Graduates**

In efforts to engage at risk New Mexico youth partnership which connects students at greatest risk of dropping out of high school to reconnect and graduate from high school, prepare for college, and enhance their career and life. JAG is a nonprofit organization that has a diverse student demographic and is focused on equity. DWS's community-based network provided support and preparation for students to assist the program's successful graduation rate of over 95%.

DWS staff mentored students to reach their full potential by completing classroom visits, arranging job site visits, and providing internships for students. Accomplishments with our partnership with this program include:

- Students attending hiring events in our Workforce Connection Offices and seeking our services.
- Use of Career Solutions website for assessments, job searching, and Why I Work.
- Resume writing information and mock interviews.
- Warm handoffs to employers and businesses doing hiring,
- Students attained stronger employability skills.

### ***Goal 5- Identify and remove barriers to employment and training across the lifespan.***

Over the past year, NMDVR has made excellent strides in reaching out to students with disabilities across the state. NMDVR worked with thousands of students by participating in Individual Education planning meetings, collaborating with local education agencies, attending transition fairs, and most importantly providing pre-employment transition services to interested students. Project SEARCH sites continue to thrive to achieve successes in supporting students with extremely valuable training and work-based learning experiences. In addition, NMDVR is supporting the launch of several additional Project SEARCH sites in rural parts of the state. During the summer months, NMDVR staff developed work-based learning experiences with schools and community partners at sites like Habitat for Humanity, Polk Middle School in Albuquerque, and Bernalillo County Open Spaces. Overall, NMDVR expended over \$3 million in the last fiscal year to students with disabilities in New Mexico.

NMDVR is now focused on employer engagement efforts with the development of the Business Outreach Unit, which primarily provides services to employers hiring individuals with disabilities. The Business Outreach Unit gives employers invaluable support and education regarding the hiring process, accommodations, and the ADA. This helps increase understanding of the vocational rehabilitation program and the resources provided to both employers and participants. NMDVR has worked with over 5,000 employers to support job placement for our participants.

Vocational Rehabilitation continues to assist individuals with disabilities in expanding their work skills to support obtaining and maintaining employment and advancing in their careers. With Vocational Rehabilitation supports, many participants attend post-secondary education, occupational/vocational training programs, and on-the-job training to acquire the necessary skill set to find lifelong careers. Vocational Rehabilitation offers a wide range of services to accommodate and support participants and address barriers, resulting in successful competitive integrated employment. NMDVR has met all negotiated performance measures with the Federal oversight agency, Rehabilitation Services Administration, for the program year. These successes mean participants take away from Vocational Rehabilitation marketable skills, credentials, and talent—all of which help provide quality employees to employers in New Mexico.

**TANF, Wage Subsidy and CareerLink Programs**

In December of 2021 NMDWS began the transition in oversight of the Temporary Assistance for Needy Families (TANF) New Mexico Works Program (NMW)/ Wage Subsidy Program (WS)/ and CareerLink Program (CL). In July of 2023 all 3 programs were fully transitioned to the NMDWS family. All Mandatory-TANF participants meet with a NM DWS TANF Career Consultant (CC) to complete their intake process (including assessment) within 15 days of being approved for benefits. Participants who are found eligible for Wage Subsidy or Career Link during their assessment are informed of the programs by their TANF Career Consultants (CC) and are referred to a Subject Matter Expert (SME) for additional information. Participants who are enrolled in Wage Subsidy or Career Link must comply with the program they are enrolled in to remain eligible. All participants are assessed for their eligible for either Wage Subsidy or Career Link at every appointment to ensure referrals are made to appropriate programs. The focus is placing Career Link / Wage Subsidy eligible individuals into work experience opportunities that may lead to permanent Part-Time/Full-Time jobs.

TANF participants who are deemed “able to work” participate in various activities to support their progression to gaining self-sufficiency and ending their dependency on program funding. Individuals who require additional support services to address greater barriers to work, are served by the Income Support Division’s Work and Family Support Bureaus Career Development Specialists.

NMDWS has improved Federal reporting measures since FY22 and expects to meet FY23 goals. NMDWS has decreased the TANF caseload size throughout the state through multiple employments and success stories statewide resulting in more manageable caseload sizes and improved quality customer service to TANF participants (see the table below). In addition to adding staff and reducing caseload, NMDWS has prioritized the development of training and standardized operating procedures to ensure case management meets state and federal requirements. DWS also created a Quality Assurance Team to focus on case management, reviews, reporting, and overall program success in FY24.

| Month          | Wage Subsidy Program |                                | CareerLink Program |                                |
|----------------|----------------------|--------------------------------|--------------------|--------------------------------|
|                | Placed               | Gained Unsubsidized Employment | Placed             | Gained Unsubsidized Employment |
| July 2022      | 13                   | 3                              | 2                  | 0                              |
| August 2022    | 6                    | 2                              | 3                  | 0                              |
| September 2022 | 10                   | 1                              | 7                  | 1                              |
| October 2022   | 22                   | 2                              | 5                  | 0                              |
| November 2022  | 1                    | 0                              | 5                  | 1                              |
| December 2022  | 3                    | 0                              | 3                  | 0                              |

|               |    |    |    |   |
|---------------|----|----|----|---|
| January 2023  | 9  | 0  | 0  | 0 |
| February 2023 | 4  | 7  | 2  | 0 |
| March 2023    | 3  | 1  | 12 | 1 |
| April 2023    | 4  | 2  | 3  | 1 |
| May 2023      | 12 | 1  | 0  | 1 |
| June 2023     | 5  | 3  | 4  | 0 |
| Totals        | 92 | 22 | 46 | 5 |

### **Temporary Assistance for Needy Families Vocational Training (TANFVT)**

DWS has a Governmental Service Agreement (GSA) with New Mexico Human Services Department (HSD) Work and Family Support Bureau (WFSB) to provide Career and Educational services through short term training opportunities called TANF-VT. TANF-VT provides tuition assistance to individuals needing the skills, certifications, and degrees to be successful in today’s workforce. TANF-VT provides individualized case management to individuals receiving TANF Cash Assistance. DWS has 16 VT case managers located in one stop offices around the state to provide in-person services and case management to local constituents as well as virtual meetings to those in rural parts of New Mexico. Title III staff refer participants to Title I staff for co-enrollment possibilities and additional supportive services, when necessary, In PY 22, DWS enrolled 80 new individuals into training programs throughout the state. Additionally, in PY22, 46 individuals completed a training program and earned an industry recognized credential and subsequently went into the workforce or proceeded to further their education. The program provides viable options for individuals with limited income to support their families, it helps them to carve out a career path and provide for their families in the future.

### **Early Childhood Education and Care Department (ECECD)**

In February 2022 ECECD provided training to career consultants working in the Workforce Connection Centers and HSD offices statewide, on the childcare voucher program. Training topics included processing childcare applications, document collection and a general program overview. Career Consultants began processing applications and submitting them for approval to ECECD to significantly improve application processing timelines and decrease families’ statewide barriers to employment. This continued through FY23 and has resulted in many family’s partnership between agencies for success.

### **STEP Up! Program**

The STEP Up! program is a joint initiative of the New Mexico Child Support Enforcement Division (CSED) and the Department of Workforce Solutions (DWS) to help parents who are out of work or underemployed find better jobs to support their children. The program offers services such as job search assistance, resume writing, interview skills, and career counseling.

If participants are identified as a non-custodial parent who owes child support or has difficulty paying their designated amount due to low income, they can elect to voluntarily join the STEP Up! program by contacting their CSED caseworker. Individuals can also be referred to the program by CSED as an alternative to facing enforcement actions such as license suspension or a bench warrant for unpaid child support.

A custodial parent who wants to improve their employment situation can also elect to enroll in the STEP Up! program voluntarily. The STEP Up! program is designed to help participants achieve their career goals and provide for their children. In FY22 CSED conducted 640 interviews for non-custodial parents and DWS assisted with 200 individuals placed in better job opportunities.

### **Housing Stability**

The New Mexico Department of Workforce Solutions is aiding in housing stability to make a difference in the lives of New Mexicans by combining workforce services development approach with employment security. Our housing stability services for at-risk communities and assistance to renters navigate housing obstacles in New Mexico are being served by providing employment services case management, providing job training opportunities, as well as assisting in tangible resources such as job interview clothing, laptops, and gas cards. Through our services individuals experiencing housing insecurity can have greater success in job training and employment.

### **Career Transition Specialist (CTS) Program**

In Q2 2022, as a result of being awarded the Equity Grant (USDOL), NMDWS' UI Division launched a pilot of a new, hybrid position and team. The CTS position was designed to fully serve the UI claimant as they move from unemployment to reemployment and self-sufficiency. Typically, a UI claimant had been assisted with their UI claim and informed of the work search requirement along with general information on employment services. When assisted by a CTS, the claimant would be assisted with their claim, but then transitioned immediately into a conversation about their job search, a more detailed assessment of the caller's employment needs, culminating in a scheduled appointment at their local AJC with a Career Consultant. The claimant's call ends with, at minimum, their registration in the Workforce Connection System, details of current employment events and services, and an appointment with the Career Consultant.

The UI and Employment Services Divisions have worked collaboratively on the CTS initiative, integrating it into the front-line work conducted through the UI Call Center and the state AJCs. The CTS role has also taken on handling all Rapid Response events where they are in-person, on site at the event, take live claims and assist the affected workers with face-to-face services. In addition, the CTS role assists with adjudication work and other special projects that are customer-facing.

The CTS pilot was very successful, with measurable improvements being realized in, for example, the Q2 and Q4 results for Adults, Youth, and Dislocated Workers categories. NMDWS has now decided to continue with the CTS program as part of our ongoing services. We have created a career path for the traditional call-center employee, who can now take a step up to the CTS position within the UI Division. CTS staff now have a presence in many AJC locations, where they provide UI and other services to walk in customers, in areas where there are large populations of the underserved. The CTS staff also travel to identified remote locations on certain days of the week to meet customers who have transportation barriers, to assist them with their UI claims and reemployment services.

We feel that this hybrid position and approach is just the beginning to a new view of serving the "whole customer." We are looking to the future to further expand this idea and to improve overall employment and reemployment for New Mexicans.

## **ARPA UI Navigator Grant**

A 3- year grant (Program Years 22-25) NMDWS applied for to improve access and knowledge of Unemployment Insurance (UI) benefits and application process to NM workers living in remote/ rural locations and tribal communities across the state. Designed to provide training to local community health workers (CHWs) statewide aka “navigators”, equipping them with the skills and knowledge needed to share information about UI and employment services (ES). Navigators will collect target population data and information regarding barriers these populations face when attempting to access UI resources. During the first year of grant staff were able to design a training including soft skills, introduction to UI & ES, and data collection practices. Secondly, grant staff collaborated with NMDWS field director and regional area managers of NM Workforce Connection Centers (WCC). This opportunity was utilized to educate the WCC staff of the expectation of additional visitors in the offices via referrals from CHWs, assisting community members needing help with UI accessibility / benefits, employment services or both. This collaboration also resulted in modifying the NMDWS website to allow CHWs to schedule appointments with WCC staff for participants they are working with. Grant staff also worked to build a computer-based data collection tool designed to simplify data collection for Navigators. This tool was built with several key features including online/offline capabilities, Spanish translation, and ability to interface the agencies WCOS (workforce online connection system). Training for the Navigator grant has been successfully deployed in the southern region of the state and is scheduled for the rest of the state in the first quarter of year two.

### ***Goal 6- Stop New Mexico’s brain drain by creating economic opportunities for youth and young adults.***

In the 2022-2023 Program Year, the Adult Education Division of the New Mexico Higher Education Department (NMHED-AE), which implements Title II of WIOA in New Mexico, invested heavily in a career pathways strategy, the Integrated Education and Training (IET) model. The IET model requires integrated and concurrent adult education and literacy instruction, workforce preparation, and workforce training, preparing adult learners to simultaneously achieve academic goals (such as high school equivalency completion or improvement of English language proficiency) while preparing for an in-demand, family-sustaining occupation in their area. Supported by a \$1 million infusion by the state earmarked for IET, NMHED-AE held a competition for funds among current Adult Education providers that prioritized the development of IETs and the hiring of Career Navigators, who assist students in accessing and experiencing success in jobs, college, and further training. A team of state staff and local program leaders participated in a month-long, national professional development initiative in June called Advance IET, with the goal of expanding IET in New Mexico and strengthening the quality of these programs. A state IET policy and application were developed. NMHED-AE also began participating in and lending support to the WIN Project, a Good Jobs Challenge Grant awarded to Northern New Mexico which has as a goal the creation of career pathways for un- and under-employed Latino, Indigenous, and formerly incarcerated individuals, as well as individuals recovering from substance abuse disorder. This project has an IET Director, overseen by NMHED-AE, who is coordinating the implementation of high-quality IET programs in 5 northern community colleges and branch campuses. NMHED-AE hopes to use this experience and the tools and knowledge created to inform further expansion of the model statewide.

NMHED-AE also prioritized the strengthening of partnerships between local Adult Education (AE) programs and local workforce development boards and American Job Centers through virtual meetings in each region, the initiation of a process to amend MOUs to make them more specific, efforts at improving

referrals and increasing co-enrollments among these entities, and attendance and special workshops at conferences held by both AE and Workforce in the state.

### Set-Aside Fund Investments

State set aside funds are utilized 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, resume development, links to labor market information and access to career professionals to provide one-on-one assistance and career counseling. The New Mexico Workforce Connection Online System is a state-of-the-art system that is also utilized 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 dashboard system is licensed from FutureWork System. The *NM Performs* system performance monitoring data views and reports are designed to provide timely and accurate data on activities and outcomes to assist NMDWS 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.

### Evaluation & Quality Improvement Activities

The following is a list of research and evaluations conducted by NMDWS Economic Research & Analysis Bureau. These studies were used to inform and guide state and local planning for the Combined State Plan, and for LWDB local plans. 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.

**2023 State of the Workforce Report.** The online version of this report and can be found at: [https://www.dws.state.nm.us/Portals/0/DM/LMI/SOTW\\_2023\\_.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/SOTW_2023_.pdf).

**August 2022: New Mexico Data Focus: Job Openings and Labor Turnover Survey.** The online version of this report and can be found at: [https://www.dws.state.nm.us/Portals/0/DM/LMI/NM\\_DataFocus\\_Job\\_Openings\\_and\\_Labor%20Turnover\\_Survey.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_DataFocus_Job_Openings_and_Labor%20Turnover_Survey.pdf)

**August 2022: Highlights from the New Mexico 2022 State of the Workforce.** The online version of this report and can be found at:

[https://www.dws.state.nm.us/Portals/0/DM/LMI/Highlights\\_from\\_NM\\_2022\\_SOW.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/Highlights_from_NM_2022_SOW.pdf)

**August 2022: New Mexico's Alternative Measures of Labor Underutilization.**

The online version of this report and can be found at:

[https://www.dws.state.nm.us/Portals/0/DM/LMI/NM\\_Alternative\\_Measures\\_Labor\\_Underutilization.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/NM_Alternative_Measures_Labor_Underutilization.pdf)

**September 2022: New Mexico Data Focus: Seniors (65 Years and Over).**

[https://www.dws.state.nm.us/Portals/0/DM/LMI/Data\\_Focus\\_Seniors.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/Data_Focus_Seniors.pdf)

**October 2022: Tribal Population and Employment Status Data.**

[https://www.dws.state.nm.us/Portals/0/DM/LMI/Tribal\\_Population\\_Employment\\_Status\\_Data\\_2022.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/Tribal_Population_Employment_Status_Data_2022.pdf)

**October 2022: Veteran's Profile.** [2022\\_Veterans\\_Profile.pdf \(state.nm.us\)](#)

**November 2022: New Mexico Data Focus: STEM Occupations.** The online version of this report and can be found at: [NM\\_DataFocus\\_STEM\\_Occupations.pdf \(state.nm.us\)](#)

**November 2022: 2020-2030 Industry Employment Projections.**

[2020-2030\\_Industry\\_Employment\\_Projections.pdf \(state.nm.us\)](#)

**February 2023: 2020-2030 Occupational Employment Projections.**

[2020-2030\\_Occupational\\_Employment\\_Projections.pdf \(state.nm.us\)](#)

**March 2023: Poverty in New Mexico: 2021.**

[Poverty\\_NM\\_2021.pdf \(state.nm.us\)](#)

**April 2023: New Mexico's Budding Cannabis Industry.** [NM\\_Budding\\_Cannabis\\_Industry.pdf \(state.nm.us\)](#)

**April 2023: New Mexico Data Focus: Job Openings and Labor Turnover Survey.**

[NM\\_Data\\_Focus\\_Job\\_Openings\\_Labor\\_Turnover\\_Survey.pdf \(state.nm.us\)](#)

**May 2023: Employment at New Mexico's Ski Facilities**

[Employment\\_NM\\_SKi\\_Facilities.pdf \(state.nm.us\)](#)

**2022 Veteran's Profile.** [2022\\_Veterans\\_Profile.pdf \(state.nm.us\)](#)

**New Mexico Health Care Workforce Committee 2022 Annual Report..** [New Mexico Health Care Workforce Committee 2022 Annual Report \(unm.edu\)](#)

**Career Solutions pamphlets:**

English: [https://www.dws.state.nm.us/Portals/0/DM/LMI/Career\\_Solutions\\_2023.pdf](https://www.dws.state.nm.us/Portals/0/DM/LMI/Career_Solutions_2023.pdf)

## Specific Evaluation Projects

### 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 Eastern Workforce Board continued to co-enroll Title I/Title III participants in PY 2022 after The RESEA module Geographic Solutions came back on-line on August 8, 2022.

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, however the variations in the type of employers and employment opportunities, and other labor market factors, may bias the analysis. RESEA State Plan was updated in June 2023, and subsequently approved.

### Customer Satisfaction

In February 2023 NM DWS distributed a Customer Satisfaction survey to a random sample of 3,037 adult participants who received services from a Workforce Connection Center or who used the New Mexico Workforce Connection Online System (WCOS) during calendar year 2022. NM DWS received 202 valid responses from participants, all of whom were receiving services under Title III (Wagner-Peyser). More than one out of eight respondents (34, 16.8 percent) were receiving services under Title I, and one Title I participant was also receiving services under the Trade Adjustment Assistance (TAA) program.

The NMDWS also distributed a survey to 278 unique youth participants throughout the state. More than 65 percent of the participants sent a survey (183, or 65.8 percent) opened it, however, only 9 (3.2 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 NM DWS 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 2023. 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 to understand areas of strength and opportunities for improvement. The results will also be compared with the previous years' responses to identify improvement successes. (For full report see Appendix I and II)

### **Performance Accountability & Integrity**

In program year 2022, New Mexico extended career services to 2,121 adults at an average cost of \$579 per participant. Moreover, the state also delivered training services to 2,162 adults at an average cost of \$3,576 per participant. Notably, the participation in additional training saw a 12.5 percent increase when compared to the figures for program year 2021.

Career services were extended to 722 participants in the Dislocated Worker Program, with an average cost of \$3,037 per participant, while training services were provided to 524 participants, incurring an average cost of \$4,951 per participant. There was a 19 percent reduction in Dislocated Worker program participation in New Mexico when compared to program year 2021.

The Youth Program provided career services to 1,411 participants with an average cost per participant of \$2,232, and training services to 651 participants with an average cost per participant of \$3,493. These numbers reflect an increase in services in the youth program of 29 percent from program year 2021.

The WIOA Title III Employment Services program served 23,263 participants with an average cost per participant of \$250. Title III saw 53 percent increase of participants served in comparison to program year 2021; This increase can be attributed to a combination of factors, including the full reengagement of Workforce Connection Center (WCC) staff in reemployment duties and the attainment of full staffing in WCC offices. It's important to note that due to the enduring impact of the economic recession, the workforce system anticipates a rise in individuals seeking reemployment services in the upcoming program year.

The WIOA Adult program met the five of the primary indicators of performance and failed none. The WIOA Dislocated Worker program met the five of the primary indicators of performance and failed none. For the youth program the state met five primary indicators of performance and failed none. The WIOA Title III Employment Services program met three primary indicators of performance and failed none. During the program year, New Mexico provided multiple technical assistance opportunities to the local areas and service providers.

### **Data Analysis**

To determine areas of opportunities for PY2023, New Mexico analyzed customer flow, demographics and performance of Title I and Title III programs.

Appendix III, Tables 1-12, contain numerous data views, which provide a more in-depth understanding of how citizens were served. Table 1 reflects how New Mexico performed as a state with priority performance metrics. Tables 2-5 reflect how each Local Workforce Development Board performed with priority performance metrics. Table 6 demonstrates the workforce system in New Mexico has not returned to pre-pandemic capacity in the number of citizens served. However, Table 7 demonstrates that although NM has not returned to pre-pandemic capacity levels, the service to priority participants (low income, veterans, disability, English language learners) has exceeded pre-pandemic levels. Tables 8-10

define the number of citizens served across Adult, Dislocated Workers and Youth programs for each Local Workforce Development Board with each board's PY2022 funding allocations. Tables 11-12 define how specific demographic groups and those with specific barriers performed during program year 2022.

### **Data Validation**

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.

The agency will continue to provide training and ongoing 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 16,374 employees were served over the last three years, and of those, 4,403 returned for services during PY2022 for a repeat business service rate of 26.9% percent. In market penetration, the workforce system services impacted 10.2% percent of all employers within the state.

Concentrated business efforts included conducting more specific business needs and specialized recruitment for business such as:

- Targeting & adding out-of-area or out-of-state candidates.
- Providing employers with workspace at the WFC offices for screening & interviewing.
- Faster response and supported efforts to search for qualified candidates, more one-on-one communications versus mass marketing.
- Providing labor market workforce information on regional & local market conditions, occupations, skills the business needs, local employment dynamics, (supply & demand), turnover rates, and other community resources that would support their workforce needs.
- Providing extended employer training in the online system so employers can manage the candidate search tools and make changes to their job descriptions as necessary.
- Extended concentration on untapped labor pools.
- Industry awareness campaigns.
- Individual hiring events target one business at a time: usually larger companies.
- Influx of out of state employers seeking remote workers.
- Concentrated efforts on follow up of self-registered employers.

### **Rapid Response and Trade Adjustment Act**

Throughout PY22 45 companies received Rapid Response services and 2,169 employees were reported as layoffs. Various industries were impacted with the majority being in: Customer Service, Manufacturing, Retail and distribution, Healthcare and Technology. NM's four regions (Central - 1290, East - 428, Northern - 440, Southwest - 391) were all impacted, and employers received Rapid Response services. In

the Northern region, the community was deeply affected due to the closure of the San Juan Generating Station in Waterflow, NM and the contractors that worked at the site, including: PNM, Westmoreland, Babcock & Wilcox, Securitas, GMS Mine and Repair; the Rapid Response team provided ongoing services to those impacted employees as well as provided information sessions on the Energy Transition Act Displaced Worker Fund and the benefits associated with the closure and Reduction in force for the affected community.

Rapid Response and Trade Adjustment Assistance (TAA) program have built a cohesive partnership. When Rapid Response is notified of an impending layoff or closure, the TAA program Coordinator is notified to begin research. When and if the company shows signs of foreign impact the TAA coordinator files a petition for review with USDOL. Currently the TAA program is being reviewed in Legislation for continuation, however individuals on previously approved petitions are still eligible to receive trade benefits and trade case managers are providing services to those individuals. With Rapid Response and TAA working together, this enables benefits information to be dispersed to individuals sooner and leads to more participants/enrollments in TAA benefits. This collaboration contributes to more participation in the TAA program because more companies are notified of potential program benefits and depending on their reasons for layoffs and/or closures more petitions are filed with USDOL for investigation. Currently, TAA has twelve participants enrolled in training and receiving benefits.

In addition to employment and business services activities provided in the workforce connection offices to individuals identified through rapid response employers are provided with information regarding layoff aversion. With information received through the WARN process as well as through the states use of the bridge report, the Rapid Response coordinator has been able to provide outreach and coordinate onsite employer visits to provide information to impacted workers. The Rapid Response coordinator collaborates with WIOA, Unemployment Insurance and the business unit to assist with transitional services. DWS hosts many employer events held in the one stop centers and other locations around the state to connect dislocated workers with new job opportunities.

### **Energy Transition Act (ETA) Displaced Worker Assistance Fund**

In 2019 the Energy Transition Act was passed. The Act established the Displaced Worker Assistance Fund that allows a New Mexico resident who was terminated from employment or whose contract was terminated from the San Juan Generating Station in Waterflow, NM apply for funds. The ETA established funds to assist an "affected community," which means a New Mexico County located within one hundred miles of a New Mexico facility producing electricity that closes, resulting in at least forty displaced workers. The closure of the San Juan Generating Station located at 6800 N County Rd, Waterflow, NM 87421, is a facility closure covered by the ETA. The New Mexico counties within one hundred miles of the San Juan Generating Station, and therefore part of the affected community, are: San Juan, McKinley, Rio Arriba, and Sandoval. The tribal lands within the affected community are the Navajo Nation and the Jicarilla Apache Nation.

DWS developed a plan, established eligibility, created an online application to assist the displaced workers as well as process disbursement of funds. The funding is designed to assist individuals in the communities affected by the closure. It was estimated that more than 350 individuals and families were affected by

layoffs and the closure of the San Juan Generating Station however, as time has progressed that estimated number has increased to over five hundred individuals. Applications are still being reviewed.

In PY22, 315 individuals attended the DWS hosted in-person events in May 2023. These individuals applied for the ETA Displaced Worker Fund. During the event individuals were not only seen by DWS workforce staff but also WIOA partners, Local community partners such as colleges, human services, and banking institutions. DWS has provided wrap around services to assist the community. DWS has obligated and paid out over 6.3 million dollars in benefits in PY22.

### **Economic Development Partnership**

NMDWS continues to work in collaboration with New Mexico Economic Development Department (NMEDD) to enhance the layoff aversion program in our state. Two full-time staff are part of the employer retention program team led by NMEDD. This team works with businesses statewide to address company challenges that often 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.

### **New Mexico Workforce Mobile Unit**

The New Mexico Department of Workforce Solutions' Mobile Workforce Unit brings access to employment services in a versatile way across the state. Equipped with internet, computers, a printer, handicap accessibility, and helpful staff, individuals can receive assistance with job search, resumes, applications, and more. The Mobile Workforce Unit is available for job fairs, hiring events, and can be transported to supplement local resources when needed. The Mobile Workforce Unit is also available to employers to use as a place to hold interviews, workshops, training sessions, and assessments.

During FY23, the Mobile Workforce Unit (mobile unit) was utilized for various projects. Beginning July 1, 2022, the mobile unit was stationed in Las Vegas, NM and Mora, NM as a resource center to assist constituents affected by the Calf Canyon and Hermt's Peak wildfires. Services provided were TANF, Unemployment, Income Support Division, and additional services provided by the Governor's Office. These services began in May 2022 and ended in August 2022. The mobile unit was also utilized for career fairs that were hosted by Workforce Connection Centers in Farmington, Grants (NMSU Branch), Santa Fe, and Rio Rancho. Additional events were focused on veterans and active-duty soldiers; the Operation Hiring Heroes and the Veterans Memorial Hiring Events.

## **Wagner - Peyser**

### **State Rapid Hire Events**

The Department of Workforce Solutions recognized that many state agencies experienced difficulties when recruiting for positions that are critical to the effective operation of that agency. With the approval of the NM State Personnel Office a Hiring Events Program has designed a program to assist agencies when the standard recruitment efforts are unsuccessful.

Employment Services and the Workforce Connection offices assist with many, if not all the Rapid Hires throughout the state. The Workforce Solutions staff aid in facilitating, organizing, finding a venue, signage, marketing, scheduling, screening, and interviewing prospective candidates, completing reference checks, and providing supplies necessary for Rapid Hire Events.

Rapid Hire Events are held in person. Record of attendance must be accurately kept. Screeners are made available to certify applicants' resumes, transcripts, and minimum qualifications are met for the position they wish to interview. Applicants who meet the minimum qualifications complete state forms and are interviewed on-the-spot. Contingent job offers are made upon successful background and reference checks.

Rapid Hires for state agencies PY 22 included: Human Services Department; Aging and Long-Term Services Department; Department of Homeland Security & Emergency Management; Department of Workforce Solutions; Department of Health; and Energy, Minerals & Natural Resources Department.

### **Local Workforce Board Activities**

#### **Central Workforce Development Board**

During PY22 the Youth Program established its first sector partnership. The partnership's agreement promotes a career pathway for participants interested in a career as a Pharmacy Technician in the pharmaceutical industry. Partners include: YDI's Adult Education program, Pima Medical Institute, Walgreens, and the WIOA Youth Program. The agreement allows for referrals from all partners and provides opportunities for High School Equivalency, Pharmacy Technician Certificate, Internship and Long-Term Employment. The Youth Program will utilize this model to expand sector partnership opportunities in other demand and emerging occupations.

The WCCNM sector strategies have progressed with the IT/tech and healthcare industries. For IT/tech, the WCCNM and NWMC partners will continue to leverage the employer and industry relationships that have been established with other sector work, including the H1-B Pathways to Infrastructure Jobs grant granted by the Department of Labor. This grant is a \$2 million, five-year grant to support and fund infrastructure jobs in broadband, transportation, and green energy.

#### **Eastern Area Workforce Development Board**

The service provider had another busy year with many new initiatives and partnerships that assisted our communities in the eastern area. A focus during PY 22 was to have more of a presence in the northern counties (Guadalupe, Harding, Union, Quay) within the region and to improve service delivery and remote access to those communities. During the program year the team worked to develop new outreach and service delivery methods as this is essential to expand the Title I reach and impact in the East. We understand that successful outreach and service delivery methods should be flexible and adaptable to changing circumstances and area needs. The team will continue to review and update strategies to help increase the number of individuals served and improve the value and quality of services provided in the east.

In PY 22 the service provider implemented a co-enrollment process for all participants enrolled in the UFO and Adult Education and Literacy (AEL) program seeking a High School Equivalency for those over the age of 18 into the Title I Adult Program. Co-enrollment can facilitate a smoother transition for participants

who may age out of the UFO program but still require services. It ensures that they don't experience a gap in support. By working together, the Adult and UFO programs can develop customized plans that align with the individual's educational and career goals. This personalized approach increases the likelihood of success and keeps the participant engaged in his or her success.

### **Northern Area Workforce Development Board**

In Program Year 22, the Northern Area local workforce board, operating under the Workforce Innovation and Opportunity Act (WIOA), achieved a series of major accomplishments through their strong commitment to collaboration. These accomplishments have not only improved the workforce landscape but have also positively impacted the lives of countless individuals. One noteworthy achievement was the establishment of innovative partnerships with local educational institutions and employers, creating seamless pipelines for job seekers to acquire in-demand skills and find meaningful employment.

The New Mexico Corrections Department, Springer Correctional Center partnered together and enrolled ten women inmates to be trained in a Heavy Equipment Operator Training Program. These incarcerated individuals attended a Heavy Equipment Operator training course where they received skills and training to gain a credential of operating an excavator. This training gives them a trade they can use when they are released from the facility. The ten individuals completed the training program and with this effort prepared them for employment when released.

The City of Bloomfield Police have partnered with us to complete on-the-job training, with their new hires in the police department. This partnership has benefited our participants, the police department, and our WIOA grant. Our service provider had several participants work through this program, and all are still employed with the Bloomfield police.

### **Southwest Area Workforce Development Board**

Alamo Navajo School Board, Inc. (ANSBI) is a youth service provider serving the Alamo Chapter of the Navajo Nation in Socorro County. ANSBI served 18 participants; 14 were in-school, and 4 were out-of-school. The biggest opportunity for growth exists in out-of-school youth falling short of the enrollment goal of 15. In contrast, ANSBI was only 1 participant shy of their 15 in-school-youth enrollment goal. With a new healthcare center opening in Alamo, ANSBI will offer training opportunities in healthcare fields for positions such as medical assistant, medical billing and coding, pharmacy technician, dental assistant, and certified nurse's assistant, aligning with the Region's and State's sector strategies.

ANSBI also rolled out the Study Skills/Tutoring Program, graduating in-school participants while providing measurable skills gain. Out of 14 in-school youth, 4 are in post-secondary education, 1 joined Job Corps, and 2 enrolled in New Mexico Youth Conservation Corps. This program allowed for Dual Credit partnerships with two post-secondary institutions, providing participants the ability to receive college credit for class completion.

Before COVID, a new Workforce Connection Center opened in Sunland Park. When COVID came, and all workforce centers shut down, priorities shifted. After returning from COVID and slowly opening services to the public with limited hours in PY21. The Southwestern LWDB held an official Grand Opening event for Sunland Park in September 2022. The event helped inform community members of the new location, and residents could stop traveling to El Paso, Texas, for workforce services.

The City of Lordsburg in Hidalgo County or the Village of Reserve in Catron County do not have a Workforce Connection Center. Staff from Deming would travel one hour to Lordsburg and visit the community regularly to see if anyone needed workforce services, and staff from Silver City would occasionally make the 2-hour trek to visit Reserve. In PY22, the Southwestern One-Stop Operator set up access points in these communities. Although staff are not physically present, access to the New Mexico Workforce Connection Online System is available through a computer provided by the SAWDB. The Village Reserve provided space at the Reserve Village Hall. The City of Lordsburg provided space at the Lordsburg Hidalgo Library. At the end of PY22, the One-Stop Operator was working on setting up a second access point in Lordsburg.

## **Waivers**

New Mexico did not have any waivers during Program Year 2022.

# Appendices

## Appendix I: Adult Customer Satisfaction Survey

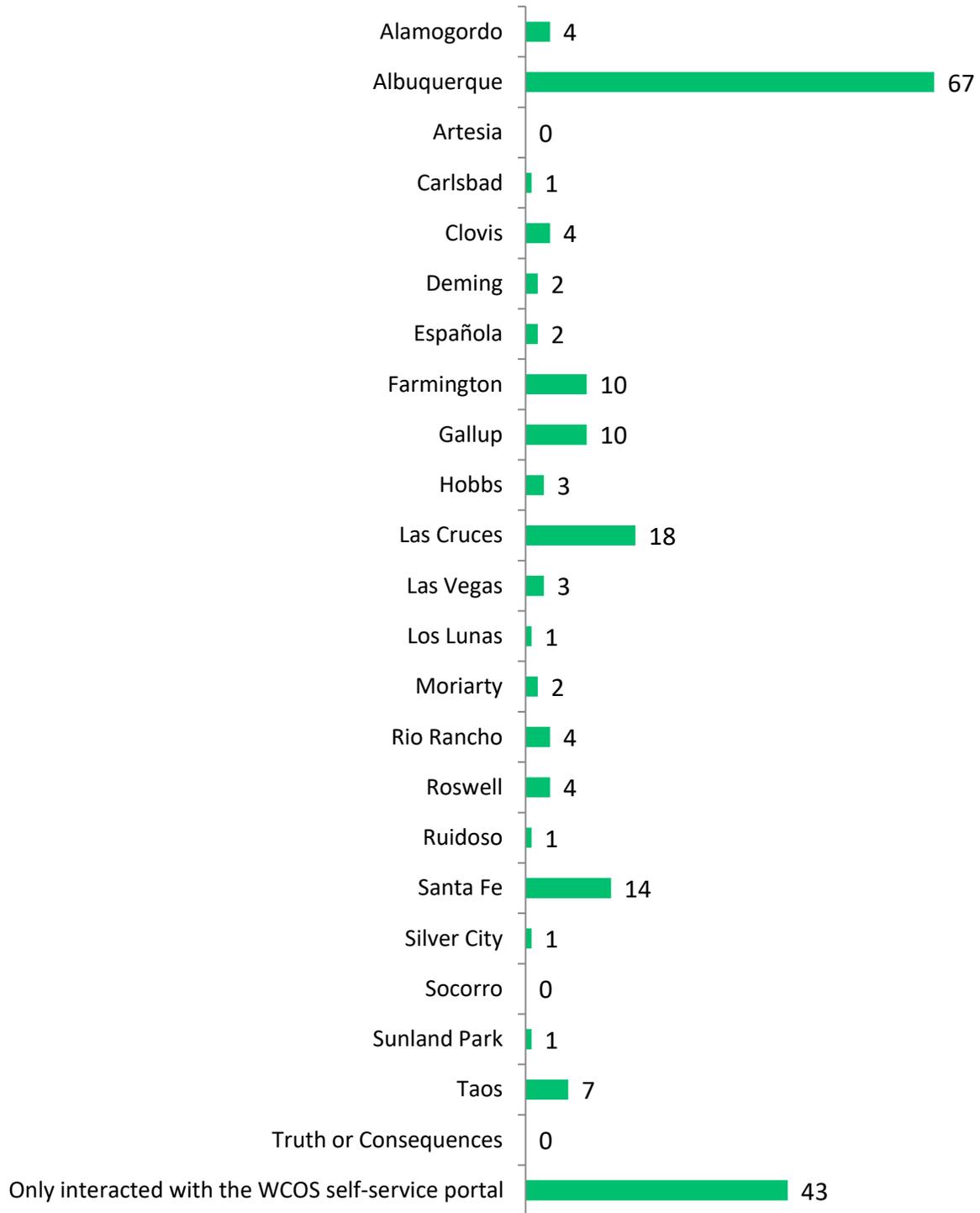
### Findings

#### Overview – Aggregated state data

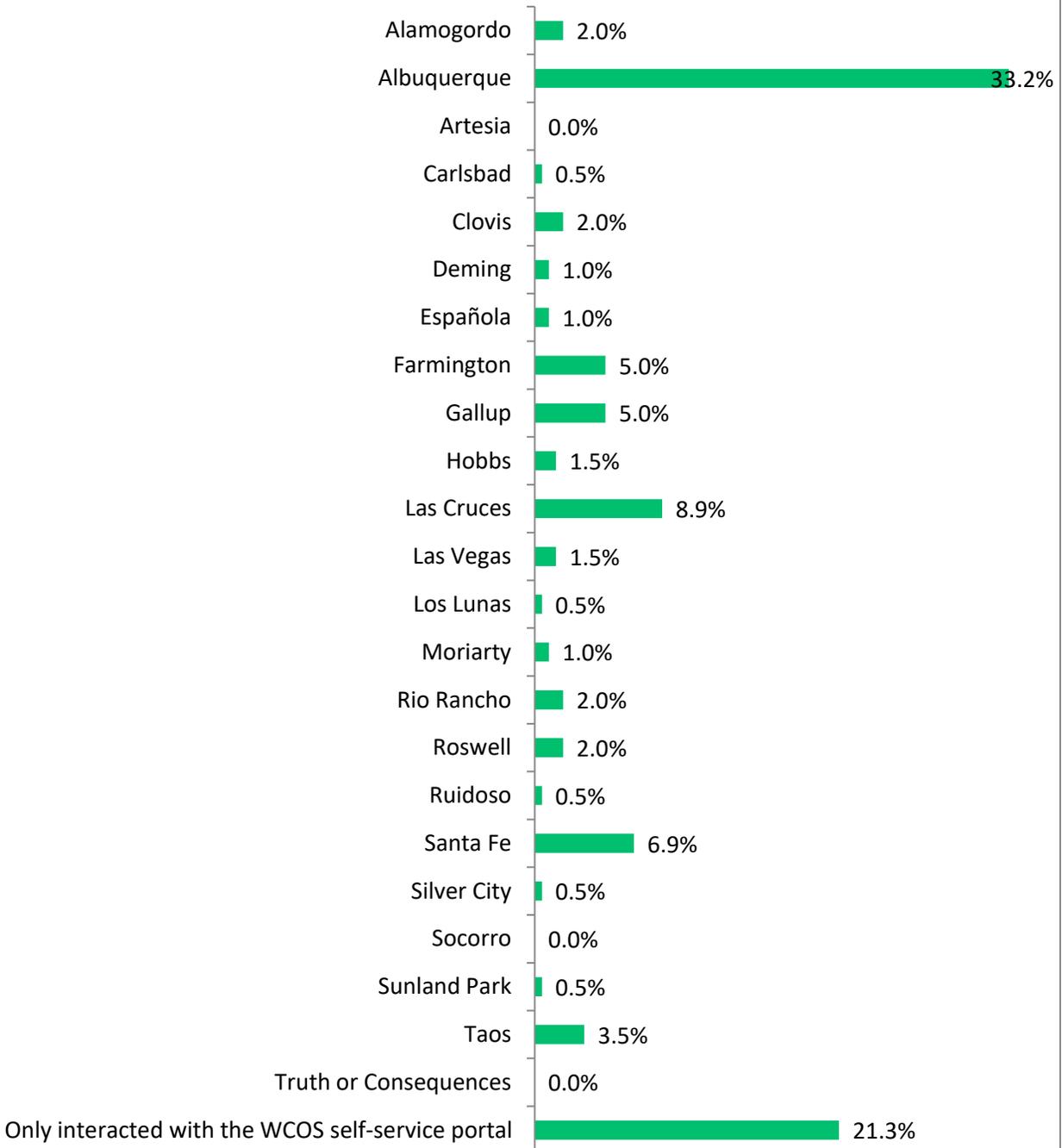
#### Respondents by NM WCC Office

Slightly less than one-third (33.2 percent) of the Customer Satisfaction Survey (CSS) respondents reported the NM WCC office they most recently visited or contacted was in Albuquerque, New Mexico's most populous city (Figures 1 and 2). Participants reported Las Cruces and Santa Fe were, respectively, the second and third most frequently visited or contacted office. Only four respondents reported visiting or contacting the NM WCC office in Rio Rancho, the third largest city in the state. This year participants were asked if they only interacted with the New Mexico Workforce Connection Online System's (WCOS) self-service portal; more than a fifth of respondents (21.3 percent) indicated they only interacted with the New Mexico Workforce Connection Online System's (WCOS) self-service portal.

# 1. Number of Respondents Reporting the NM WCC Office They Most Recently Visited or Contacted (n = 202)

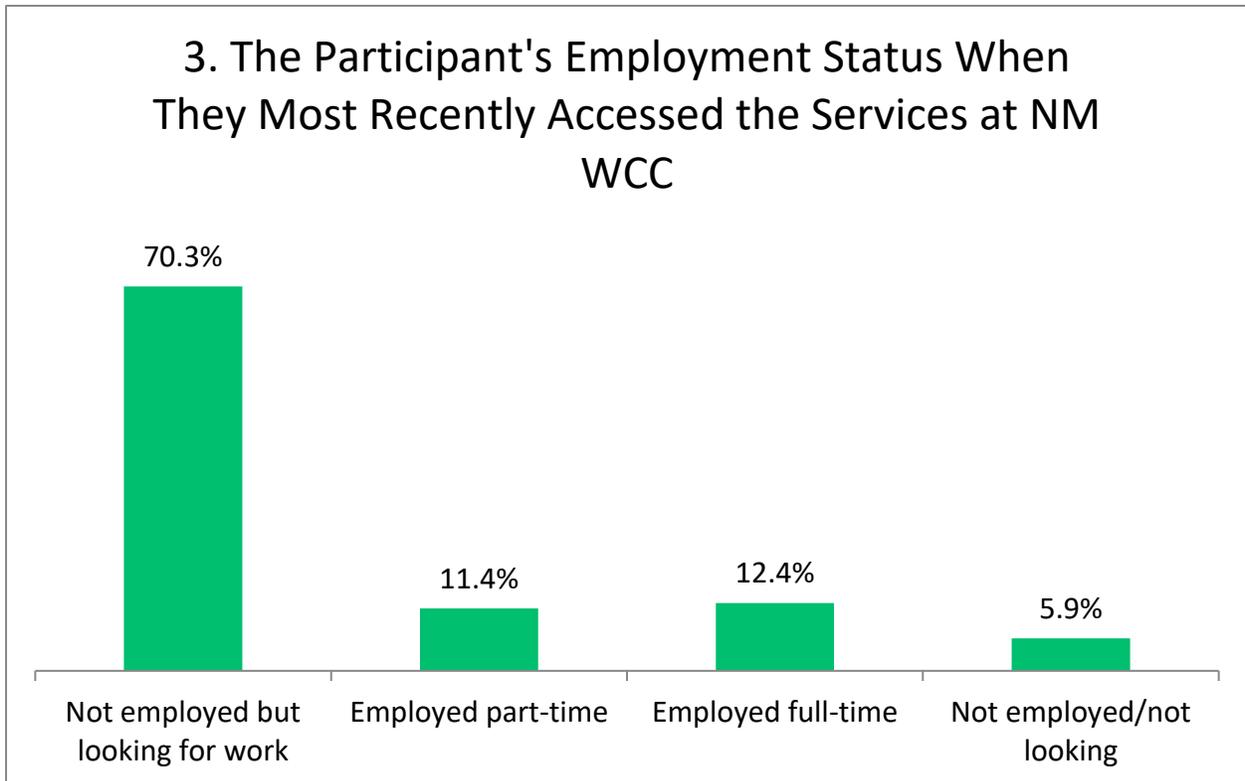


## 2. Percentage of Respondents Reporting the NM WCC Office They Most Recently Visited or Contacted



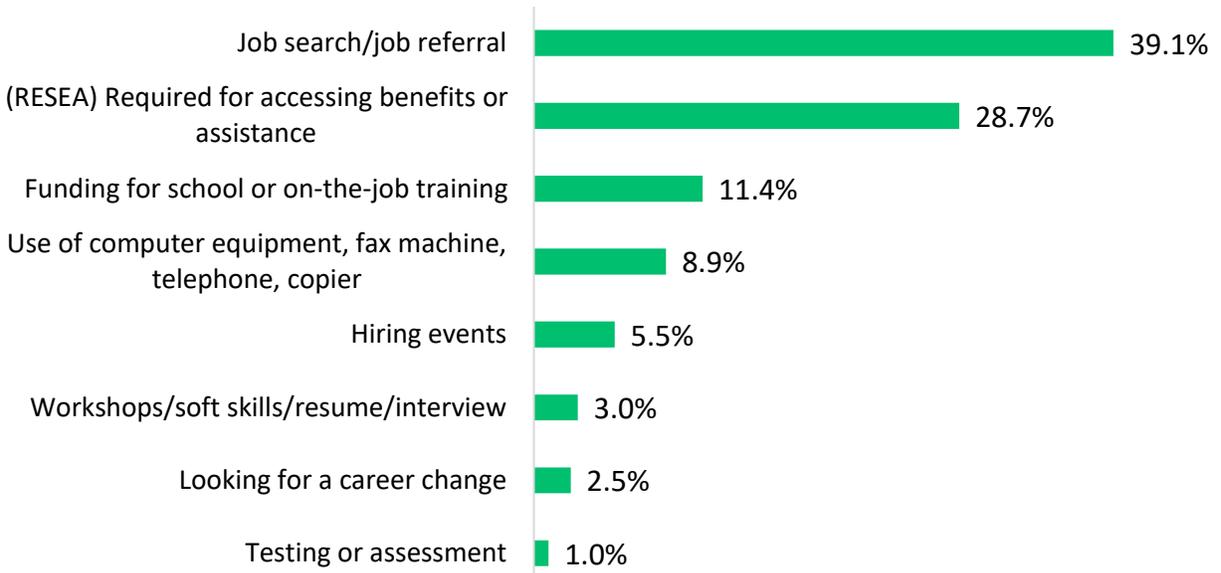
## Respondent Employment Status and Reason for Contacting the NM WCC

More than seven out of ten (70.3 percent) respondents indicated they were not employed and were looking for work when they most recently accessed services at NM WCC (Figure 3). More than 10 percent of the respondents were employed either full-time (12.4 percent) or part-time (11.4 percent); only 5.9 percent reported they were not employed and not looking for work.



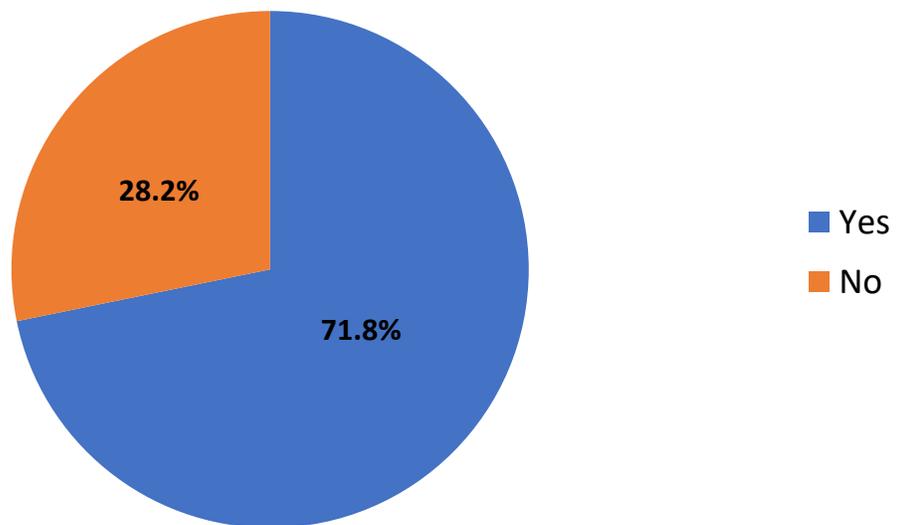
About 28.7 percent of participants accessed the services at NM WCC to fulfill RESEA requirements, a decline from 43.3 percent in 2021 (Figure 4). Slightly less than four out of ten (39.1 percent) respondents indicated their main reason for accessing NM WCC was to search for a job or to obtain a job referral while 11.4 percent were interested in obtaining funding for school or on-the-job training. Access to, or use of, office equipment such as computers, telephones, and photocopying machines at a NM WCC facility was the main reason provided by 8.9 percent of respondents, while another 5.5 percent of respondents indicated they attended a NM WCC sponsored hiring event.

#### 4. The Main Reason the Participant Accessed the Services at NM WCC on the day They Most Recently Accessed Them

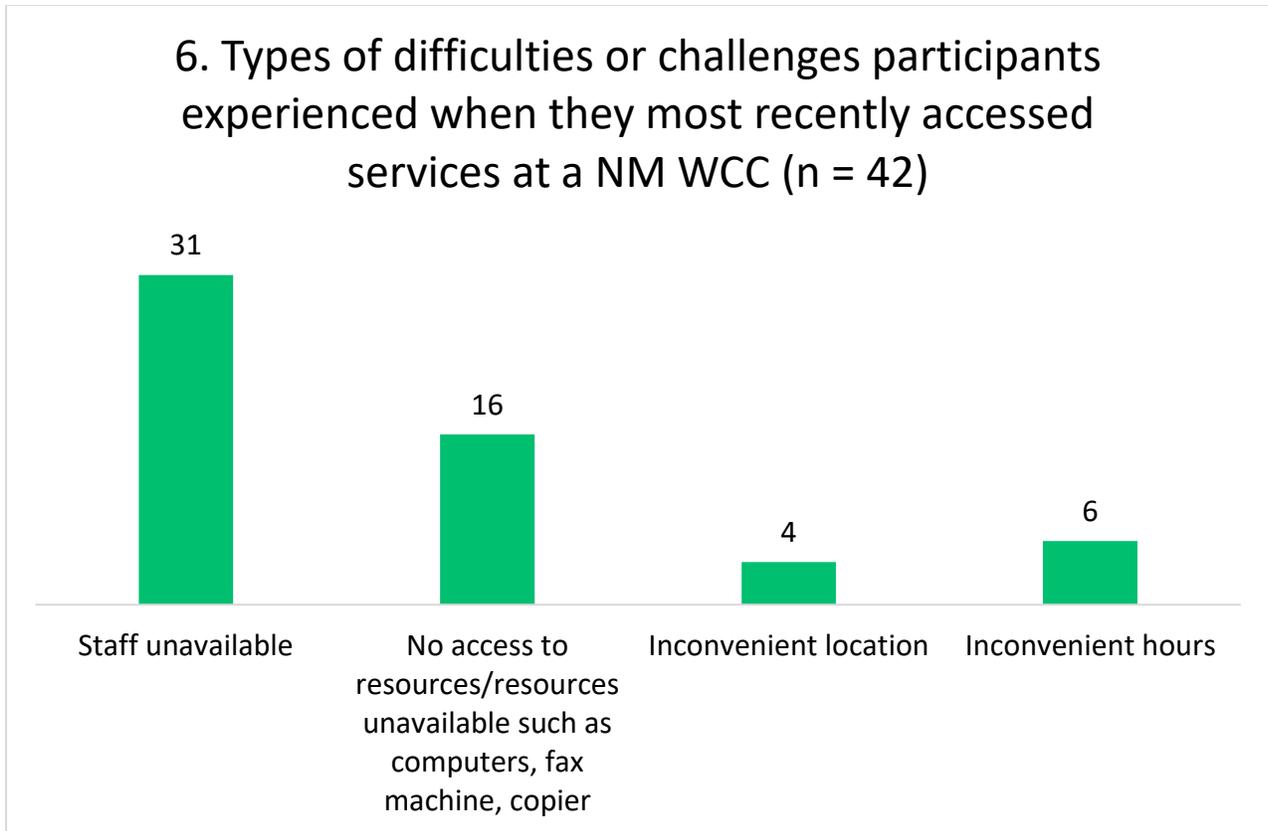


Slightly more than a quarter (28.2 percent) of respondents were unable to find all the employment-related services or support they were looking for at NM WCC (Figure 5). Similarly, more than one-quarter (25.3 percent) indicated they had encountered difficulties or challenges when they most recently accessed services at a NM WCC.

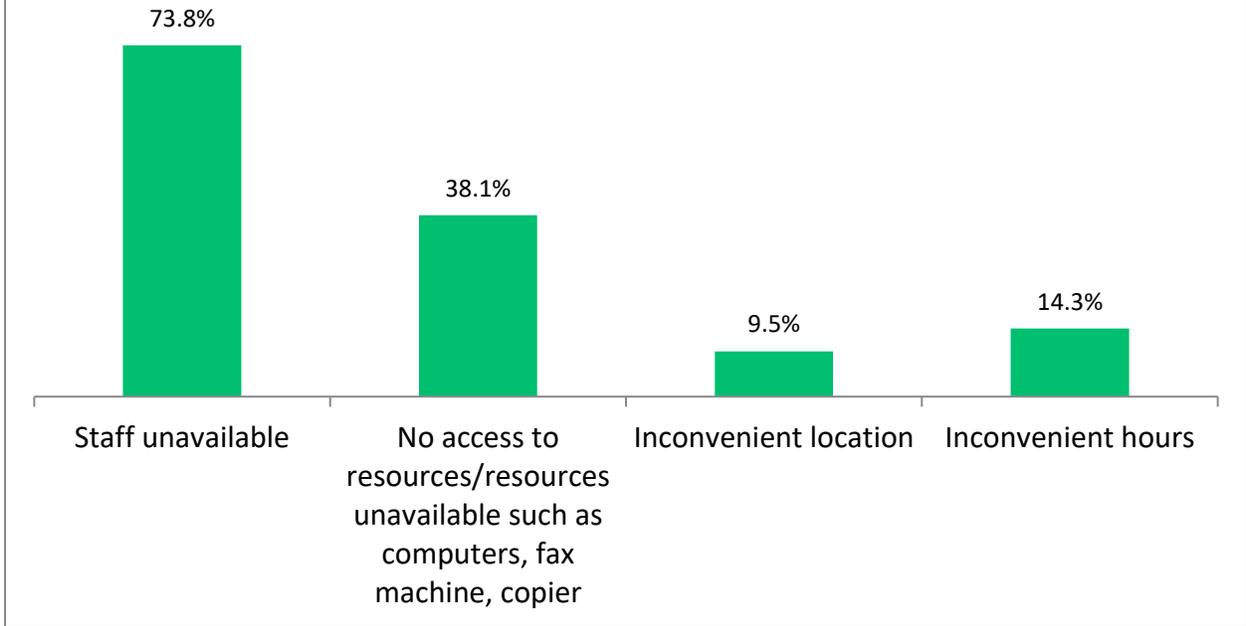
### 5. Percentage of Respondents That Were Able Find All The Employment-related Services Or Support They Were Looking For at NM WCC



The most frequent difficulty or challenge participants encountered was the lack of available staff to assist them (73.8 percent, Figures 6 and 7). Additionally, 38.1 percent of respondents indicated they lacked access to resources, or that resources such as computers, fax machines, and copiers were unavailable.

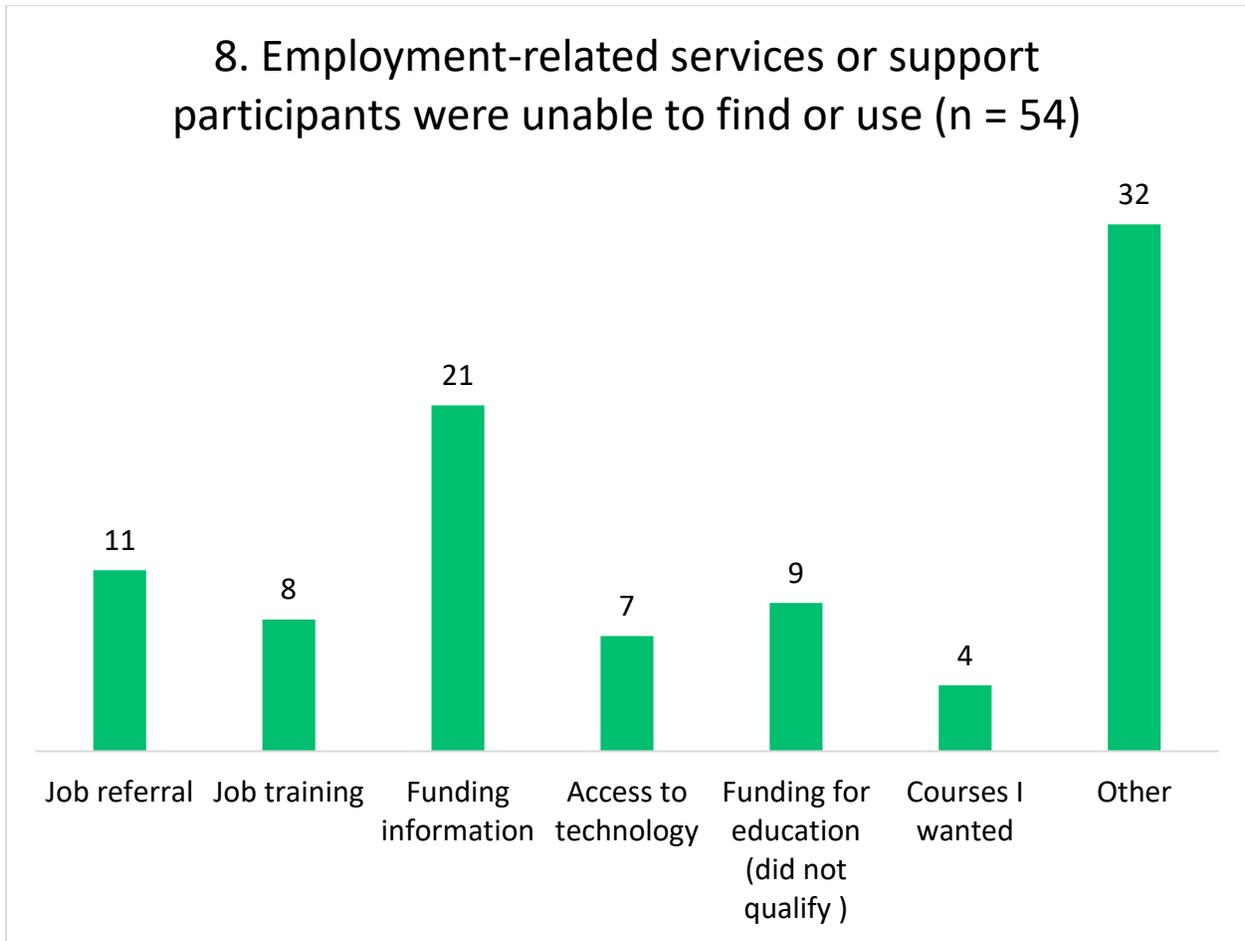


### 7. Types of difficulties or challenges participants experienced when they most recently accessed services at a NM WCC, by Percentage

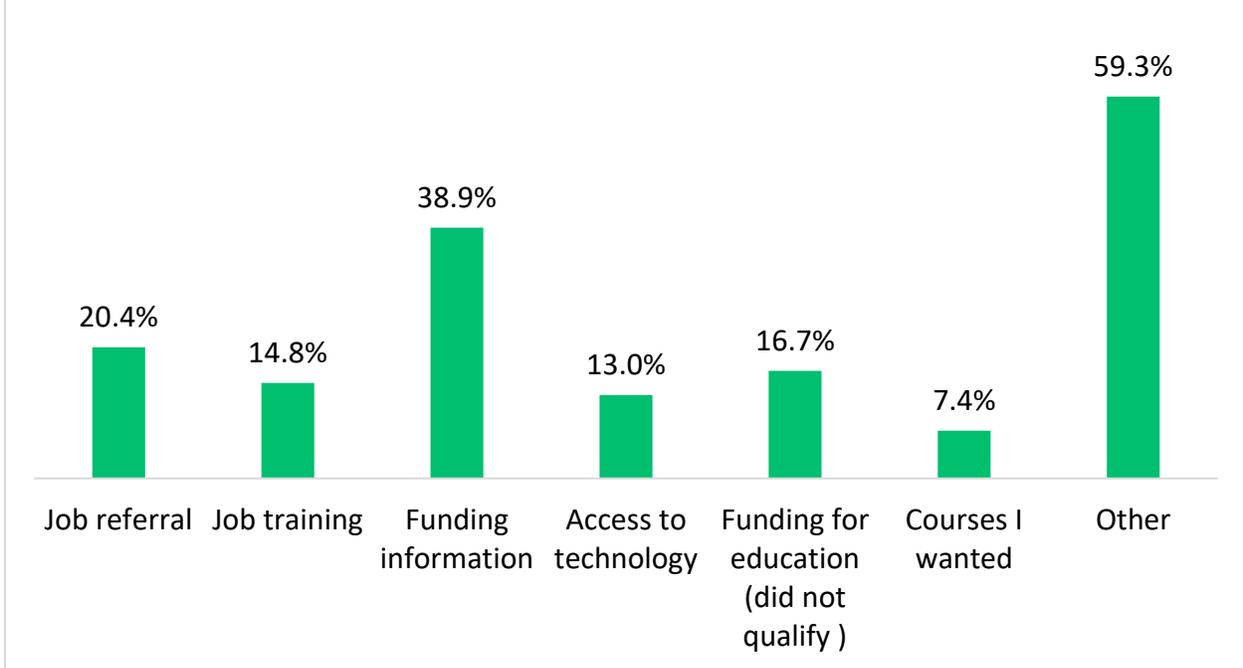


Note: Percentages do not add to 100 because participants were able to select more than one response.

Almost four out of ten respondents (38.9 percent) indicated they were unable to find or use funding information and more than one out of five (20.4 percent) cited their inability to obtain a job referral as the most frequent employment related service or support they were unable to use or find (Figures 8 and 9). Less than one-fifth of respondents (16.7 percent) indicated they were found ineligible for education assistance, 14.8 percent of participants were unable to find or use job training, and fewer than one in ten respondents (7.4 percent) indicated the NM WCC did not offer courses they wanted to enroll in.



## 9. Employment-related services or support participants were unable to find or use, by Percentage



Note: Percentages do not add to 100 because participants were able to select more than one response.

Participant responses to the question *What employment-related services or support you were unable to find or use?* can be categorized under three headings: customer services, problems with claims, and other.<sup>1</sup> Examples of customer service concerns include: the lack of NM WCC staff knowledgeable about, or able to provide guidance for participants with graduate degrees or those who need assistance applying for executive level positions, and the inability to read the entire letter/correspondence from the NM DWS on the participant’s iPad because, they claim, “the system is not compatible with iPads or phones, only computer systems that I believe a lot of people don't have access to”; and that WCC staff “forgot about me in the office and I sat there for a while before I could get someone to help me”.<sup>2</sup>

<sup>1</sup> All unedited responses to the five open ended questions by adult participant are provided in the Appendix.

<sup>2</sup> Participants’ responses to open-ended questions are provided verbatim, without editing for grammar, etc. The one exception is a comment that was edited to remove sexually explicit language.

Three respondents provided detailed concerns about their inability to receive Unemployment Insurance benefits. One participant claimed that “Enterprise Electrical Services Inc laid me off which was done verbally. They then told Union 611 that I voluntarily quit, which I DID NOT. I was employed for 18 years and would have never quit after that long. I was denied benefits at that point which I appealed repeatedly and denied every time. I had to take \$ out of my annuity to survive. I DID NOT QUIT. Enterprise Electric flat out lied to Workforce Solutions. Workforce Solutions chose to believe the employer and not an honest employee after seeing I was employed for 18 years...why would I quit after this long?”

A second participant indicted that they “...tried for over a year to receive my unemployment benefits but i was denied. I and 13 other employees were fired on the same day for the same reason. We wouldn't get the covid shot. None of us had religious or medical exemptions yet some were given their benefits while I was denied. The only explanation I was given is that all claims are decided on an individual basis. I paid into unemployment for over 40 years and never asked for anything but when I needed it the most I was denied”.

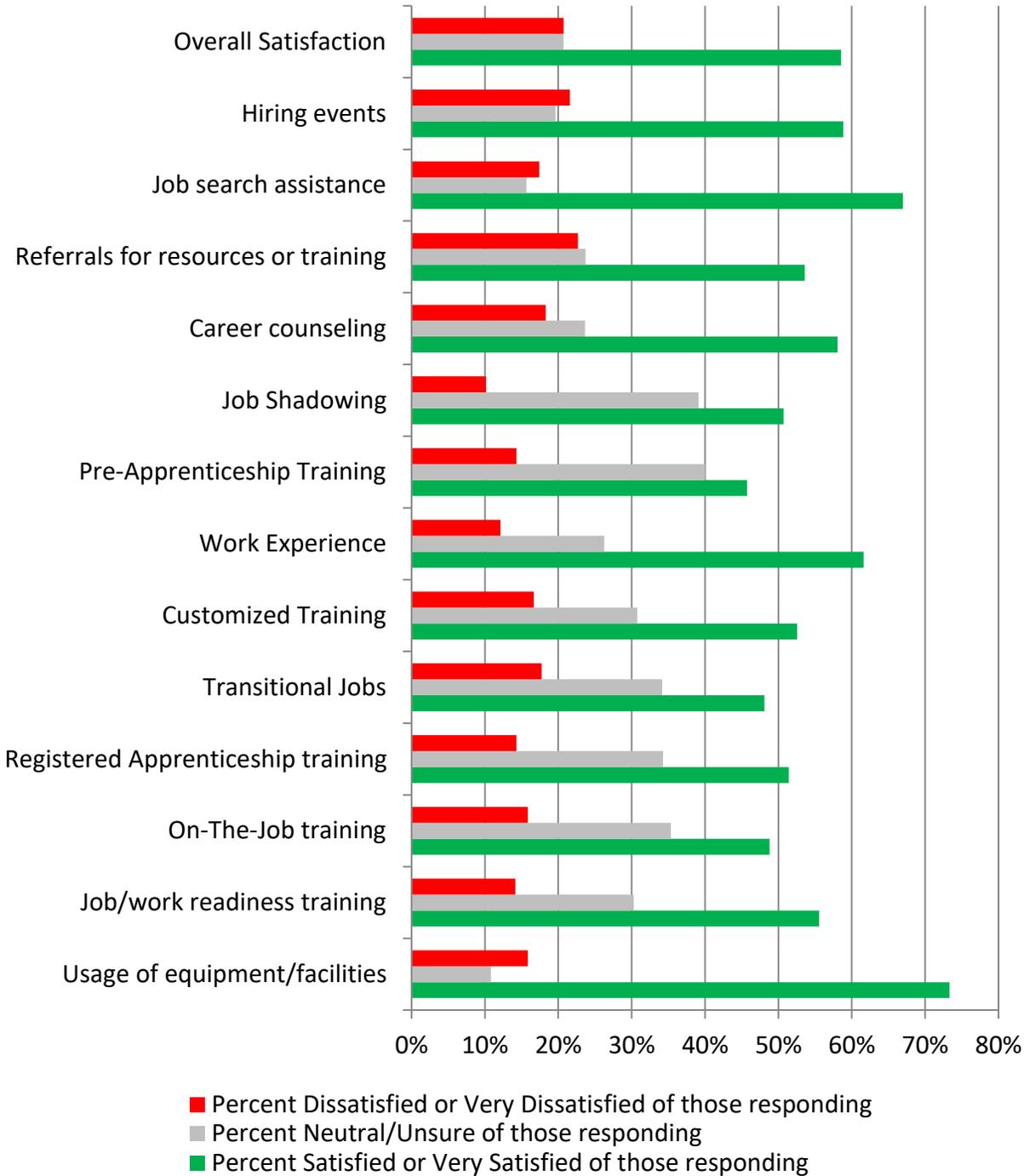
A third respondent claimed they were “TRYING to collect my FUNDS FROM 2021 (on which I have paid taxes). Sent to card dept, then DWS to change address. After MONTHS, hundreds of hrs on phone. Never got the card. Received maybe 2 direct deposits but never the remaining ~\$3500. You have NO IDEA how much stress. Had to move & am in therapy. WOULD GREATLY APPRECIATE SOME HELP WITH THIS”.

More than half of respondents indicated that overall, they were either satisfied or very satisfied with the services they received from the New Mexico Workforce Connection Center on their most recent visit in 2022. Respondents reported being satisfied or very satisfied with the equipment and facilities at NM WCC locations and with most of the services offered by NM WCC, and with the exception of on-the-job training, transitional jobs, and pre-apprenticeship training, a majority of respondents were either satisfied or very satisfied with specific NM WCC services (Figures 10 and 11).

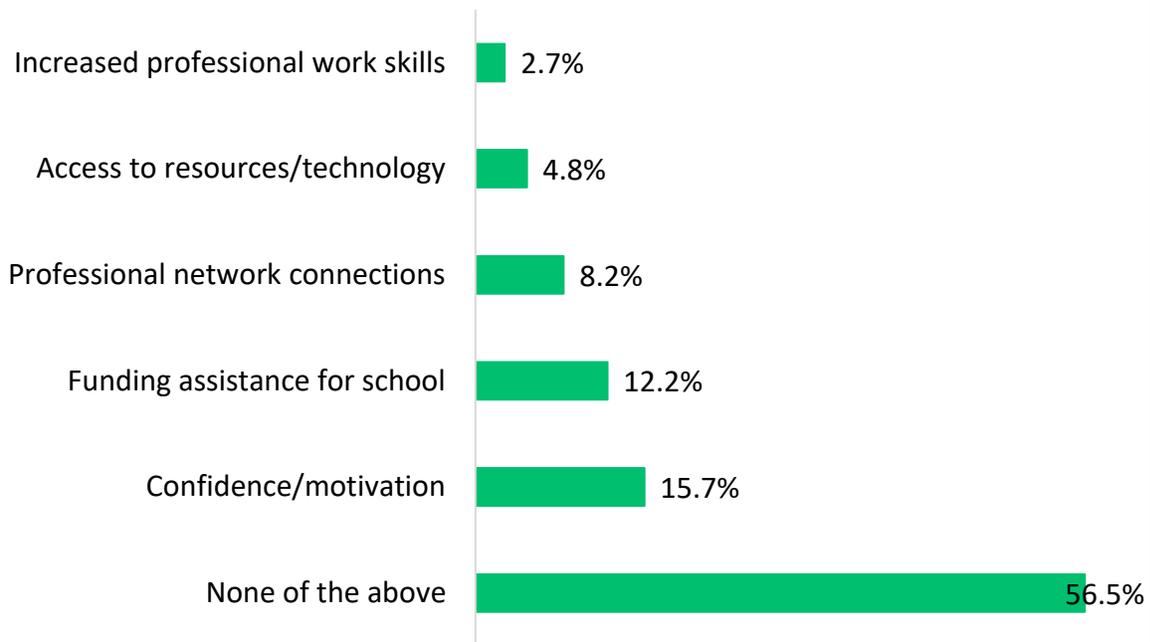
## 10. More than Half of Respondents Were Satisfied with the Services Offered by NM WCC

| Service                             | Satisfied or Very Satisfied of those responding | Neutral/Unsure of those responding | Dissatisfied or Very Dissatisfied of those responding |
|-------------------------------------|---|------------------------------------|---|
| Usage of equipment/facilities       | 73.3%   | 10.8%                              | 15.8%   |
| Job/work readiness training         | 55.6%   | 30.3%                              | 14.1%   |
| On-The-Job training                 | 48.8%   | 35.4%                              | 15.9%   |
| Registered Apprenticeship training  | 51.4%   | 34.3%                              | 14.3%   |
| Transitional Jobs                   | 48.1%   | 34.2%                              | 17.7%   |
| Customized Training                 | 52.6%   | 30.8%                              | 16.7%   |
| Work Experience                     | 61.6%   | 26.3%                              | 12.1%   |
| Pre-Apprenticeship Training         | 45.7%   | 40.0%                              | 14.3%   |
| Job Shadowing                       | 50.7%   | 39.1%                              | 10.1%   |
| Career counseling                   | 58.1%   | 23.7%                              | 18.3%   |
| Referrals for resources or training | 53.6%   | 23.7%                              | 22.7%   |
| Job search assistance               | 67.0%   | 15.7%                              | 17.4%   |
| Hiring events                       | 58.8%   | 19.6%                              | 21.6%   |

## 11. More than Half of Respondents were Satisfied with the Services offered by NM WCC



## 12. Other Benefits or Support Services Respondents Indicated they Received from the NM WCC

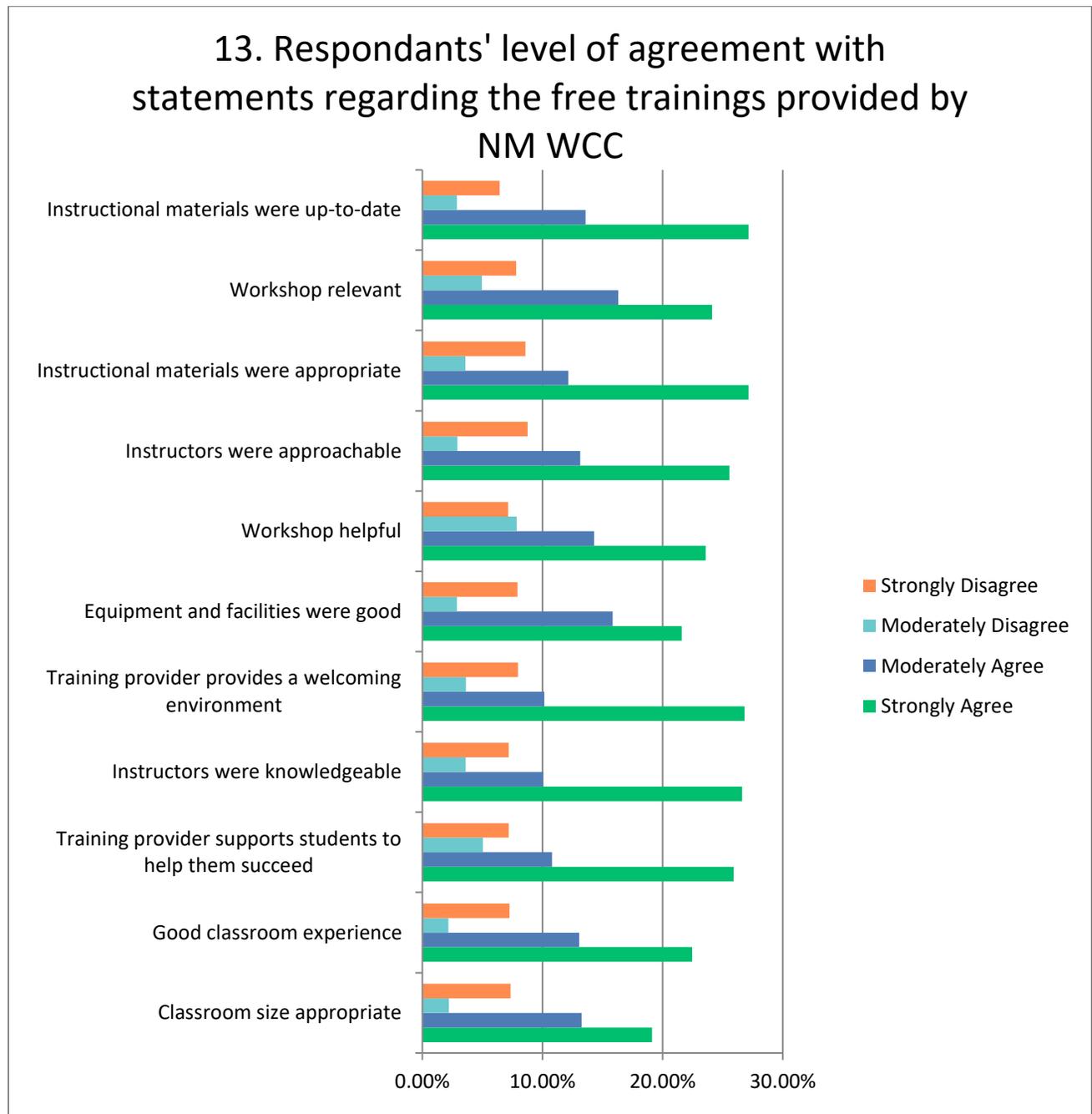


Although 56.5 percent of respondents indicated they did not need any additional education or training to reach their career or education goals, this was down from 66.9 percent in 2021 (Figure 12). More than one in six (15.7 percent) respondents indicated that interacting with the NM WCC helped them increase their confidence and their motivation and 12.2 percent of respondents reported receiving funding assistance to further their education. The percentage of respondents reporting the NM WCC assisted them their professional network connections increased more than four-fold, from 1.8 percent in 2021 to 8.2 percent in 2022, however the percentage that reported they increased their professional work skills decreased by more than one-third, from 4.3 percent in 2021 to 2.7 percent in 2022.

The question *Which programs/courses are unavailable and that you believe will help you reach your education and/or career goals?* elicited a variety of courses, including: CDL courses; HVAC courses; undergraduate and graduate courses; technology courses, including cybersecurity. A few participants

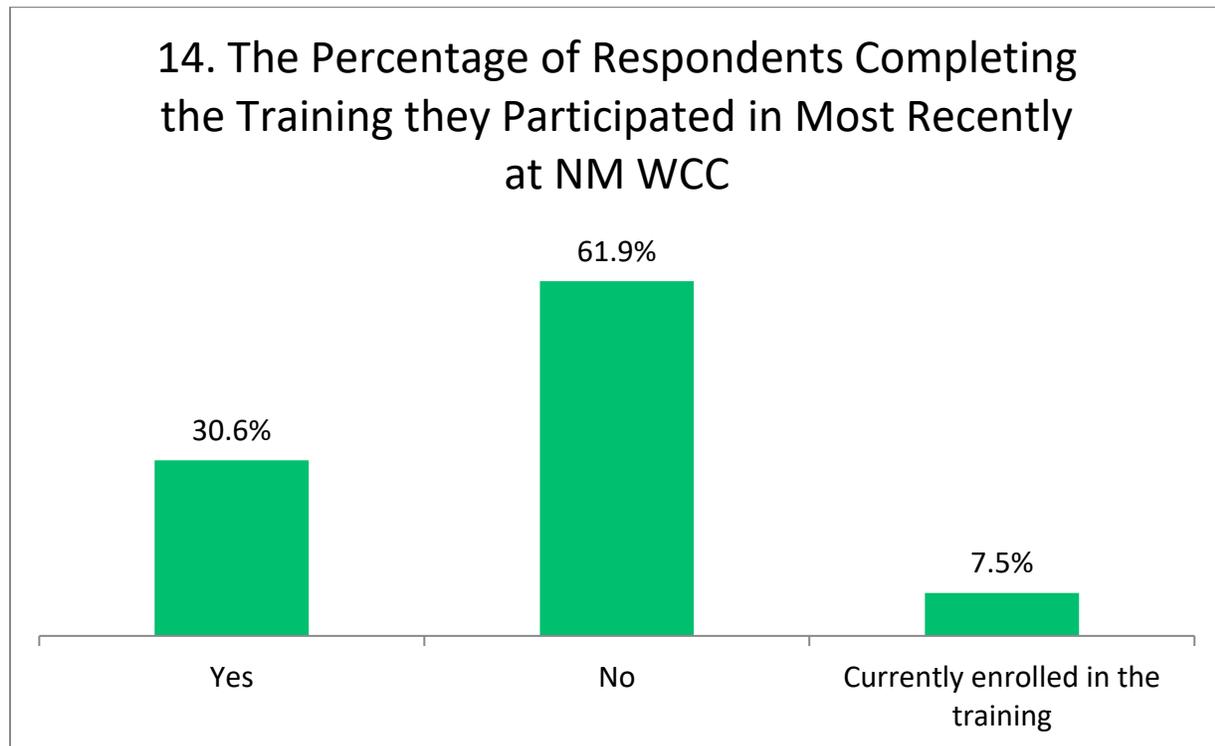
identified courses or training they were interested in pursuing, and then noted how DWS staff impeded their ability to pursue that training. For example, one respondent wondered “How can I answer when I was not informed or offered any of the services mentioned in this survey”. Another respondent indicated they were unable to speak with anyone or connect with someone using live chat “Access to a person. The live chat is not available. It takes two hours to get through to someone. It is a horribly managed program”. A third respondent was unable to connect with “Personal to speak to about school financing”. One respondent offered an all-encompassing response, reporting that “No training, courses or support services were offered or available in my location. The jobs highlighted for me online were either not actually open positions or were outside a commutable distance from where I live. I found Workforce Connections to be of no help in my job search and when I tried to use WC online it proved to be a fruitless time suck, very disappointed in your error prone, outdated system”. Finally, (presumably) NM WCC staff suggested a participant seek a different career path than the one they were interested in, even though they were interested in a career in one of Governor’s New Mexico Economic Priority Sectors; the respondent reported that “I was interested in Cyber Security but was discouraged from pursuing that”.

Respondents were asked whether they agreed or disagreed with several statements concerning training courses they attended at NM WCCs (Figure 13). In all cases, at least 19 percent of respondents acknowledged strong agreement with the statement, and at least 32.4 percent either agreed or strongly agreed with each statement. In all cases, more respondents had a positive view than a negative view, and in all but one instance (that the workshop was helpful) three times as many respondents had a positive view than had a negative view.



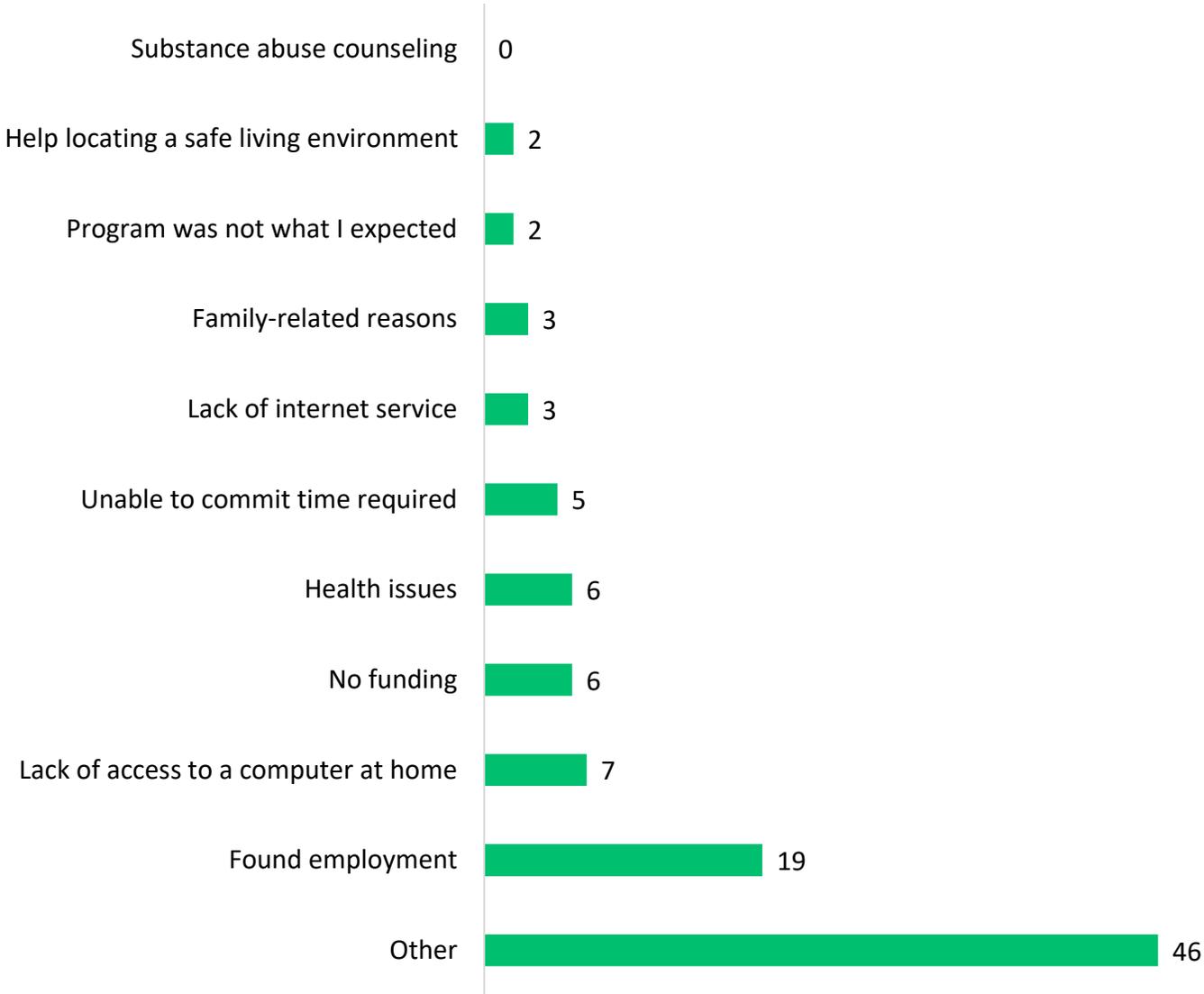
Note: The “neither agree or disagree” category was removed from the graph because respondents selected it between 46.81 percent and 58.09 percent of the time; this decreased from 2021, when between 57.4 percent and 67.7 percent of respondents selected the “neither agree or disagree” category

More than six of ten respondents (61.9 percent) indicated they had not completed the NM WCC training they had most recently participated in, which is a slight improvement from 2021 when 67.9 percent of respondents reported they had not completed their most recent training. In 2022, less than one-third (30.6 percent) of respondents reported they completed their most recent NM WCC training; this was an improvement from the 24.9 percent reporting in they completed training in 2021 (Figure 14).

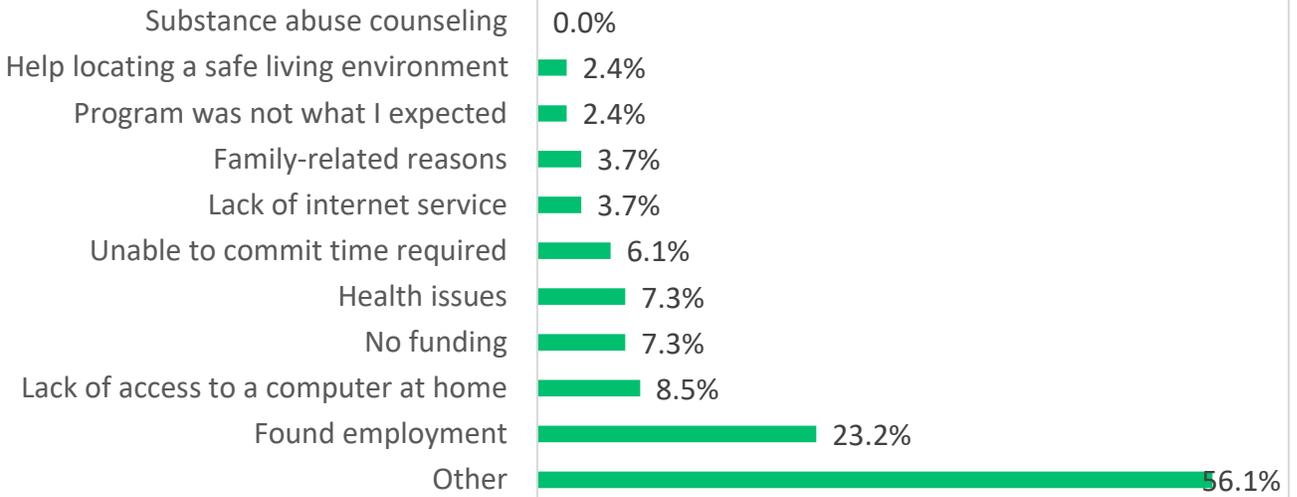


In about 30 percent of the cases the respondent indicated they failed to complete the program because they found employment (23.2 percent) or experienced a health issue (7.3 percent) that interfered with the ability to complete the training (Figures 15 and 16). Technology issues prevented more than 12 percent of respondents from completing their training.

### 15. Respondents' reasons for why they were unable to complete the training they participated in most recently at NM WCC (n = 82)



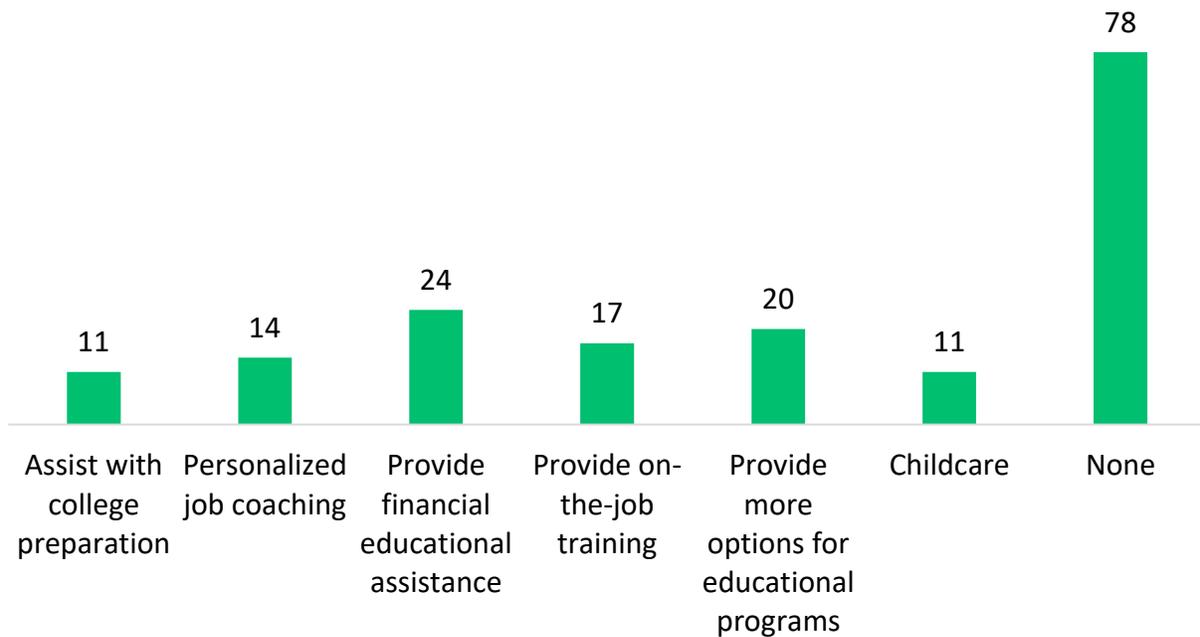
## 16. Respondents' reasons for why they were unable to complete the training they participated in most recently at NM WCC, by Percentage



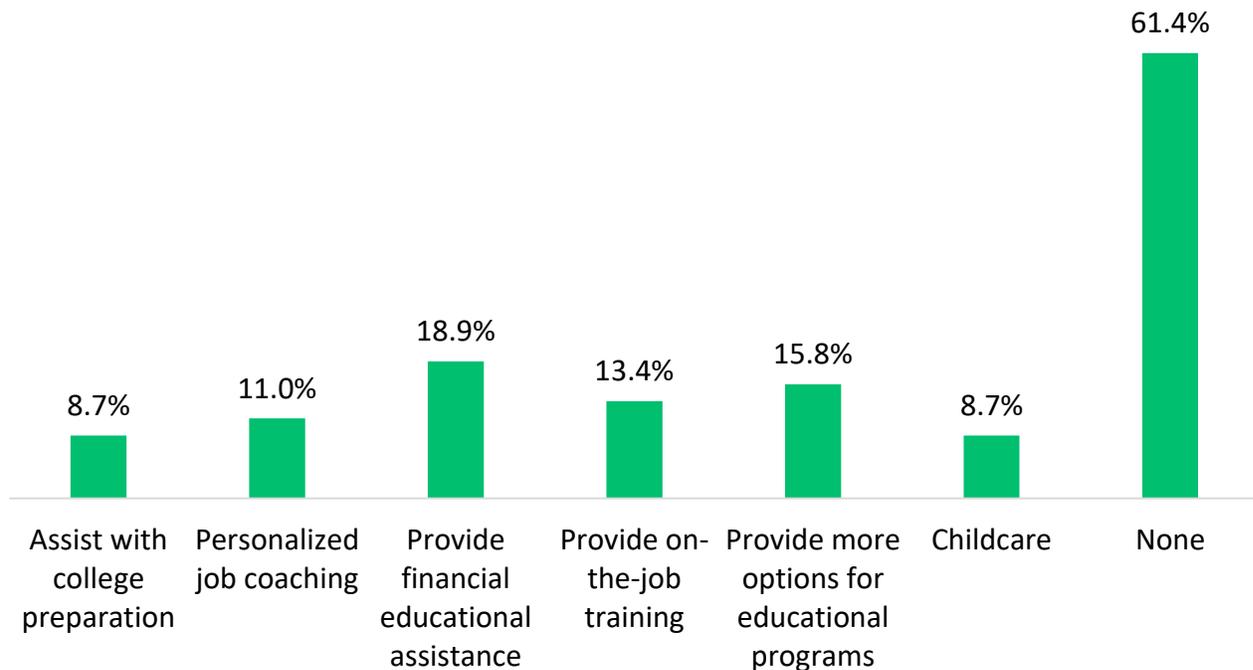
Note: Percentages do not add to 100 because participants were able to select more than one response.

More than six of ten respondents (61.4 percent) indicated there were no additional programs or services they needed to reach their education or career goals (Figures 17 and 18). Almost one in five (18.9 percent) respondents would like NM WCC to provide additional financial assistance for education and 15.8 percent of respondents would like NM WCC to provide a more diverse set of educational offerings. On-the-job training was selected as a service that would aid 13.4 percent of respondents, and personalized coaching was mentioned by 11.0 percent of respondents. Access to childcare was identified by 8.7 percent of respondents as a service that would assist them meet their educational or career goals.

### 17. Additional services and/or resources all respondents believe would help them find a job and keep it (n = 127)



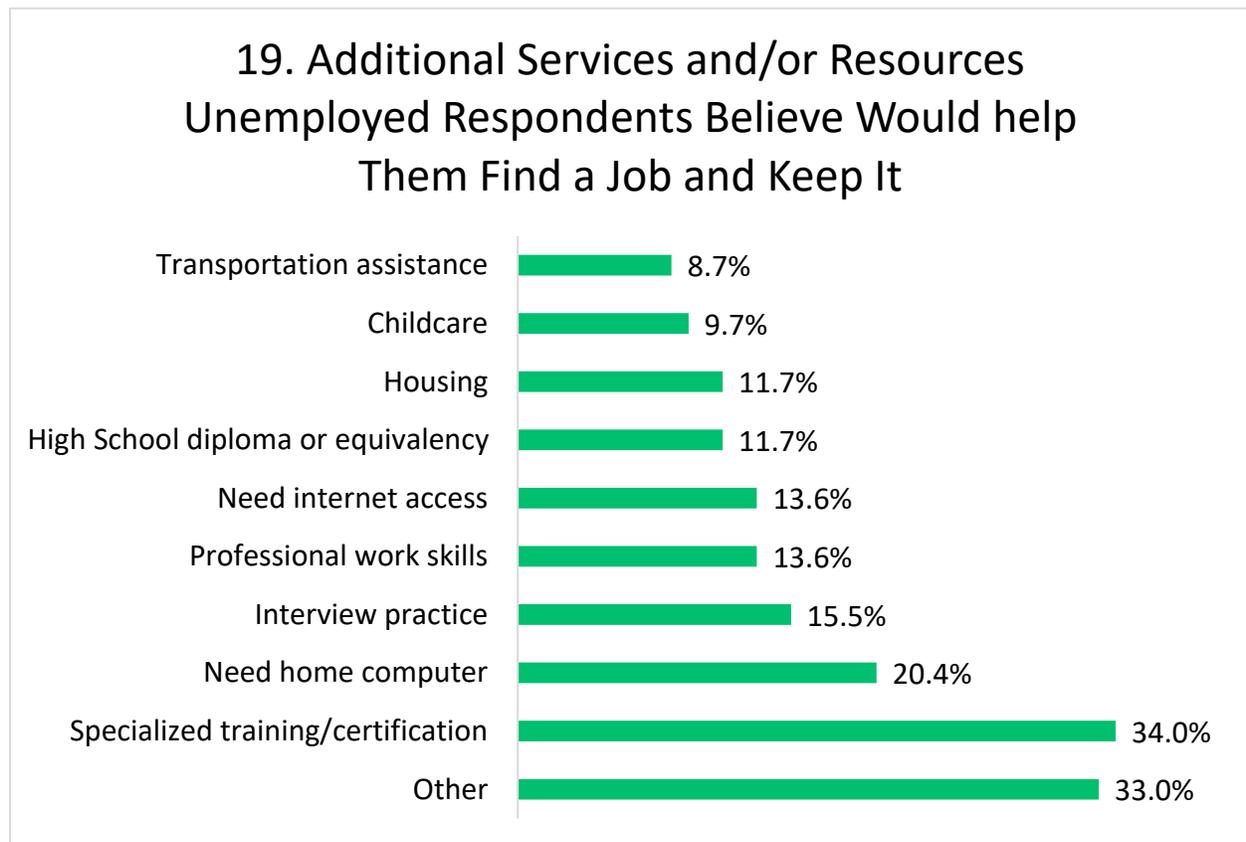
## 18. Additional services and/or resources all respondents believe would help them find a job and keep it, by Percentage



Note: Percentages do not add to 100 because participants were able to select more than one response.

The responses to the statement *Please let us know other what additional services and/or resources would help you find a job and keep it* were extremely varied. Several of the responses were for things beyond the (immediate) purview of DWS, such as having “Any relevant jobs on the site. There were none that pertained to my skill set”, “professional networking”, and “I use to have a career in inspection. I live in Alamogordo nm and do not want to move just to get into inspection again”. Other respondents provided more actionable guidance, including having “Better competes and available staff to help with computer illiterate people”, “Covid 19 pandemic benefits this claimant was unable to access from account being locked from technical difficulties however did apply, which consequently does cause intangible harm from stressful situation”, “providing the unemployment benefits promised by the workforce solutions and creating issues to not pay them out”, and noting that “there does not seem to be any interest in semi-retired professionals seeking part-time work. I do not know of any resources or how to find them”.

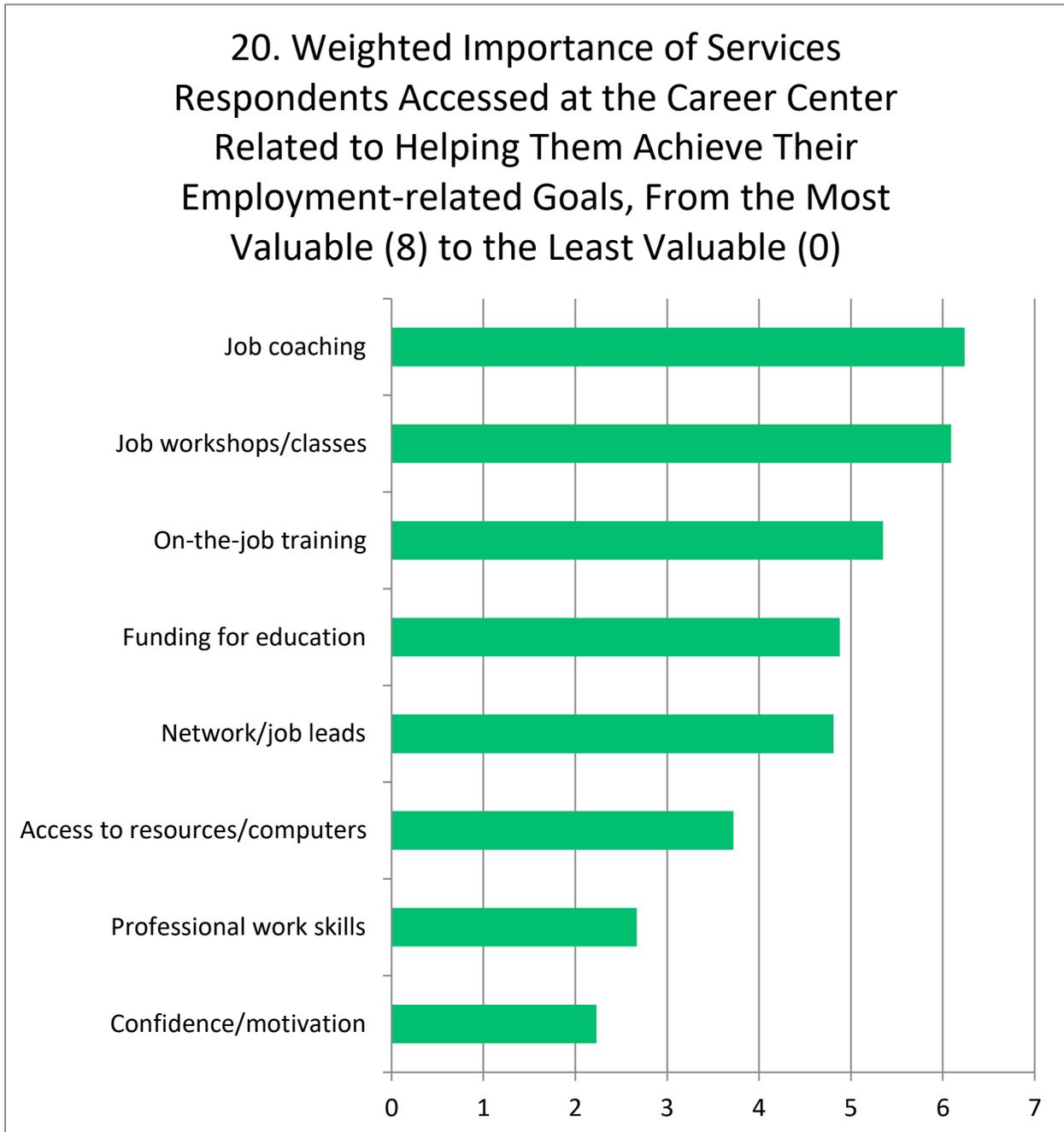
More than one-third (34 percent) of unemployed<sup>3</sup> respondents believe that they require specialized training or skill certification, 13.6 percent mentioned improved professional work skills, and 11.7 percent indicated they need either a high school diploma or a GED, to find or keep a job (Figure 19). Lack of housing was a detriment in finding or keeping a job for 11.7 percent of unemployed respondents, and 8.7 percent of unemployed respondents indicated transportation assistance would be important. Access to technology, specifically a computer in their home (20.4 percent) and access to the Internet (13.6 percent), were also noted by more than 10 percent of the unemployed respondents. The need for childcare assistance was only selected by 9.7 percent of unemployed respondents, however this was a 2.4 percentage point increase from 2021.



Note: Percentages do not add to 100 because participants were able to select more than one response.

<sup>3</sup> The term “unemployed” is used to describe respondents who self-identified as not currently working. Although this generic use is technically incorrect, it is used here to streamline the narrative’s flow.

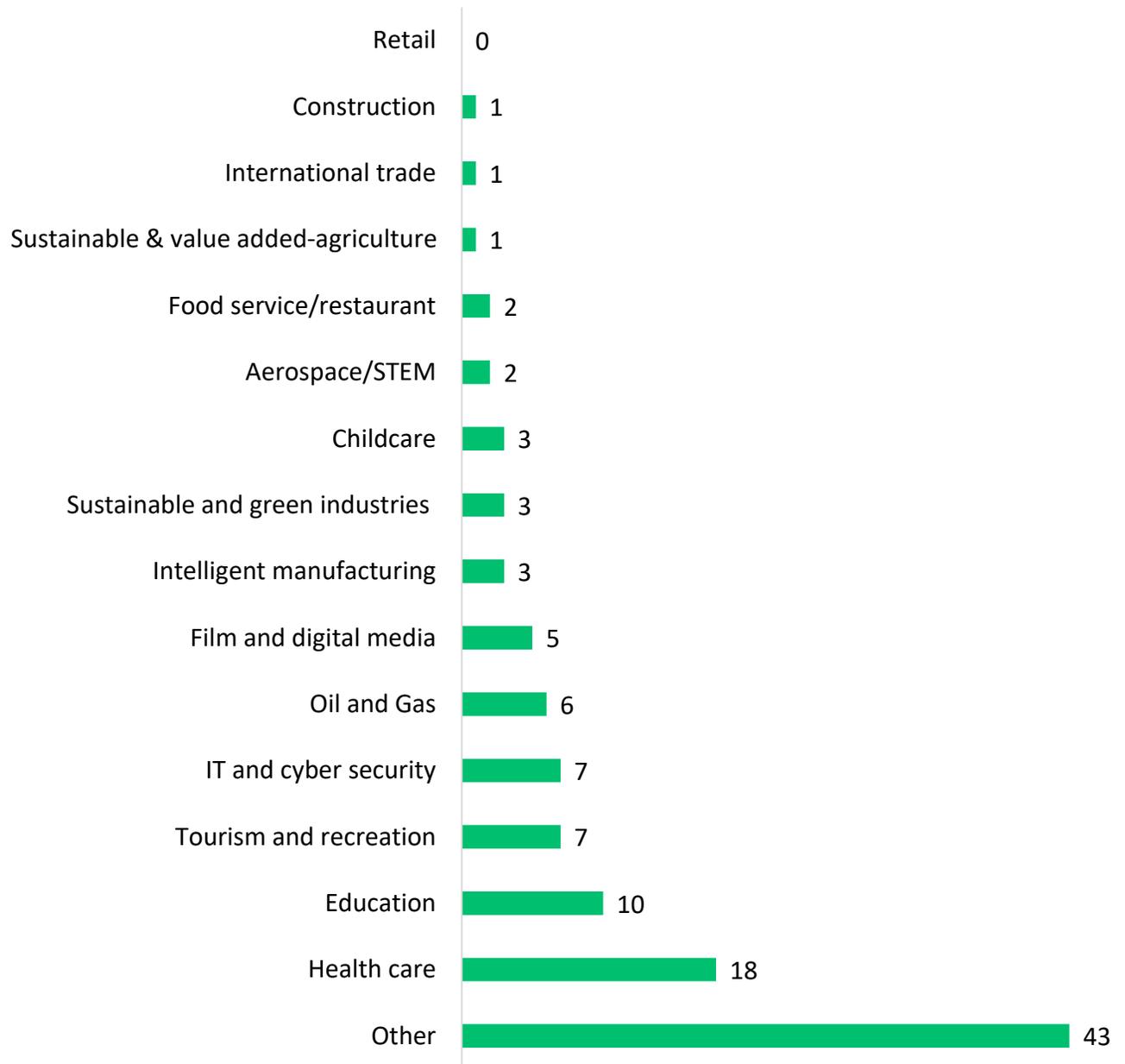
As respondents did in 2021, in 2022 they identified job coaching as the most valuable service they received in helping them meet their employment-related goals (Figure 20). The next three most important skills remained the same as in the previous year and were related to enhancing the respondents' skills: job workshops and classes, on-the-job training, and funding for education.



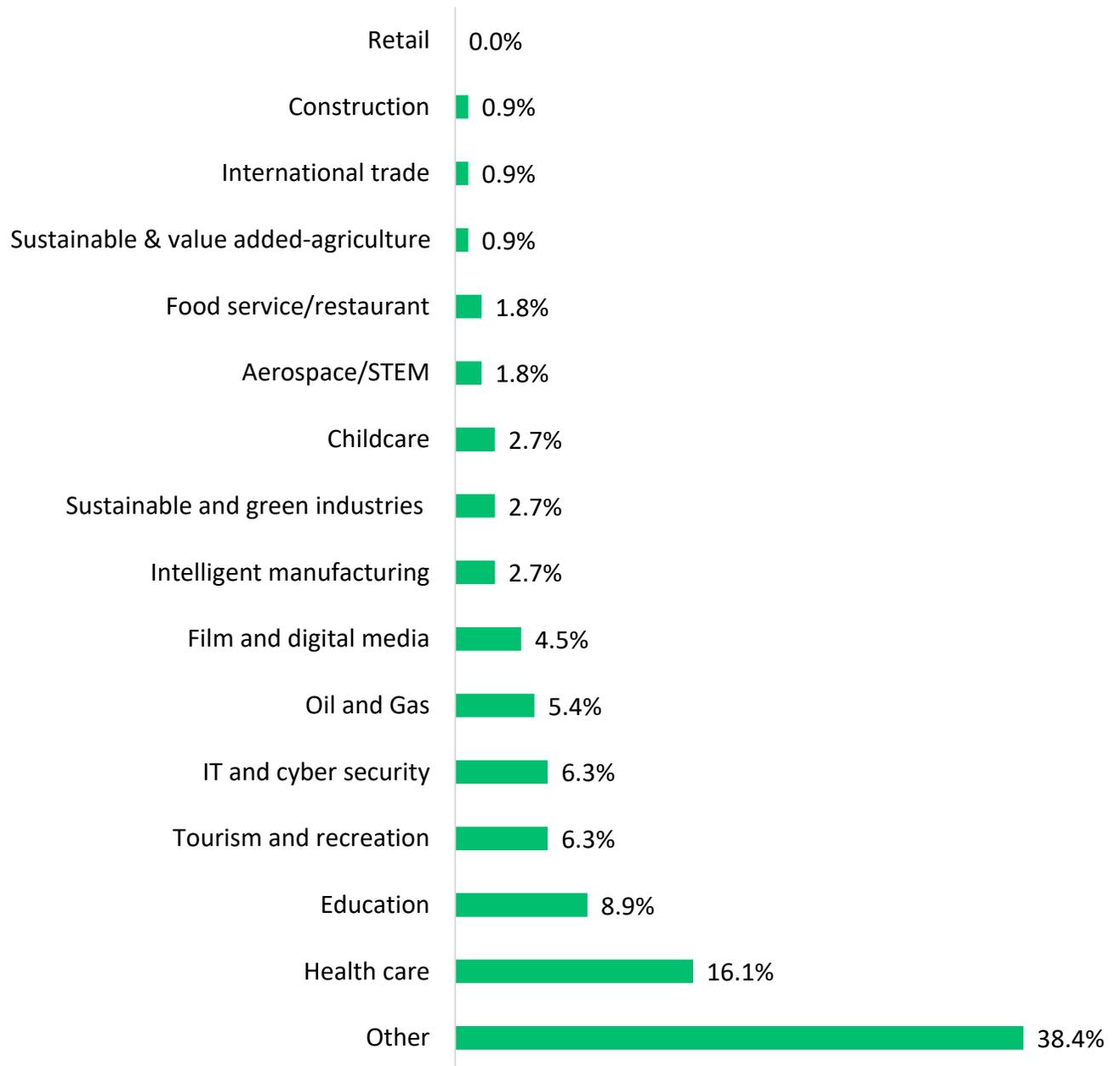
Except for Health Care (16 percent), and Tourism and Recreation and IT and Cybersecurity (both 6.3 percent), less than five percent of respondents expressed an interest in pursuing employment in any one of the Governor's New Mexico Economic Priority Sectors (Figures 21 and 22). Interest in pursuing Film and Media declined from 7.8 percent of respondents in 2021 to only 4.5 percent of respondents in 2022. Similarly, interest in pursuing employment in sustainable & value-added agriculture fell from 5.2 percent of respondents in 2021 to only 0.9 percent of respondents in 2022. Although not one of the Governor's New Mexico Economic Priority Sectors, interest in pursuing a career in education increased more than three-fold between 2021 (2.9 percent of respondents) and 2022 (8.9 percent of respondents).

Respondents not interested in pursuing a career in the occupations presented to them in the survey were given an opportunity to enter their choice. Respondents identified several fields, including administration; architecture, public works facilities; civil engineering; Class A CDL driver; counseling; logistics, S&R; Marketing; non-profit program management; substance abuse counselor; truck driving; and water sampling.

## 21. Employment fields respondents would be interested in for their future (n = 112)

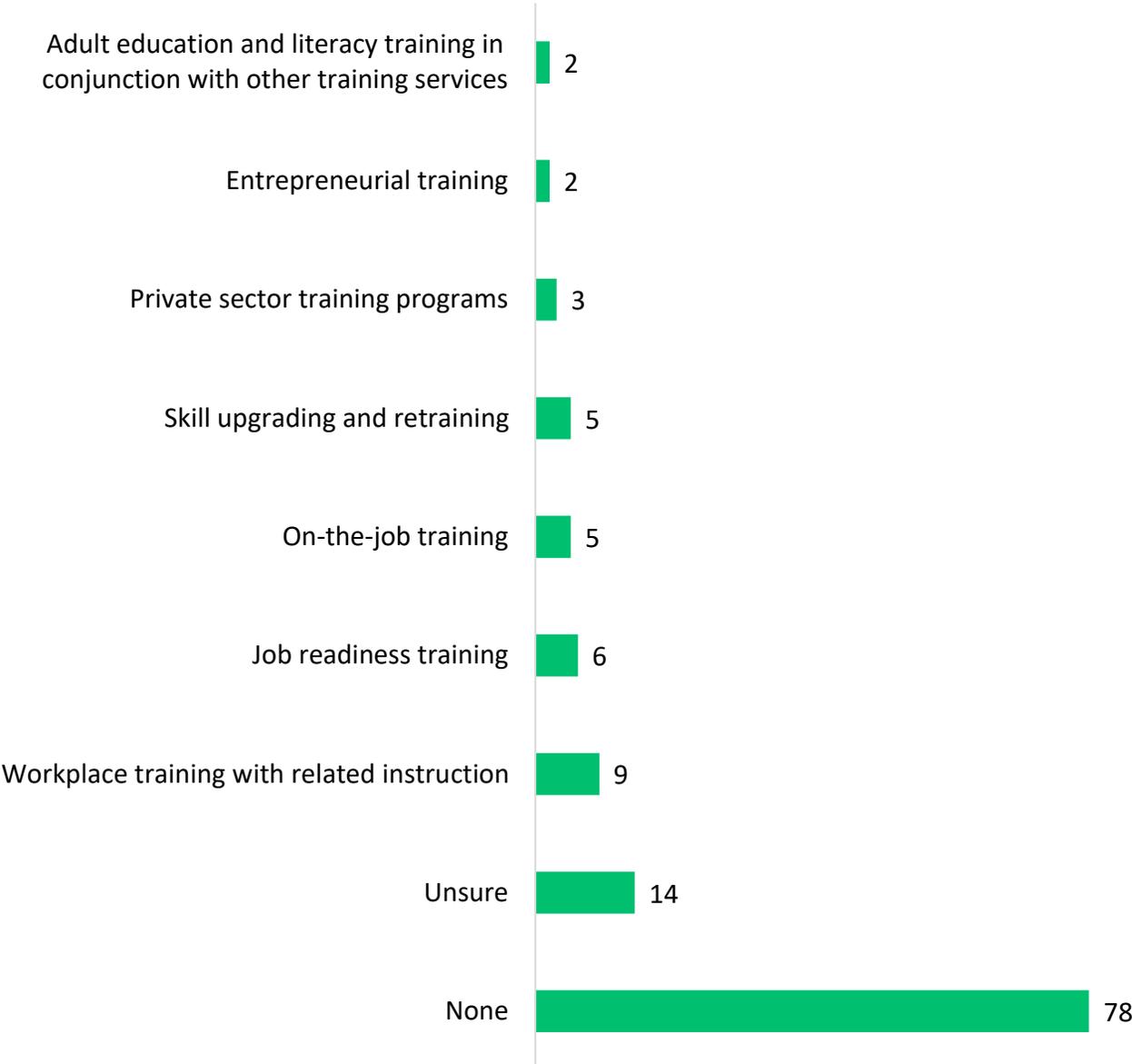


## 22. Employment Fields Respondents Would be Interested in for Their Future, by Percentage

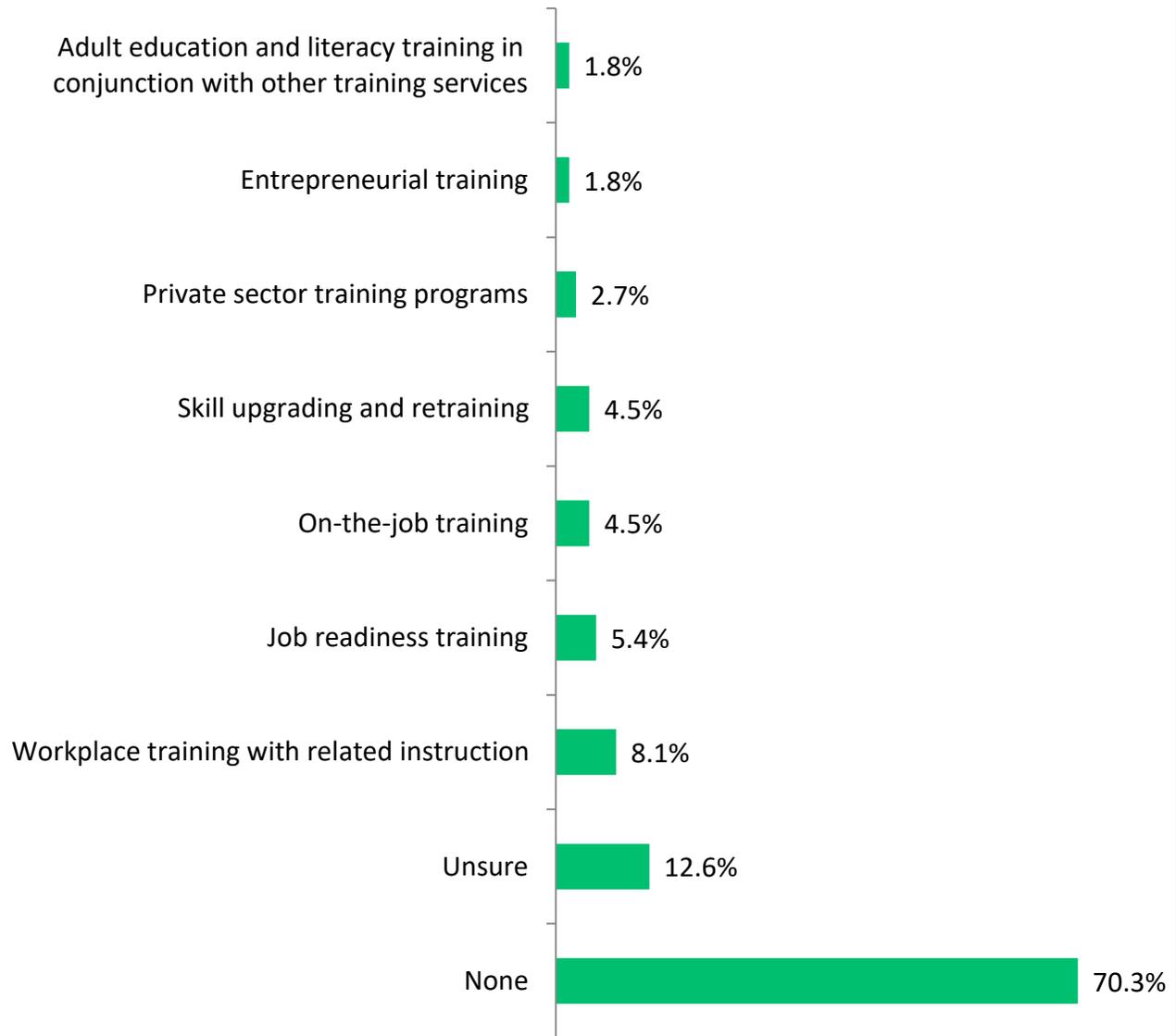


More than two-thirds (70.3 percent) of respondents reported not participating in any training programs offered through NM WCC, and another 12.6 percent were unsure whether they had participated in one (Figures 23 and 24). The three most attended training courses offered by NM WCC were workplace training with related instruction (8.1 percent), job readiness training (5.4 percent), and on-the-job training (4.5 percent).

### 23. Training programs offered through NM WCC that respondents reported participating in (n = 111)



## 24. Training Programs Offered Through NM WCC That Respondents Reported Participating In, by Percentage



Note: Percentages do not add to 100 because participants were able to select more than one response.

At the end of the survey participants were asked if they had any other comments on the services of the Career Center, including things they would like to see improved or things that they particularly like about the services offered. A few respondents praised the efforts of DWS, including those that responded: “God Bless You for being there! I need to learn to use the existing services more effectively”, another who said they “appreciate the assistance and opportunities”, and finally a participant that simply said, “Good job”.

One respondent praised NM WCC staff, although the staff member persuaded the participant to consider leaving a career in one of the Governor’s New Mexico Economic Priority Sectors. As the respondent reported, “I work in motion picture special effects. I wasn't working when I received a call from NMDWS about training costs for CDL by the state and looked into, completed the paperwork, and was approved. I got a job offer before I could start the classes, so my not completing the training has nothing at all to do with the folks at or services offered by NMWC. Everyone was extremely helpful, and I'm still interested in completing the CDL training”.

Most of the comments, however, focused on opportunities for DWS to improve.

One respondent suggested that NM WCC staff “follow through with questions that someone asks. They relay you to wait days and when you ask, they just send you to someone else who needs to contact you. However, they don’t do that and you don’t get your questions answered”. Another suggested that “Rapid hire events should be just that. I've waited up to 8 months to hear I didn't get the job. It's ridiculous to promote events like this so some HR *censored inappropriate language* [staff member sits on] these documents and just write you off”. A respondent noted that “some staff do not show enthusiasm for helping. Others are great at it. I have always felt you find what you are willing to work to find...otherwise there does not seem to be a lot of services offered to find meaningful work” while another responded that “more communication with the advisor and more support”.

A participant commented that the Unemployment Insurance “online filing system is severely outdated and has regular glitches. It also fails to account for current interviewing methods such as teleconferencing, Padlet, etc. Your whole system and approach is stuck in the 80s”.

## Appendix II: Adult Responses to Open-ended Questions

The responses presented below are unedited (except Cdl was changed to CDL).

### Question 1: What employment-related services or support you were unable to find or use?

- Advanced degree openings
- Animation
- Auditor Positions
- Doctoral and executive level guidance to draft a high-quality resume, cover letter, or guidance to organizations that recruit executive level professionals.
- Enterprise Electrical Services Inc laid me off, which was done verbally. They then told Union 611 that I voluntarily quit, which I DID NOT. I was employed for 18 years and would have never quit after that long. I was denied benefits at that point which I appealed repeatedly and denied every time. I had to take \$ out of my annuity to survive. I DID NOT QUIT. Enterprise Electric flat out lied to Workforce Solutions. Workforce Solutions chose to believe the employer and not an honest employee after seeing I was employed for 18 years...why would I quit after this long?
- Fitness
- I am responding to this email. I haven't used this resource and would like to try another way.
- I could not read the entire letter/correspondence on my iPad. The system is not compatible with iPads or phones, only computer systems that I believe a lot of people don't have access to.
- I did not use NMWF. I was not living in NM in 2022
- I had trouble obtaining benefits.
- I tried for over a year to receive my unemployment benefits, but I was denied. I and 13 other employees were fired on the same day for the same reason. We wouldn't get the covid shot. None of us had religious or medical exemptions yet some were given their benefits while I was denied. The only explanation I was given is that all claims are decided on an individual basis. I paid into unemployment for over 40 years and never asked for anything but when I needed it the most I was denied.
- judicial appeal, error in processing, error in repayment calculations, over payments, waivers
- Looking for guidance to find part time professional work. Retired, but want to work part time. College educated professional.
- never received any emails for time sheets etc.
- Staff forgot about me in the office, and I sat there for a while before I could get someone to help me.
- TRYING to collect my FUNDS FROM 2021 (on which I have paid taxes). Sent to card dept, then DWS to change address. After MONTHS, hundreds of hours on phone. Never got the card. Received maybe 2 direct deposits but never the remaining ~\$3500. You have NO IDEA how much stress. Had to move & am in therapy. WOULD GREATLY APPRECIATE SOME HELP WITH THIS
- Used online services to report employment and wages earned.

## Question 2: Which programs/courses are unavailable and that you believe will help you reach your education and/or career goals?

- I have been unable to collect the monies allegedly put on a card that I never received. I keep being told to call other departments I have spent hundreds of hours on the phone unbelievable stress and negative consequences over \$3000 that I've paid taxes on and I am told might be under unclaimed property at the tax division, I can't I just can't keep going on with this I need help I was told to change my address with one dept (yes I had to move in November 2021 thanks to all this), did that, have been told so many stories about the entities controlling the funds being bought by another company, or that (after changing my address, I asked them to update with the other dept) "oh they will know what to do". I'm not exhausted beyond belief.
- Access to a person. The live chat is not available. It takes two hours to get through to someone. It is a horribly managed program.
- Access professional executive recruiters or help attaining state agency appointed positions or high-level administration work.
- At the time there were no job openings in my field or Salary level, so I accessed primarily USA jobs and Linked-in
- CNM
- Computer
- Computer access
- Computer classes. Need skills for college courses.
- Did not require any training.
- Education funding. Because I'm employed, I do not qualify
- Electrical
- electrical technical careers
- Funding
- Heating and cooling services
- Help with children with mental issues.
- horticultural or outdoor nature-based employment
- Housing assistance
- How can I answer when I was not informed or offered any of the services mentioned in this survey.
- I am not sure what is available.
- I could log onto my account. The guy there at the time was unable to help me. Also, someone named Thomas John is using my email address. I found his name on Zip Recruiter
- I did not find any programs or courses that were unavailable.
- I don't know.
- I don't know.
- I have left messages for counseling appointment regarding working part-time as a part-time professional. No one has returned my calls to make an appointment.
- I just wish they were approachable.
- I never accessed any programs or courses. Only did job searches but never found a job. I found one on my own.
- I signed up for a training course and couldn't attend due to some error on the facilitator side.

- I was interested in Cyber Security but was discouraged from pursuing that.
- I'm made to drop off a C.V. if I want unemployment. That's all I've used the office for.
- It was not that they were unavailable, but I was not offered any training to even consider.
- Letter writing
- Master's degree LMFT licensing
- More options for training certificate or job training
- More programs where I live like the med tech program is only available somewhere and hour and a half away.
- More variety
- Networking programs for professionals.
- No training, courses or support services were offered or available in my location. The jobs highlighted for me online were either not actually open positions or were outside a commutable distance from where I live. I found Workforce Connections to be of no help in my job search and when I tried to use WC online it proved to be a fruitless time suck, very disappointed in your error prone, outdated system.
- OJT for IT services
- paperwork
- Peer support, mental health
- Personal to speak to about school financing.
- Post Doc
- Recreation Vehicle Repair
- Teacher education
- technically
- Tutoring
- Unemployment
- waiver covid overpayments
- Wasn't offered anything.
- We did not qualify for childcare through the school program I am enrolled in so I had to look to other sources for childcare.
- WIOA
- WIOA
- Would have to have seen more equipment to learn on.
- You should have English to Spanish translation.

### Question 3: Please let us know other what additional services and/or resources would help you find a job and keep it.

- A car
- a job
- A name/email so that one can check if application was received and can continue to check on the job.
- Any
- Any relevant jobs on the site. There were none that pertained to my skill set.
- Better competes and available staff to help with computer illiterate people.
- Childcare
- Covid 19 pandemic benefits this claimant was unable to access from account being locked from technical difficulties however did apply, which consequently does cause intangible harm from stressful situation.
- Currently working
- Financing to correct license after receiving red flag on pre-employment drug screen.
- Found a job.
- Funding for college
- High professional level services for executive or department executive management positions.
- Housing would be helpful.
- I am currently working full time and my employer supplies my workstation.
- I am employed full time.
- I applied everywhere.
- I finally found a job with the US DEPARTMENT OF COMMERCE CENSUS BUREAU, on my own, but my main problem with NM DWS was that I was charged \$3,400. In overpayment money, which was in 2020 and I couldn't even access my account until February 2021. I absolutely qualified for the pandemic relief payments and only gained access to my account in Feb 2021, yet they said I owed it back even though I never received it as I couldn't get into my account until 2021 and had worked the census in 2020. It makes me so angry even still so I will end this now. Thank you.
- I have a job.
- I used to have a career in inspection. I live in Alamogordo nm and do not want to move just to get into inspection again.
- I'm in therapy now lol Honestly one that's by that would be cool: qcc as to review courses for professional certification (in my case, I earned a JD 20 years ago but became disabled & never took the Bar. I feel like I \*might\* be able to, with a serious review course). But first, PLEASE help me get the money that was (allegedly) put on a card I never received ...
- If someone might be able to provide some type of introduction service so that I am not a total stranger to the companies with whom I am applying.
- I'm job attached! NM doesn't recognize this state. Colorado does! California does! Why doesn't New Mexico?
- In other states, effective one-stop job centers offer printing, classes, coaching, interviews, career assessment and aptitude testing. It would be helpful if WC would follow this model and offer these types of services.
- It doesn't have to do with the company. It's personal.

- Job training
- more job fairs.
- Peer support certificate for mental health
- Professional networking.
- Providing the unemployment benefits promised by the workforce solutions and creating issues to not pay them out.
- Teaching classes or courses
- The jobs web site is not helpful.
- There does not seem to be any interest in semi-retired professionals seeking part-time work. I do not know of any resources or how to find them.
- Usually availability of Wi-Fi- and computer uses.
- Variety of different jobs
- You can't police morality so biases will always occur.

## Question 4: What field of work would you be interested in for your future?\*

\* Respondents were provided with a list of employment choices/fields (provided) to select from. Several of the options provided respondents are in the Governor's New Mexico Economic Priority Sectors. Participants also had the opportunity to enter an occupation not on the list.

- Administration
- Administration
- Administration or support
- Architecture, Public Works Facilities
- Assembling
- Civil Engineering
- Class A CDL driver
- clerical office assistant
- Counseling
- Counseling
- Culinary
- Electrical
- Executive administration and management
- Exercise
- Housekeeping
- Job that would let me move up. And be successful.
- Law
- Leadership/management positions.
- Logistics, S&R
- Marketing
- Mental health, peer support.
- Non profit
- Non-profit program management
- Not applicable
- Nuclear! I've been doing this for 20 years!
- Office work
- Professional sales
- Sales
- Social work
- Substance abuse counselor
- Truck driving
- Water sampling
- What I am currently doing, gathering data from all places to keep everyone who needs help getting help, and keeping it fair.
- Work from home

## Employment fields/choices provided to respondents.

(The Governor's New Mexico Economic Priority Sectors are denoted with an asterisk)

\* Health care

\* Film and digital media

\* Sustainable & value-added agriculture

\* Sustainable and green industries (clean energy such as wind or geothermal)

\* IT and cyber security

Retail

\* Intelligent manufacturing

\* Tourism and recreation

\* Education

Childcare

Construction

\* Aerospace/STEM

\* International trade

Food service/restaurant

Oil and Gas

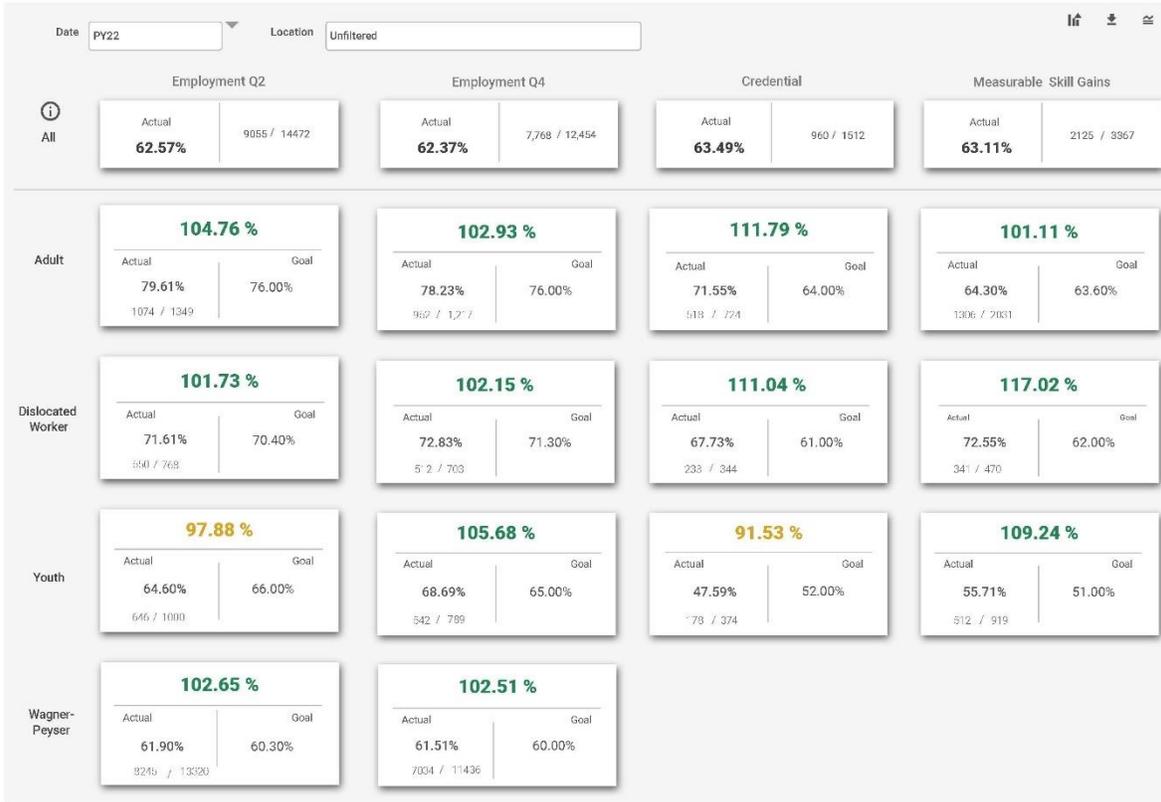
## Question 5: Do you have any other comments on the services of the Career Center, including things you would like to see improved or things that you particularly like about the services offered?

- Appreciate the assistance and opportunities.
- Communication. I was there for a rapid hire event and have not heard one way or another about the outcome from that interview. Why is it called a "Rapid Hire" if a person has no idea if they got a position or not.
- Didn't really use the Center really, was trying to get benefits since I was off of work 5 months, but the communication wasn't very clear there was an issue and never receive any unemployment benefits.
- Finding people that can be available when you most need guidance or directions.
- follow-up with an email, text message, or phone call to clients utilizing the Career Center
- God Bless You for being there! I need to learn to use the existing services more effectively.
- Good job
- I certified for 8 weeks, no transportation and unable to find work close to my residence and was then denied benefits. I was behind on my bills, so unemployment did nothing to help when I needed help.
- I don't think the center really attempted to help me find a professional position. In fact, I'm working with a temp agency just to get by.
- I never used the career center. I have skills, I just needed more career opportunities.
- I was not offered Services.
- I went to the career center over 7 years ago so I'm not sure why I'm being given a survey now, but I do remember it was a helpful resource for job searching at that time.
- I wish the WIOA funding was more readily advertised, as well as easier to apply for.
- I work in motion picture special effects. I wasn't working when I received a call from NMDWS about training costs for CDL by the state and looked into, completed the paperwork, and was approved. I got a job offer before I could start the classes, so my not completing the training has nothing at all to do with the folks at or services offered by NMWC. Everyone was extremely helpful, and I'm still interested in completing the CDL training.
- In the orientation, speak to transitional work for those moving into part-time work during retirement, or work for those with decreased capacity to work full time.
- It's probably important now to look back and find out all the 'private contractors' and business owners who are still collecting money to this day and have abused the system to where it cannot help those in need. I can give you a list of names if you want.
- I've only used the office to drop off my C.V.
- Just PLEASE HELP ME FIND THE MONEY I supposedly received on a card in 2021! I paid taxes on it & could really, really use it right now but CAN'T WASTE ANOTHER TWO HUNDRED HOURS IF MY LIFE ON THE PHONE
- Kerry Begay in the Farmington office did a very good job of assisting me in receiving funding for CDL-A training. She is very knowledgeable at her job and assisted me through the whole process. Great job!!
- Make it easier to get in touch with a live person.
- More info on career jobs

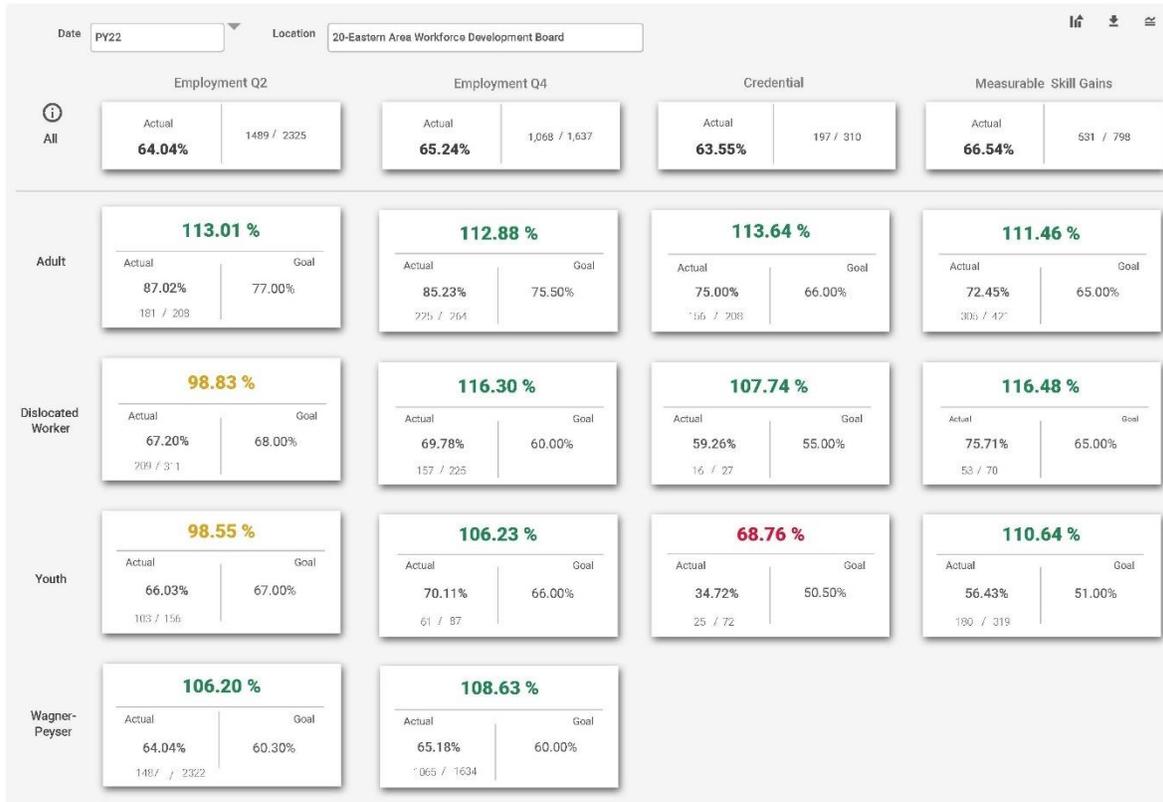
- Most employees were very helpful in the past. Jessica Mosley was very helpful. High turnover rate for those assisting Veterans. I am not able to log into my account. Someone named Thomas John is using my email address. I am currently employed full-time out of town. Really low wages in the San Juan County area.
- No. The staff was always very helpful and provided services such as printing and scanning of documents.
- Personal to follow through with questions that someone asks. They relay you to wait days and when you ask, they just send you to someone else who needs to contact you. However, they don't do that, and you don't get your questions answered.
- Quit wasting my time.
- Rapid hire events should be just that. I've waited up to 8 months to hear I didn't get the job. It's ridiculous to promote events like this so some HR *censored inappropriate language* [staff member sits on] these documents and just write you off.
- Retaining for displaced workers.
- return the money you owe me from error in overpayment during covid.
- Some staff do not show enthusiasm for helping. Others are great at it. I have always felt you find what you are willing to work to find...otherwise there does not seem to be a lot of services offered to find meaningful work.
- Thank you.
- The Career Center resources are designed for entry level jobs but lack higher level executive type of employment preparation materials for veterans.
- The Rio Rancho center is a great source of information and education source.
- very helpful
- Was awesome help.
- Was not a residence in New Mexico in 2022
- When a person signs up for training, make sure you get them in the class.
- Yes ... don't make things so difficult.
- Yes, more communication with the advisor and more Support.
- Your online filing system is severely outdated and has regular glitches. It also fails to account for current interviewing methods such as teleconferencing, Padlet, etc. Your whole system and approach is stuck in the 80s.

# Appendix III: Data Analysis

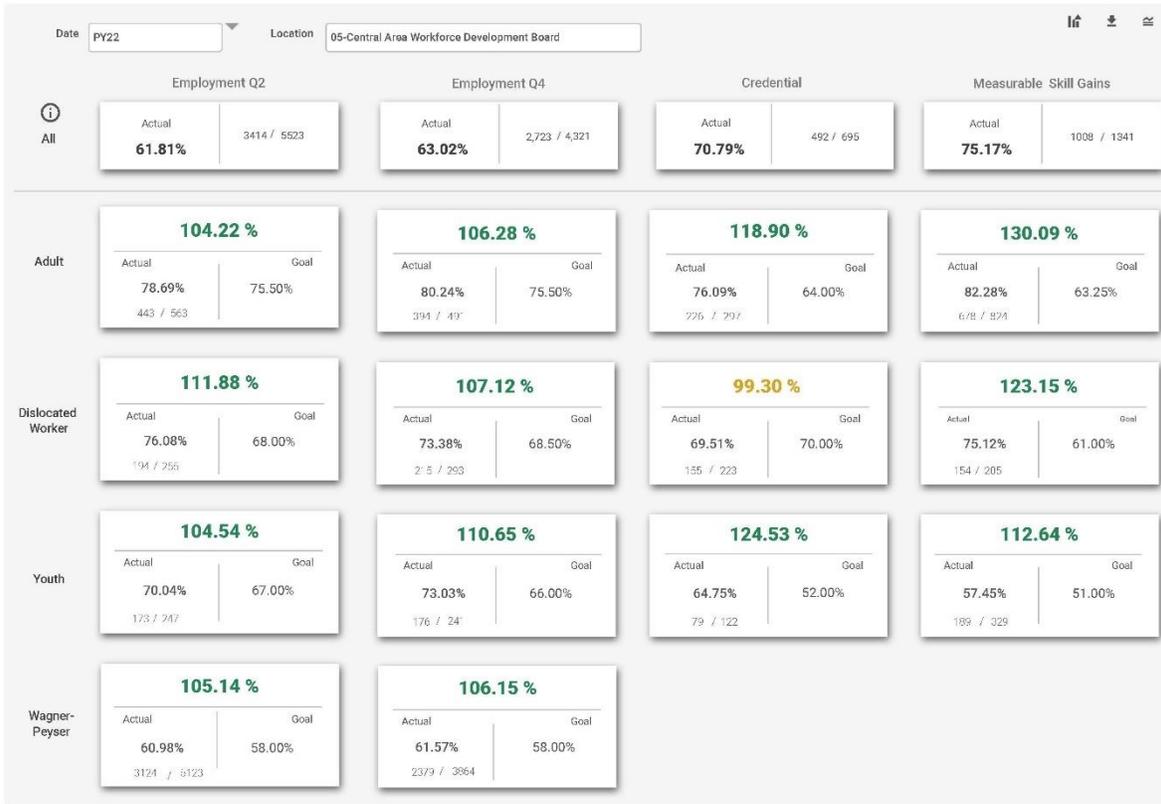
## Statewide Performance



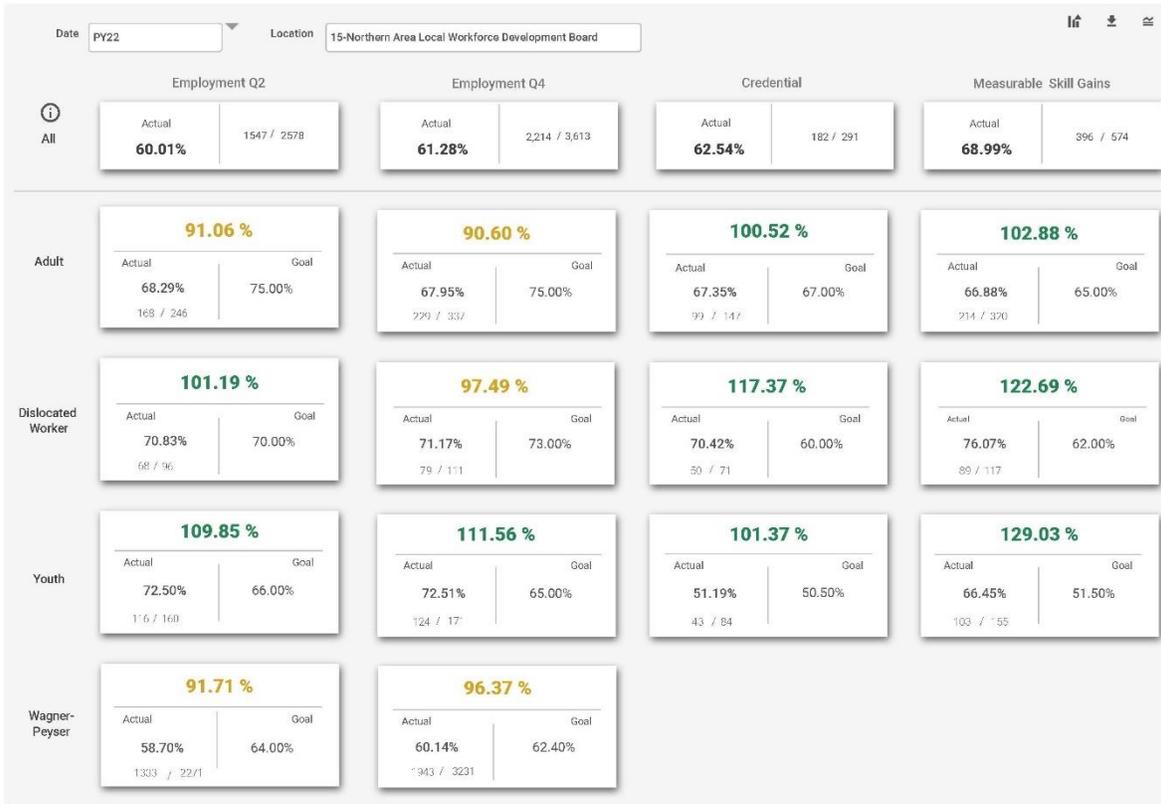
# Eastern Area Workforce Development Board



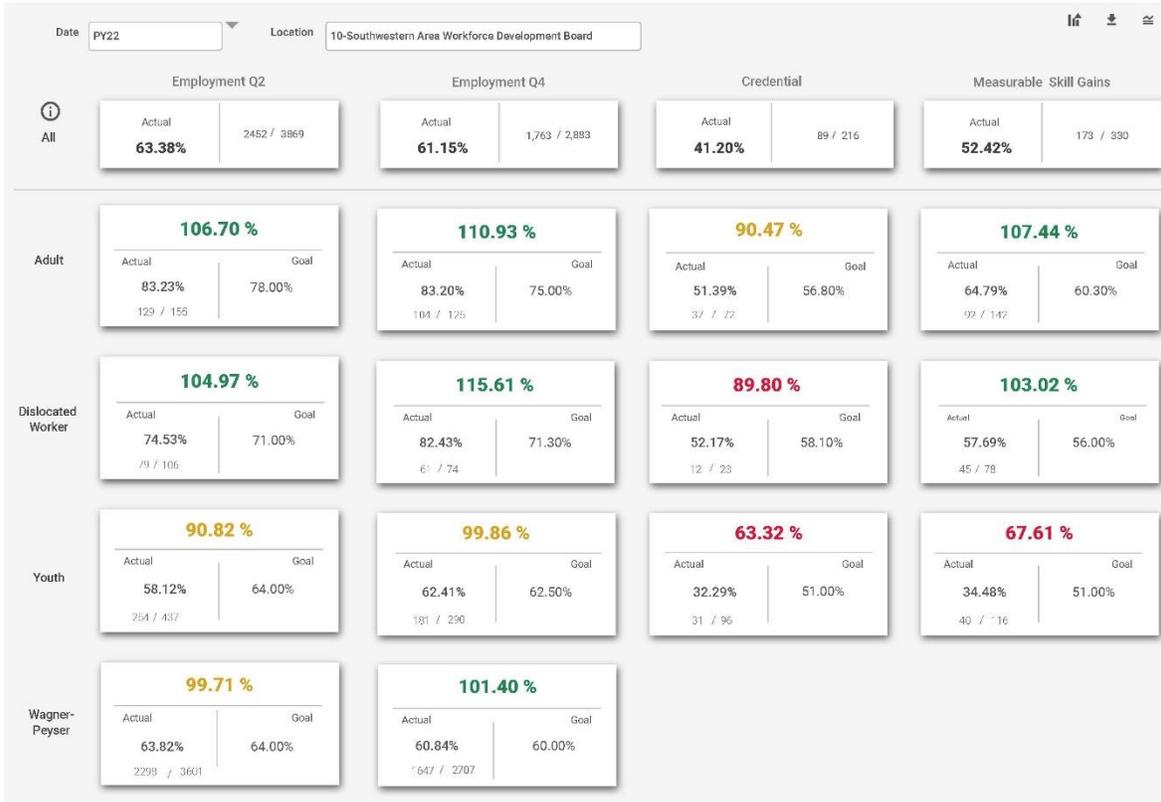
# Central Area Workforce Development Board



# Northern Area Workforce Development Board



# Southwest Area Workforce Development Board



# Adult Participant Level

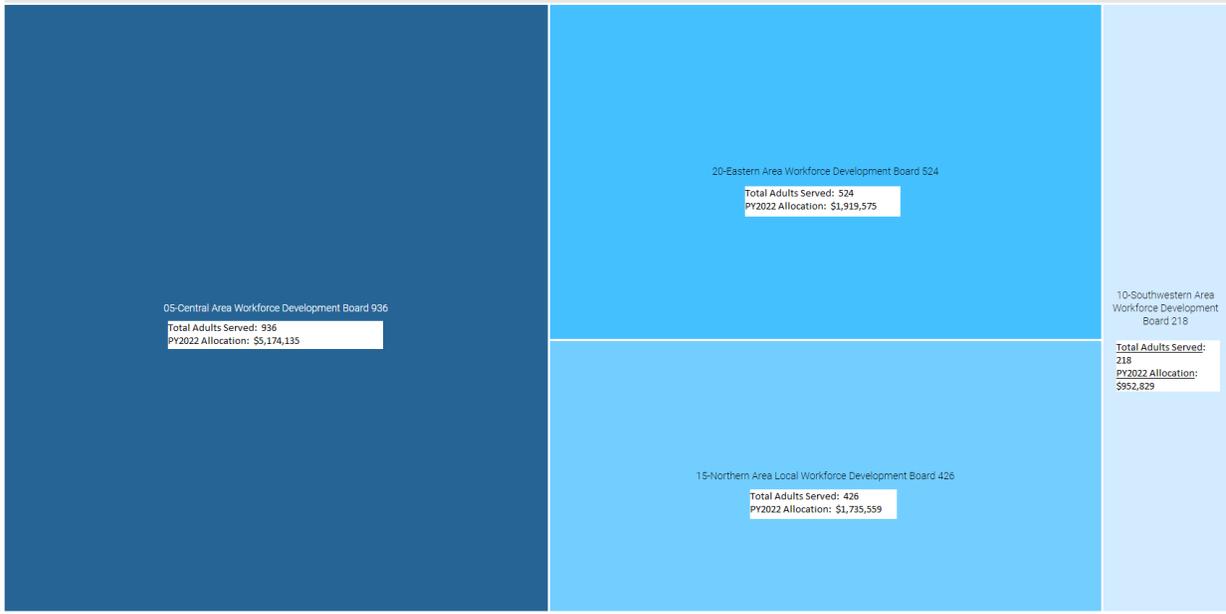
Date: PY22 FS Adult: Adult Locations: 05-Central Area Workforce Development Board 10-Southwestern Area Workforce Development Board 15-Northern Area Local Workforce Development Board 20-Eastern Area Workforce Development Board

Dimensions in Rows (1)

Custom View

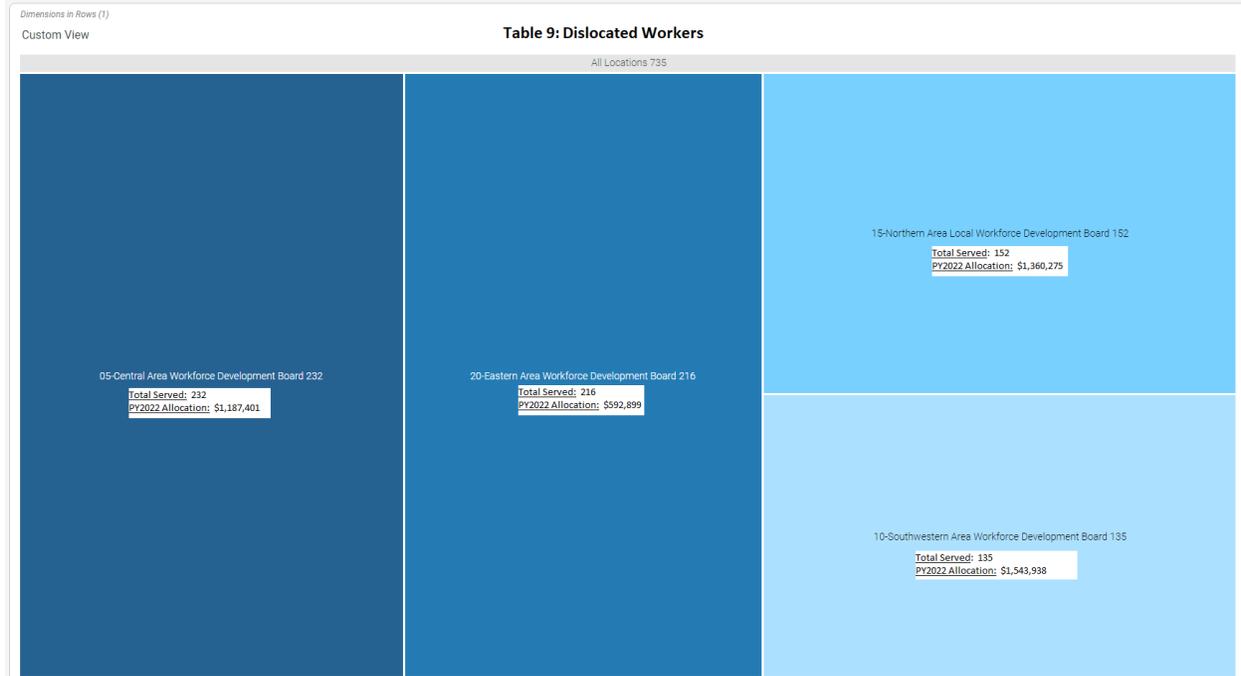
**Table 8: Adult**

All Locations 2,104



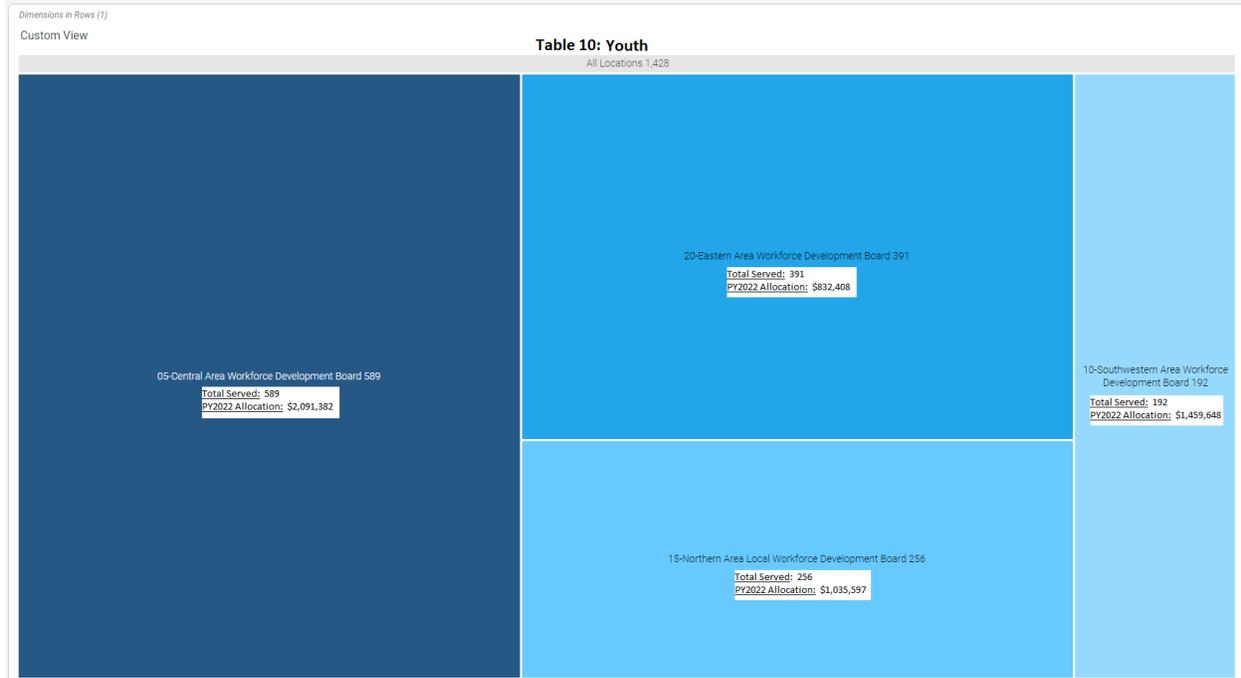
## Dislocated Worker Participant Level

Date: PY22 FS Dislocated: Dislocated Locations: (Multiple)



## Youth Participant Level

Date: PY22 FS Youth: Youth Locations: 05-Central Area Workforce Development Board 10-Southwestern Area Workforce Development Board 15-Northern Area Local Workforce Development Board 20-Eastern Area Workforce Development Board



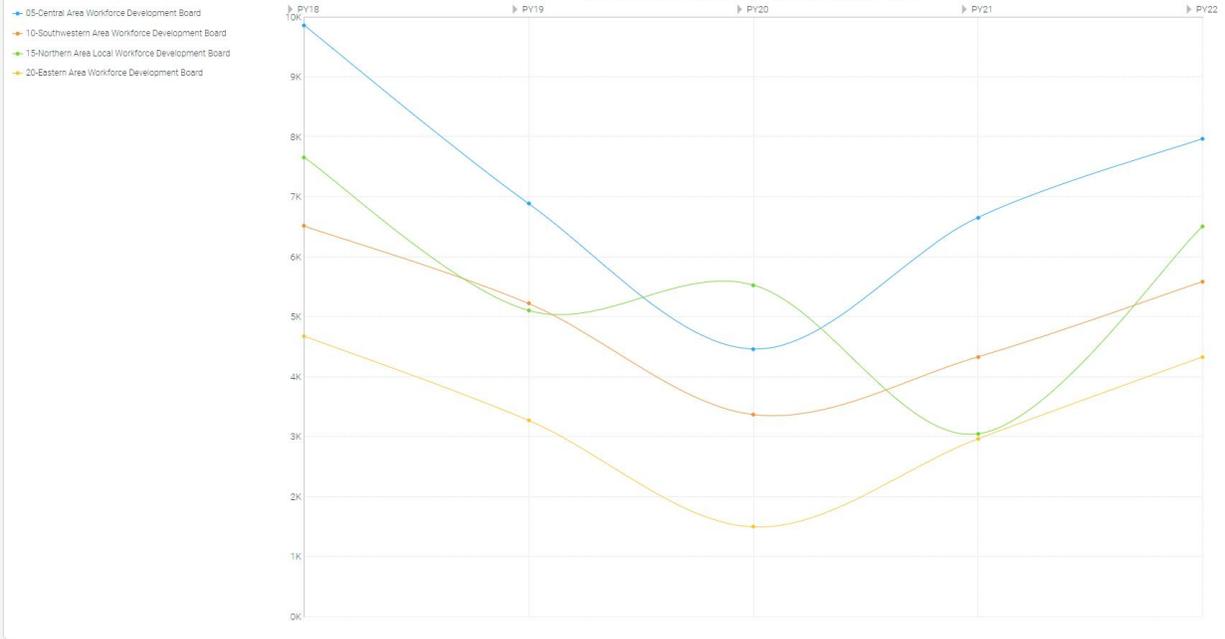
# Participation Overtime

Date: PY18, PY19, PY20, PY21, PY22 Indicator Status: Participant

Served

Flow Trends

**Table 6:**  
**Total Number Served by LWDB PY2018-PY2022**



## Performance by Gender and Barr

Date: PY22 Indicator Status: Participant

Dimensions Stacked in Rows

| Sex                           | Sex (#201)                       | Served | Employment Q2 | Employment Q4 | Credential | Skill Gains | Earnings Change |
|-------------------------------|----------------------------------|--------|---------------|---------------|------------|-------------|-----------------|
|                               | Male                             | 12,926 | 61.15%        | 60.63%        | 62.89%     | 63.62%      | \$4,180.36      |
|                               | Female                           | 11,646 | 63.79%        | 63.96%        | 65.95%     | 63.48%      | \$4,382.71      |
|                               | Did Not Self Identify            | 55     | 65.22%        | 52.17%        | 66.67%     | 8.33%       | \$3,604.99      |
| Basic Skills Deficient        | Basic Skills Deficient           | 2,822  | 68.94%        | 68.13%        | 57.73%     | 65.78%      | \$6,335.16      |
|                               | Not Basic Skills Deficient       | 21,805 | 61.72%        | 61.68%        | 69.06%     | 60.71%      | \$4,009.85      |
| Low income                    | Low Income                       | 9,594  | 59.68%        | 60.82%        | 62.34%     | 62.60%      | \$5,500.26      |
|                               | Not Low Income                   | 15,033 | 64.85%        | 63.22%        | 73.38%     | 64.57%      | \$3,440.06      |
| Literacy or Cultural Barriers | No Literacy or Cultural Barriers | 21,289 | 61.72%        | 61.64%        | 68.97%     | 60.68%      | \$4,040.78      |
|                               | Literacy or Cultural Barriers    | 3,338  | 68.15%        | 67.85%        | 58.04%     | 65.77%      | \$5,905.89      |
| Homeless                      | Homeless or Runaway              | 700    | 43.32%        | 43.22%        | 52.00%     | 54.39%      | \$2,322.55      |
|                               | Not Homeless or Runaway          | 23,927 | 63.11%        | 62.94%        | 64.90%     | 63.30%      | \$4,343.96      |
| Ex Offender                   | Offender                         | 536    | 50.79%        | 49.39%        | 34.38%     | 67.02%      | \$6,244.89      |
|                               | Not an offender                  | 24,091 | 62.77%        | 62.58%        | 65.35%     | 63.04%      | \$4,253.43      |

## Performance by Service Type

Date: PY22 Indicator Status: Participant

Dimensions Stacked in Rows

| Service Type | Service Type Group Key (#C32... | Served | Employment Q2 | Employment Q4 | Credential | Skill Gains | Earnings Change |
|--------------|---------------------------------|--------|---------------|---------------|------------|-------------|-----------------|
| Service Type | Career Services Only            | 21,108 | 60.22%        | 59.88%        | 46.38%     | 50.48%      | \$3,043.24      |
|              | Training Only                   | 331    | 83.67%        | 66.67%        | 66.67%     | 9.63%       | \$2,736.83      |
|              | Training and Career Services    | 3,119  | 77.28%        | 78.27%        | 68.27%     | 71.44%      | \$10,672.37     |
| Veteran      | Veteran                         | 1,283  | 54.02%        | 55.03%        | 61.76%     | 66.06%      | \$4,098.47      |
|              | Not a Veteran                   | 23,275 | 63.10%        | 62.76%        | 65.20%     | 63.42%      | \$4,297.49      |
| Disability   | No Disability                   | 21,790 | 63.85%        | 63.49%        | 65.65%     | 65.57%      | \$4,249.06      |
|              | Disabled                        | 1,105  | 47.36%        | 51.11%        | 56.84%     | 56.11%      | \$4,267.43      |
|              | Participant did not disclose    | 1,663  | 56.72%        | 53.18%        | 66.67%     | 45.34%      | \$5,104.06      |
| Homeless     | Homeless or Runaway             | 697    | 43.29%        | 43.56%        | 52.00%     | 55.36%      | \$2,444.95      |
|              | Not Homeless or Runaway         | 23,861 | 63.18%        | 62.92%        | 65.35%     | 63.65%      | \$4,337.30      |
| TANF         | Not TANF                        | 23,853 | 63.87%        | 63.16%        | 65.41%     | 63.72%      | \$4,287.46      |
|              | TANF                            | 705    | 48.68%        | 48.66%        | 35.71%     | 40.00%      | \$4,275.69      |
| SNAP         | Not SNAP                        | 21,083 | 63.76%        | 62.85%        | 66.08%     | 62.05%      | \$4,077.54      |
|              | SNAP                            | 3,475  | 57.04%        | 58.82%        | 61.66%     | 67.81%      | \$5,433.00      |

# Priority Participants

