

# STATE OF NEW MEXICO

## PY24 WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE

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

We are pleased to present the 2025 WIOA Annual Report, which summarizes another exciting year for New Mexico’s workforce system. This year, we have focused on expanding successful programs and implementing our Statewide Workforce Plan.

As part of our efforts continuing to raise awareness of our services, we rebranded our field offices to adopt the “America’s Job Centers” name. Our Economic Research & Analysis publications also focused on hot topics in our state, including the construction industry, STEM professions, and tribal employment data. We also renewed strong relationships with our local workforce development boards and initiated projects with other government agencies, community organizations, and educational institutions.

New Mexico was ahead of the curve in the integration of education and workforce initiatives. We share an employee with the New Mexico Public Education Department, and together we focused on connecting Career Technical Education to other workforce programs and the business community. Through the expansion of pre-apprenticeship and registering new apprenticeship programs, we continued to streamline the pathways for youth to enter the trades. Our apprenticeship work also included innovative new programs in the semiconductor industry, teaching, high-speed computing, and other professions.

To continue our efforts to ensure that the Statewide Workforce Plan does not just sit on a shelf, the Department launched a strong sector strategy initiative. Focused on the priority sectors from our Plan, we focused simultaneously on developing specific strategies and building capacity in our Department and Local Workforce Development Boards to continue this work in the future. In alignment with our goal to increase year-over-year labor force participation rates and economic prosperity for disengaged and difficult to reach New Mexicans, we continued our work to remove barriers to work, through innovative programs to reach communities facing re-entry and housing stability challenges, partnerships with Native American workforce programs, and youth initiatives.

These efforts have yielded some wonderful accomplishments, including increased growth of pre-apprenticeship and apprenticeship programs, strong responses to natural disasters and unexpected economic events, and increased traffic to our America’s Job Centers and our online tools.

On behalf of the entire Department of Workforce Solutions, I extend my most sincere gratitude to our core partners for their extensive contributions, to the State Workforce Development Board for being a key part of a strong community engagement strategy, and to everyone who played a role in making this a great year for WIOA in New Mexico.

Sincerely,

Sarita Nair, Cabinet Secretary  
New Mexico Department of Workforce Solutions

## Waivers

New Mexico did not have any waivers during Program Year 2024.

## Evaluations

The following is a list of research and evaluations that the New Mexico Department of Workforce Solutions (NMDWS) Economic Research & Analysis Bureau conducted in PY 2024. These studies informed and guided state and local planning for the Combined State Plan, and 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.

### 2024 State of the Workforce Report

ER&A staff started work on this report during PY 2023. It was published in early September 2024 and meets the TEGE's definition of the required product of a statewide annual economic analysis report. It includes analyses of New Mexico's population; educational attainment; labor force participation and demographics; unemployment, income, wages, and poverty; and projected industry and employment growth. The online version of this report and can be found at: [Manual \(state.nm.us\)](https://www.state.nm.us/erandab/reports/2024-state-of-the-workforce-report/)

- July 2024: New Mexico Migration From 2021 to 2022  
[NM Migration 2021-2022.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/new-mexico-migration-2021-2022.pdf)
- July 2024: New Mexico Data Focus: Job Openings and Labor Turnover Survey  
[NM JOLTS 2024.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/nm-jolts-2024.pdf)
- August 2024: Highlights from the New Mexico 2024 State of the Workforce  
[2024 SOW Highlights.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/2024-sow-highlights.pdf)
- August 2024: 2022-2032 In-Demand and STAR Occupations  
[2022-2032 In-Demand and STAR Occupations.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/2022-2032-in-demand-and-star-occupations.pdf)
- August 2024: Industry Spotlight: Construction  
[Industry Spotlight Construction 2024.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/industry-spotlight-construction-2024.pdf)
- September 2024: New Mexico Data Focus: STEM Occupations  
[NM Data Focus STEM Occupations 2024.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/nm-data-focus-stem-occupations-2024.pdf)
- September 2024: New Mexico Data Focus: Hispanic or Latino Ethnicity  
[NM Data Focus Hispanic Latino Ethnicity.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/nm-data-focus-hispanic-latino-ethnicity.pdf)
- October 2024: Guide for Navigating Career Solutions — A Suggested Lesson Plan  
[Career Solutions Suggested Lesson Plan.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/career-solutions-suggested-lesson-plan.pdf)
- October 2024: Industry Spotlight: Health Care and Social Assistance  
[Industry Spotlight Health Care Social Assistance.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/industry-spotlight-health-care-social-assistance.pdf)
- November 2024: Industry Spotlight: Accommodation & Food Services  
[Industry Spotlight Accommodation and Food Services.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/industry-spotlight-accommodation-and-food-services.pdf)
- December 2024: Industry Spotlight: Arts, Entertainment, and Recreation  
[Industry Spotlight Arts Entertainment Recreation.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/industry-spotlight-arts-entertainment-recreation.pdf)
- December 2024: Data Focus: Characteristics of Business Owners in New Mexico  
[Data Focus-Characteristics of Business Owners in NM 12-2024.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/data-focus-characteristics-of-business-owners-in-nm-12-2024.pdf)
- December 2024: Poverty in New Mexico: 2023  
[Poverty in NM 2023.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/poverty-in-nm-2023.pdf)
- January 2025: Revised Employment Growth After the 2024 Benchmark Review  
[Revised Employment Growth After 2024 Benchmark Review.pdf \(state.nm.us\)](https://www.state.nm.us/erandab/reports/revised-employment-growth-after-2024-benchmark-review.pdf)

- February 2025: New Mexico's Flowering Cannabis Industry  
[NM Flowering Cannabis Industry.pdf \(state.nm.us\)](#)
- February 2025: Tribal Population and Employment Status Data  
[Tribal Population and Employment Status Data.pdf \(state.nm.us\)](#)
- March 2025: How Do People Spend Their Time?  
[How do people spend their time.pdf \(state.nm.us\)](#)
- March 2025: New Mexico Data Focus: Seniors (65 Years and Over)  
[NM Data Focus Seniors 65 and Over 2025.pdf \(state.nm.us\)](#)
- April 2025: Employment Opportunities by Industry  
[Employment Opportunities by Industry.pdf \(state.nm.us\)](#)
- May 2025: Jobs Supported by New Mexico Exports  
[Jobs Supported by NM Exports 05 2025.pdf \(state.nm.us\)](#)
- June 2025: Why I Work—A Budgeting Tool—Updated to 2025  
[WhyIWork 2025.pdf](#)
- June 2025: New Mexico Data Focus: Gross Domestic Product  
[Data Focus GDP 2025.pdf](#)
- June 2025: New Mexico Data Focus: Youth  
[Data Focus Youth 2025.pdf](#)

### **Labor Market Information**

Every Labor Market Review (LMR) has three pages of key labor market indicators for New Mexico. Both data and graphs are available for most indicators. Indicators include initial and continued weeks unemployment insurance claims; Current Population Survey (CPS) data; the number of online job postings; and a listing of the industries and occupations with the most online job postings available in New Mexico Jobs (NMJobs). All data are updated monthly.

### **County Profiles**

Every month, three counties are highlighted with statistics on their land area, population, educational attainment, GDP, personal income, computer usage, poverty, number of online job openings, employment, unemployment, and wages. Data for each county are compared to the state, and visuals are provided. The final issue of the year (December 2024) has profiles by workforce region.

### **Major Employment Developments (MED)**

Every month ER&A sends the MED report to over 100 people. The MED lists business activities driving either the creation or loss of 50 jobs or more throughout the state. Information is gathered from published articles, government documents, private- and public-sector news releases, and reports from local America's Job Centers (AJC). A shortened version is included in the Labor Market Review. The most recent MED report can also be found at the following location: [MED\\_0624.pdf \(state.nm.us\)](#)

### **2024 Veteran's Profile**

The Veteran's Profile provides basic demographic and economic data on New Mexico's veterans. It is updated every year and used by Veterans Counselors to help their clients find work  
[2024 Veterans Profile.pdf](#)

### **New Mexico Health Care Workforce Committee Annual Report**

ER&A members contributed to this annual report, published in October 2024, which focused on a demand analysis for select health care professionals. The data used were 2022-2032 long term

projections; employment and wages; and the number of advertised job openings made available from NMJobs. The report can be found at: [New Mexico Health Care Workforce Committee 2024 Annual Report](#)

## **Customer Satisfaction**

The NMDWS distributed the Customer Satisfaction Survey (CSS) on January 21, 2025, to 8,333 participants that received services from New Mexico AJCs or who interacted with the Workforce Connection Online System/New Mexico Jobs (NMJobs) during calendar year 2024. Approximately 7.6 percent (637) of the emails bounced because the email address stored in the participant record in NMJobs were not valid. This is a 1.4 percentage points greater than the 6.2 percent that bounced in the survey that was sent out in 2024.

The overall level of customer satisfaction in 2024 decreased slightly compared to customer satisfaction in 2023. About 68.7 percent responded positively when asked about their level of satisfaction with the services they received while visiting an AJC in 2024. This was a 2.7 percentage point decline from the 71.3 percent that participants reported for 2023. There was also a 0.7 percent increase in the number of respondents that indicated they were very dissatisfied (14.4 percent) in 2024 compared with 2023. (For full report see Appendix i)

## **Jobseeker**

To continuously improve services based on customer satisfaction feedback, the agency has implemented a structured approach focused on enhancing staff training and accountability. For jobseeker-related services, a key improvement has been the delivery of more robust training sessions led by subject matter experts; specifically, the agency's program coordinators.

To ensure accountability, program coordinators are responsible for tracking participation in these trainings and notifying the appropriate supervisors if staff are not adhering to program requirements or established procedures. Core training areas identified as essential for staff development include Unemployment Insurance, labor market information, and navigation of community resources.

The agency has implemented an appointment notification and referral system that allows job seekers to request appointments with staff and select the specific services they need. This system improves accessibility and ensures a more tailored experience for each individual.

The agency also continues to invest in ongoing staff training focused on the Governor's priority economic sectors. Staff are being equipped to guide job seekers toward in-demand careers within these sectors, emphasizing the importance of aligning workforce efforts with statewide economic development goals.

Additionally, the NMDWS has designated a liaison to work collaboratively with the New Mexico Public Education Department (NMPED). This role supports high schools across the state by aligning Career and Technical Education (CTE) programs with workforce needs, thereby helping to build a strong talent pipeline from education to employment.

## **Employer**

To continuously improve services based on employer satisfaction feedback, the agency has implemented several strategies focused on engagement, education, and partnership. One key initiative

includes hosting employer resource events and webinars designed to inform employers about available services, offer practical guidance, and promote workplace compliance.

In addition, the agency's State Business Team Lead and Economic Development Program Coordinator conduct monthly trainings for business service staff. These trainings ensure alignment with the New Mexico Economic Development Department and keep staff informed about new business developments and available employer funding opportunities.

The NMDWS Training Team also works directly with employers to identify and create specialized training such as addressing critical soft skills gaps in job applicants. This feedback informs program development and workforce training strategies.

To further support employer needs and workforce readiness, the agency partners with labor unions, such as Local 412, and two-year colleges to align training programs with industry demands. Additionally, collaboration with other state agencies, such as through the Industry Credential Pipeline Program, helps to strengthen career pathways and ensure a skilled talent pipeline for New Mexico's economy.

### **State Strategies**

The following are notable activities and accomplishments on goals and strategies from New Mexico's Workforce Innovation and Opportunity Act (WIOA) Combined State Plan that occurred during the reporting period (Program Year 2024).

### **Overview**

In carrying out the state's WIOA cross-goal strategies, NMDWS expanded its support of education and training in a variety of ways in PY24 across a wide range of priority sectors, including for underserved communities and for young people. This included advancing effective work-based learning in coordination with important partners in the K-12 and higher education communities throughout New Mexico and bolstering the efforts and needs of top existing employers in the state. These initiatives also empowered new training providers and businesses in several key emerging industries.

In PY24, the department expanded apprenticeship and pre-apprenticeship funding through increased state funding and the SAEF2 competitive and formula grants; actively supported several urban and rural school districts' work-based learning and career and technical education initiatives through collaboration with the NMPED; partnered with the New Mexico's higher education department (NMHED) on its Integrated Education and Training (IET) program for adult education; supported several institutions of higher education with pre-apprenticeship opportunities; and provided training coordination resources for community colleges that accessed new state funding for non-credit programs.

The new federal competitive grant that NMDWS was awarded in June 2024 to begin in July 2024, the State Apprenticeship Expansion Formula (SAEF2) grant, funds both the Registered Apprenticeship Programs and Pre-apprenticeship programs. NMDWS awarded contracts under this grant to seed pre-apprenticeships in new sectors that have previously lacked such opportunities, such as semi-conductors, high-speed computing, broadband, and home energy auditing, while the grant has also supported traditional construction, carpentry and electrical line worker trades, among others.

## **Apprenticeship**

During PY24, the NMDWS Apprenticeship Unit grew Registered Apprenticeship Programs (RAPs) that help build a skilled workforce, attract businesses to New Mexico, and sustain families. New Mexico registered significantly more apprenticeship programs in PY24 than in previous years, including in newly apprenticed industries, providing more opportunities for people entering the workforce than ever before. NMDWS added 12 new RAPs in PY24. A key point of the state's emphasis in this area was to expand RAPs to all quadrants of the state, because RAPs have historically been available primarily in the Central and urbanized areas.

To achieve a geographically diversified range of RAP options, NMDWS researched possible industries and prospective sponsors, including the viability of RAPs in areas outside the highly populated areas of Albuquerque, Santa Fe, and Las Cruces. Several examples of the department's success in this effort included new RAPs in CAD design technician (Merrick & Company, Los Alamos, NM); substation electrician (HRT Power Services, LLC, Portales, NM); and fiber optic technician (Kit Carson Electric Cooperative, Inc., Taos NM). NMDWS also approved a K-12 Teacher RAP to be directed by the NMPED, which will serve students statewide. This RAP will help bring highly qualified teachers to the classroom at the conclusion of their apprenticeship. Particularly because the K-12 Teacher RAP has structured processes for on-the-job learning (OJL) as well as related instruction (RI), participating districts will use these work processes and related instruction schedules to uniformly apply them across districts. NMPED will partner with multiple institutions statewide to provide the related instruction component of the apprenticeship.

The NMDWS State Apprenticeship Office also continued to work with prospective program sponsors and approved other programs within the more populated localities, such as heavy equipment operator (MANSCo, Las Cruces NM); carpenter, electrician, pipefitter, sheet metal worker (Brycon Corporation, Rio Rancho NM); and structural trades worker, electrician (Sandia National Lab, Albuquerque, NM). The additions of these RAPs and their locations allow apprenticeships to serve the state's Northern, Central, Eastern, and Southwestern quadrants.

The NMDWS State Apprenticeship Office also participated in various webinars, career fairs and other activities aimed at increasing a diverse pool of occupations, aligning quality pre-apprenticeship to Registered Apprenticeship Programs, possible funding streams and increasing the number of apprentices to RAPs. Notable events in which the Apprenticeship Unit participated included Apprenticeship Day at the state capitol; the Taos High School College and Career Fair; the Eagle Expo career fair at Belen High School; the NMSU Grants Community College Career Fair; the Jemez Vocational Rehabilitation Program Career Fair; and the Albuquerque Public Schools High School Grades 2 Skilled Trades Fair. By attending these events, the Apprenticeship team promoted all RAPs in New Mexico. Tabling events also contributed to the NMDWS Apprenticeship team's ability to inform pre-apprenticeship and apprenticeship aged individuals about this approach that can lead to higher education credits or a degree and career pathways. This outreach serves to inform interested individuals that, through registered apprenticeship, they have a unique opportunity to not only receive work experience but also in some industries, earn higher education credits. Also, NMDWS is focusing on engaging higher education institutions as partners for providing the RI portion for RAPs, which is a recent federal focus. The Apprenticeship team recently attended webinars convened by Apprenticeships for America (AFA) that explicitly discussed this priority and related executive orders on RAP development.

During PY24, NMDWS increased the number of active registered apprentices in RAPs statewide from 2,613 active apprentices in the first quarter to 2,749 active apprentices in the fourth quarter, an increase of 136 active apprentices. This amounted to an increase of 185 apprentices over PY23, which had 2,564. The additions of two additional Apprenticeship Training Representatives on staff will be instrumental in growing RAPs in New Mexico. Increased state legislative funding for the state Public Works and Apprentice Training (PWAT) and Apprenticeship Assistance Act (AAA) enabled NMDWS to support RAP sponsors with an additional \$5 million this year, expanding AAA reimbursement rates and PWAT amounts.

### **SAEF2 Base Grant**

The federal State Apprenticeship Expansion Formula (SAEF) base formula grant provided funding to add two new Apprenticeship Training Representatives (ATRs) to assist with developing new apprenticeship programs and increasing awareness of apprenticeship opportunities and supplemented the salaries of other apprenticeship staff. Staff conducted outreach activities and participated in various career fairs and community events throughout the year to provide information on registered apprenticeships and increase recognition of registered apprenticeship as a viable career pathway.

Multiple meetings were held with employers to educate them on registered apprenticeships and emphasize the value of establishing a program. As a result of this outreach, a steady increase of new employers have registered programs and potential new sponsors are considering moving forward with the registration process. This funding also allowed NMDWS to assist 447 apprentices with support services, including the purchase of tools and instructional materials.

### **SAEF2 Competitive Grant**

In PY24, NMDWS also applied for and was awarded the SAEF2 competitive grant (approximately \$5.9 million), implementation of which began in July 2024. These grants are enabling continued expansion and development of pre-apprenticeship programs, Registered Apprenticeship Programs, and increased partnerships and collaboration to continue to support apprenticeship expansion statewide. While the transition of pre-apprentices to registered apprenticeships is a top goal, the full-time employment in a relevant industry also achieves grant goals.

Project activities for the SAEF2 competitive grant, titled Building, Energizing and Connecting through Apprenticeships (BECA) focused significantly on the pre-apprenticeship portion of the NMDWS scope of work. As stated in the department's approved proposal, pre-apprentices earn \$16/hour, receive \$1,800 per pre-apprentice for tuition in their programs' classroom training components, and funds supportive services available for pre-apprentices, including transportation expenses, career counseling, housing, specialized clothing for work, and connections to child care assistance.

Using SAEF2 funding, NMDWS supported the development of new pre-apprenticeship programs in a wide variety of infrastructure-related industries through seven contracts issued in June 2025, including in emerging areas that previously lacked such programs. With these contracts, NMDWS awarded \$700,000 to seven different subcontractors in response to the department's Request for Proposal (RFP). The following seven subcontractors and respective industries received notices of awards to develop brand new pre-apprenticeship programs:

- New Space New Mexico/New Space Nexus (Semiconductor Manufacturing)
- Northern NM College (Carpentry)

- Association of General Contractors (AGC - New Mexico) (Construction)
- Associated Builders and Contractors (ABC New Mexico) (Construction)
- Santa Fe Community College (Broadband)
- Santa Fe Community College (Clean Energy)
- STEM Boomerang LLC (High Performance Computing)

The subcontractors are in various stages of pre-apprenticeship project development including: marketing and recruitment efforts with industry association colleagues and relevant cities/regions of program focus; reviewing, editing, creating and updating existing and new credentialing criteria/curricula; coordinating wraparound services; establishing connections with current RAPs and relevant industry employers; creating marketing materials (flyers) and Frequently Asked Questions (FAQs) about the programs; developing and formalizing future recruitment, referrals, and enrollment processes; and collecting Labor Market Information (LMI) specific to their industries.

To manage the requirements of federal reporting, NMDWS program staff continued to work with the department's Information Technology (IT) division to establish and finalize efficient connections across pre-apprenticeship programs, RAPs, case management tracking, and grant reporting. This included completing the SAEF2 Standard Operating Procedure (SOP) and a Participant Training Agreement (PTA) to complement NMDWS generic application in its workforce system that supports and ensures data quality entry with validations and standardization. The State Apprenticeship Program Coordinator also conducted various trainings with AJC's Pre-Apprenticeship Career Consultants to orient them to the new process and data requirements.

NMDWS also leveraged this grant to support the top model quality pre-apprenticeship program, which is run by one of the local unions, the Plumbers and Pipefitters Local Union 412. Thus far, the grant has supported seven cohorts with Local Union 412 serving a total of 60 participants. Of those 60, 45 of them completed their pre-apprenticeship program with 21 transitioning into a RAP and 20 transitioning into industry-related employment. Sixteen participants dropped out of the program for various reasons. Additionally, the grant supported a new partnership and cohort of 15 participants with the New Mexico Department of Transportation (NMDOT). All these participants started their pre-apprenticeships just before the quarter ended and are currently in progress.

During this reporting period, NMDWS also began initial partnership discussions with CNM Ingenuity to support their Electrical Line Worker pre-apprenticeship program with clear transitions into RAPs. Similar discussions ensued with the state-administered Job Challenge Academy for students at risk of dropping out of school and their request to support a small cohort of students at their facility interested in working with Local Union 412.

NMDWS recruited and engaged apprenticeship leaders around the state to serve as members of the stakeholder advisory group designed to provide the program with input from diverse perspectives as NMDWS advances the establishment and expansion of Registered Apprenticeship Programs and pre-apprenticeship programs in high-demand construction, infrastructure, broadband, and clean energy industries. The Program Coordinator scheduled the first meeting for July of 2025.

### **State Pre-Apprenticeship Program Success**

The state-funded Pre-apprenticeship Opportunity Program experienced strong success in PY24, with significant interest from both individuals and local businesses. Participants received comprehensive case management, hands-on education, and training from experienced professionals, all aligned with their

long-term career goals. They gained essential foundational skills for general employment and industry-specific knowledge. NMDWS has maintained a strong partnership with the union affiliate, which provided classroom instruction and curriculum for OSHA 10 and MC3 certifications. Participants then engaged in seven weeks of on-the-job training to further develop skills and fulfill requirements for Registered Apprenticeship Programs. By the end of PY24, 44% of program participants transitioned into RAPs in trades such as plumbing, pipefitting, HVAC, and electrical work.

In addition to our core programming, NMDWS established a valuable partnership with the New Mexico Children, Youth and Families Department (CYFD) to help fill vacant positions across the state. Program participants worked as case aides, supporting investigations, permanency, and placement units, gaining firsthand experience in social services and contributing to essential state operations. Others were placed in CYFD receiving centers, where they assisted social workers, healthcare providers, and other professionals in delivering critical services. These placements offered participants meaningful exposure to careers in public service, while helping meet urgent staffing needs within the agency.

High school career consultants played a vital role in guiding participants. Each pre-apprentice began with a one-on-one consultation to learn about the program and complete assessments focused on career interests, budgeting, and workplace values. AJC Consultants also helped participants create accounts in NMJobs. These one-on-one consultations led to a total of 613 enrollments. Of those enrolled, approximately 49% secured permanent employment—either with their host business or another employer.

NMDWS also partnered with high schools across New Mexico that offer Career and Technical Education (CTE) programs to support students who are required to complete internships in order to graduate. Through these partnerships, students are able to fulfill their graduation requirements while being compensated for their hands-on training. In addition to helping students gain meaningful work experience, NMDWS worked with several schools to create direct pathways into RAPs, allowing students to transition smoothly from high school into careers in trades, such as plumbing, electrical, and HVAC.

Throughout the program, participants worked closely with consultants to build essential life and work skills. These included financial literacy (e.g., budgeting, understanding pay stubs), resume writing, interview preparation, and participation in work readiness workshops. The workshops emphasized critical soft skills such as teamwork, time management, work ethics, and problem solving.

Consultants also supported employer engagement, matching businesses with pre-apprentices based on career interests. They facilitated orientations to explain program expectations and assisted businesses with registration. While not all registered employers ultimately participated; due to reasons like lack of response or limited staffing, nearly 232 local businesses were recruited and registered to provide young people with valuable learning and professional development opportunities.

Recognizing these successes, the New Mexico Legislature doubled state funding for Pre-apprenticeship programs during PY24 by providing another \$600,000 for these programs with a STEM focus. NMDWS will begin implementation of these programs in PY25.

### **NMDWS/NMPED Partnership**

In PY24, NMDWS strengthened its relationship with the NMPED through continuous collaboration and joint initiatives. Actions included: co-leading monthly work-based learning community of practices for school districts, providing technical support through the New Mexico Education Coalition, participating

in the state Career Technical Education Advisory Board, and assisting in the development of course descriptions for work-based learning that support core-credit opportunities in accordance with new state high school graduation requirements. NMDWS jointly supported a Youth Work-Based Learning (WBL) Program Coordinator with NMPED that increased awareness of local workforce development boards, state programs, and industry connections among local education administrators (LEAs). Additionally, NMDWS supported New Mexico educators through the Rural CTE Alliance by presenting state specific labor market information at the group's annual conference and representing the agency at their monthly meetings.

NMDWS has supported both large and small school districts. Activities included providing continuous guidance and support to Albuquerque Public Schools as they adopt the Ford Next Generation Career Academy model, and connecting rural districts, such as the Lake Arthur School District, to statewide industry partners that offer virtual WBL opportunities. NMDWS has also worked to cultivate relationships with the state's career and technical schools in Hobbs, Las Cruces, and Rio Rancho, ensuring that district administrators continuously engage in NMDWS programming (i.e. Mock-It Till You Rock-It, pre-apprenticeship programs, Be Pro Be Proud, etc.) and draw from USDOL for labor market information guidance. In addition, NMDWS has played a key role in developing the foundation for New Mexico's STEM Innovation Network with NMPED. Each region in the state is developing a STEM Hub to assist educators and parents in engaging their students in STEM activities and career exploration in school and out of school. In designing the hubs, the regions are considering labor market information and STEM industry workforce demands to strengthen the K-12 to career pipeline.

### **Sector Strategies**

The State of New Mexico is investing millions of federal and state dollars in expanding and improving the energy transition and climate resilience workforce. The rate and pace of clean energy investments across New Mexico is straining the existing workforce and inflating costs, while the accelerated transition to clean energy and electrification in buildings, appliances, and the transportation sector is creating significant demand for new jobs and skills. The NMDWS has taken the lead on many of the State's energy transition and climate resilience workforce initiatives such as the Energy Transition Act (ETA) and the Governor's Executive Order "Building New Mexico's Workforce to Foster the Clean Energy Transition, Infrastructure Investments, and Resilient Communities."

### **Energy Transition & Climate Resilience**

In PY24, the NMDWS made significant progress in formalizing and advancing sector strategy work, particularly in energy transition and climate resilience.

- **PCIC Grant Award** – In September 2024, NMDWS was awarded a PCIC (Place-Based, Career-Connected Innovation Challenge) grant to support the development of a formalized sector strategy process. This funding enabled the agency to begin building infrastructure for long-term sector strategy work, including the hiring of dedicated staff and development of support tools.
- **Executive Order Alignment** – Activities in PY24 built on the Governor's Executive Order directing agencies to strengthen workforce capacity in support of clean energy, infrastructure investments, and resilient communities. The Order set an ambitious goal to train 2,000 workers for high-quality jobs in the clean energy and climate resilience economy.
- **Sector Strategy Website** – Work began on creating a dedicated sector strategy website to share resources, highlight convening outcomes, and provide stakeholders with updates on progress.

The highlight of the program year was the Energy Sector Strategy convening at Ohkay Owingeh in May 2025, which brought together employers, tribal representatives, state agencies, and training providers to identify workforce needs in renewable energy and climate-related industries.

Topics discussed included:

- Priority occupations identified included electricians, solar installers, and CDL drivers.
- The majority of employers expressed concern over the lack of soft skills and basic mathematical skills, especially for those entering the workforce. Another major hurdle was finding employees willing to travel long distances and to relocate to remote areas.
- Communications between local workforce boards and tribal entities regarding renewable energy and climate-ready jobs in their communities are ongoing.
- The primary need identified was for wrap-around services including housing and childcare, specifically in rural areas.

Because data collection continued through the end of 2025, detailed findings from this convening will be shared in the PY25 Annual Report.

### **Performance Accountability**

In PY24, New Mexico extended career services to 1,715 adults at an average cost of \$1,593 per participant. Moreover, the state also delivered training services to 1,654 adults at an average cost of \$4,051 per participant. Notably, the participation in additional training saw a 7.9 percent decrease when compared to the figures for program year 2023.

Career services were extended to 673 participants in the Dislocated Worker Program, with an average cost of \$5,082 per participant, while training services were provided to 445 participants, incurring an average cost of \$3,786 per participant. Participation in training for the Dislocated Worker program in New Mexico is equivalent when compared to program year 2023.

The four local workforce development boards provided career services to 866 participants through the WIOA Youth program with an average cost per participant of \$2,909, and training services to 269 participants with an average cost per participant of \$5,219.

The WIOA Title III Employment Services Wagner-Peyser program enrolled 29,108 participants into Wagner-Peyser with an average cost per participant of \$308. Title III saw 9.77 percent increase in participants served in comparison to program year 2023; the workforce system anticipates a continued gradual rise in individuals seeking reemployment services in the upcoming program year considering elevated inflation and other economic factors.

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. The youth program met four primary indicators of performance and failed one. The youth program experienced challenges in credential attainment for two consecutive program years. 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 assist the state, local boards, and service providers in better understanding the regional workforce data including the primary indicators of performance, the agency continues to utilize the FutureWorks System. This software is a data analytic tool that allows the state and local areas to isolate specific performance measures and explore the data to better understand populations and circumstances affecting the primary indicators of performance. It also gives insights into the demographics of the populations served (ethnicity, education level, priority populations, barriers to employment). To determine areas of opportunities for PY24, New Mexico analyzed customer flow, demographics and performance of Title I and Title III programs.

*Appendix iii Tables 1-5, Table 1 reflects how New Mexico performed as a state with priority performance metrics. Table 2-5 reflects how each Local Workforce Development Board performed with priority performance metrics.*

## **Data Validation**

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

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

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

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

NMDWS will continue to provide training and ongoing technical assistance to all six core partners in data validation as the policy is enacted.

## **Effectiveness in Serving Employers**

States were measured by the number and percent of participants employed with the same employer in the second and fourth quarters after exit to determine Effectiveness in Serving Employers.

Upon review of data, a total of 17,906 individuals were served in program year 2024, and of those, 10,885 were employed with the same employer in the second and fourth quarter after exit from the workforce system for an Effectiveness in Serving Employer rate of 60.8%.

## **Statewide Governor's Reserve Funds**

*State set-aside funds support the following ongoing costs that support statewide systems/operations to support and enhance workforce development activities:*

### **New Mexico JOBS**

NMDWS used set-aside funding 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 JOBS system also manages and reports performance, accountability, and case management work statewide.

### **Personnel Costs of WIOA Program Coordinators and Monitoring**

NMDWS uses set-aside funding for staff assigned to 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 FutureWorks 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**

NMDWS uses set-aside funding for online tools and resources designed to support career readiness/exploration for youth and young adults. The Career Solutions tools also include a curriculum that can be utilized by schools to support classroom instruction. These two tools have quickly become recognized and valued for their ability to connect.

### **ACT WorkKeys**

To assist in meeting the Workforce Innovation and Opportunity Act (WIOA) requirements for assessing participants and supporting employer services, Title I and Title III utilize ACT WorkKeys® assessments and the National Career Readiness Certificate (NCRC®). These tools measure critical, real-world skills—such as problem solving, reading, and mathematics—that employers value most. By earning an NCRC, participants demonstrate verified competencies that align with workplace needs, increasing their employability and helping them identify career pathways and training opportunities. For employers, these assessments provide a reliable measure of job readiness, helping match qualified candidates to open positions and ensuring a skilled workforce that meets industry demands. Together, WorkKeys and the NCRC strengthen connections between job seekers and employers, fulfilling WIOA's goal of supporting both career development and business competitiveness.

### **Professional Services- Strengthening Partnerships with Native American Programs**

The New Mexico Department of Workforce Solutions (NMDWS) remains deeply committed to building and sustaining strong partnerships with Tribal Workforce Programs and Native American governments across the state. With the assistance of Poston & Associates, LLC, NMDWS advanced several key initiatives to enhance collaboration and coordination. During the reporting period, NMDWS worked collaboratively

to prioritize relationship-building and collaboration, identifying opportunities for joint initiatives, shared resources, and cross-program support. Regular quarterly reporting ensures accountability and progress tracking, while ongoing efforts focus on addressing gaps in data accuracy related to Native American employment and workforce participation. These efforts are discussed in more detail below.

## **Rapid Response**

The New Mexico Department of Workforce Solutions (NMDWS) conducted Rapid Response activities throughout Program Year 2024 (PY24) to support employers, workers, and partner agencies experiencing workforce transitions, staffing shortages, or potential layoffs. These efforts were carried out in alignment with federal Workforce Innovation and Opportunity Act (WIOA) Rapid Response requirements, with an emphasis on early intervention, coordination across the workforce system, and minimizing the duration and impact of unemployment for affected individuals.

NMDWS recognizes that not all employers provide advance notification under the WARN Act. As a result, the agency has supported numerous layoffs across the state, including twelve (12) WARN-covered and fourteen (14) non-WARN events. Throughout PY24, Employment Services business teams carried out the core Rapid Response functions, including proactive business outreach and consultation, convening appropriate partners to address employer challenges, and coordinating planning meetings with company leadership to deliver timely Rapid Response support. A key priority this year was expanding collaboration with municipal stakeholders, such as mayors and local officials to ensure that affected workers were connected to additional community resources that could support them throughout the layoff period.

Layoff aversion remains a critical component of NMDWS's employer support strategy. Common challenges faced by businesses include employee retention, the need for incumbent worker training, productivity concerns, and upskilling staff to assume supervisory roles. In PY24, the NMDWS Business Services team provided direct assistance to 7,579 employers statewide, offering tailored support in recruitment, retention strategies, workforce planning, and talent development. To strengthen service delivery, NMDWS relaunched its Corporate Training Services in March 2024. Through this initiative, 623 employees participated in NMDWS led training designed to improve job skills, enhance productivity, and support employer growth. Moving forward, NMDWS will continue to expand this service in partnership with industry, education providers, and economic development organizations to ensure New Mexico employers have access to the tools and resources needed to thrive in a dynamic labor market. NMDWS requires monthly training for Business Consultants to enhance their ability to identify struggling businesses and conduct proactive outreach aimed at addressing employer challenges before they escalate.

Rapid Response activities must be carried out expeditiously. Within 48 hours of receiving a layoff or WARN notice, NMDWS initiates coordinated engagement with the employer and key partners. These efforts include delivering Rapid Response orientations for affected workers and providing immediate support for individuals needing to file for Unemployment Insurance. NMDWS offers one-on-one assistance through its Career Transition Specialists (CTS), who work directly with workers impacted by layoffs. CTS staff help individuals complete their UI applications and reinforce the availability of WIOA Title I training and education programs to support rapid reemployment. In FY24, CTS staff provided individualized assistance to impacted workers across the state, ensuring timely access to benefits and workforce services.

To further enhance Rapid Response orientation, service delivery and address barriers to employment, NMDWS began inviting Adult Education Title II partners to participate in Rapid Hire events in PY24. When events were held in areas with a high Spanish-speaking population, we collaborated with Title II providers to offer English as a Second Language (ESL) services on-site or through referrals. This collaboration was driven by recurring employer concerns about the limited English proficiency of some candidates, and the impact it may have on job performance and long-term employment prospects. Our partnership with Title II has proven to be a valuable addition to the Hiring Events Program, allowing us to deliver wraparound services that support both job seekers and employers. By addressing language barriers and expanding access to adult education resources, we are creating more inclusive hiring opportunities and helping individuals overcome obstacles to employment.

### **Critical Response**

Critical response in early 2024, federal layoffs emerged as a critical workforce challenge in New Mexico, impacting hundreds of skilled workers across the state. In response, the New Mexico Department of Workforce Solutions (NMDWS) took swift and strategic action to support affected individuals and minimize disruption to the local labor market. Recognizing the urgency of the situation, NMDWS coordinated efforts with multiple New Mexico sister state agencies to develop a proactive recruitment strategy aimed at placing displaced federal employees into new roles within state government. Through data analysis and employer feedback, the agency identified the areas most affected by the federal workforce reductions and organized with targeted Rapid Hire Events, held on February 28 and March 7, 2024. These events served as high-impact platforms to connect laid-off federal employees with State agencies actively hiring for mission-critical roles. The response was significant: 385 displaced federal employees attended the two events and engaged directly with State agency representatives. Many were interviewed on the spot, accelerating the path back to employment and ensuring that valuable workforce talent remained in public service.

These coordinated efforts demonstrated NMDWS's ability to mobilize quickly in response to workforce disruptions, while strengthening interagency collaboration and providing timely, practical solutions to both job seekers and public employers.

A critical response was made to the State's two Job Corps centers following the issuance of a WARN notice in June 2025. In response, the NMDWS organized recruitment events for staff impacted at both the Albuquerque and Roswell locations. To assist in placing Job Corps students at risk of displacement, the agency conducted a week-long recruitment initiative at the facilities, bringing employers onsite to recruit students for jobs and military service opportunities. A total of 80 students participated in the week-long events across both centers.

### **Rapid Response WARN and non-WARN**

- RI International | 02/14/2024
- Block, Inc. 03/30/2024
- Bimbo Bakeries 04/16/2024
- St. James Hotel 08/29/2024
- Hallcon 09/15/2024
- US Cotton 09/04/2024
- Jabil Inc. 10/11/2024
- Alliance Data/Bread Financial 10/15/2024
- Tempurpedic 10/28/2024
- International Lubrication and Fuel Consultants 12/04/2024

- Meow Wolf 12/13/2024
- Party City 12/27/2024
- JOANN Fabrics 04/07/2024 Multiple locations state-wide
- Torc 01/07/2025
- Geo Group 05/01/2025
- Career System Development 05/06/2025
- Eckerd Connects/Job Corp 06/03/2025
- Pete's Place Community Shelter 06/16/2025
- Intel 07/15/2025

### **Wagner-Peyser Act Activities**

New Mexico remains committed to delivering high-quality, accessible employment services through its network of 25 AJC locations statewide. These centers continue to serve as critical access points for job seekers and employers alike, offering a wide range of workforce development services both in-person and virtually.

Over the reporting period, New Mexico's AJCs served 83,756 individuals, with 32,757 of those being new users to the NMJobs system. In total, 12,783 job seekers were directly referred to employment opportunities.

To support individuals transitioning from unemployment to re-employment, our Career Transition Specialists provided one-on-one Unemployment Insurance assistance to 3,887 individuals. These specialists not only helped clients navigate the Unemployment Insurance (UI) process but also connected them with Wagner-Peyser employment services to support long-term job placement.

Recognizing the importance of workforce readiness, AJCs administered 7,473 skill assessments to support employer hiring efforts. The most requested assessments included Workplace Math, Graphic Literacy, and Workplace Documents, reflecting the core competencies employers are seeking in potential hires.

Connecting job seekers with employers remains a top priority. To this end, AJCs across the state hosted 508 employment events, offering direct access to hiring employers and career opportunities. These events also featured community resource partners, ensuring that job seekers could access supportive services—such as housing, child care, and transportation—that are critical to securing and maintaining employment.

To expand our reach and better serve individuals in rural areas or those unable to visit an AJC in person, the agency invested in the Big Interview platform. This innovative online tool provides job seekers with comprehensive training and practice tools, including video tutorials, AI-powered mock interviews with real-time feedback, and customized question sets tailored to specific industries. Since its implementation, 642 individuals have utilized the platform to strengthen their interview skills and enhance their job readiness.

New Mexico continues to invest in scalable, inclusive workforce solutions that align with the needs of both job seekers and employers. Through our robust AJC network and digital tools, we are advancing our mission to build a stronger, more resilient workforce.



#### **National Dislocated Worker Grants (NDWGs)**

In June 2024, the Salt Fire and South Fork Fire and related flooding devastated the areas of Ruidoso, Ruidoso Downs, the Mescalero Apache reservation and surrounding areas in Lincoln and Otero Counties.

On June 20, 2024, this area was proclaimed a federal disaster and on July 22, 2024, was awarded the New Mexico Salt Fire Disaster Recovery Project NDWG. NMDWS and the Governor's office rapidly began responding to the needs of local businesses and citizens of those affected areas. NMDWS and the Eastern Area Local Workforce Board (EAWDB) began immediate work to provide disaster assistance, identifying the areas that needed immediate debris removal and clean-up to prevent more damage and to provide public safety and coordinate efforts in the planning of clean-up and rebuilding. Because this was an immediate disaster, there was not any early intervention or rapid response provided before the fires and flooding.

The EAWDB coordinator has been engaged in weekly community meetings designed to discuss community recovery progress and continued needs. This has assisted with coordination efforts with FEMA and various state entities such as DOT to align service delivery. In some cases, DRE cannot begin until FEMA completes preliminary work and declares the area safe for DRE employees. Outreach activities have:

- identified and developed partnerships with city and county officials, County Emergency Response coordinator, Assessor offices, Department of Homeland Security and Emergency Management (DHSEM), FEMA, Mescalero Apache Tribe Emergency Manager, Lincoln County Community Organizations Active in Disaster/Long-Term Recovery Group (COAD/LTRG), Lincoln County assessor's office and EcoServants
- identified businesses that need employees to help with recovery efforts
- targeted long-term unemployed individuals, underemployed or dislocated workers

- identified and enrolled Disaster Relief Employers and increased a networking system to provide resources to assist with cleanup efforts and to promote relationships with DRE employers

Case management services are ongoing, and individuals are co-enrolled with Title I and Title III wrap-around services that provides access to additional services and for individuals to utilize staff resources with the America's Job Center. Wrap-around services consist of education to job placement with additional supportive services being provided in a wide array of needs from housing, tools to complete training and personal protective equipment for disaster recovery employees.

To help meet recovery needs within the disaster area, training classes were developed and are ongoing with Allied Health, commercial driver's license (CDL) and heavy equipment operations. EAWDB worked closely with NM Corrections Department to provide ongoing training to individuals that meet the definition of long-term unemployed and are within six (6) months of release. EAWDB provides case management and placement assistance upon release. This reentry program has enrolled 41 individuals with 35 completing the training with additional trainings being planned. 29 individuals are waiting for their release date, while 5 have gained employment. This has enabled the more rural facilities to have training opportunities that otherwise would not have been funded. Without the funding from NDWG, this relationship, partnership and collaboration would have been severely limited in the Eastern Region.

A long-standing goal of the EAWDB has been to develop a strong partnership with the Mescalero Apache Reservation which is an integral and critical component of the recovery to the entire local tourism economy within Lincoln County. The NDWG has provided the opportunity and successful establishment of a partnership that would not have previously been possible. Tribal Council members have engaged in ongoing discussions to identify opportunities for tribal members to make effective use of the available services offered opportunities provided. This has enabled the development of both disaster relief employment and training as well as becoming a Disaster Relief Employer (DRE). One of the critical needs was to have the runs at Ski Apache open in time for the ski season as this is one of the largest revenue sources for Mescalero community. Tribal members were enrolled in NDWG disaster relief employment for debris removal and repair of ski runs and trails to prepare for the season that did open in time, but clean-up will need to continue. EAWDB staff continue to work with tribal leaders, council members and management staff to identify potential training opportunities to better prepare individuals for additional recovery positions such as commercial driver's license (CDL) for hauling and disposal of debris.

To date though the NDWG:

- 56 long-termed unemployed participants have been enrolled in training programs
- 32 have an industry-recognized certificate of completion
- 3 have been employed with a DRE

Due to the burn scars, these areas have continuously been impacted by massive flash flooding, which has seriously created additional damage and debris throughout the area. Some of the additional damage has affected access roads that had to be repaired to safe levels before any disaster relief work could be continued or could begin.

### **State Best Practices and Needs America's Job Centers**

In early spring of 2025 The New Mexico Department of Workforce Solutions (NMDWS), serving as the State Administrative Entity (SAE) adopted the new “America’s Job Center New Mexico (AJCNM)” logo— an approved variation of the national “American Job Center” brand.

As part of this initiative, all New Mexico Workforce Connection Center logos were replaced with the new AJCNM design. This included updates to:

- All building signs at each of the 25 One-Stop Centers
- The New Mexico Jobs online system (formerly New Mexico Workforce Connection)
- The NMDWS website, web portal, and intranet
- All related digital platforms, printed materials, event materials, and publications

The adoption of the AJCNM brand aligns New Mexico’s workforce system with a nationally recognized network of more than 2,300 American Job Centers across the country. This unified identity strengthens the visibility and accessibility of workforce services for job seekers and employers alike, while promoting a consistent and cohesive brand across all New Mexico centers.

#### **NMDWS Website: Appointment Request Notification**

The NMDWSs Appointment Request tool has proven to be a highly effective resource. It is utilized by job seekers, employers, and workforce partners to request appointments at their local AJCs. Accessible through the NMDWS website, the tool allows users to select their preferred services and location, ensuring their needs are clearly communicated in advance.

In addition to serving direct customers, the tool extends its impact by enabling workforce partners to refer participants to local AJCs through the same system. Once a request is submitted, AJC staff are required to contact the requester within 48 business hours.

This tool has led to an increase in AJC visits and has given staff valuable lead time to prepare for each appointment, ultimately enhancing the quality of service provided.

#### **Labor Market Information**

NMDWS recognizes the critical role labor market information (LMI) plays in helping job seekers make informed career decisions. To support this need, all AJC staff are required to participate in ongoing LMI training. These sessions equip staff with the knowledge to guide job seekers on current market trends, in-demand occupations, and potential wage outcomes.

LMI training sessions are conducted by the NMDWS Economic and Research Analysis Division and include participation from both Title I and Title IV partner staff within the AJCs.

#### **Employer Engagement through RESEA**

Reemployment Services and Eligibility Assessment (RESEA) has enhanced its approach by actively involving employers in the reemployment process. Local employers are invited to their nearest AJC to meet with RESEA participants during their scheduled, mandatory appointments. Employers are selected based on their staffing needs and alignment with O\*NET job codes that match those of the RESEA participants.

Having employers who are ready to hire immediately on-site during RESEA appointments increases the likelihood of immediate job connections, helping participants return to work more quickly and reducing the risk of exhausting their unemployment benefits.

**NMDWS and NWP Collaboration**

NMDWS is collaborating with tribal workforce programs through the Native Workforce Partner (NWP) coalition. NWP is a coalition of programs that include “477 programs”, “166 programs”, and the Navajo Nation’s Department of Workforce Development. The coalition of programs is funded by New Mexico Community Capital and the Los Alamos National Laboratories (LANL) Foundation. Through joint training and collaboration, NMDWS has identified opportunities with NAWP, including referrals, co-enrollment, cross-training, and braided funding. NMDWS is working towards Intergovernmental Agreements (IGAs) with each tribal workforce program to reflect cooperation in those areas.

NMDWS and NWP meet on a quarterly basis to share best practices, provide updates, and provide mutual support for programming. NMDWS also meets monthly with the co-founders of NWP to provide updates and provide mutual support for programming in between quarterly meetings.

In February 2025, WIOA SAE Team held a two-day Youth, Adult and Dislocated Worker Summit in Albuquerque, NM. NAWP and their grantees were invited and around 25 attended the two-day summit. The NMDWS Tribal Liaison is starting to plan a summit between NAWP, grantees and Local Workforce Development Boards.

The table below summarizes the number of participants who self-identified as American Indian or Alaska Native and were served under WIOA Title I and Title III programs during FY 2025. The data is organized by regional Local Workforce Development Boards (LWDBs) in New Mexico.

	<b>WP Served</b>	<b>Title I Served</b>	<b>Total Served</b>
Central Area Workforce Development Board	935	21	956
Southwestern Area Workforce Development Board	157	48	205
Northern Area Workforce Development Board	1,593	67	1,660
Eastern Area Workforce Development Board	195		195
<b>Grand Total</b>	<b>2,880</b>	<b>136</b>	<b>3,016</b>

**Local Workforce Board Activities**

**Central Area Workforce Development Board (WCCNM)**

In PY24, the Central Region aligned WIOA services to high-demand industries through sector strategies that reached over 750 participants via classroom training, on-the-training (OJT), internships, and apprenticeships. More than 250 active placements were supported across the region. Youth programming emphasized work-based learning in construction, healthcare, and automotive fields, with over 300 outreach activities—40% of which occurred in Quarter 4—expanding access to services and training.

The WCCNM Apprenticeship Team launched new Registered Apprenticeship Programs in advanced manufacturing and accounting through partners like Wall Colmonoy and Fix Network. Over 240 individuals received one-on-one guidance, with expanded outreach to veterans, youth, and individuals with disabilities. Interactive virtual sessions and community events enhanced employer and job seeker engagement.

Business outreach was strengthened by the Business Connector dashboard, improving responsiveness across teams and streamlining employer services. Partnerships with chambers, unions, and economic development agencies supported talent pipelines. Additionally, WCCNM formed a Sector Advisory Council under its H1-B Infrastructure Grant to better align workforce strategies with employer needs.

### **Eastern Area Workforce Development Board (EAWDB)**

In PY24, the EAWDB identified three key sectors for strategic focus: Healthcare and Behavioral Health, Education, and Construction and Trades to align with the State Plan strategies. 272 individuals were enrolled in healthcare and behavioral health training with 5 of these receiving on-the-job-training. The subrecipient partnered with NMCD, Wagner-Peyser, and Mountain View Technical Institute (MVVI) to develop a Construction Technician Training for individuals that were incarcerated. Thirteen individuals participated in the program cohort, and all completed the training successfully.

During PY24, the eastern region received 7,682 job orders, registered 303 new employers, and delivered 33,795 employer services. These efforts resulted in 27 OJT contracts, with total training reimbursement obligations of \$187,770.53. Employers engaged in OJT are regularly surveyed to share their experiences with staff to improve support, program processes, and the overall quality of service delivery.

On June 10, 2025, the OSO team, in partnership with the Adult Education program at Mesalands Community College in Tucumcari, New Mexico, established a new RAP in the college's library. The RAP provides access to the NMJobs online system and connects visitors with AJC staff via teleconference technology as needed.

In the fourth quarter, AJC WIOA Title I staff collaborated with the City of Santa Rosa, the City of Tucumcari, Guadalupe County, and Mountain View Vocational Institute to provide Commercial Driver's License training for 10 incumbent workers. All participants successfully completed the program and earned their Class A licenses. As a result, each employee received a wage increase in their current role, creating new opportunities for career advancement.

### **Northern Area Workforce Development Board (NALWDB)**

During PY24, the NALWDB strengthened its collaboration with community partners and the NM Corrections Department (NMCD) to ensure coordinated service delivery and improve outcomes for both job seekers and employers. These partnerships remain essential to advancing the Board's mission of building a skilled, inclusive workforce across the ten-county region.

The NALWDB made substantial progress in implementing sector strategies and career pathways by aligning workforce training with employer demand, expanding access to work-based learning, and strengthening business partnerships.

- **Healthcare:** Expanded partnerships with San Juan College and Santa Fe Community College to develop credential-based training programs, including the development of tiered pathways for Certified Nursing Assistant, Medical Assistant, and Registered Medical Assistant roles.
- **Trades and Construction:** Through collaboration with the Southwest Indian Foundation and NMCD, to deliver hands-on instruction in automotive, construction, welding, HVAC, heavy equipment and CDL operation directly addressing labor shortages in high-demand skilled trades. NALWDB has a strong partnership with NMCD to offer training for incarcerated individuals, reducing recidivism and creating employment pathways.
- **Energy and Manufacturing:** Supported the New-Collar Network 3D Printing Bootcamp and participated in the NM Energy Policy Symposium (May 2025), contributing to state-level discussions on energy workforce transitions and green infrastructure employment.
- **Technology and Broadband Expansion:** Partnered with regional employers and training providers to introduce new IT skills development workshops and promote workforce readiness for broadband infrastructure projects in Rio Arriba, San Miguel, and Taos Counties.

The NALWDB continued to build strong relationships with regional employers and business associations to strengthen the talent pipeline. Business-driven and employer input directly shaped sector training and curriculum revisions in partnership with education providers. Additionally, the NALWDB established or renewed 48 employer partnerships across all ten counties, with the strongest engagement in San Juan, McKinley, Santa Fe, and Taos and engaged with economic development partners such as the Greater Gallup Economic Development Corporation (GGEDC), Cibola Communities Economic Development Foundation, Regional Development Corporation (RDC) to align workforce initiatives with regional economic growth strategies.

#### **Southwestern Area Workforce Development Board (SAWDB)**

In PY24, the Southwestern Region expanded sector strategies and career pathway efforts by increasing access to training for non-traditional populations and rural communities. A CDL training cohort was launched in Socorro County through Capstone Construction School, and a justice-involved CDL program began at the Southern NM Correctional Facility in partnership with Mountain View Vocational Institute. Healthcare remained a priority sector, with training supported through ITAs, OJTs, and work experience placements.

Youth engagement grew through the region's first Youth Industry Forums in education and healthcare, offering students direct interaction with professionals. All In-School Youth earned diplomas, and Out-of-School Youth secured employment, post-secondary enrollment, and credentials. A pre-apprenticeship initiative placed 40 youth and young adults in hands-on roles with employers such as EB Heating & Cooling, Valued Medical Care, and the City of Deming.

Business outreach was strengthened by partnerships with Deming Luna County Economic Development, including an interactive job fair and the "Own Your Future" mindset and employment skills program. No WARNs were issued, but Rapid Response services were provided to impacted JOANN Fabrics employees in Las Cruces.

## **Appendices**

Appendix i: Evaluation of Aggregated (Statewide) Adult Customer Satisfaction Survey Results for Participants Receiving Services in 2023

Appendix ii: Evaluation of Statewide Employer Needs in 2024

Appendix iii: Data Analysis

Appendix iv: Success Stories

## **Appendix i: Evaluation of Aggregated (Statewide) Adult Customer Satisfaction Survey Results for Participants Receiving Services in 2024**

### **Executive Summary**

The NMDWS distributed the Customer Satisfaction Survey (CSS) on January 21, 2025, to 8,333 participants that received services from NMDWS AJCs or who interacted with the Workforce Connection Online System/NMJobs during calendar year 2024. Approximately 7.6 percent (637) of the emails bounced because the email address stored in the participant record in NMJobs were not valid. This is a 1.4 percentage points greater than the 6.2 percent that bounced in the survey that was sent out in 2024.

The overall level of customer satisfaction in 2024 decreased slightly compared to customer satisfaction in 2023. About 68.7 percent responded positively when asked about their level of satisfaction with the services they received while visiting an AJC in 2024. This was a 2.7 percentage point decline from the 71.3 percent that participants reported for 2023. There was also a 0.7 percent increase in the number of respondents that indicated they were very dissatisfied (14.4 percent) in 2024 compared with 2023.

The percentage of respondents that indicated their last interaction with NMJobs increased by 48.7 percent (9.6 percentage points) from 19.7 percent of respondents in 2023 to 29.3 of participants in 2024.

More than seven out of ten (71.3 percent) respondents indicated they were not employed in 2024 when they accessed AJC services and 10.3 percent were employed in part-time jobs; 1.4 percent of all respondents indicated they were employed in more than one part-time job. Unsurprisingly then was that the main reason, given by 39.4 percent of respondents, was that they were using AJC services to look for full-time employment.

In addition to the overall decrease in customer satisfaction between 2023 and 2024, the percentage of participants reporting they were either satisfied or very satisfied with specific AJC services generally declined between those two years.

The percentage of respondents who reported being satisfied with the services they received from the AJC decreased from 71.3 percent of respondents in 2023 to 68.7 percent of respondents in 2024, and 23.9 percent of respondents indicated they experienced difficulties or challenges when trying to access services. The most frequently mentioned challenge was lack of available staff (36.6 percent), and the area most frequently cited for staff unavailability was staff who could discuss unemployment insurance related issues with the participants. Almost half of the respondents (45.5 percent) indicated they were unable to find or use job opportunities at an AJC, and 19.6 were unable to find or use job referrals.

As in 2023, six services were viewed as favorable by less than half of respondents in 2024. In 2023, four services offered by AJCs were viewed unfavorably by more than 20 percent of respondents, however in 2024 only one service was viewed unfavorably by more than 20 percent of respondents.

Just under half (49.6 percent) of respondents indicated that they believed the services AJCs provided would help lead to employment or a better job, however 26.0 percent of respondents were unsure if

this was the case, and 24.5 percent responded that they were not confident that the services AJCs provided would help lead to employment or a better job.

At least 60 percent of respondents viewed the AJC workshops they attended in 2024 positively. Although a majority of respondents were either “satisfied” or “very satisfied” with the external training they received, a lower percentage reported this than was the case for AJC workshops.

Slightly fewer than one-third (31.9 percent) of respondents completing a training program subsidized by the AJC but provided by an external vendor. Of the respondents not completing their training, 19.3 percent did so because they found employment. However, 11.5 percent were unable to complete their training because they lacked a home computer. Almost 10 percent of respondents indicated they were unable to complete their training because they were unable to commit sufficient time to the course. An equal number of respondents indicated they abandoned the course because the program was not what they expected.

Other than health care (21.7 percent) and construction (11.6 percent), fewer than 10 percent of respondents indicated an interest in employment in one of the priority sectors identified in New Mexico’s Workforce Innovation and Opportunity Act (WIOA) State Plan.

Job coaching remained the most valuable service received by respondents in 2024 in helping them meet their employment-related goals, just as it has since 2021. Participants continued to identify job workshops and training, and on-the-job training, as the second and third most important services AJCs offered to help them reach their employment related goals.

## **Recommendations**

NMDWS WIOA staff should complete a quality review of all training provided by third party vendors. If deemed appropriate, based on findings of the training review, the NMDWS Senior Leadership team should work with the Local Workforce Development Boards to discuss the quality and relevance of training provided by third-party vendors funded by the NMDWS.

NMDWS WIOA staff should complete a quality review of all workshops provided by AJC staff. If deemed appropriate, based on findings of the training review, the WIOA team should work with AJC staff to enhance the workshops and are relevant for participants and help them succeed in improving their qualifications for the workplace.

NMDWS should investigate further and develop plans on ways to further improve participant satisfaction with specific services offered by AJC to understand why participant satisfaction declined in 2024 compared with satisfaction in 2023.

Review staffing levels for staff providing unemployment insurance and job search assistance to participants.

Review career counselor training to ensure counselors emphasize the time commitment and technological requirements necessary for participants to successfully complete training.

Ensure career counselors thoroughly explain the scope and content of training programs, and that the counselors verify that participants understand the goals and objectives, expectations, and criteria for success for each training course the participant enrolls in.

Ensure career counselors meeting with participants identify and discuss the career opportunities available in the WIOA priority sectors, and how employment in those roles will benefit themselves, their families, and all New Mexicans.

### Introduction

To enhance the WIOA participant experience, and fulfill a requirement of the WIOA Program Plan, NMDWS developed and distributed a customer satisfaction survey. The WIOA Customer Satisfaction Survey was sent to a random sample of 8,333 adult participants who used NMDWS services in calendar year 2024.<sup>1</sup> The survey was open from January 21, 2025 and closed on February 25, 2025. This document reviews and analyzes the findings received from that survey.

### Methodology

The sample was drawn from participants with records in NMJobs, formerly the New Mexico Workforce Connection Online System (WCOS). NMJobs is “New Mexico’s official online portal to virtual job matching services, employment resources, the Unemployment Insurance Tax & Claims System, and much more” (<https://www.jobs.state.nm.us/vosnet/default.aspx>). Individual New Mexicans can access the system online and enter their personal information via a secure connection, or NMDWS staff can enter the participant’s information into the system.

The sample for the customer satisfaction survey was drawn from adults, as defined in note 1, who accessed NMDWS services in calendar year 2024. Security enhancements in NMJobs precluded pulling the sample using participant social security numbers (SSN), therefore the last character of participant’s “username” was used to identify this year’s sample. To ensure participants were selected at random, and in keeping with the goal of maintaining a five-year interval between surveys sent to any single participant, the sample only included participants whose username ended in “0”, “1”, “A”, “B”, “C”, or “D”. Participant SSNs and usernames are unrelated. This has the advantage of increasing security, however it means that some participants who received a survey under the SSN protocol will receive a survey in less than the originally planned five year cycle.

To reduce response bias, participants who identified Spanish as their primary language in NMJobs were sent a survey in Spanish. Although 8.4 percent all New Mexicans speak Spanish at home, only 4.6 percent of the 2024 sample identified Spanish as their primary language in NMJobs (Exhibit 1).

1. Number of Surveys Distributed			
	English	Spanish	Total
Number of Delivered Survey Emails	7,165	316	7,481
Numbers of Undeliverable Survey Emails	594	43	637
Number of Participants that Opted Out of the Survey	215	0	215
Total Number of Survey Emails Sent	7,974	359	8,333

The response rate of all surveys sent was 6.4 percent. Broken out by language, 6.6 percent of the sample that were sent English language surveys responded, however only 2.8 percent of participants receiving the survey in Spanish did so (Exhibit 2).

<b>2. Survey Response</b>			
	English	Spanish	Total
Number of Participants Responding to Survey	689	10	699
Number of Participants Not Responding to Survey	7,285	349	7,634
Total	7,974	359	8,333

## Findings

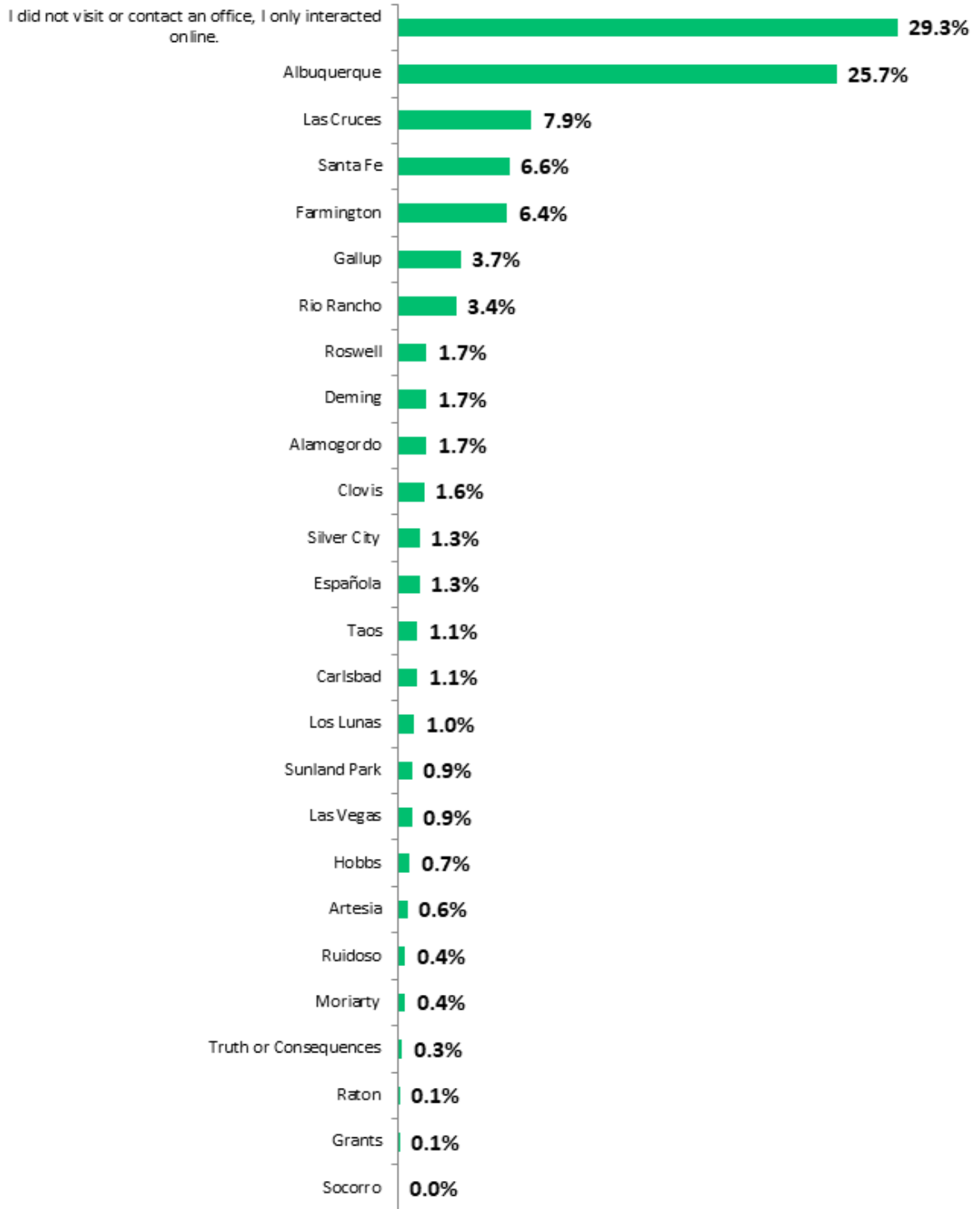
### Adult Customer Satisfaction Survey

#### Overview – Aggregated state data

##### *Respondents by AJC Office*

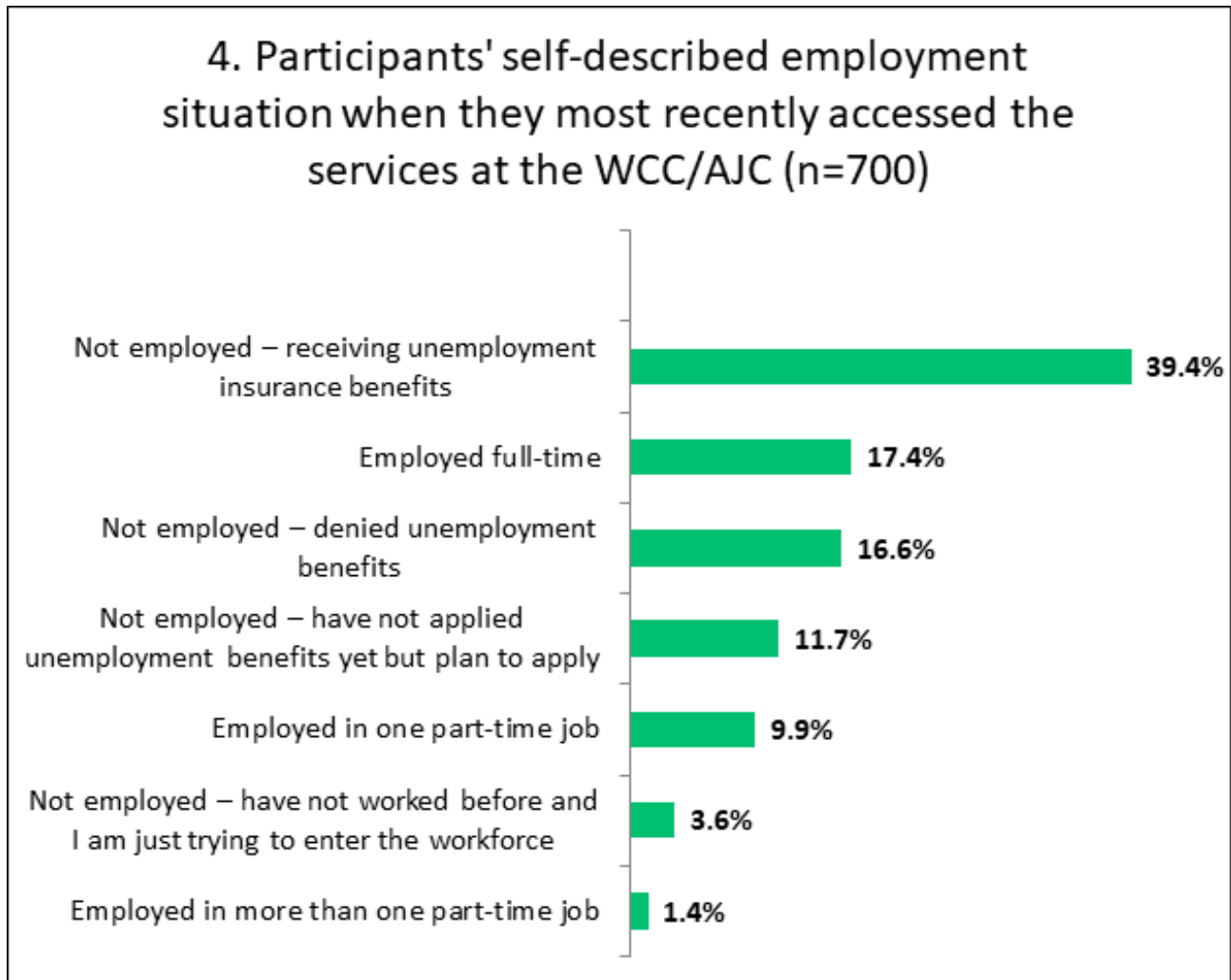
Slightly more than one-quarter (25.7 percent) of the Customer Satisfaction Survey (CSS) respondents reported the AJC office they most recently visited or contacted was in Albuquerque (Exhibit 3). This was a 7.8 percentage point decrease from last year for the office in New Mexico’s most populous city. Participants reported Las Cruces and Santa Fe were, respectively, the second and third most frequently visited or contacted office, with relatively more participants reported visiting these offices in 2024 (7.9 percent and 6.6 percent of respondents, respectively) than in 2023 (7.2 percent and 5.4 percent). The percentage of respondents that reported visiting or contacting the AJC offices in Farmington (6.4 percent) and Gallup (3.7 percent) exceeded the percentage indicating they contacted the office in Rio Rancho (3.4 percent). The percentage of respondents who only interacted with the NMJobs self-service portal increased substantially, from 19.7 percent in 2023 to 29.3 percent in 2024.

### 3. Percent of respondents reporting the WCC/AJC office they most recently visited or contacted (n=700)



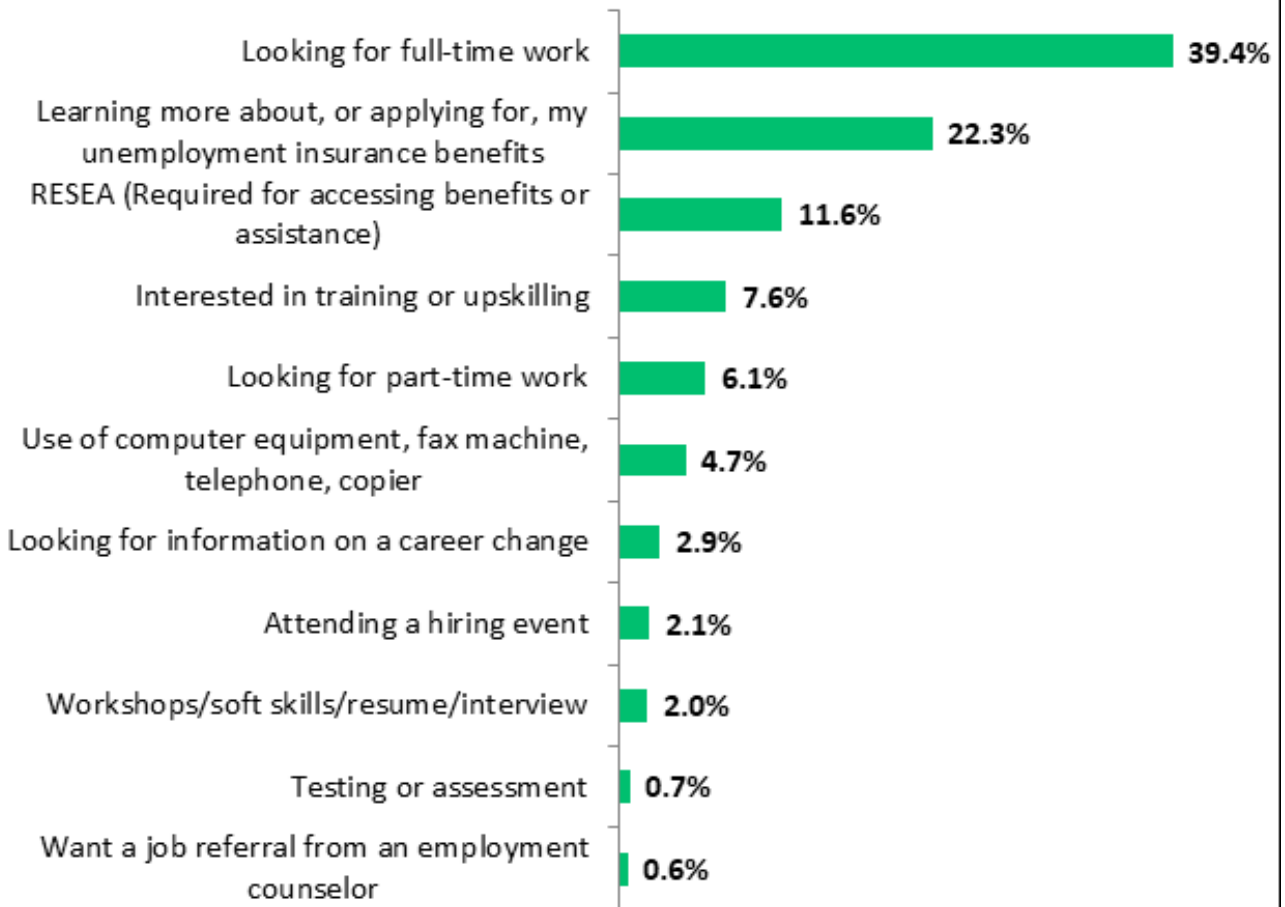
*Respondent Employment Status and Reason for Contacting the AJC*

More than seven out of ten (71.3 percent) respondents indicated they were not employed when they most recently accessed services at AJC (Exhibit 4). This question was modified from last year in order to provide greater detail about respondents' employment situations. Respondents that interacted with the AJC and were not working at some point in 2024 were asked if they applied for Unemployment Insurance (UI) benefits, and what the outcome of their application was. Additionally, respondents working in part-time positions were asked if they were working in one, or multiple, part-time jobs. The percentage of respondents reporting they were working full-time in 2024 was 17.4 percent, which is a 4.7 percentage point increase from the previous year; in last year's survey only 12.7 percent of respondents reported working full-time in 2023.

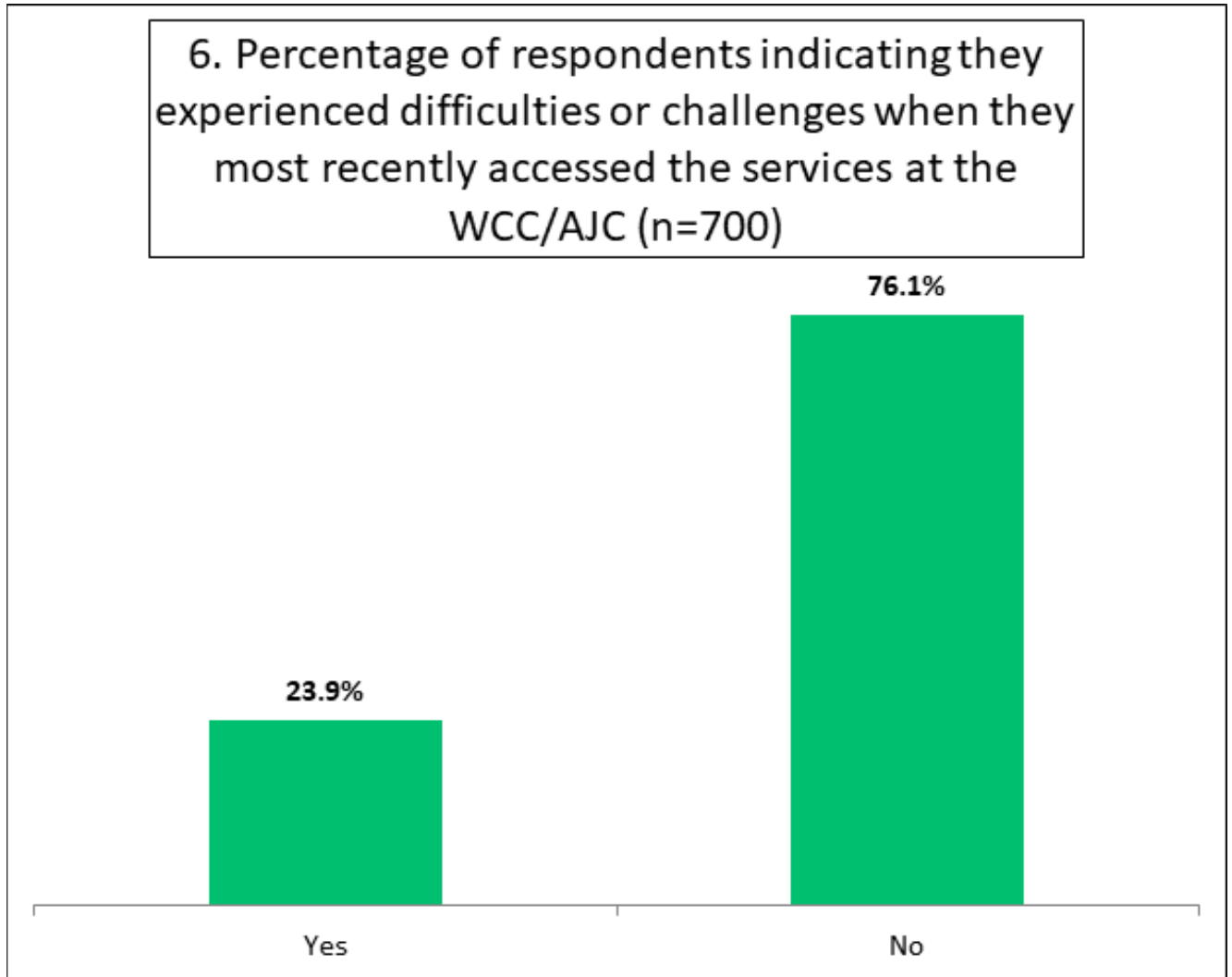


In 2024, the main reason, noted by 39.4 percent of participants, reported they most recently accessed the services at AJC was to look for full-time employment. Learning more about, or filing, for UI benefits, a new option in 2024, was the second most frequent response (22.3 percent; Exhibit 5). Fulfilling RESEA requirements fell to third place. This response was selected by 11.6 percent of respondents as the reason for contacting the AJC in 2024, down from 33.5 percent in 2023. Fewer than 10 percent of respondents indicated an interest in training or upskilling or looking for part-time employment. Less than five percent responded that they were interested in using the office equipment available at the AJC, looking for information about a career change, or attending a hiring event.

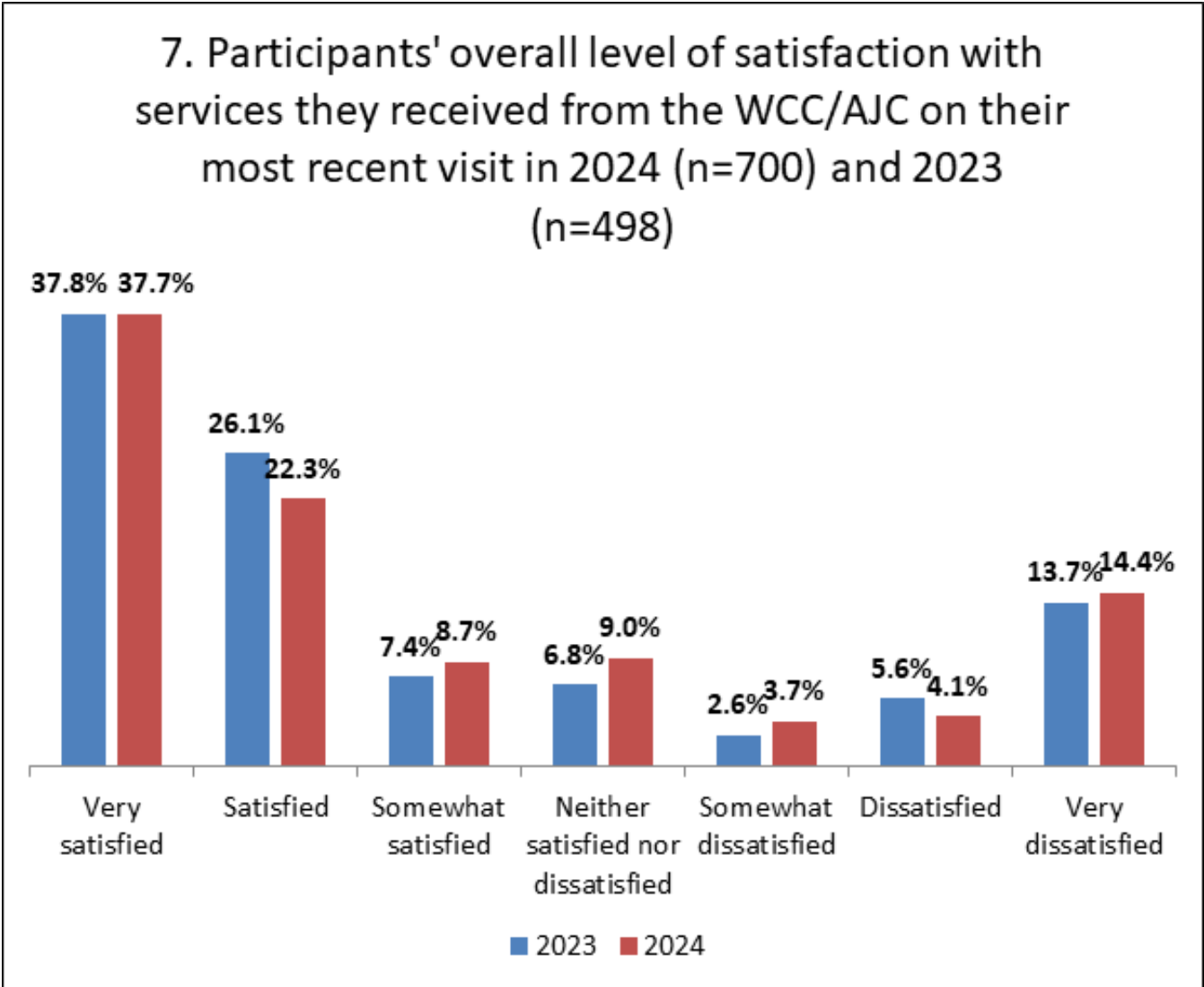
### 5. The main reasons participants accessed the services at the WCC/AJC on the day they most recently accessed them (n=700)



The overall level of customer satisfaction decreased in 2024 compared with 2023 (Exhibit 6). More than seven out of ten respondents (71.3 percent) responded positively when asked about their level of satisfaction with the services they received while visiting an AJC in 2023, while 68.7 percent of participants indicated they were “satisfied” with services in 2024. There was a slight decrease in the number of respondents that were “very satisfied” with the services they received in 2024 (37.7 percent) compared with 2023 (37.8 percent). The largest decline was in the percentage of respondents reporting they were “satisfied”, falling from 26.1 percent in 2023 to 22.3 percent in 2024.

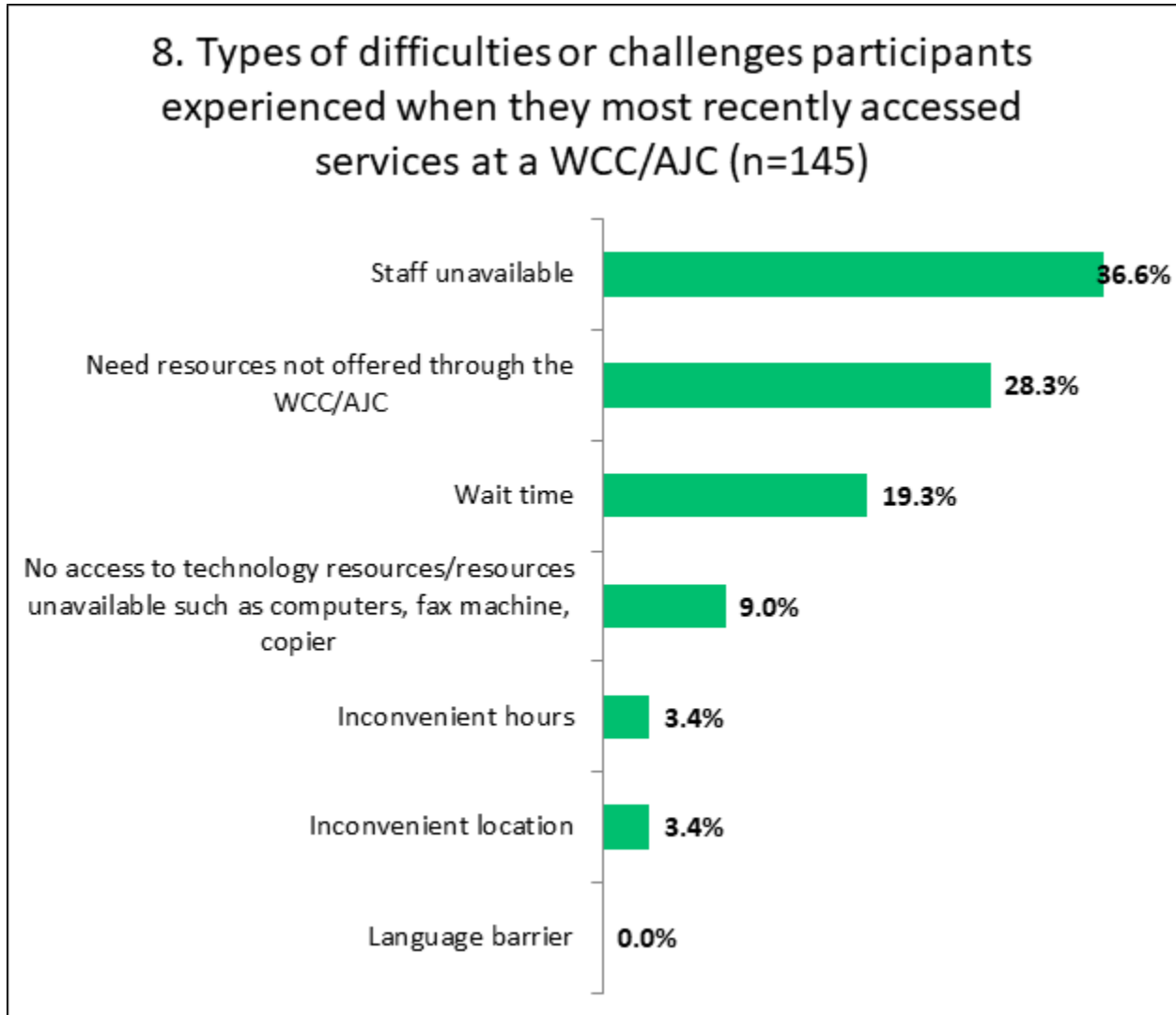


There was also an increase in the percentage of respondents who responded negatively, but the increase was much smaller, increasing from 21.9 percent of respondents in 2023 to 22.3 percent in 2024 (Exhibit 7). The percentage of respondents that were “very dissatisfied” continued to increase; in 2022 11.7 percent reported they were “very dissatisfied”, 13.7 percent did so in 2023, and 14.4 percent indicated they were “very dissatisfied” with the services they received in 2024. The percentage of respondents indicating they were “neither satisfied nor dissatisfied” increased from 6.8 percent in 2023 to 9.0 percent in 2024.



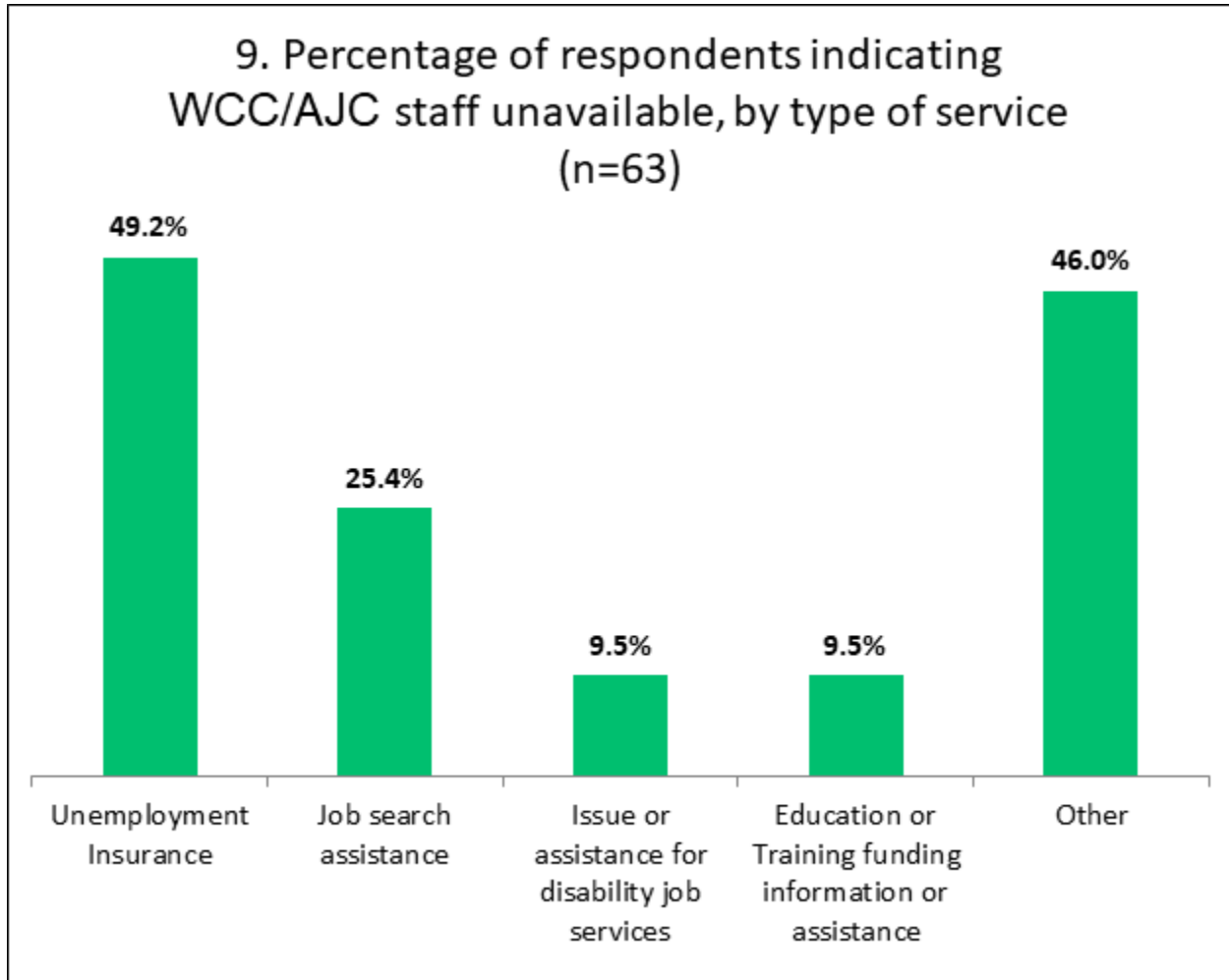
Slightly less than a quarter (23.9 percent) of respondents indicated they encountered difficulties or challenges when they most recently accessed services at an AJC (Exhibit 8).

The question asking participants which services they had difficulties or challenges accessing was expanded from the four choices in last year's survey to seven options this year. Despite the additional options, the top difficulty, reported by more than one-third of respondents (36.6 percent), was the lack of available staff to assist them. The second most reported difficulty, reported by 23.8 percent of respondents, was that the resources the participant needed were not offered through the AJC.<sup>2</sup> Slightly fewer than one in five respondents (19.3 percent) reported that waiting times were a challenge.



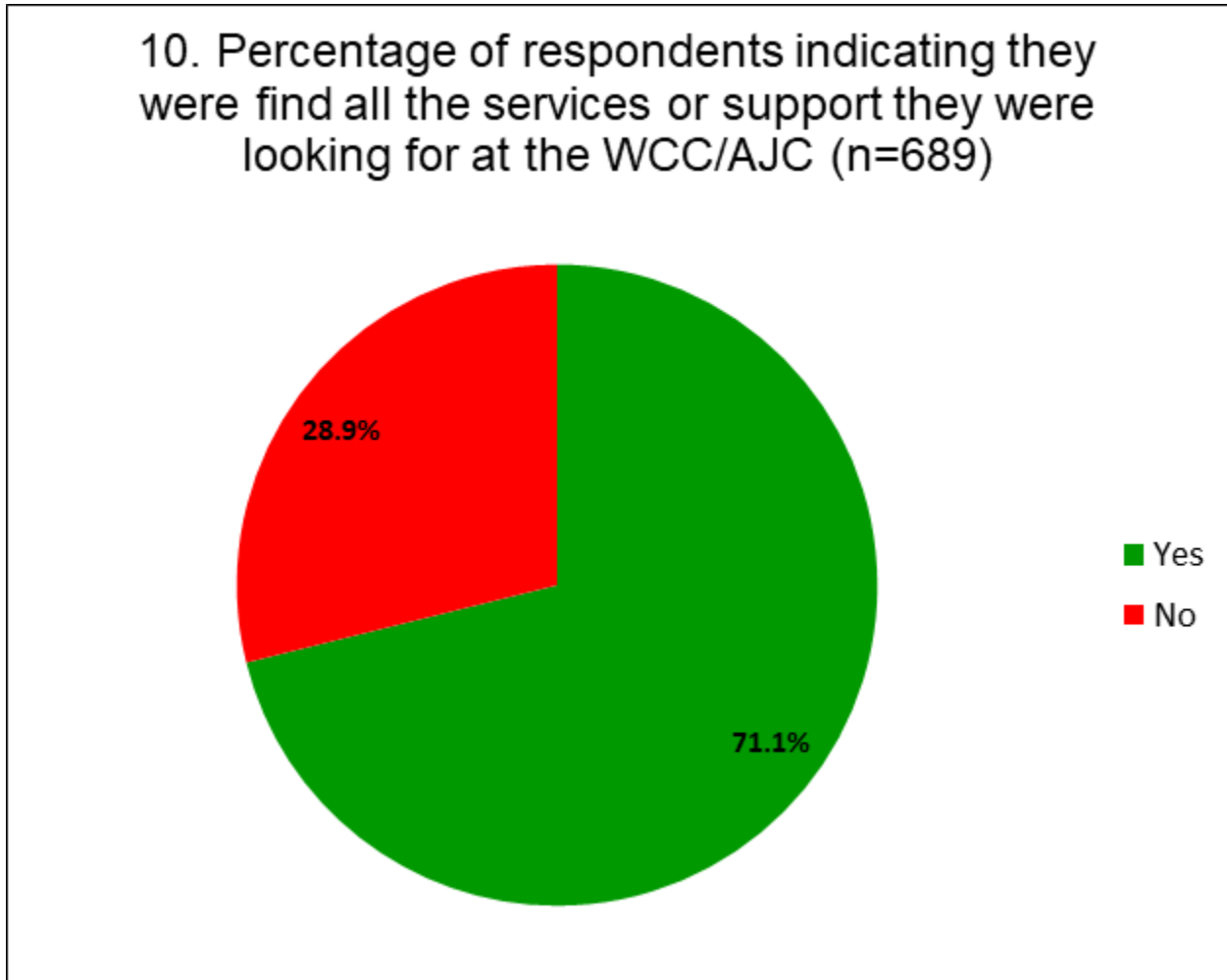
Note: Percentages do not add to 100 because participants were able to select more than one response.

Respondents indicating that staff were unavailable to assist them were asked a follow-up question about the type of service they were seeking (Exhibit 9). Nearly half (49.2 percent) of these respondents indicated unemployment insurance staff were not available to assist them and more than a quarter (25.4 percent) indicated that staff providing job search assistance were not available to help them.

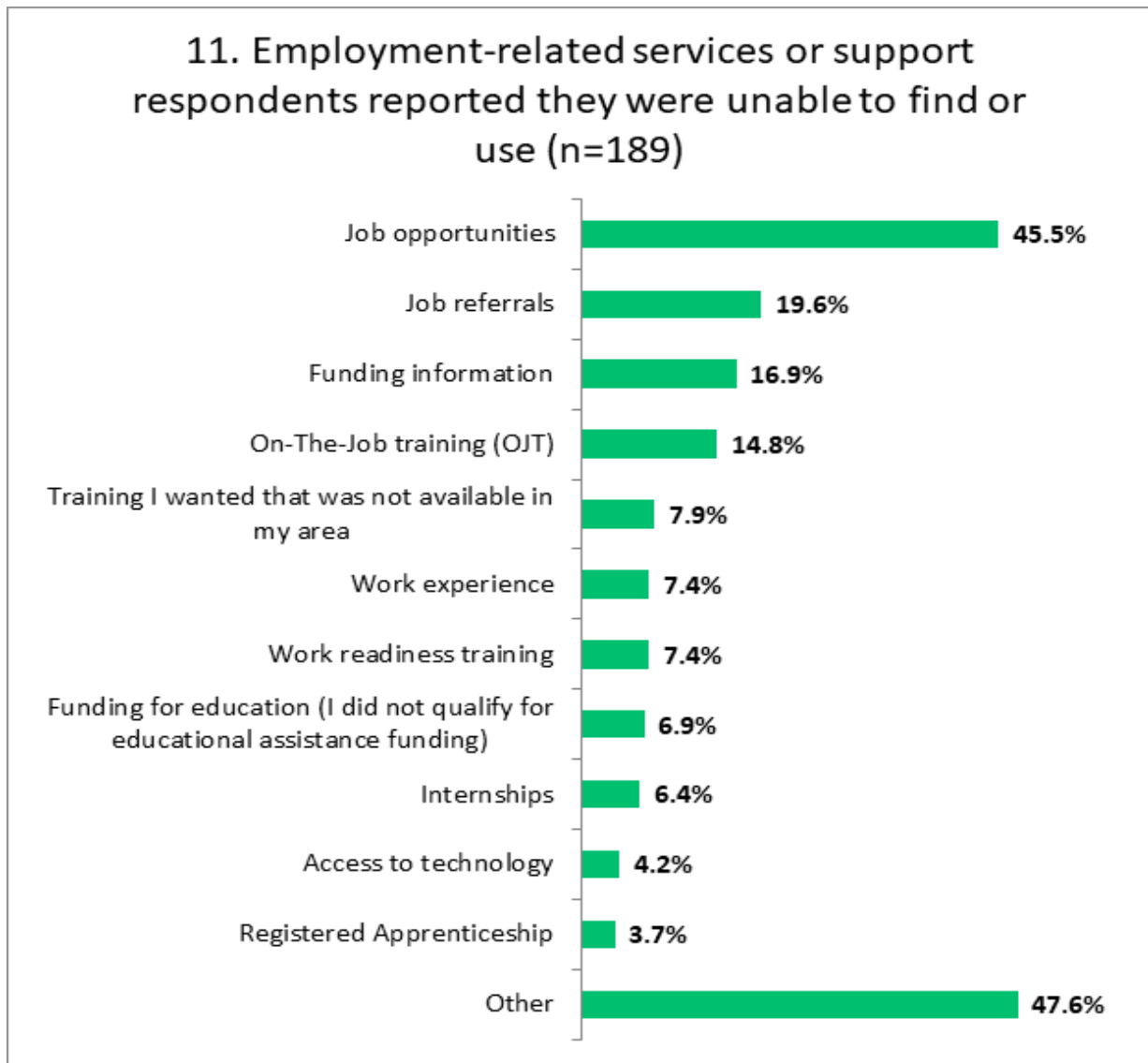


Note: Percentages do not add to 100 because participants were able to select more than one response.

More than seven of ten (71.1 percent) respondents indicated they were able to find all the specific services or support they were looking for in 2024, however 28.9 percent reported that was not the case (Exhibit10). As in past years these participants were asked to identify the services, or support, they were able to find.



To capture more detailed information, respondents who indicated they were unable to find some employment-related services or support in 2024 were offered a greater number of choices than in previous years (Exhibit 11). Respondents were able to select more than one response, and almost half of these participants (45.5 percent) indicated they were unable to find job opportunities. This was more than twice the rate of the next most frequently selected choice, job referrals (19.6 percent). In 2024 only 6.9 percent of respondents indicated they were unable to qualify for educational assistance, down from 7.5 percent of respondents in 2023. New Mexicans’ increasing awareness and availability of the Opportunity Scholarship may have contributed to this change. Slightly less than half of the respondents (47.6 percent) indicated the service or support they were unable to find, or use, were not listed on the survey; their comments are included in the Appendix.



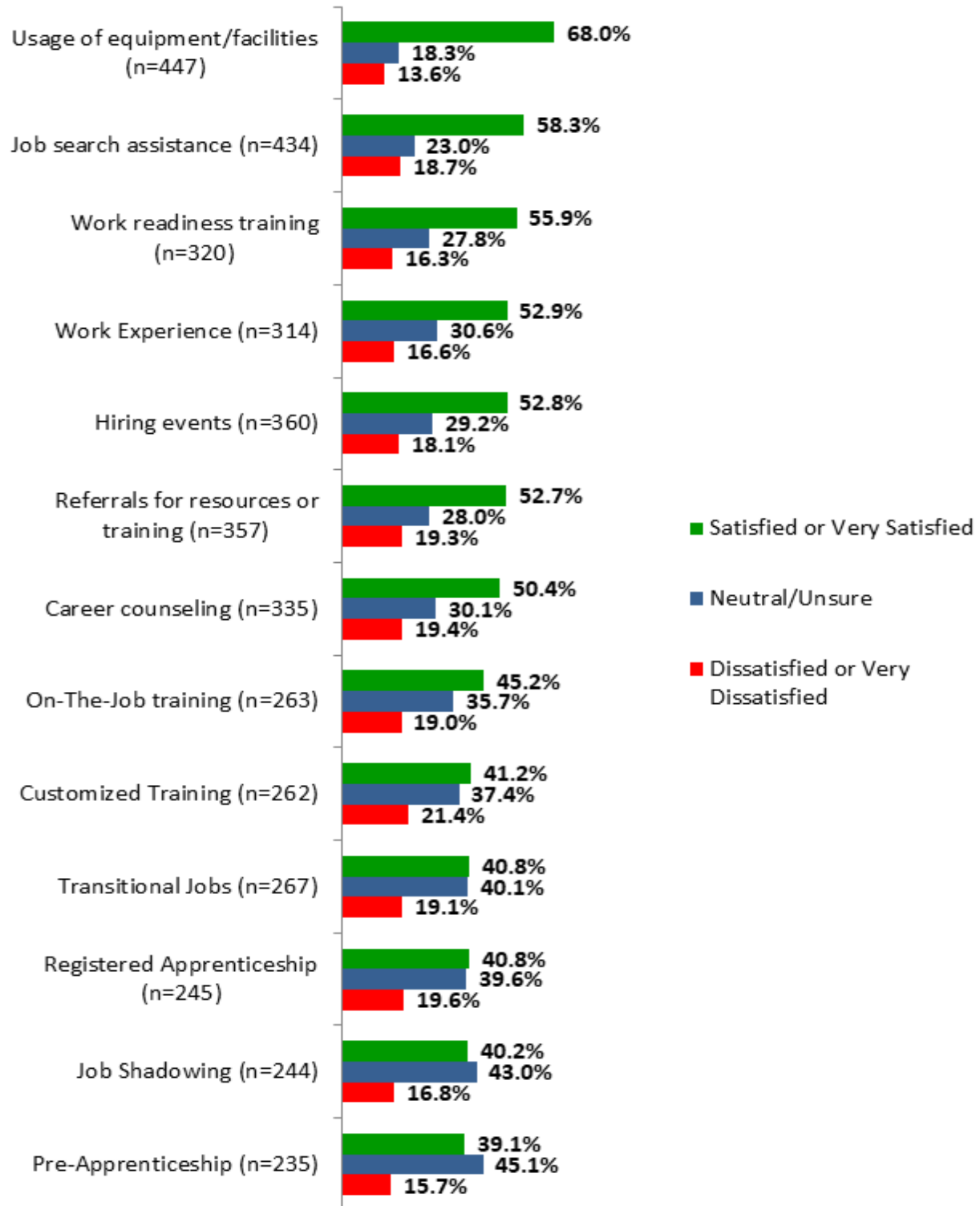
Note: Percentages do not add to 100 because participants were able to select more than one response.

The percentage of respondents reporting a favorable view of specific services offered, or facilitated, by AJCs in 2024 ranged from 68.0 percent for the usage of equipment/facilities to 39.1 percent for pre-apprenticeship.

The overall decrease in customer satisfaction between 2023 and 2024 was due to the decline in the percentage of participants that were either satisfied or very satisfied with specific services received (Exhibits 12 and 13). In 2024, as in 2023, six services were viewed as favorable by less than half of respondents.

The largest absolute (8.3 percentage points) and relative (13.6 percent) decline was in the participants' ability to obtain job referrals, which declined from 61.0 percent favorable to 52.7 percent favorable. The percentage of respondents that were satisfied or very satisfied with the facilities and equipment available to them increased from 66.6 percent in 2023 to 68.0 percent in 2024.

## 12. Percentage of respondents' level of satisfaction with specific services offered or facilitated by the WCC/AJC



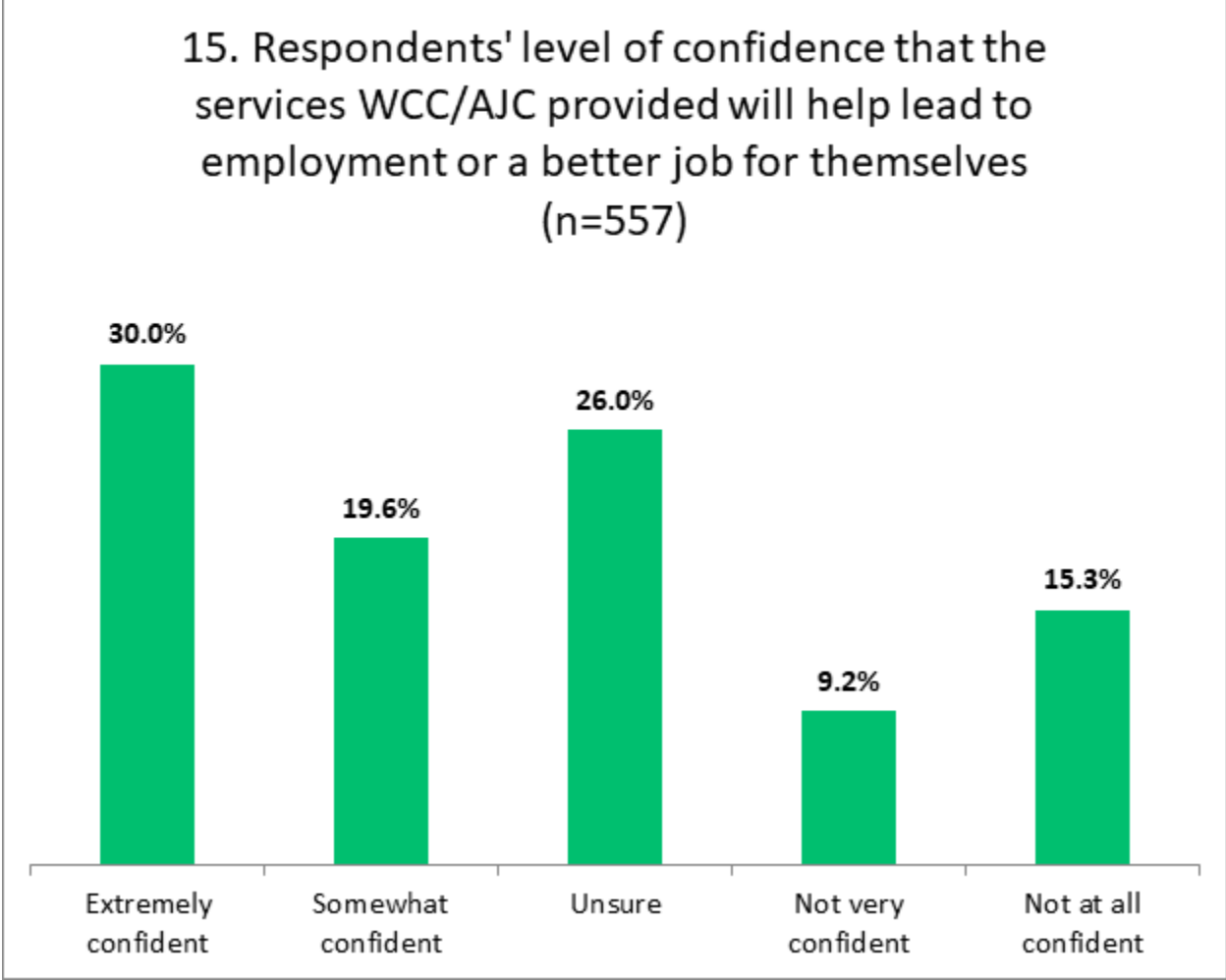
13. Percentage of participants indicating they were either satisfied or very satisfied with services offered and facilitated by AJCs in 2023 (n=383) and 2024 (n=550)				
Service (and n's for 2024)	2023	2024	Percentage Point Difference, 2023 to 2024	Percent Change, 2023 to 2024
Usage of equipment/facilities (n=447)	66.6%	68.0%	1.4	2.1
On-The-Job training (n=263)	45.7%	45.2%	-0.5	-1.1
Career counseling (n=335)	53.6%	50.4%	-3.2	-6.0
Job/work readiness training (n=320)	59.6%	55.9%	-3.7	-6.2
Work Experience (n=314)	56.8%	52.9%	-3.9	-6.9
Hiring events (n=306)	57.2%	52.8%	-4.4	-7.7
Job search assistance (n=434)	63.7%	58.3%	-5.4	-8.5
Pre-Apprenticeship (n=235)	43.0%	39.1%	-3.9	-9.1
Registered Apprenticeship (n=245)	45.5%	40.8%	-4.7	-10.3
Transitional Jobs (n=267)	45.9%	40.8%	-5.1	-11.1
Job Shadowing (n=244)	45.5%	40.2%	-5.3	-11.7
Customized Training (n=262)	47.2%	41.2%	-6.0	-12.7
Referrals for resources or training (n=357)	61.0%	52.7%	-8.3	-13.6

In 2023, four services offered by AJCs (transitional jobs, customized training, career counseling, and job search assistance), were viewed unfavorably by more than 20 percent of respondents, however in 2024 only customized training was viewed unfavorably by more than 20 percent of respondents (Exhibit 14).

The largest absolute and relative increase in services respondents viewed unfavorably was on-the-job training. In 2023, 17.7 percent of respondents indicated they were dissatisfied with this service, however, in 2024, 19.0 percent reported this was the case. This equates to a 1.3 percentage point increase in dissatisfaction.

14. Percentage of participants indicating they were either dissatisfied or very dissatisfied with services offered and facilitated by AJCs in 2023 (n=383) and 2024 (n=550)				
Service (and n's for 2024)	2023	2024	Percentage Point Difference, 2023 to 2024	Percent Change, 2023 to 2024
On-The-Job training (n=263)	17.7%	19.0%	1.3	7.3
Customized Training (n=262)	20.6%	21.4%	0.8	3.9
Registered Apprenticeship (n=245)	19.6%	19.6%	0.0	0
Usage of equipment/facilities (n=447)	13.8%	13.6%	-0.2	-1.5
Referrals for resources or training (n=357)	19.9%	19.3%	-0.6	-3.0
Work Experience (n=314)	17.2%	16.6%	-0.6	-3.5
Hiring events (n=360)	19.2%	18.1%	-1.1	-5.7
Job search assistance (n=434)	20.1%	18.7%	-1.4	-7.0
Job Shadowing (n=244)	18.2%	16.8%	-1.4	-7.7
Job/work readiness training (n=320)	18.1%	16.3%	-1.8	-10.0
Career counseling (n=335)	21.8%	19.4%	-2.4	-11.0
Transitional Jobs (n=267)	21.8%	19.1%	-2.7	-12.4
Pre-Apprenticeship (n=235)	19.0%	15.7%	-3.3	-17.4

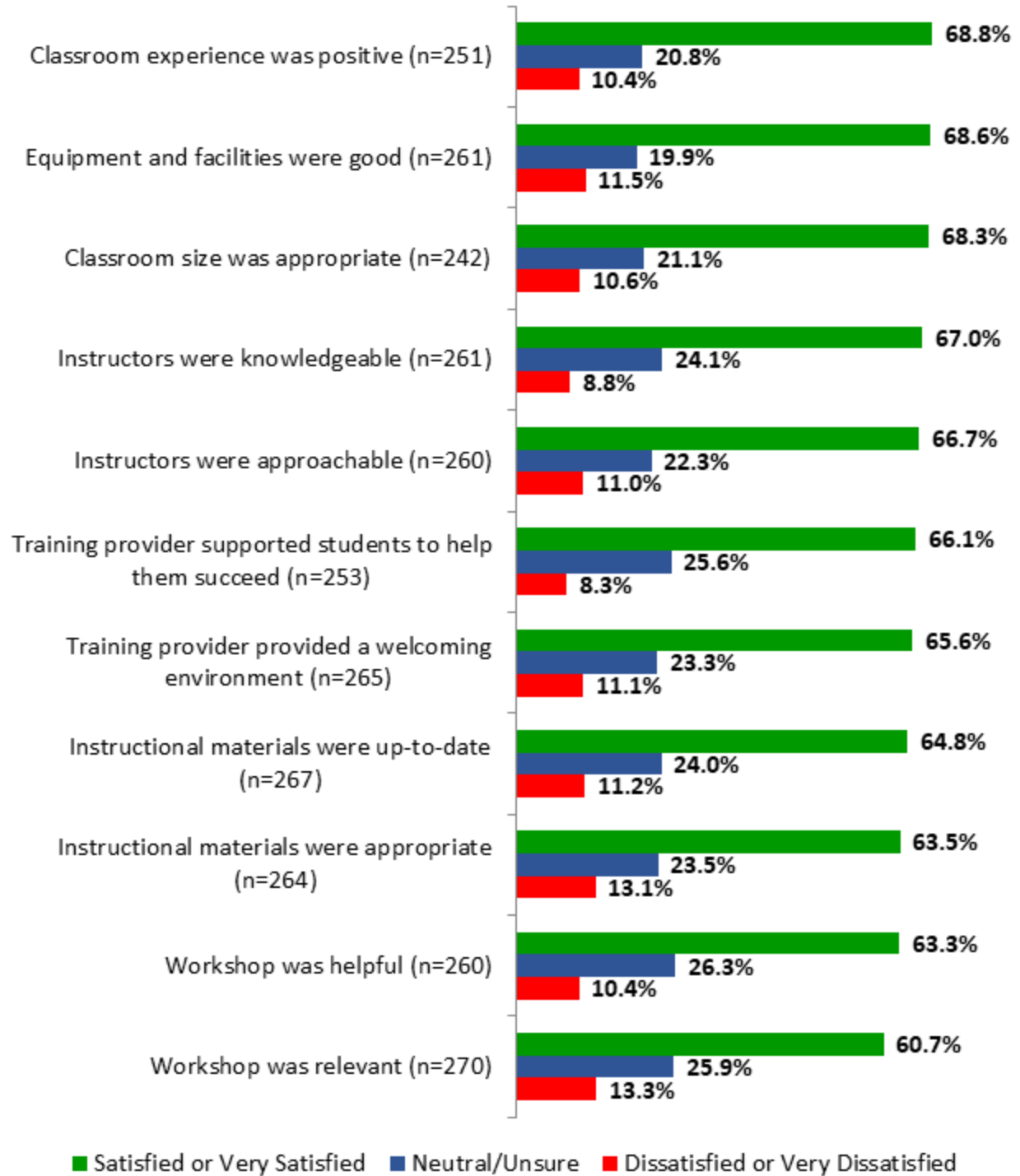
Slightly less than half (49.6 percent) of respondents indicated they were confident that the services AJCs provided will help lead to employment or a better job for themselves; of these respondents, more than two-thirds (or 30.0 percent of all respondents) were extremely confident that the services AJCs provided will help lead to employment or a better job for themselves (Exhibit 15). Less than a quarter (24.5 percent) of the 557 respondents answering this question reported not being confident that the services AJC provided will help lead to employment or a better job for themselves.



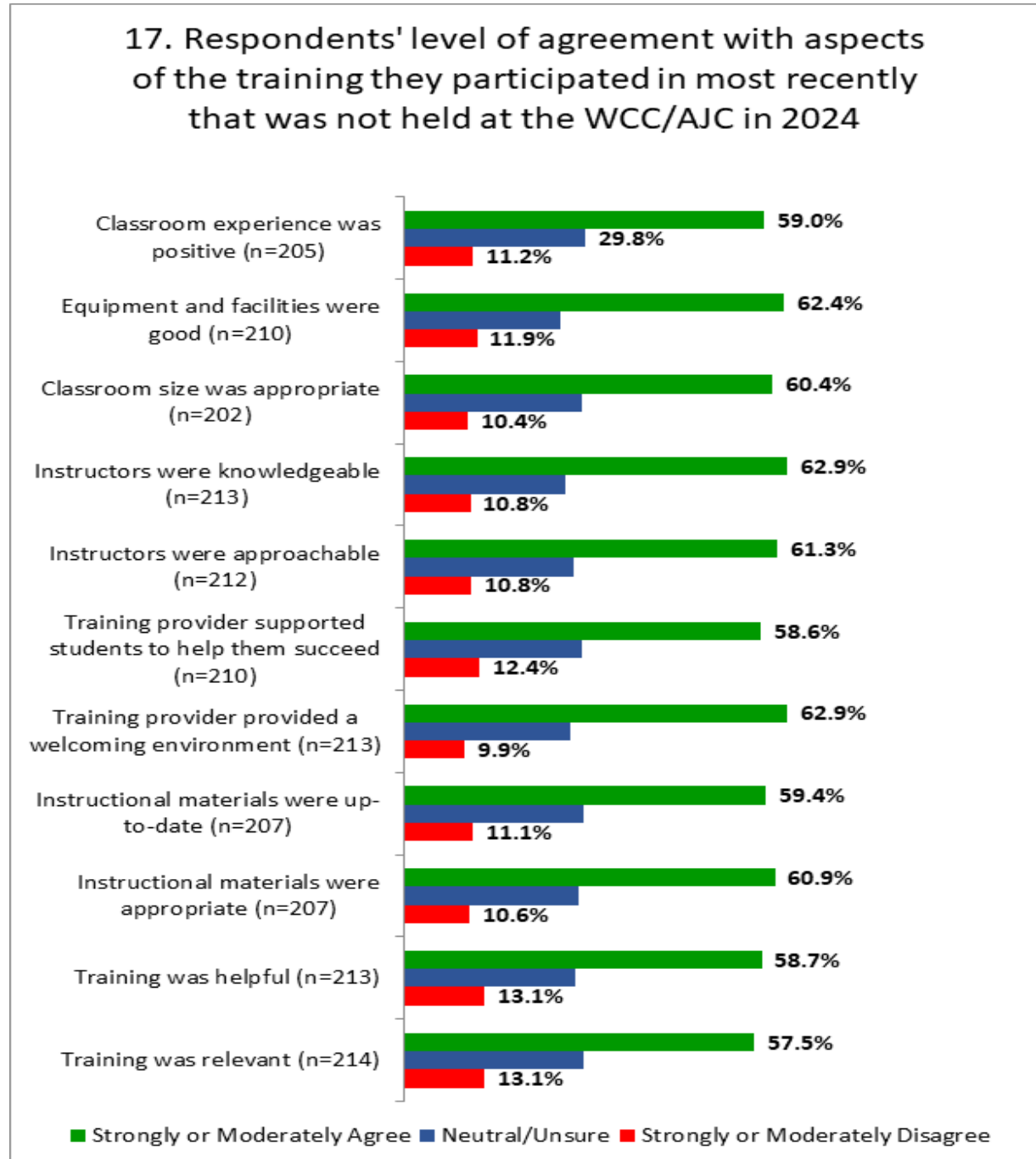
This year, unlike in previous customer satisfaction surveys, participants were asked to separately rate their experience in workforce workshops offered at AJC locations and training sponsored by the NMDWS but provided by third parties. This precludes the ability to make valid comparisons between the responses of respondents participating in training or workshops in 2024 and responses from previous years.

At least 60.0 percent of respondents had a positive view on the workshop they attended at the AJC in 2024 (Exhibit 16). Respondents were most satisfied with their classroom experience, with 68.8 percent indicating they were either “satisfied” or “very satisfied” with it. Slightly more than six out of ten (60.7 percent) of respondents indicated they were satisfied with the relevance of their workshop, however 13.3 percent of respondents indicated they were dissatisfied with the relevance of their workshop. A small percentage of respondents (8.3 percent) were dissatisfied with the support trainers provided to help them succeed.

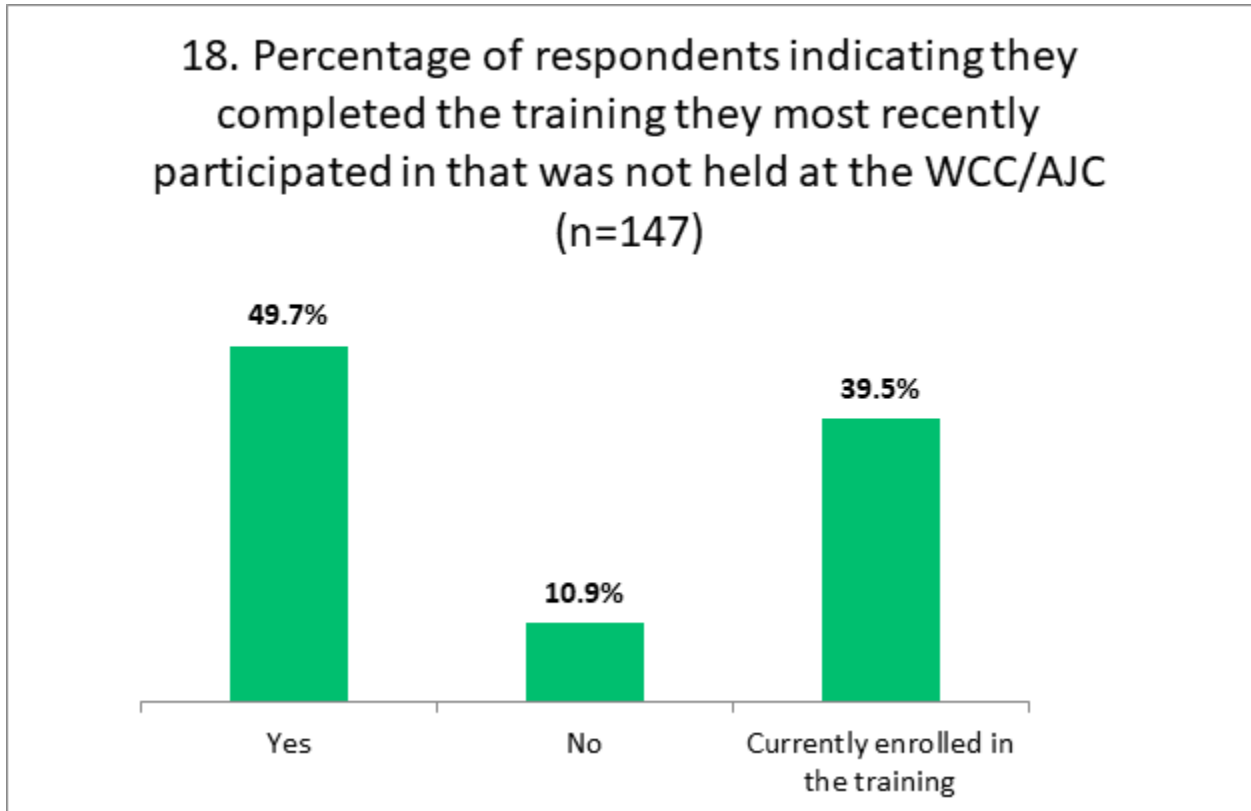
## 16. Respondents' level of satisfaction with the last workshop they attended at the WCC/AJC in 2024



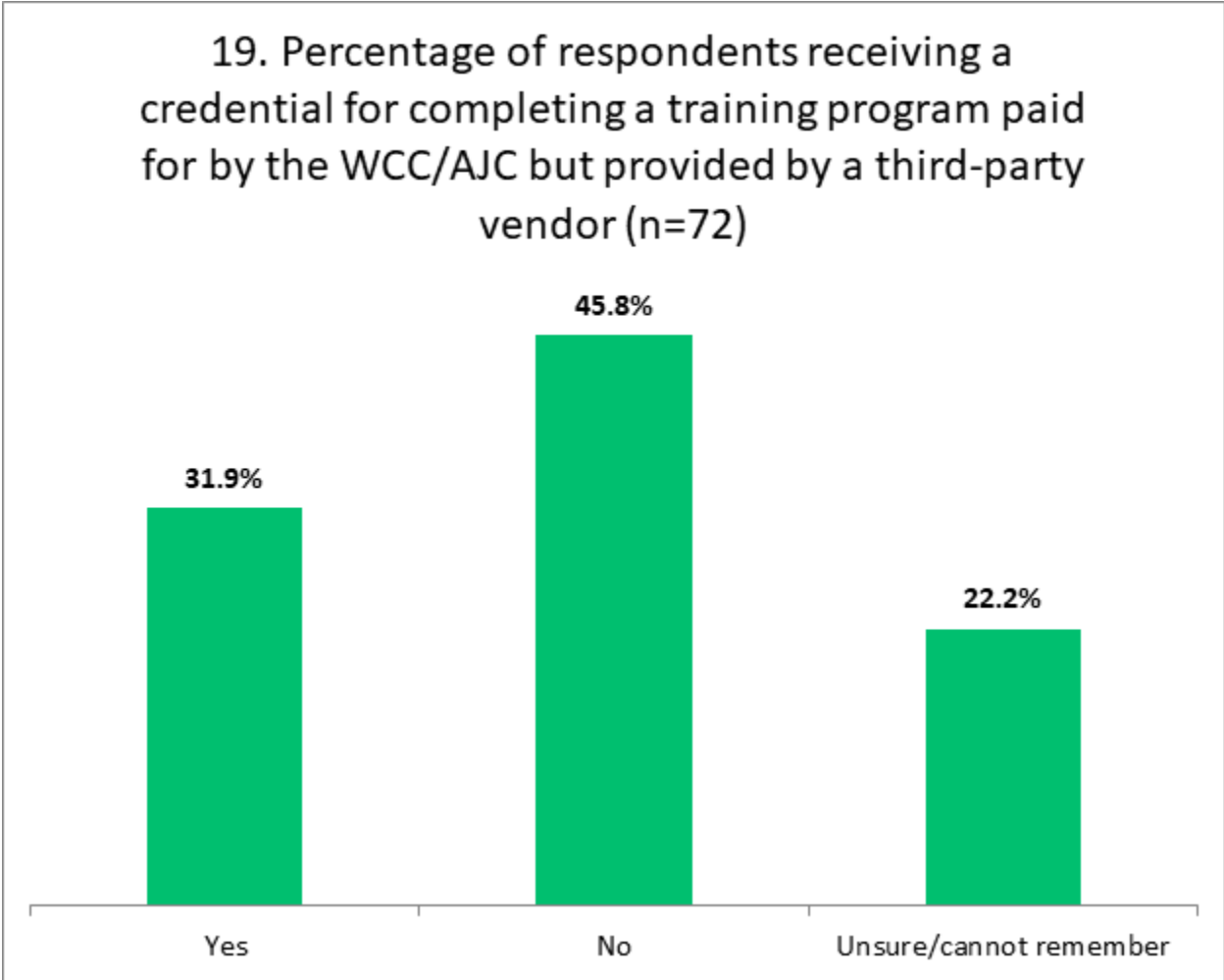
Respondents who participated most recently in training that was not held at the AJC, but rather participated in training provided by a third party, were generally slightly less satisfied than those who participated in AJC workshops (Exhibit 17). Only 59.0 percent of these respondents were either “satisfied” or “very satisfied” with their classroom experience. Participants were most satisfied with the welcoming environment (62.9 percent) and the instructors’ knowledge (62.9 percent). Only 57.5 percent of respondents viewed the relevance of the third party training positively and 13.1 percent believed the training was not relevant.



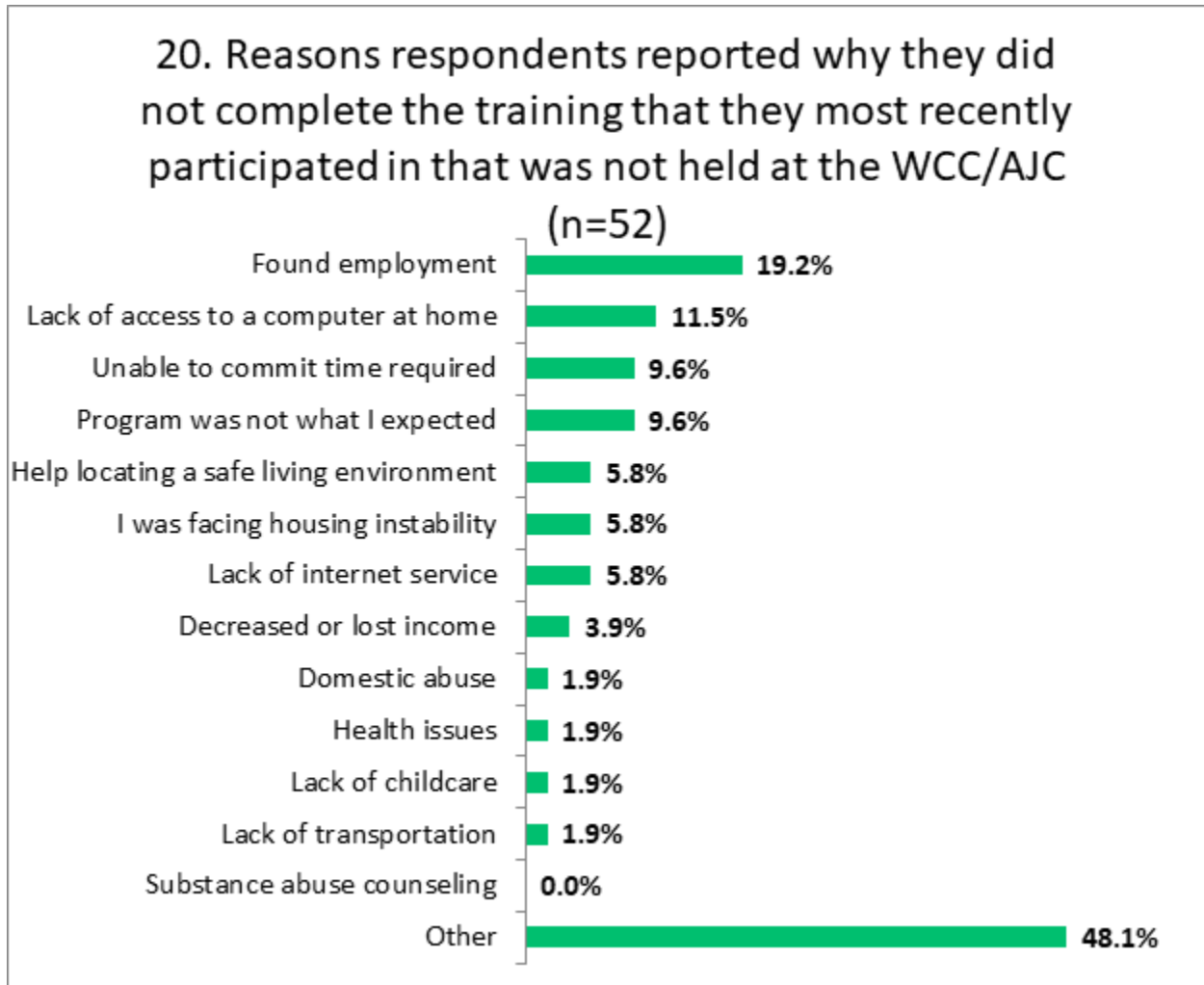
Slightly less than half (49.7 percent) of respondents reported completing the third party training they were enrolled in during 2024 (Exhibit 18). More than a third (39.5 percent) of the respondents were still participating in their training program at the time of the survey. Slightly more than one in ten respondents (10.9 percent) indicated they did not complete their training course in 2024.



Of the 72 participants that completed their training program in 2024, 23 (31.9 percent) received a credential, such as a degree, certificate, or micro-credential badge as a result of completing their training program, however almost half of the respondents (45.8 percent) reported not earning a credential for their efforts (Exhibit 19).



The largest percentage of respondents enrolled in non-AJC training in 2024 were unable to complete it (19.2 percent) because they found employment. In 2024, 5.8 percent of respondents indicated they were unable to complete training provided by third party vendors because they needed help locating a safe living environment or faced housing instability. Less than two percent (1.9 percent) of respondents reported not completing their training due to domestic abuse or the lack of child care (Exhibit 20).

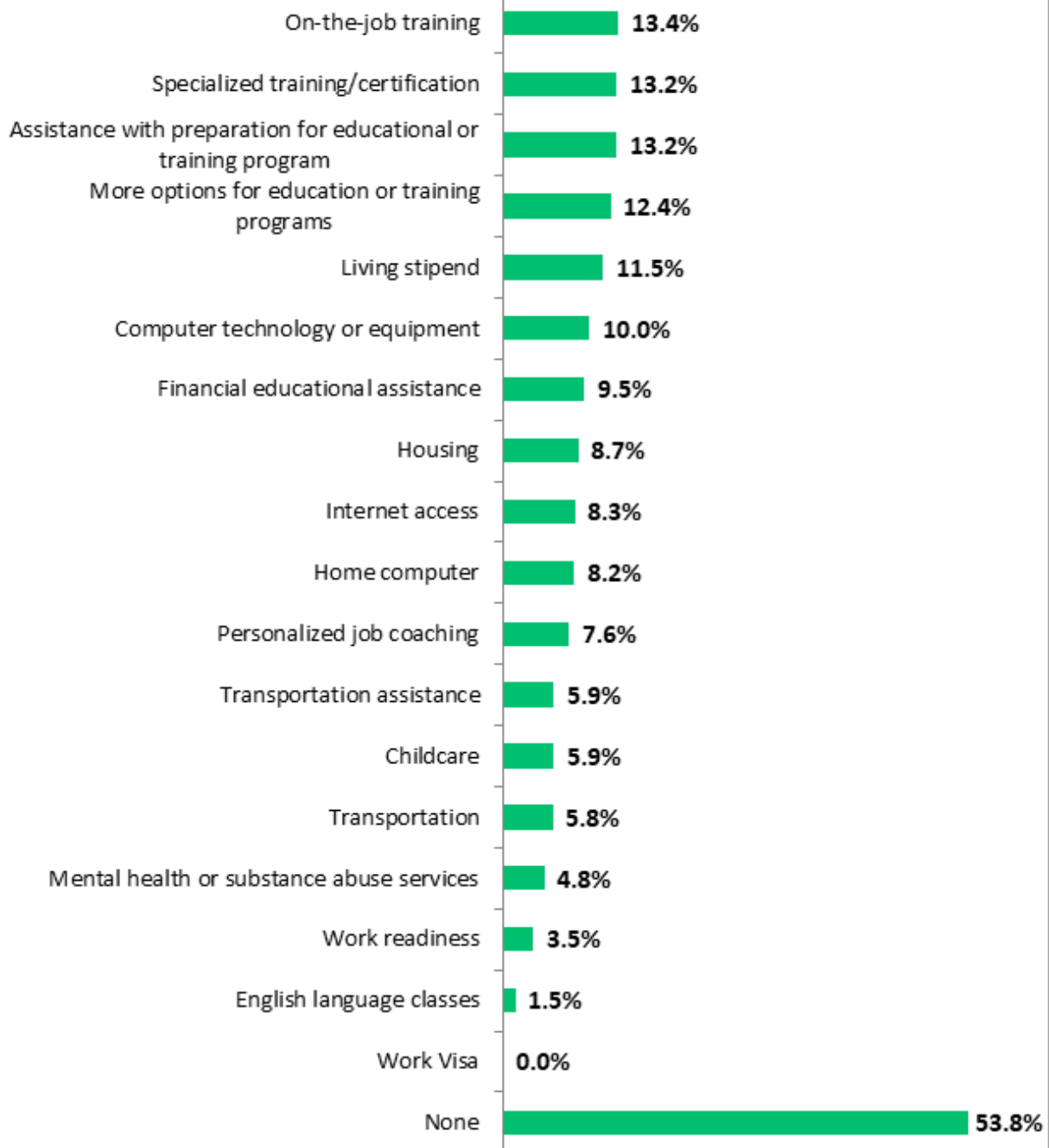


Note: Percentages do not add to 100 because participants were able to select more than one response.

More than half of the respondents (53.8 percent) indicated that there were no additional programs or services they needed to reach their education or career goals in 2024 (Exhibit 21). This was a slight (1.3 percentage point) decrease from the 55.1 percent that indicated they did not need additional services in 2023. Interestingly, 5.9 percent of respondents indicated that in 2024 child care was needed to help them reach their education or career goals compared with the 4.8 percent of respondents in the previous year, however the rewording of the question may have impacted the most recent responses so that they are not entirely comparable.

At least 10 percent of respondents reported that access to on-the-job training (13.4 percent), specialized training/certification (13.2 percent), assistance with preparation for educational or training program (13.2 percent), more options for education or training programs (12.4 percent), living stipend (11.5 percent), and computer technology or equipment (10.0 percent) that they did not receive or have available to them in 2024 would have helped them reach their education and/or career goals. No respondents indicated needing a work visa and only eight respondents (1.5 percent) indicated that they did not receive or have available English language classes which would help them reach their education and/or career goals.

21. Additional programs and/or services respondents indicated would help them reach their education and/or career goals and that they are not currently receiving or are not available to them (n=539)

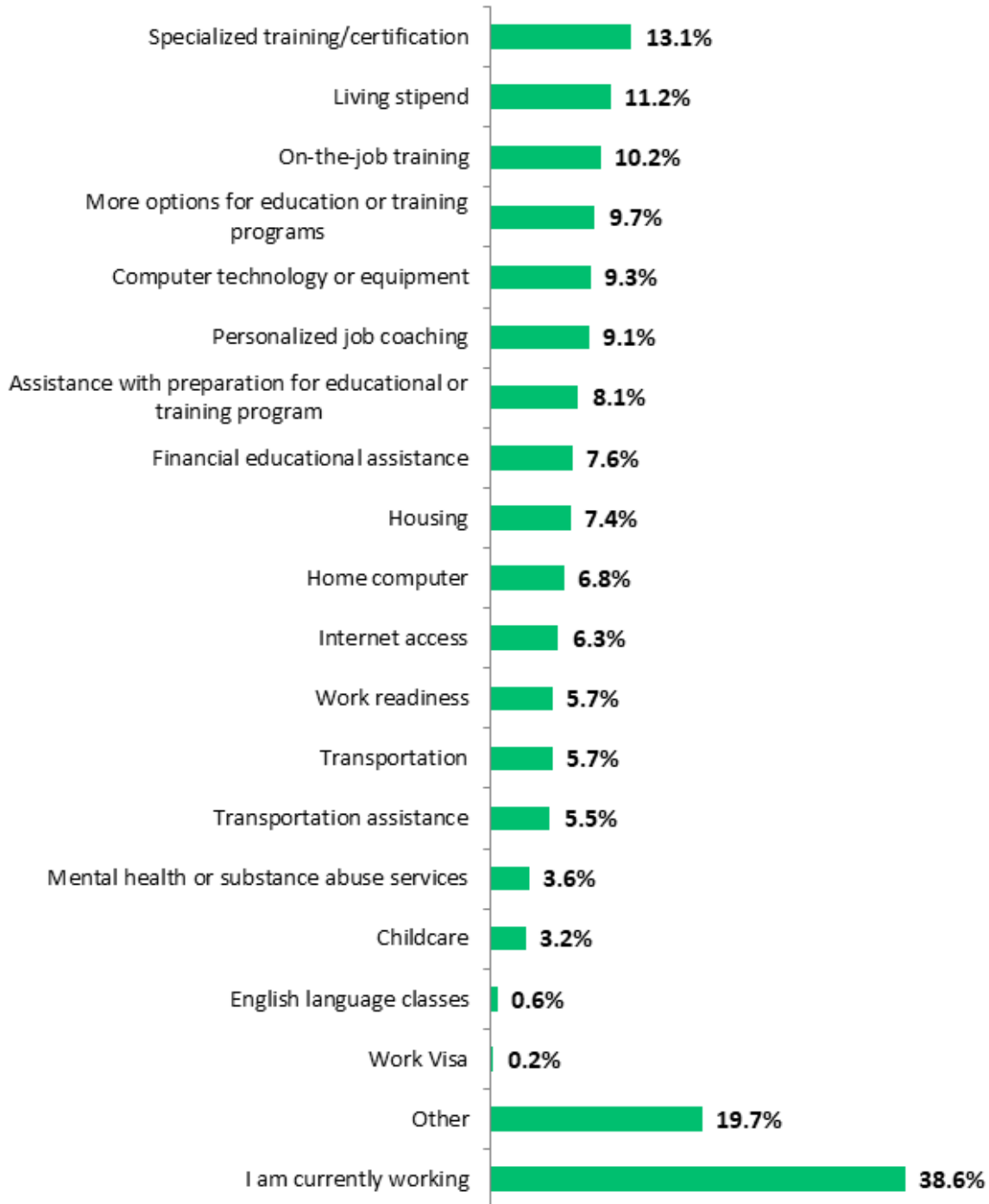


Note: Percentages do not add to 100 because participants were able to select more than one response.

The question asking unemployed participants receiving services in 2024 which services and/or resources they believed would help them find a job and keep it included more options than in previous years so the direct comparison with previous responses is not possible. The additional options available to the respondents likely led to the 17.7 percentage point (47.3 percent) decrease in the respondents selecting the “other” category (Exhibit 22).

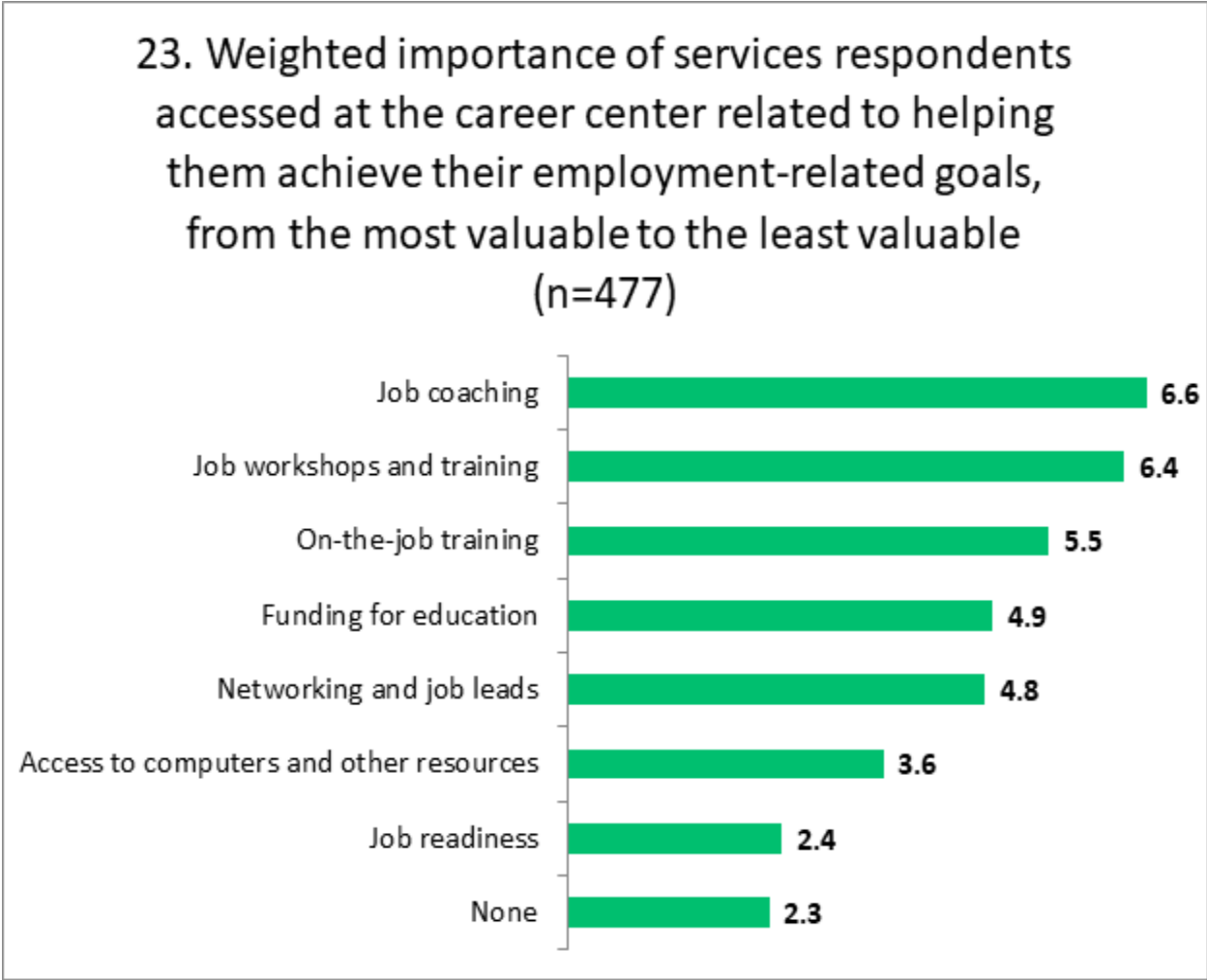
Respondents who were unemployed in 2024 indicated that specialized training and certification (13.1 percent) was the most important service or resource they believed would help them find and keep a job. This was also the top response for respondents that were unemployed in 2023. The other two services or resources respondents unemployed in 2024 indicated would help them find and keep a job were a living stipend (11.2 percent) and on-the-job training (10.2 percent). Only 3.2 percent of respondents who were unemployed in 2024 indicated that childcare would help them find and keep a job, which is less than half the percentage that respondents who were unemployed in 2023 reported (7.0 percent).

## 22. Additional services and/or resources respondents not currently working indicated would help them find a job and keep it (n=528)



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

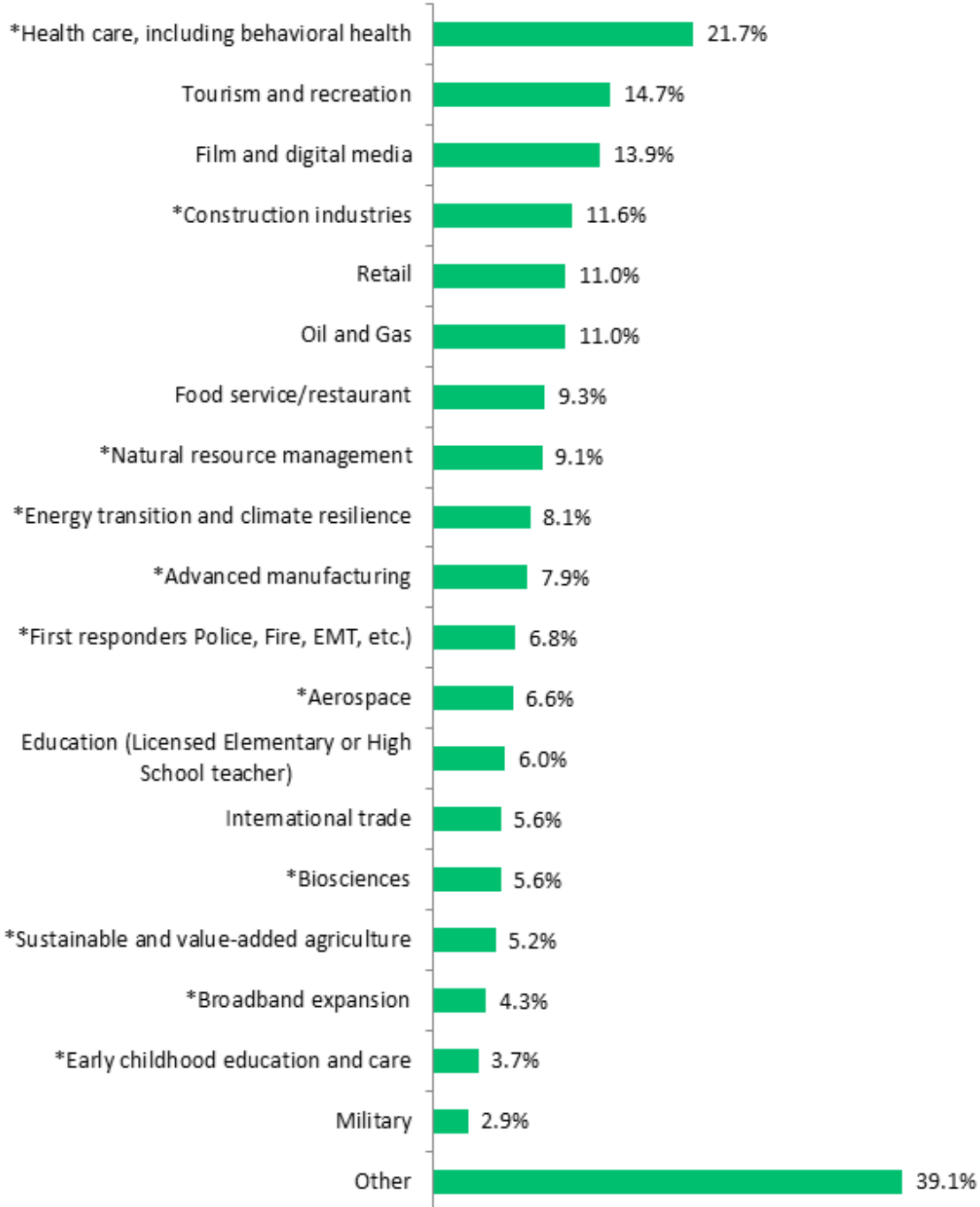
Job coaching was the most valuable service respondents received toward helping them meet their employment-related goals in 2024, just as it has been from 2021 through 2023 (Exhibit 23). The next three most important services remained the same as in the previous three years as well, and were related to enhancing the respondents' skills: job workshops and training, on-the-job training, and funding for education.



The question asking participants which employment fields they would be interested in working in the future was altered in two ways this year so direct comparison with previous responses is not possible. First, the options presented to participants were modified to include all of the Priority Sectors identified in the New Mexico's WIOA Combined State Plan Program Years 2024-2027 document. Secondly, unlike in previous years, participants in this survey were able to select more than one sector of interest. As in previous years, other occupational fields promoted by the Governor, such as tourism and recreation, film and digital media, and international trade; regionally important occupations, such as oil and gas; and ubiquitous occupations, such as retail, food service, and K-12 instruction, were also included. Participants were also asked, for the first time, if they were interested in joining the military.

Healthcare, including behavioral health, emerged as the top response with 21.7 percent of respondents indicated an interest in this field. This is a 5.8 percentage point increase from the previous year, however this increase is likely due to the ability of respondents to select more than one occupational field of interest (Exhibit 24). Only one other field identified as a priority sector in the WIOA plan, construction industries, was of interest to more than 10 percent of respondents. Interest in this field more than doubled, from 4.4 percent of respondents in the previous year to 11.6 percent of respondents in the most recent survey. Less than five percent of respondents indicated an interest in employment in several NM WIOA priority sectors, including broadband expansion or early childhood education and care. Interest in the remaining WIOA priority sectors ranged from a high of 9.1 percent of respondents (natural resource management) to a low of 5.2 percent of respondents (sustainable and value-added agriculture).

## 24. Employment fields respondents would be interested in for their future, by percentage (n=483)



Note: Percentages do not add to 100 because participants were able to select more than one response. The New Mexico Department of Workforce Solutions' Priority Sectors are denoted with an asterisk.

At the end of the survey participants were asked if they had any other comments on the services of the AJC, including things they would like to see improved or things that they particularly like about the services offered. Their unedited comments are provided in the appendix below.

### **Appendix I: Satisfaction and Employment Interest Questionnaire**

1. Please specify the most recent date you visited or contacted the New Mexico Workforce Connection Center (WCC)/America's Job Center (AJC) or received services from the NMWC or the AJC.
  - Respondents presented with a box that expanded to a calendar
2. Please specify the WCC/AJC you most recently visited or contacted.
  - Respondents provided with a dropdown list of options
    - The first option is: "I did not visit or contact and office, I only interacted online."
    - The remaining options are a list of cities where WCC offices are located
3. Which of the following best describes your employment situation when you most recently accessed the services at the WCC/AJC?
  - Employed in more than one part-time job
  - Not employed – have not worked before and I am just trying to enter the workforce
  - Employed in one part-time job
  - Not employed – have not applied unemployment benefits yet but plan to apply
  - Not employed – denied unemployment benefits
  - Employed full-time
  - Not employed – receiving unemployment insurance benefits
4. What were the main reasons you accessed the services at the WCC or the AJC on the day you most recently accessed them?
  - Want a job referral from an employment counselor
  - Testing or assessment
  - Workshops/soft skills/resume/interview
  - Attending a hiring event
  - Looking for information on a career change
  - Use of computer equipment, fax machine, telephone, copier
  - Looking for part-time work
  - Interested in training or upskilling
  - RESEA (Required for accessing benefits or assistance)
  - Learning more about, or applying for, my unemployment insurance benefits
  - Looking for full-time work
5. What was your overall level of satisfaction with services you received from the WCC/AJC on your most recent visit in 2024?
  - Very satisfied
  - Satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied

- Dissatisfied
  - Very dissatisfied
6. When you **most recently** accessed the services at the WCC/AJC, did you have any difficulties or challenges with the NMWC or the AJC?
- Yes
  - No
7. If yes, what were these difficulties?
- No access to technology resources/resources unavailable such as computers, fax machine, copier
  - Inconvenient location
  - Inconvenient hours
  - Wait time
  - Language barrier
  - Need resources not offered through the WCC/AJC
  - Staff unavailable
8. For what services were staff unavailable: (check all that apply)
- Issue or assistance for disability job services
  - Education or Training funding information or assistance
  - Unemployment Insurance
  - Job search assistance
  - Other
9. If other, please describe the services that staff was unavailable to help you with.
- Respondents were provided an opportunity to enter text.
  - Responses available in the Appendix below.
10. Did you find all the services or support you were looking for at the WCC/AJC?
- Yes
  - No
11. If no, which employment-related services or support were you unable to find or use?
- Job opportunities
  - Work readiness training
  - Job referrals
  - Work experience
  - On-The-Job training (OJT)
  - Internships
  - Registered Apprenticeship
  - Funding information
  - Access to technology
  - Funding for education (I did not qualify for educational assistance funding)
  - Training I wanted that was not available in my area
  - Other

12. If other, please let us know what employment-related services or support you were unable to find or use

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

13. How satisfied are you with the services offered and facilitated by the WCC/AJC?

This was a matrixed question. The list of services respondents were asked to select from was:

- Usage of equipment/facilities
- Work readiness training
- On-The-Job training
- Registered Apprenticeship
- Transitional Jobs
- Customized Training
- Work Experience
- Pre-Apprenticeship
- Job Shadowing
- Career counseling
- Referrals for resources or training
- Job search assistance
- Hiring events

They were asked to rate their level of satisfaction on the following continuum:

- Very satisfied
- Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied
- Not Applicable

14. How confident are you that the services we provided will help lead you to employment or a better job?

- Extremely confident
- Somewhat confident
- Unsure
- Not very confident
- Not at all confident

15. Please carefully review the following statements regarding the workshop you attended at the WCC/AJC. For each one, please indicate if you strongly agree, moderately agree, moderately disagree, strongly disagree, or neither agree nor disagree with the statement.

- Workshop was relevant
- Workshop was helpful
- Instructional materials were appropriate

- Instructional materials were up-to-date
- Training provider provided a welcoming environment
- Training provider supported students to help them succeed
- Instructors were approachable
- Instructors were knowledgeable
- Classroom size was appropriate
- Equipment and facilities were good
- Classroom experience was positive

They were asked to rate their level of satisfaction on the following continuum:

- Strongly Agree
- Moderately Agree
- Neutral/Unsure
- Moderately Disagree
- Strongly Disagree
- Not Applicable

16. Please carefully review the following statements regarding the training you participated in most recently that was NOT held at the WCC/AJC. For each one, please indicate if you strongly agree, moderately agree, moderately disagree, strongly disagree, or neither agree or disagree with the statement.

- Workshop was relevant
- Workshop was helpful
- Instructional materials were appropriate
- Instructional materials were up-to-date
- Training provider provided a welcoming environment
- Training provider supported students to help them succeed
- Instructors were approachable
- Instructors were knowledgeable
- Classroom size was appropriate
- Equipment and facilities were good
- Classroom experience was positive

17. Did you complete the training that you participated in most recently that was not held at the WCC/AJC?

- Yes
- Currently enrolled in the training
- No
- Not Applicable

18. If yes, did you receive a degree, certificate, or micro-credential badge as a result of completing this training program you participated in most recently that was paid for by the WCC/AJC but provided by a third-party vendor (not training provided WCC/AJC staff)?

- Yes
- No
- Unsure/cannot remember

19. If no, why did you not complete the training that you most recently participated in that was not held at the WCC/AJC? Please select all that apply.

- Lack of access to a computer at home
- Lack of internet service
- Lack of transportation
- Program was not what I expected
- Unable to commit time required
- Found employment
- Lack of child care
- Decreased or lost income
- Health issues
- I was facing housing instability
- Domestic abuse
- Substance abuse counseling
- Help locating a safe living environment
- Other

20. Are there any additional programs and/or services that would help you reach your education and/or career goals that you are not currently receiving or have available to you? Please select all that apply.

- Assistance with preparation for educational or training program
- Child care
- Computer technology or equipment
- English language classes
- Financial educational assistance
- Home computer
- Housing
- Internet access
- Living stipend
- Mental health or substance abuse services
- More options for education or training programs
- On-the-job training
- Personalized job coaching
- Specialized training/certification
- Transportation
- Transportation assistance
- Work readiness
- Work Visa
- None

21. If other, please specify which programs/courses are unavailable and that you believe will help you reach your education and/or career goals

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

22. If you are not currently working, what additional services and/or resources would help you find a job and keep it? Please select all that apply.

- I am currently working
- Assistance with preparation for educational or training program
- Child care
- Computer technology or equipment
- English language classes
- Financial educational assistance
- Home computer
- Housing
- Internet access
- Living stipend
- Mental health or substance abuse services
- More options for education or training programs
- On-the-job training
- Personalized job coaching
- Specialized training/certification
- Transportation
- Transportation assistance
- Work readiness
- Work Visa
- Other

23. If other, please let us know other what additional services and/or resources would help you find a job and keep it

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

24. What were the three most valuable services you accessed at the WCC/AJC in terms of helping you achieve your employment-related goals? Please rank the services, from one to three with most valuable ranked as one.

- Job coaching
- Job workshops/training
- On-the-job training
- Funding for education
- Network/job leads
- Access to resources/computers
- Job readiness
- None

25. If none, please let us know why none of our services were valuable to you.

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

26. What field of work would you be interested in for your future? Please check all that apply.

(The New Mexico Department of Workforce Solutions Priority Sectors are denoted with an asterisk. This information was not provided to the respondents.)

- Advanced manufacturing\*
- Aerospace\*
- Biosciences\*
- Broadband expansion\*
- Construction industries\*
- Early childhood education and care\*
- Education (Licensed Elementary or High School teacher)
- Energy transition and climate resilience\*
- Film and digital media
- First responders Police, Fire, EMT, etc.) \*
- Food service/restaurant
- Health care, including behavioral health\*
- International trade
- Military
- Natural resource management\*
- Oil and Gas
- Retail
- Sustainable and value added-agriculture\*
- Tourism and recreation
- Other

27. If other, please let us know what field of work you are interested in.

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

28. Do you have any other comments on the services of the WCC/AJC, including things you would like to see improved or things that you particularly like about the services offered?

- Respondents were provided an opportunity to enter text.
- Responses available in the Appendix below.

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

The responses presented below are unedited, except all names or other personally identifiable information have been redacted.

### **Question: What employment-related services or support services that staff were unavailable to help you with?**

- Access to benefits after ruling by judge in my favor overturning denial of benefits based on my disability
- Advice
- All of the above they were unsuccessful helping me at all these strip me from the program

- Employee in the Santa Fe office, was totally incompetent. I asked for actual job search help. He could only put me on a computer to fill out irrelevant forms. He was clueless. He did not listen. He was too busy looking at his phone. For a man with a masters degree, he was incapable of doing the job that I needed, help in searching for actual job openings.
- Denial due to inability to prove who I was even though I pay taxes, both property and income.
- Didn't have access to transportation and could not get through on the phone for 2 weeks while calling 5-8 times per day. No call-back option, no answer ever. Haven't received any payments for UI for 2 months and when I finally got to the office, I was told there is nothing anyone can do and that I may have to wait much longer.
- ETA denial when clearly a laid off employee with Participant wanting to return to work or education assistance through ETA and Workforce dept. Believe I was discriminated against due to my age for trying to get back to work or furthering my education so I may get a different job other than Coal Mining. I worked 40 years in the Coal Mining Industry and was laid off and wanted to further my education in business assistance to work in a hospital setting. So disappointed with workforce's requirements and especially Employee who denied my ETA grievance request on Date
- Horrible service
- I am a military wife that has to conduct my certification over the phone due to your systems firewall not liking my location. When i attempt to call your system never has someone that answers until after 12 pm. When I finally get through the staff can be rude asking me why i do not conduct my certification online which i would prefer if your firewall did not attempt to lock my account every time i log in
- I applied for UI benefits and had a difficult time throughout the whole process. Most of the time I called, there was no one available. Whenever I finally was able to talk to someone, they were no help with information on my claim and was told to file under a different state. My last/majority of employment was in NM. I do not understand why I would need to file else where. I wish staff gave had better explanation on why my claim was ineligible.
- i had never in my 63 years applied for unemployment benefits. I was taking care of my elderly mother full time with no income, so i applied and qualified, only to find out the intake person hit a button that said i was not willing to look for employment. Coincidentally I found a job within six weeks. Because of that input error i am now being asked to return the benefits i rightfully qualified for. I missed a phone call from the Appeals Dept., I called back kept getting IVR requesting leave a message. Nobody returned my call. By the time I spoke to a human being I was told I missed the deadline for appeal. Why should i pay for that dept's error? Since then i have had a heart attack, according to your bylaws I am not allowed to apply for unemployment during my recovery because of that erroneous input. Yet so many people lie to your dept and get away with your benefits. But when an honest, responsible, tax abiding citizen asks for help in a dire time of need, you treat unjustly.
- I have repeatedly tried to contact the main office. Have talked to a couple of employees that have been helpful and others that have not been. Frustrated with the length of time and wait periods. I don't understand how my funds can run out in December but was not able to Reapply or recertify until January of the next year. Having to wait at least 4 weeks to be able to reapply. Called in and was told that they were waiting for my wages from the Employer, advised it would probably take at least 7 days. It is now 18 days later and have received nothing. I called 5 different times today, once was finally able to leave my phone number to received a call back. As I was talking to the lady that called me back, she kept breaking up. I literally told her that. Consequently we were cut off. She never bothered to call me back. I then had to call back 3 more times, before I could get through. I was finally able to talk to a gentleman by the name of Employee @ approx. Time, who advised me

that they were still waiting on the wages, which I had taken them in to the Office on Date. Since writing this, Employee called me at Time to advise me that the corrections had been made and I was now able to log-in and certify. I am hoping that I will be able to back date to the Date.

- I never got any payments from the unemployment insurance. I applied Date 2024 and did my required weekly job applications and then some and still not one single payment. When I called to talk to someone they said they were waiting on the employer to respond. That phone call was in December. I thought employers had 30 days to respond. I ended finding a job outside of your services and never recieved unemployment services and know I am in debt struggling to make ends meet because you guys never paid me!! You guys are a bunch of crooks and are just lining your own pockets with that money!! You need a serious overhaul!!
- I never received anything no one called me about my case. Nearly a year later no one has helped me.
- I was never declined benefits. There was no reason to deny my claim. I was unemployed for almost four months. Completed all of my weekly job searches and never received a single payment nor was I even told if I was approved or denied. There was no reason to deny my claim. I paid my New Mexico taxes every year and when I was let go they said they just needed to go with a change of direction. For months I tried online and got nothing. So do a month every day I called. I put in my information with the automated system and then waited. It would ring and then say nobody can answer your call try again later goodbye. I tried all the time. The state of New Mexico stole thousands of dollars from me in unemployment benefits when I was at my most vulnerable.
- I was required to go in for job counseling but when I arrived they were unable to fulfill my appointment.
- I was required to work with the org and my contact, Employee was unhelpful to the point of irresponsible malice. Please feel free to reference our entire email conversation documented in your system for concrete examples.
- I would like to apeal my claim and can not get assistance or find how I start the apeal process
- I've been trying to get unemployment benefits for almost 4 months. I can barely ever get a hold of anyone to talk to when I call due to long wait times or I'm unable to wait at all due to the queue being full.
- Individual password resetting was very difficult, called the mainline and was never successful in resetting password.
- It had nothing to do with the staff because I did it online. And we have problems logging in
- Keep calling office and leaving voicemails but nobody calls back or responds
- lack of communication between myself and staff assigned to assist me with my funding for schooling.
- Office services from all employment agencies do absolutely nothing to help you actually get a job. It's a joke to all of them like a mouse looking for cheese that isn't there. I've been trying with every job help service out here and none of them can get a me even a minimum wage job requiring no education and I also have zero felony's and great work history and I've never been fired. No one should live in New Mexico if they desire to work hard to make an honest living, they will be met with only disappointment and hard times. That's why no one's truly wealthy out here.
- My unemployment case has been pending since September. I have not been able to find help with anything from anyone working there. I have not received any correspondence even after faxing all required documents to support my case. I'm looking to report the entire department for fraud now.
- Never received a response or outcome regarding the unemployment benefits

- None of these options pertain to my experience. However, I want to express that I am extremely unhappy with the services offered. The support and assistance I was expecting were not provided, leaving me frustrated and disappointed.
- Processing unemployment payment
- Staff are very rude and ruined my resume.
- Staff that was available did nothing more than I was able to do on my own from home.
- Staff was available, they neglected to tell me that after I verified my identity that the direct deposit information on my file would be deleted and that the UI payments would revert to a debit card. This was a huge inconvenience and caused me to lose money to an invisible bank.
- Staff was there- sole employee is in the same room, very uncomfortable because of her political ideology that colors her interactions with people she is familiar with, such as myself (she's a pizzagater.) I won't use the office anymore (especially with the new administration...) although I very much need to. I don't have wifi for my own computer, need to do resumes, easier to job search on computer rather than phone, besides I'm homeless and a warm place to work on this would be nice. I hate Location but I can't afford anyplace else (State park is close, safe, and legal for me to park.)
- Staff was unable to help, waited for hours in lobby. When someone finally showed up, they were not trained on the computer to help me
- The computer program to submit job search and other requirements was extremely poorly designed. It was so frustrating that I gave up applying.
- The employees, they don't know the very well the workforce services
- The staff would not answer phone calls..... ever.
- The website had server connection problems. Couldn't certify on Sunday. Website was working on Monday.
- The website was difficult to use.
- The whole thing is a scam. I applied for unemployment insurance and was given the runaround. I provided the required documentation multiple times and even appeared in person at the office. In the end, I received \$0 of the insurance I am entitled to. I have been employed for 40 years, my employers contributed to the fund over all that time. I never needed it until last year and then I was ignored and not paid a dime. I finally just gave up. I am letting everyone I know that this is a scam and to not expect the unemployment benefits to actually be there.
- They were available to help me but seemed overwhelmed with work. She made so many typos while rewriting my resume. It was significantly worse than the resume I already had.
- To determine why I was denied
- Trying to get information about fraud and my account
- Trying to get my UI insurance payment and the "investigation" took forever but magically was completed as soon as I found work.
- Veterans rep
- Was not helped
- Why I was being penalized for the overpayment of the COVID assistance, when I was actually being underpaid and the gov.assistance was being deducted from my insurance benefits and now I'm being charged to pay back and denied u.b.
- Worker is unfriendly and rude

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

- More support to understand the poorly designed system

- 1st I encountered barriers with an employee that handles adult training, but now works from home (Employee - I almost filed a complaint about her.) I was given a worker from Office who was helpful in a very limited way (She has no knowledge how a training program might not serve someone's needs, in fact seems to serve the scammers. I think the DACC truck driving program is totally a scam, it wasn't until I did the medical exam that I learned that my medical card, which is necessary to drive, would only be issued for 3 months unless I proved that I don't have sleep apnea (if you have a bmi over some limit you automatically are required to get a sleep study.) Those who run the DACC truck driving program know damn well this is the case. I was told that I would finish the class within those 3 months after I complained about not having a license beyond that. As it turns out, I must use a CPAP machine 30 days before I can extend my medical card. Your staff Employee told me that she uses a CPAP and I'd have no problem running one in my pickup. That's not true for a number of reasons. When I asked about withdrawing from the DACC program I was told that wouldn't be possible. So, \$4,500 of taxpayer money was wasted on training that's a scam, I now have a Class D license, and I'm still unemployed and angry as hell. Your program serves your employees and scammers like DACC, not people like me.
- Appeals Tribunal
- Applied for in employment and was said I was approved. No funds or help from local rep. Was without a job for 8 months with no unemployment.
- As a Full Time Student working toward an Associate's of Arts focus in Business at the University of Phoenix , being a Single parent With experience as a Certified Dental Assistant There Were no resources to help a family like mine, no housing assistance , unemployment was my purpose to go to the office and ensure my claim was clear . Having being terminated from employment and being a full-time student I felt there would have been some information on how to file for discrimination on the job , also information flyers detailing how to file for. discrimination , I feel The Workforce Solutions is helpful to people, but for those who are educated, have a career , some in transition into a new career the workforce solutions could maybe Help with Working Families Project for example my teenage daughter works as well as she is a student still in. High school, resources for paying for test, gas money , clothing personal hygiene , clothing like how the Office School district has a store where kids can go and pick out a few sets of clothes at no cost which we used once and it helped so much..... I feel overall the unemployment application did not take my argument or my claim had not been clear and if it was clear ....for future working parents a seminar or a course that educates the people on what is Illegal Employer Conditions Rules, such as Time off request When A person Puts in a time off request many people don't realize a. Employer cannot ask why and make decision based on their own laws, ....the law is the law and an employer who discriminates on people will need to learn this fact our system schould be enforcing labor laws and maybe the unemployment rate if America will go down. By the people staying employed . I feel there is unjust manipulation abuse of power in Named County NM
- Assist in receiving unemployment
- Assistance with materials that are recommended
- Employee NEVER addressed these opportunities listed here in this survey. Never! He wasted my time!
- Better services for the blind
- Case status info
- Computer skills training for new software
- Could not get me logged in your own website.
- Denied benefits
- Denied.

- Did not qualify for unemployment benefits. And was not able to find any employment after denied unemployment benefits
- Didn't receive unemployment
- Every time I went into the Location office I was told there was a delay, or hold on my account, in Location. But no one could ever tell me why! I was terminated from my job almost a year ago and I still have not received a dime from unemployment, or a reason why I am not getting any assistance. I am completely disgusted with this department.
- Everything the department says they will do, they have not done. This is fraudulent activity. & shall be investigated.
- Explanation about why none of my weekly claims were processed.
- Filing complaint with workforce solutions Human Rights Bureau
- Fraud
- Funding for Education, I was disqualified simply because I don't have green card after wasting so many days, time and resources and I was so frustrated. I kept asking for the requirements from the day of the orientation and no one told me about the green card until at the last process. It took me weeks to recover from the pain and frustration.
- Gallup has no resources what so ever, the staff is in no way any help or able to assist with finding employment. I had and have the best experience in ABQ. on Broadway and mountain. They're Able to help me with computers, resume, and even helped me log into my account. GALLUP DOES NONE OF THAT. they're stuck on we can't help you... ABQ even has career fairs there, Gallup doesn't do anything close to that... Gallup is unreliable.
- Horrible service
- hospital assistance employment in Location or Location due to not enough experience as being a former Coal Miner was not enough to seek this employment with experience. Will need more education in this field to be employed.
- Howe to file an appeal for denial of benefits
- I am an executive and most of the positions available are entry level positions or first level managerial. There were no positions advertised or available for my skills, education or experience.
- I am having interviews but no job, it is very hard this time, around and I stop by to talk to a rep, and I was given Employee 's card I had called him 2 times left a message, and no call back as of yet. I need help finding a job.
- I am 72 years old. There is reslly no help for seniors. One agent sugested that I apply to be a lineman abd climb electrical poles.
- I came in to get signed up for OJT for CDL driving. I was told there are not OJT programs through DWS. Incompetence. I applied on my own and got in. Thanks for nothing!
- I could not open the letters sent to me by WFS
- I did not go in for my appointment. I had a family emergency that day.
- I didn't find what I was looking for -- remote work
- I feel the employment office needs more training on job fields talk to the business owners and provide training so when an individual needs a job they can be helped with a permanent position work on it
- I felt threatened when I was told to that I was going under investigation. I feel my integrity was not thoroughly considered and not paid for all the weeks 10-12 weeks. I was honest and in contact.
- I had an appointment for workshop which one of the things to be covered was cover letter, the rep did not address the cover letter and when I emailed her afterwards regarding my cover letter she did not respond, to date I never did get help making a cover letter and I made my own.

- I had better assistance from myself. WORKFORCE assistance didn't do anything for me. I found the job on my own. The use of the computer is the only thing I got from WORKFORCE.
- I have been waiting for my unemployment benefits to be approved for way too long.
- I have paid into unemployment my whole career and not being able to access unemployment money while I was unemployed could have been devastating. The “investigation” should be done quicker to help people that need it.
- I haven't been their in over a yr almost I'm wondering why I'm getting this message
- I honestly did not need help or the job search assistance that was required. I am an established professional and it only took me 8 weeks to find a new job. I understand the reason for the search assistance requirement but I don't think everyone should be required to do it.
- I just need help finding a job. I am 58, I have a Masters Degree, I have 40 years of experience in multiple fields and I am responsible and dependable.
- I need a job, please.
- I needed support to navigate UI menus
- I reached out to the Veterans representative in January and before that, in October. Nobody returned my call.
- I spent so much time putting in applications for months and didn't receive any payments for unemployment. Very disappointed
- I waited 5 months for them to give me an answer which was not assessed correctly.
- I was denied to speak with someone in charge that could actually help me or speed things up or simply explain why my benefits payment was paid to some random account when I had requested a state issued debit card and why they could not even tell me what bank it was sent to and why I was told that nothing could be done for until several days passed and why I'm forced to wait even longer for any sort of benefits or help with being able to pay rent somewhere so I was not living on a park bench anymore
- I was entered into the computer like I had no experience, so the jobs that came up for me I was overqualified for. I stay in New Mexico for York 60 days without work! I told them I was American Indian and only based on the color of my skin I was told they thought I was African American. I got returned for every job I applied. By the time one of the job referrals called back, I had already found work in another state. Only one lady in the whole office tried to help me-I was so angry I didn't apply myself. However, Ms. Employee was a phenomenal help through organization. I still had to leave the state to find work to help me not loose everything and be homeless.
- I was required to attend a hearing for my unemployment benefits, and was denied even though there were plenty of reasons for my quitting
- I was terminated from my work in Date. For an incident that happened when I was covered under FMLA. I appealed the termination. Applied for unemployment. After 30 days I still didn't get it. I recertify every week . My employer called me in to talk with me wanted me back and told me that they were holding my unemployment back and my retirement. I had since I was terminated filed with the EEOC. I have a notice of right to sue.
- I was trying to find out why my pasted employer hasn't relisted information on my discharge its holding up my benefits
- I was unable to get an interview for any of the jobs which I was qualified for. I believe that the reason was my age.
- I went in to register and look into my unemployment benefits. I guess that's a different department within New Mexico Workforce Solutions.
- I wish customer support was more helpful.

- I've been unemployed since the end of December and still waiting on a determination about unemployment benefits. I have minor children in the home and about to lose my house because of the delay in receiving benefits. There is no real concern for people who really need help. How do you expect people to survive?
- I'm just waiting for approval.
- I'm still waiting for my benefits to come in. But I'm still doing my weekly certification.
- Information on why payments we're being stopped or on fixing an error and getting rejected payments and not hearing about when will the payments start again. Also having anyone contacting you about it and not knowing anything about it until months later. Please get better with communication. Thank you
- It was very confusing for me to go through the unemployment process. If possible make it a bit more simpler.
- It's not that I didn't find the services, everything seemed siloed and overcomplicated.
- Jobs that hire felons
- Employee was extremely unprofessional during my interactions with him. I am a graduate student in a master's program, and I reached out for assistance in what I believed to be a special and unique situation. Despite appealing multiple times, I received no help or support. During a phone appointment, Employee was brash, inconsiderate, and lacked basic courtesy, making an already difficult situation even more frustrating. To provide context, I had been working full-time while also holding a part-time job. The part-time job was a petition I needed to fulfill the requirements of my graduate program, as I was required to work 20 hours in an occupational therapy setting. I voluntarily left the part-time job to focus on my full-time employment, but then unexpectedly, my full-time employer let me go. I was unaware this would happen, and despite the unique nature of my case—something even an attorney remarked as unusual—my unemployment claim was denied because of the circumstances. I understand that your office handles many cases, but I felt my situation was dismissed without empathy or thorough consideration. I hope this feedback can lead to better training and improved service for future individuals seeking assistance.
- Looking for education & ojt
- Most employers take app and no interview and no call back
- My doctor labeled me disabled and was not offered any option for temporary pay until disability was approved and still hasn't.
- Na
- Needs to have proactive involvement with convicted felons seeking gainful employment. Needs to detect such individuals from onset. By providing services specifically for newly released felons who were incarcerated.
- No communication for ANYTHING. In order to get an answer for any question, I would have to drive there, wait in line and finally speak to someone. This happened several times.
- No issues or concerns
- No one cared about my application for benefits and I never received a dime
- No one's going to help those that were easily going to make it on their own with no help. Basically meaning these companies do absolutely nothing. The amount of people getting actually hired VS. how many apply is ridiculous I've never seen or heard anyone walking away happy except the people that work at these agencies because they at least get to have a job.
- Not able to receive not help and have not got a call back on anything
- O
- Part time work that works with my schedule

- Staff closed my case & lied stating they tried calling several times. They did not. Had to reapply & now lengthy wait time to do the whole thing all over again. Do es not seem like they want to help.
- Staff to review my wage correction form
- Submitted id and never heard anything. Denied unemployment benefits.
- Support for my hearing loss disability
- The agent who helped me was very kind, but seemed helpless to find me any referrals to possible jobs at my age. She also couldn't spell when she was helping me to revise any possible résumé.
- The employee was very upset that she had to return to the office and let me know as much. The center did not offer any assistance in finding employment in the area that I just moved to. In fact I was reassured that most the jobs listed were for men and that women had no/little opportunity here. That I should check out the local newspaper -which they did not have a copy of at the office, for local work. "good luck" and sent me on my way. I moved here from Mississippi who's center is a great resource for those who truly wanting to find a job and work.
- The lack of interaction and communication with companies getting back with some sort of answer as to hiring or not.
- The staff was unhelpful and not interested in doing much of anything. They seemed generally unmotivated.
- The unemployment office in Las Cruces is a laugh. For six months, I tried looking for a job and all they said is "look on line" Good luck. Will never go to this unemployment office again. What a waste of time.
- The unemployment system was confusing and used outdated and obsolete technology that puts the individual's identifying personal information at risk of compromise.
- The website is overall NOT user friendly at all and extremely difficult to navigate.
- They did amazing. I still need help. I'm having a difficult time figuring out what to do.
- They told me my case was opened in Port Arthur, Texas. I went back to Texas and I tried to get my unemployment monies. I contacted senator Cruz. I had proof of birth certificate, driver's license, social security card, proof of address. I filled out work search every two weeks . Look for jobs . One time , TWC sent me 500.00 dollars and 77.00 dollars for 7 months.
- to get qualified reeverals
- Transferring pictures to emails for evidence. I finally had a worker assist me on how to send pics from my cell phone to a email. It took a while for someone to help me.
- Trying to do my unemployment
- Unemployment
- Unemployment benefits. Seems like nobody can tell me what's going on, filed on Date still nothing on Date
- Unemployment claim never processed
- Unemployment denied due to NMDWS denied me information on m case. My employer ( Named) had a Arizona corporate address and was operating in New Mexico With out registering with the state from 2019 until registering 2023.
- Unemployment insurance.
- Unemployment. The office was helpful. But couldn't do much. I still haven't received any word on my benefits, and calling in doesn't help. I have been struggling for months and can't receive any assistance.
- Vet Rep very unhelpful
- Veterans rep

- Was a waste of time already had a resume didn't need any other help with it and they just tried getting me to apply for minimum wage when that's not what I'm looking for
- Was informed I may be too seasoned(old) for any administrative positions. They(employers-State of NM) were looking for someone younger.
- Was looking for help with training seniors changing careers and barrier to that goal
- Was looking to speak with someone in regards to my unemployment situation and there was no one i could speak to in person about the situation
- Was told by Employee that my backdated Unemployment Checks had been approved. Hearing I attended did not result in payment of monies due. Prior to that, the socially-engineered nightmare I faced at both in-person locations characterized me as a criminal and a cybersecurity expert and I am neither. Whatever scheme they set up for me resulted in further stalking and harassment by Secret Service trainees and FBI trainees where my kiddo and I were threatened and forced to move, all of whom knew about the way Workforce Solutions refused to help me if I didn't break multiple NDAs. I am still owed backdated unemployment checks and need those as soon as possible, regardless of my unwillingness to lie for others within your organization.
- Weekly certification
- When reporting me an issue it gives me code but don't having a way to identify the issue
- Why I'm still waiting almost 5 months for benefits. I'm unemployed no income .really what's the hold up
- WOIA
- You all say that I received fraudulent unemployment benefits during COVID - I was not working, and you all keep sending me a bill - STOP IT - I received unemployment benefits legitimately
- Your website is not friendly and very complicated to work with
- Your website is atrocious.

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

- 55+ career change-ie. I have a B.S. degree in HR. I am battling arthritis in my hands and data entry is difficult for me to find ft employment.
- Absolutely any help would be appreciated. The DWS has not helped me at all.
- Access to tailored support for individuals in specialized education and career pathways, such as graduate programs with fieldwork or clinical components, would be immensely helpful.
- Actually processing my unemployment claim
- Any course that provides education training for seniors returning to work force
- Basic job search assistance
- Benefits took an extremely long time. I see why we have so many homeless
- Classes for elderly people still looking for a full time job.
- Did not attend any career classes of education.
- EMT-basic class at ENMU-R. You must complete it before you can take the EMT-intermediate class which is covered by WIOA
- For employers to give convicted felons a fair chance to prove they are good employees
- Gallup office don't specify any programs or course that are available. I just file for unemployment and every week I'm told still pending. That's what I'm told every time I asked. Keep doing your 2 times check for the week. Idk, nothing after to me about training. I'm sorry to say.
- Ged
- GED PROGRAM

- Give me the unemployment insurance I qualify for first. Allow me to access the portal next since I'm locked out.
- Heavy Equipment Operator
- Help for partially disabled senior citizens in finding meaningful work.
- Home computer transportation
- How to get your staff to understand what is fraud and what is a legitimate claim - I was NOT working during COVID - Repeat: I was NOT working during COVID
- I am 71 years old and I have been in the workforce since I was 16 years old. I'm specifically trained in Title insurance and title review and title curative! I'm going to reach out for a Spanish class to see if that will assist me in finding a job you're in Taos. I feel like there is much ageism going on. They are not supposed to ask you how old you are or what you made prior but they do and they always ask when you graduated high school! If that's not asking how old you are I don't know what is? No one complies with federal regulation because apparently it doesn't apply to them! Anyway, I went to job fairs I interviewed with a lovely ladies in the Taos workforce center. Everyone was very kind and helpful always and I appreciated them very much.
- I didn't do a 2024 internship for water (your staff didn't know squat about possible training programs for adults) treatment plant operator (had that license in CA) because I would have to find a location willing to train me and it would take 2 years to obtain the certification I've already had. (With 2 months study I could pass the equivalent of a T-2 test.) I'm now 60, I don't have time to do a 2-year program. I need employment now. Not having references has been my main problem finding State employment (I have a practically useless Master's in Water Resources Mgmt.)
- I do not know what is available to me as I am experiencing joblessness for the first time in my life at 55! I could benefit from taking what I can do and do know and making it relevant in today's workplace. I am more than willing to work mentally but my body is not capable of keeping up a vigorous pace. What is out there for people like me?
- I feel that your service just remove me, whiteout! I am too old for you! 64! No support, no unemployment! Nothing\$
- I found a job Thanks for everything!
- I have degrees the people do not look for that anymore. They want certifications and I can't even do that to take a state license because I can't find someone who do paid internship so I can live while I try to get a good job..
- I live in Location, NM and there are not very many training classes down here. Also, I work as a part time employee for the Employer, April thru October, so when applying for employment, there are not to many employers that are satisfied with me only working for 5 to 6 months out of the year.
- I need a computer to work with at home because I am currently disabled
- I need to not be forced to lie on behalf of any politically-motivated group, be it District 2 attorneys and judges, or insane crypto arranged marriage schemes perpetrated by my former contacts within new "departments" within the federal government. I can't lie for anyone anymore, it's treasonous to do so.
- I need to obtain my GED to get into CNM to further attend the WIOA program. WIOA program director told me there was nothing she could further do for me as of the WIOA program. Still seeking employment until I can get my GED
- I never attended any training or workshops.
- I only have my smart phone to access website. It be nice if government could provide me with a free home computer system
- I think training in a variety of computer training would help. Microsoft applications, Word, PowerPoint, Excel and how to utilize AI.

- I was happy with my search for a job.
- I was looking for a Warehouse job.. i got it the first time i went to job Fair!! There was a lady by the name Employee
- I will be attending a mandatory job fair on Date at WFC in Santa Fe
- I would like to even more than being offered
- I would seek any assistance or communication with your department. It would be an absolute waste of time and effort
- I wouldn't use the services, I left the state, maybe make your office more diverse, cultural training for the employees you have.
- I'm 78 years old I moved to Location in 2021 didn't realize I would need a part-time job but due to ageism as well as prejudice against women even for someone with a masters degree and college professorship experience I could not find any job appropriate to my level of skills and training and education so it was hopeless
- It is my personal opinion that the people making a decision as to who gets hired by the state of New Mexico are not complying with the aid discrimination laws. If you're an older person, you are not even considered for a position. I was well qualified for the positions I applied for and I never as much as received an interview or any type of contact.
- It might help if the staff knew what programs were available. They're just clock-watching, no biggie. In fact, I learned a great deal by coming in to DWS. Most importantly, if I am seeking OJT or a job or an apprenticeship then I'm all alone. Last people I need to rely on are to be found at DWS.
- Job Fairs never have Nursing clinical jobs
- Make no sense that I have to be getting unemployment money to qualify for any training or internship program. Most people on unemployment the make sure they don't get a job or training to keep getting benefits and we the ones trying to do better can't cause we decides to look for work no public benefits
- Me being in road back into the program
- more access to advanced training in my chosen profession.
- More computer classes
- More Experience staff instead of political appointees
- Need jobs aimed at senior citizens who WANT to work and are capable of working!!
- Need specialized certifications in technology and project management
- No training was offered to me.
- Not interested
- Not sure if adding more programs is helpful, but as a high-earning administrative professional that 98% of the job roles in my field are remote--most of the staff did not seem to know how to help me. Consider a program to help mid-career to senior career managers/directors/executives land a new job.
- O
- program management
- Programming Chrome book USB and updating Microsoft account for WiFi services
- Refresher course on Paralegal, or preferable a change in work.
- Relocation assistance
- ROP FINANCIAL PAID CERTIFICATION COURSE IN COMPUTER SKILLS MICROSOFT APPLICATION AND OR TRAINING CLASS SHOULD BE PROVIDED FOR THOSE WHO NO LONG CAN RETURN BACK TO THE SAME TYPE OF JOB DO TO THERE DISABILITY UNDER EDUCATE INDIVIDUAL AND GIVEN THIS OPPORTUNITY WHICH WILL HELP IN REACHING THERE EDUCATION/ CAREER GOALS IN SOME OFFICE

SETTING JOBS BECAUSE MANY JOBS IN NEW MEXICO REQUIRE EMPLOYEES TO HAVE A HIGH OR GED DIPLOMA WHICH MANY OF USE DONT HAVE

- Satisfied with the everything I was able to get a job
- Security program, both physical and cyber.
- Something that would help me complete UI interface
- Support for hearing loss disability
- Temp jobs available interim a full time permanent job.
- The Location office needs more qualified and trained counselors like Employee. She was excellent! But for some reason Employee said that I had to see him. He is totally incompetent for this position. His listening skills are negligible. He has no clue how to help but is too insecure to say "I don't know but I'll find out." Hire better counselors that do know how to help. Ask Employee. She is amazing.
- The training I am referring to is one I attended in 2014 I which the training informed me about furthering my education had reaources like twnd to help ... li tried to apply and only recently have been approved for the Navajo Nation TANF , why is there not a TANF for San Juan County or New Mexico State ?
- There are no services for seniors.
- There were no trainings or education that was made available to me. I did not know they exist. working w/unemployment office is not the greatest. my 1st visit was in Nove 2024, since then no contact till Employee called me on Date.
- Training classes
- Well, there is no "other" option on the list, but to your question: I'm an academic learning to make a career change into another sector: corporate, nonprofit, or the like. This program seems geared for people who are not looking for more professional or "white collar" jobs (I'm sorry about the terminology here - I'm not sure how else to word this), so while I saw a few leads, this program isn't really set up to help someone at a higher education/experience level.
- When I went to the workshop the rep brought me back and did a one on one and seemed to be a rush job and I brought uo cover letter and she didnt respond nor did she respond to my email afterwards regarding a cover letter. It felt like she rushed with me and that all I got when I was there which was a one on one speaking to me about 10 mins then sending me on my way. There are good people there but there are also some not so good people there. Once I was standing at the front desk and three employees siting at their desk acted like I was not there. I got the impression some employees there do not like white people.
- With being a former Coal Miner with Company in Location, New Mexico and a member in good standing with our local Union, I was denied educational assistance as well as I was in part with the Energy Transition Act (ETA) Displaced Worker Assistance Fund was established for a New Mexico resident who was laid off from employment.
- Work

**Question: what additional services and/or resources would help you find a job and keep it.**

- Ability to contact someone over the phone.
- About to start a new job
- Access to your website
- All listed are helpful
- America to enforce our Constitutional rights and Protect Our Liberties as citizens of this Nation ...
- Applying for disability.
- As a union member- most of these services do not apply to me.

- As I previously mentioned, the state of New Mexico will not hire native New Mexicans for higher paying positions and they will not hire older people.
- Basic job search assistance to find better full time job
- Benefits took extremely a long time. I see why we have homeless issue
- Better market
- Chose other because the company pretty much covers all
- Disability
- Employees are not open minded. They don't give you ideas or resources to follow up on.
- Equipmet technician
- Finding a job that fits my school schedule
- Finding the right paying job
- Great Services Very satisfied. Thank you so much.
- Have retired
- Have transportation to work and back home. Have training and retain what I have learned.
- Help for elderly people still looking for full time job
- Help for partially disabled senior citizens to find meaningful work
- I am an executive with extensive experience, I'd like to have specialized support or services available for my support for a new position.
- I am currently completing the second of two rotations required for my graduate program in occupational therapy, with 11 weeks remaining. I want to emphasize that I will not need your assistance to find a job, as your services were not helpful during my time of need. The lack of support I received, particularly in navigating my unique unemployment situation as a graduate student balancing fieldwork requirements and employment transitions, was deeply disappointing. Your organization has been a disservice to the individuals you are supposed to serve. I hope my feedback encourages significant improvements in the resources and assistance provided to others in similar situations.
- I am for the last month working two PRN jobs so that I can attend EMT-basic class which I am not sure how I am going to pay for
- I am looking for a job
- I am not working i'm disabled
- I can't think of anything other than there simply being more jobs available.
- I don't know. It is very frustrating trying to find work. I have a lot of experience. I don't know where to look anymore.
- I drive around and places that I apply. They say we are not hiring or no openings.
- I have a job now
- I have all I need.
- I have applied for jobs and the status shows a referred however I never get a call or email for an interview. So if you can get me an interview that would be great.
- I have gotton no call backs from any job tha I have applied for. No one wants to hire an old man.
- I just replied
- I just wrote a paragraph here and it dissappeared- WTF?
- I may request a gift fuel card. My expenses are growing
- I need networking or referrals, being in the age 60's bracket and fairly new to the area and not being from the culture and not able to speak spanish I am having trouble obtaining a job
- I need to not be conned into sexually abusive and coercive relationships thank you.

- I relied solely on the dept of workforce solution and was rejected for having a pension. I was denied further education to find a different job other than Coal Mining and believe I was discriminated against for my age.
- I will likely retire. Have learned that discrimination based on age is a real thing.
- I wouldn't trust any resources offered
- I'm currently in my job training program with help from the WIOA program
- I'm looking for a job
- I'm retired
- I've been going through Disability SSI so I can see if I qualify. I'm going through depression and anxiety. I get so anxious just leaving my home. It's hard for me to work with my mental health issues.
- Just need employers that will take someone with disabilities and lifting restrictions
- Local Job listings is all I need at this time. Thank you
- Maybe I should enroll in some college classes that would refine my skills to something more computer based. I have been working remote for almost 6 years so I am familiar with the software programs that I used in my job and we were required.
- Moved
- My unemployment insurance I applied for in September!
- No need for additional services
- No services are offered in the Location office. might have to move on..
- None, unable to perform and moved out of state.
- Not working at this time, but I have already started onboarding with the Employer to start in April.
- Nothing needed currently
- O
- Offer more training for the job that any one is doing
- Part time job very very slow at this time
- Personal Career Coaching
- Please read previous note.
- Receiving back pay unemployment from covid I did never receive
- Relocation assistance
- Resume content
- seeking job
- Seeking part time work
- Self employed for now
- Seniors and obstacles for them in relationships with changing jobs or careers
- Support for hearing loss disability
- surgery is needed
- The resources available are not at all applicable to the type of work/positions for which I'm qualified.
- The training I received was 10+ years ago. I have since retired.
- Tips on online job search strategies. How to avoid job ghosting, online job scams, best ways to get your resume reviewed.
- Transportation arrangements or emergency gas loans
- Trying my hand as a broker on my own. Still looking for job openings that come up in my field.
- Unemployment assistance
- Unemployment Insurance

- Veterans rep referral
- You are providing everything I need at this point
- You really don't help don't have the money to help job security

**Question: Participants were asked “why none of our services were valuable to you?”.**

- Part time is enough
- All I needed was money while I found a job. You delayed payment and that could have ruined me. That is my money that I paid into the system. It was administered VERY poorly!
- Already was applying to jobs.
- Although I did apply for employment at about three booths, there were no options for me and my background.
- As I indicated in earlier comments, I have been in the workforce for decades!. At 71 it's probably gonna be pretty darn hard for me to start over.
- As mentioned before, native New Mexicans and older people, regardless of qualifications are not considered for employment through the state of New Mexico in violation of the H discrimination laws under title seven
- Because at the time I went in I was in the alternative teaching licensure program and had applied for the jobs around this area. I really was not looking for help with finding a job.
- CDS was late and awkward. He really did not offer any information that I was nit already using or accessing.
- Couldn't get into program due to no High School Diploma
- Cus I never got any
- Cutting Edge Certificate programs in AI using NVIDA
- Did not use
- Didn't need them
- Education had no resources and housing has nothing
- Experienced discrimination while attempting to access my unemployment benefits
- Found employment via Indeed
- Funding for education would have been most helpful, but it was not available for EMT-basic
- Have all interaction with public required
- Have not used any services
- Have not used the services yet but do need to apply for help
- Help the elderly
- I am a senior citizen who has 2 PhDs. I cannot find anyone interested in helping me find a job - any job!
- I am disabled currently and need help with getting a computer to work on from home please
- I am not sure if I want to enter back into the work world
- I am summers off employed. I don't want another job yet. I love my job have now.
- I am trying to find work in “production” (film/TV) accounting first and foremost. Most WCC services do not reference this type of work. I use WCC to explore other accounting-related options though.
- I can't use the Location office. I'm still unemployed. Training was a complete scam I can't use. Your staff at Location are incompetant and/or unhelpful. They are their to serve their needs, not the public.
- I did everything on line such as job search and reapplying for benefits took awhile and got behind on bills.
- I did not proceed

- I did not receive any help from this "service" and do not see how any of the above subjects are even remotely available to the public here in this town.
- I did not receive my benefits or assistance I needed to secure employment
- I did not use any of the services
- I did not use any services. I did not know the services existed until this survey.
- I did not utilize them. I was at the office to verify my identity.
- I do not need any of these services.
- I don't have money to even live and you want me to attend a class. I have a masters degree. I don't need a class. I need unemployment benefits so I can survive and take care of my kids.
- I don't know
- I found the onsite helpful to navigate setting up unemployment and learning how to use the (not-intuitive and not user friendly) interface. Also, I appreciated going to the WIOA workshop and learning about that program. But overall, I found the staff under-prepared and under-skilled to help a mid-senior level director find a new job at a similar level. Also, the career coaching advice (resume, cover letter, etc) was not helpful to someone in my situation/level in career. It seemed more applicable to entry level jobs. It was counter to what I received from hiring a professional career coach and sent me down the wrong path for 4-5 weeks.
- I get assistance elsewhere. just need financial benefits until I find the right job...
- I got hired immediately and was unable to get workshop or training.
- I have 3 degrees and 30+ years experience - I don't need additional training, coaching, or access to computers.
- I have 30 years. Of experience just need time to find a job that fit my need
- I have a master degree and a professional consultant. I needed other advanced training which you don't provide.
- I have a PhD. The number of jobs in my field are very limited and there is no additional training that would improve my prospects. Even finding two appropriate positions per week to apply to to satisfy unemployment requirements is challenging.
- I have never attended a workshop.
- I have not been offered any training or services
- I have not used the system for these purposes.
- I have specific career and didn't need help
- I haven't participated in any services other than job search and interview training
- I honestly didn't know these all were available.
- I just used computer and fax machine
- I may be old school, but it seems like when applications just get sent out to the ether and there is never any response.
- I only took the resume class.
- I only used the weekly check in
- I received none of these services, but I ranked the top 3 services that I feel would be most helpful in finding a job.
- I sought assistance through the NM Energy Transition Act (ETA)
- I simply wanted to receive the benefit I was entitled to. Based on my experience, I would not want to associate with your department or its services
- I still don't have a job no matter how hard I worked for one.
- I was able to look for jobs on my own. Because I know what I am looking for while attending school.
- I was employed

- I was helped w/ resume update, and was given a list of companies of my trade. carpentry, renovation.
- I was just payed off my job for the summer and went back to work when called back
- I was never awarded my unemployment, nor told why.
- I was not aware of the services provided by Workforce Solutions. And when I did go to Workforce connections these services were not mentioned to me.
- I was not offered any job trainings or any encouragement for jobs. The person assigned to me threatened me that I was going under investigation. I was frightened. I am unemployed right now but refuse to ever apply for unemployment and after going through the court with unemployment.
- I was working
- I was working with an outplacement firm.
- I'm using other methods of finding jobs
- If u don't know how would I know?
- In my situation All I can say is lack of funding, financial assistance do to not having high school diploma or GED and age
- It was not provided anything to me ! None, as I not exist!
- Jesus
- job coaching would have been great but didn't get any, i asked but got no reply
- Jobs
- Just the computer, I found the job myself
- Looking for employment
- Looking online from home
- Most of the services offered are not focused on mid-level upper level professionals. Although some of the resources have been helpful, there are not many jobs for professionals, most of the the jobs are hourly. More sales jobs would be very helpful
- Moved
- My conversation with my workforce trainer was informative, and he did a great job showing me the system and all, but it didn't seem to be a good fit for me.
- My physical health prevents further employment activities
- My work plant shut down for six weeks and started back up.
- Needed help applying for unemployment
- Never got paid my unemployment
- No applicable services available
- no classes
- None of the jobs I applied to even offered an interview until well after I was off of UI
- None of the services provided were valuable to me. The primary issue was the lack of clear and consistent communication. Each time I called, I received conflicting information, as if no one fully understood my unique situation. This inconsistency made an already stressful process even more frustrating. Additionally, while a few staff members seemed knowledgeable, they were rude and unprofessional in their interactions. Their lack of courtesy and dismissive attitudes left me feeling unsupported and disrespected. This is unacceptable for an organization meant to serve individuals seeking help during challenging times.
- None of these services are available to me. I received no help or correspondence AT ALL
- none of these services helped me to get a job.
- None. Read my other comment. I didn't need help finding a job. I've got that. I needed the unemployment benefits I was entitled to and not to be given the run around and never answered

until I got a job and then my case was closed unresolved. I'm owed thousands of dollars and it really put my family behind when it didn't have to be. I'm going to hire an unemployment lawyer

- Nothing geared to senior citizens needing work
- Nothing was really useful because it wasn't relevant to my age and experience and level of education
- On the job training you don't have that
- Online services only.
- Only on computer but sometimes, they have signs up. COMPUTERS DOWN
- Out of my area
- over the phone certification
- Resources for mid- to upper-level professionals are extremely limited. Job listings never had professional positions and job coaching wasn't available in the 2 and a half months I was unemployed. I found a new job on my own with zero help from WCC.
- The focus on providing other services versus job search assistance
- The online website most times is down or not working and when it is working information that pull up for seeking for jobs is irrelevant into finding a job
- The only thing I ever received from the is funds for training, but I had to pay for it and then finally reimbursed.
- The site it's super complicated to understand, I applied for a couple positions and nothing
- They did not get me employed
- They were not offered
- Unemployment benefits.
- Waiting for job reinstatement
- Was not necessary
- Was seeking unemployment and never was helped nor any assistance was given
- Was seeking unemployment benefits
- Wasn't able to utilize these things.
- what services? Never offered any services
- Yes a "service" is provided but seem half heartedly and definitely a bit antiquated for our area.
- you denied my application for unemployment benefits and never represented me!
- You guys are doing wonderful work but I am a very fortunate person to not need any of this support but was required to engage. We need to get these resources to the right people where they can make the most impact. People don't know all the great ways you can help them. In your first email, can I suggest you spell out a short agenda/list of topics you will cover to get people excited? "We'll be discussing job coaching, on the job training, free funding for education, and more! Come find out how to tap into our programs to pay for your school and get a great job." Y'all need a stronger market angle to hook people's attention. My intro email said REQUIRED and nothing else. I followed up repeatedly to get info and Employee refused to provide any.
- You need to redo your website.
- Your system is not set up for people with a reasonable amount of skills. Where networking is mostly needed.

**Question: 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 Economic Development Department's New Mexico Economic Priority Sectors. Participants also had the opportunity to enter an occupation not on the list.

### ***Employment fields/choices provided to respondents***

(The NMDWS Priority Sectors are denoted with an asterisk)

- Advanced manufacturing\*
- Aerospace\*
- Biosciences\*
- Broadband expansion\*
- Construction industries\*
- Early childhood education and care\*
- Education (Licensed Elementary or High School teacher)
- Energy transition and climate resilience\*
- Film and digital media
- First responders Police, Fire, EMT, etc.)\*
- Food service/restaurant
- Health care, including behavioral health\*
- International trade
- Military
- Natural resource management\*
- Oil and Gas
- Retail
- Sustainable and value-added agriculture\*
- Tourism and recreation
- Other

### ***Write-in answers***

- Accounting
- Accounting/Tax
- Accouting
- Adjuster
- Administration and Accounting
- Administrative
- Administrative Assistant
- Administrative work
- Administrator
- Agriculture and Office assistant in business including working with Microsoft programs.
- Analytical; customer service/call center; nuclear; training
- Any
- Anything that will pay me.
- Anything to do with animals.
- Archaeology
- Archaeology, museums
- Art & writing
- As long as I get a job. Mainly was working as field coordinator for home care services, which I enjoyed.
- Automation & Accelerated Computing
- Automotive Technology

- Banking
- Barbering, diesel mechanic school, hvac, business, railroad trade classes
- Beer brewing and management
- Broadcasting
- Business
- Business
- Business
- Business Admin
- Cdl being able to open doors for other fulls for hauling materials or goods to with in state boundaries or out
- CDL class A is what I got thanks to workforce
- CDL driving
- Christian
- City, County, State
- College Teaching
- Commercial driving
- Communications
- Computer Information Systems/Network Administration
- Computer owning own business
- Computer programming
- consulting
- Crane operator certification
- Csr
- Customer service
- Customer service, sales
- Customer service, financial, work from home
- Customer Service, work from home.
- CYFD
- Data science; data center-related
- Decided to retire
- Delivery driver
- Design, writing, artwork
- Detailing cars washing drying customer service
- Diesel mechanic
- Diesel mechanics
- Diesel technology
- Disability advocacy
- EdTech
- Electrician
- Emt
- Engineering.
- Entrenuership
- Equipment technician
- events
- Exposing me to new things I have no idea are out there opening my mind to new possibilities
- Facilities Management

- Factory worker.
- Farming
- Fields related to Electrical Engineering like Telemetry, GNSS satellite projects or research.
- Finance
- Finance or business
- Financial services, legal
- Fine Art Project Management
- Fine arts/Sculpture
- Ft work from home accounting, legal
- fundraising, development
- GIS as it pertains to wildland fire, archaeology and wildlands management.
- Government
- Health and fitness.
- Health information certification
- Heavy Equipment Operator
- Higher Education
- Home Care or Managed Care Organization
- HR
- H-vac, mechanics
- I am a designer, academically and with several years of experience designing digital instructional systems and content. This has served me poorly, but it's my best and most current viable offering professionally.
- I am interested in pursuing a career where I can do what your organization couldn't—making people feel heard, respected, and supported during their times of need. My goal is to use the therapeutic use of self, which is foundational to my field of occupational therapy, to connect with people, understand their unique circumstances, and provide solutions that truly address their concerns. I believe that empathy, consistency, and professionalism are essential in any role that serves the public. Unfortunately, my experience with your services lacked all three. This has only reinforced my commitment to being a professional who prioritizes the individuals I serve, ensuring they never feel dismissed or unheard, as I did in this process.
- I have a job
- I have been a Paralegal for 40 years and I'm 62 now. I feel that I will retire as a paralegal. Your programs are amazing and truly help and benefit others.
- I should be retired at 75! Can't afford to,
- I'm 67, I don't need a career.
- I'm currently doing security work
- In a previous box where my answer disappeared, I explained that I held a CA water treatment operator license, but it would've taken 2 years to do it here through internship to a level that I can test for in 2 months... Another scam to underpay workers?
- industrial hardwoods & wood products
- Industrial maintenance
- Information technology
- Information Technology
- Information Technology
- Information Technology (IT) and Cybersecurity.
- Information Technology, Technical Support, Cyber Security

- Intelligence
- Interpreter certification, and or Ingenuity program w CNM computer classes
- IT
- It
- IT
- IT
- Janitor
- Law
- legal
- Legal
- Legal Court Clerk
- Library technical work
- Logistics
- Maintenance
- Maintenance
- Management
- Management, Accounting & Bookkeeping (preferably in the legal field).
- Marketing and communications
- Marketing and proposal writing / procurement.
- Massage therapy
- Mechanic
- Mechatronics
- Medical coding
- Medical terminology, administrative/coordinator
- Mortgage services
- Never got payed
- Non profit
- None at this time
- none I'm retired
- None. This is not relevant to me. I am an old fart. I am a seasoned corporate executive. Give all your attention and support to people who need it.
- Nonprofit work; higher education opportunities (program director, curriculum designer, etc.).
- Not including Behavioral Health
- Not sure
- OFFICE ASSISTANT
- Open to possibilities
- Operations
- Personal Assistant in home and/or office
- PLC controls
- Professional sales and remote jobs that pay 6 figures.
- Program Management
- Public Relations
- Remote quality assurance/ software testing
- Retired and working part time
- Sciences stem
- Security Access Escort

- Senior Administrative work
- Server
- Social services
- Social work, Domestic Violence Advocate
- Social Work, education, and classes to become a Social Worker. Psychology, human development, social policy, ethics, case management, intervention strategies, community organization etc.
- Software Engineering
- Solar plant
- Something that keeps me employed long-term
- Special Education
- Start a non profit , to help families like mine .....setting up in community School gyms after school hours keeping the hours of operation for families to come during the dark hours of fall , a place to go.....while having internet open training parents with needs ...
- Starting my own business
- Staying alive and paying my bills..
- taxes
- tech
- Technology
- Technology
- Technology
- The Arts Coaching and advising for students at the community college or college level, but there was nothing available for me to even be an advisor and I'm too old to go back to teaching
- There is transportation in most industries.
- Total insurance title, curative escrow processing managing closing.
- Transcribing
- Transportation
- Transportation including hazardous materials.
- Truck driving
- Trucking
- Trucking
- Vocational Rehabilitation
- warehouse
- Warehouse
- Water operations
- Work from home, remote, introvert jobs. Like coding certificates needed or data entry no calls to other people no inbound or outbound..
- Zxxxxxxx

**Question: 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?**

- Access to Fair Appeals
- all this office did was provide paperwork , never are they helpful they just look as if they are
- Availability of personnel who actually WANT to help
- being a former Coal Miner with Company in Location, New Mexico and a member in good standing with our local Union, I was DENIED educational or A DISPLACEMENT FUND for assistance as well as I

was in part with the Energy Transition Act (ETA) Displaced Worker Assistance Fund was established for a New Mexico resident who was laid off from employment. I am clearly disappointed in Workforce solutions in how they treat our Senior Workers who seeked to further their education or seeked displacement funds to help me get through months without healthcare assistance through the funds provided by the ETA. I was a Coal Miner who worked at Company and was employed over 40 years in the Coal Mining Industry and deeply affected by the Layoffs. I wished to further my education and hoped to find a good job near home closer to my family. I believe I should have not been discriminated against for being a Senior worker and denied assistance for trying to further my education and trying to get displacement funds for health care through the New Mexico Energy Transition Act ETA.

- Better access to staff onsite that can assist
- Companies need to start accommodating people with the cost of living to match the wages not paying people \$15 an hour.
- Defund yourselves
- Didn't use it much because online listings were hard to search. Thanks.
- Disability (physical for myself) remote work
- Employers pay thousands of dollars every year in workers compensation for all employees. It's a shame that an employee can only receive 6 months of benefits after being laid off and suffering financial hardship. Hopefully with the new administration things will change. In the meantime, all the excess money paid in is not helping anyone that needs assistance. Who knows where it goes? Definitely, not in the employment pool.
- Employment transitioning services for unpaid family caregivers. After years of being out of the workforce, I no longer have access to the references I could have used, and companies for which I worked no longer exist.
- Everyone I have been in contact with from WCC/AJC have been very kind, compassionate, extremely helpful and very supportive. Keep doing what you're doing because you're doing great! Thank you
- Everyone was absolutely wonderful I do wish some of the program training was more up to date little more modern for 2025 on the world we live in it's a lot different the video seemed to be from the 90s which isn't far back but still different time to be alive other than that the staff and trainers were wonderful super helpful never made any feel ashamed for needing help thank you
- Excellent services
- Faster results for benefits
- For someone that works and has a career, I needed monetary help bridging my unemployment and DWS didn't help move my investigation forward until after had work. I could have lost my home or worse. It was unacceptable that I couldn't access the money I paid into the system until I didn't need it any more.
- Get people actually employed otherwise it isn't a job help service.
- Good service.
- Great Services
- Hard to know how to access services
- Have more contact with a broader communication fr workforce or unemployment office.
- Help for the elderly
- I appreciate the help I have received. Good job.
- I appreciate the services. Also the services have been extremely helpful while I am looking for work.
- I appreciated the prompt and informed service I received from the WCC staff. They were very helpful guiding me through my unemployment benefit processes.

- I believe your website is easy to navigate.
- I did not like the fact that it took 3 months just to verify my employment and to receive a payment when I was told I was approved. No one even communicated with me as to what was happening. I had to call more than 2x a week and never really got an answer as to why my benefit was not coming through as planned. No communication what so ever
- I enjoyed interacting with the personnel at the NM workforce
- I enjoyed that Employee in RR helped me get unemployment, and gave me leads on jobs, at my age as a senior I went to interviews and had the qualifications, my age was what they did not want. Seniors need to know where they can get hired as of now I still haven't found a job which is very depressing.
- I enjoyed the opportunities created by the state to work and train in fields and positions that would typically be competitive or out of reach until further along in education. I believe the state should continue growing connections with local businesses to provide on the job training programs and internships to help New Mexicans continue to grow from the soil up.
- I feel that I am discriminated against every time I have to any contact with this department. I have worked since I was 14yrs old and am now 49yrs old, and I have applied for benefits a total of 3 times. Yet I am treated like I apply every other day. These benefits are supposed to be here to HELP us when a job is lost and that IS NEVER THE CASE FOR ME!! I am consulting with an attorney about what legal ramifications are available to me to pursue against the State and this department.
- I learned that trying to get unemployment benefits after being temporarily layed off is futile.
- I like and appreciate that most of your services can be accessed online and don't require in-person visits to an office.
- I like the online service... And, the promptness of response.
- I need personal help finding a job.
- I never got any help from your services!!! I never got paid
- I really hope they are more effective than they used to be.
- I simply need a part time job appropate for a 72 year old man not a new carear.
- I spent a lot of time on it and it brought me no results
- I think WWC/AJC is beyond the ability to be improved. Based on my experience, it is irreparably broken
- I very much appreciated the counsel received but sad I was not able to continue toward my goals.
- I was fired very depressed unable to work. I put money in my unemployment every month and no benefits were given to me.
- I was honestly very impressed how helpful, sympathetic, and supportive the people (especially Employee) and programs were. I expected it to be a much more painful experience
- I was not informed how to utilize this system for these purposes. I filled out my profile in hopes that someone would contact me regarding job searching, how to use the system, or from representatives. I was completing my certifications every week from my own sources. I also had to wait 6 months before receiving my first unemployment payment due to wrong information on my profile. After getting that issue cleared, my last 6 months of employment were not considered.
- I was supposed to have another appointment in Dec but recieved no call on the day of appointment so I called and was told they would call back...called three days in a row but could not get through
- I would have to see what specific services you have like, transcribing, seamstress, or work with customs.
- I would like to see MORE EXPERIENCED STAFF. Most of the staff at the Location, NM office are unexperienced and have been there for some time and are Political appointees. Need more job referrals and job seekings from them

- I would like to see significant improvements in the consistency, professionalism, and empathy of the services provided by the Workforce Connection Centers/America's Job Centers. My experience highlighted a clear lack of communication and understanding, with conflicting information being shared during different calls. This inconsistency only added to my frustration and made it difficult to trust the process. Additionally, I strongly believe that Employee, in particular, would benefit from a course or training in customer service and humility. Offering evidence-based training, such as the Crucial Conversations course, would help staff improve their communication, professionalism, and empathy when working with the public. Furthermore, providing access to a dedicated case manager for individuals with unique or complex situations would significantly enhance the quality of your services. This would ensure that people facing challenges, like myself, feel supported and understood rather than dismissed or ignored.
- I would love to see you guys market your services better. You are doing great work and the community needs to know it so that they get their behind in there to work with you.
- I've been out of work for almost 4 months and haven't received a dime in unemployment benefits despite doing everything I've been asked to do. Very disappointed and frustrated.
- If you are gonna talk the talk then walk the walk and why was i not offered any services? was it because I am a white person?
- I'm facing homelessness now because I am unable to pay my bills. I didn't expect unemployment insurance to not be accepted when I worked the last 2 years full time and was let go due to discrimination that I can prove.
- In other areas of the country, I found job clubs very helpful in providing contact, job leads and information about how to create an effective resume, and express your value in a job interview. I'm guessing Covid killed them...
- It shouldn't take over three months to receive benefits.
- It takes too long for WCC to make payments to unemployed people
- It would be great if the state of New Mexico would implement more training on the hiring of older people, especially in light of the fact that they are not being hired for positions for which they are qualified
- It would be very helpful if I had Internet access to be doing most of this on my own instead of having to travel 40 miles to go there to do this.
- It's great
- Employee was a wonderful help many times and always had a smile. Employee was empathetic and encouraging
- Job listings are useful. As for the rest, I am a very experienced person near the end of my career; so things like job training and coaching are not really relevant.
- Last year, when I was on unemployment benefits, I found that some of the unemployment benefit protocol was a bit unclear. When I was hired for a Temp job I wasn't sure how to report the new event and still continue to receive unemployment benefits up to the time that the job started. It seemed dishonest to continue applying for jobs to get unemployment benefits if I already signed hiring paperwork. So I needed to call WCC for help entering my information into the online reporting form. I called WCC again at a later date for information on how to get back onto unemployment benefits if a more permanent job prospect didn't work out after my Temp job. Staff helped answer my questions, but having that information more clearly stated online would have helped.
- More days made available to the public during the work week, to have access to available resources at the Location office.
- More opportunities regardless of age, education status and assistance in the financial part aspect of course, class, books help those that never had the opportunity due financial and time

- Employee was amazing to work with and she still takes time to do follow ups
- My experience with WFS/WFC has been positive. Thank you.
- My unemployment insurance claim was accepted, then immediately locked, and then the documents submitted were never processed
- Need more customer support representatives.
- No point, it's NM, as corrupt as old Mexico. All of your services are scams from what I've seen and experienced. I don't know if I can escape this Land of Entrapment.
- No. Great program i unfortunately needed but happy to know resources are out there
- None very dissatisfied
- Outstanding customer service by Employee! Employee was very encouraging and helpful during the benefit application process due to difficulties I experienced a.d was a great resource. He was always willing to help
- Overall, I think it's a great resource. However, it felt very siloed—meaning there were tons of resources and programs, that seemed disconnected from each other— and as the end-consumer, felt difficult to navigate. If there was an overview program/workshop that helped people in my shoes (recently laid-off, out of work), understand the programs, people, etc—that could have cut down my learning curve and accessing assistance and programs quicker.
- Please read my comments.
- Please remind employees that when they verify someone's identity that this will reset all of their preferences in the UI system.
- Please work with the FBI to uncover how many conspirators were involved in threatening, sexually trafficking, coercing, extorting, and harrasing me and my family so that Justice can be served to all those who used us.
- Reapplying for benefits is a slow process and funding is ok at first but delays and you don't get funds for 3-5 weeks and that needs to be a little faster. Got behind on bills.
- Redo your website. It is horrible to interact with on so many levels.
- Shipping and receiving
- Some of the staff were amazing and beyond helpful and informative One was vague and misleading with jobs and direction
- Stop bilking the taxpayer with your bait-and-switch approach. Start delivering measurables. Or not.
- Support for hearing loss disability
- Terrible experience
- Thank you for all the help
- Thank you for being a service to the community. You are very essential in helping everyone find jobs, training, resources, and most importantly, understanding when someone is out of a job. Thank you
- Thank you for being available.
- Thank you very much
- The Assitance has been absolutely fantastic
- The audit process, was daunting ontop of trying to find a position. It caused unnecessary stress on top of my job loss and search.
- The audits are too much
- The Location Remote program was really helpful and key to my current work with Varsity Tutors. Employee lead a personalized training program that helped me re-enter the workforce after a layoff. The program helped me improve my self-presentation, resume, and interview skills. Employees (at DWS and NMWCC) were all very knowledgable, professional, and helpful to me and I am grateful for

all they did to help me navigate the available programs and resources. Some months ago, during an online video workshop, the topic of access to information regarding training, interview skills, and networking—specifically in remote areas of SE New Mexico—was discussed. The end-of-day consensus among the group (both industry professionals and job seekers) was a 2 part wish-list: 1- increase availability and ease of use for video meets for job seekers, students and WCC/DWS staff, essentially increasing opportunity for information access, guidance and networking. 2- Stress the importance of self-presentation (especially for teens and young adults) regarding resume presentation (spelling!) appropriate dress, how to research a potential employer, access and education on how to use free productivity tools such as the Google Suite Docs, Sheets, Calendar, Chat, Video, etc. I am grateful that the DWS and New Mexico Workforce Connection, Unemployment Insurance and other safety-net programs were there for me during the most uncertain and frightening time of my life. I hope they all continue to grow and increase their outreach so they can continue to help people in New Mexico. Thank you,

- The services provided were unfair
- The staff is helpful
- To have friendly people to help at the offices.
- Using the online resource for applying and certifying for my unemployment was amazingly easy. I am not good with digital and online technical things but this was a very user-friendly resource. Thank you
- Employee was extremely helpful and patient
- Very grateful, thank you
- Very helpful when I needed it.
- When you find yourself in this situation this service could be life changing, a real hand up instead it is a waste of time and resources. It is rare to find any real help, I have visited three different offices in three different states and my experience with this "service" has left me frustrated and feeling worthless. It's too bad.
- Yes please improvement on hiring events. I attended many no one offered employment event when I qualified for the positions. Also there seems to be a lot of age discrimination going on, need help dealing or overcoming that. And it is very difficult to get internships it seems.
- You have a beautiful smile when nobody else notices ")
- Your customer service

## Appendix ii: Evaluation of Statewide Employer Needs in 2024

### Executive Summary

- Employers reported that their top three hiring challenges in 2024 were:
  - Candidates lacked technical skills required for success (36.8 percent)
    - However, only 3.5 percent of responding employers reported working with the NMDWS to start an apprenticeship program
  - Lack of applicants (35.5 percent)
  - Candidates lacked required experience (34.0 percent)
  - These were also the top three challenges reported in 2023
- Employers reported that their top three strategies for addressing their hiring challenges in 2024 were:
  - 54.6 percent increased employee pay
  - 15.1 percent increased employee benefits
  - 6.6 percent worked with a temporary hiring agency
  - Only 3.7 percent contacted the NMDWS/AJC for hiring assistance
- Employers reported that in order to retain existing employees:
  - 40.7 percent increased employee pay
  - 10.8 percent increased employee benefits
  - Interestingly, 1.5 percent of employers reported offering some employees an ownership stake in the business as a retention strategy
- Almost half of employers (47.6 percent) indicated they did not know NMDWS/AJCs provided services to employers
- A smaller percentage of employers (16.4 percent) reported that filling positions requiring less than one year's experience were the most difficult to fill, however this was a smaller percentage than for positions requiring more experience
- More than half of employers (50.5 percent) indicated that positions requiring more than 10 years' experience were the hardest to fill
- Fewer than one in five employers (19.7 percent) reported that laborer and helper positions were the most difficult to fill; 35.9 percent reported that skilled trades positions were the hardest to fill; and 36.2 percent reported that skilled service positions were the hardest to fill
- Almost three-quarters of employers (73.3 percent) reported they did outreach to hire multilingual employees, and 36.2 percent did outreach to hire veterans

### Recommendations

- NMDWS and AJC staff should continue to work more closely with employers to increase their knowledge of the services the AJCs can provide to employers
- Continue to partner with employers to ascertain the key soft skills employers identify that job applicants lack
  - Continue to partner with NMPED to incorporate these skills into the K-12 curriculum in age-appropriate sequences
- Continue to partner with employers to ascertain the key technical skills employers identify job applicants lack
  - Continue to partner with NMPED to incorporate these skills into the K-12 curriculum in age-appropriate sequences

- Continue to partner with employers and NMHED/Higher Education Institutions to increase apprentices, internships, and other programs to provide meaningful and relevant work experiences to better prepare workers for entry-level positions

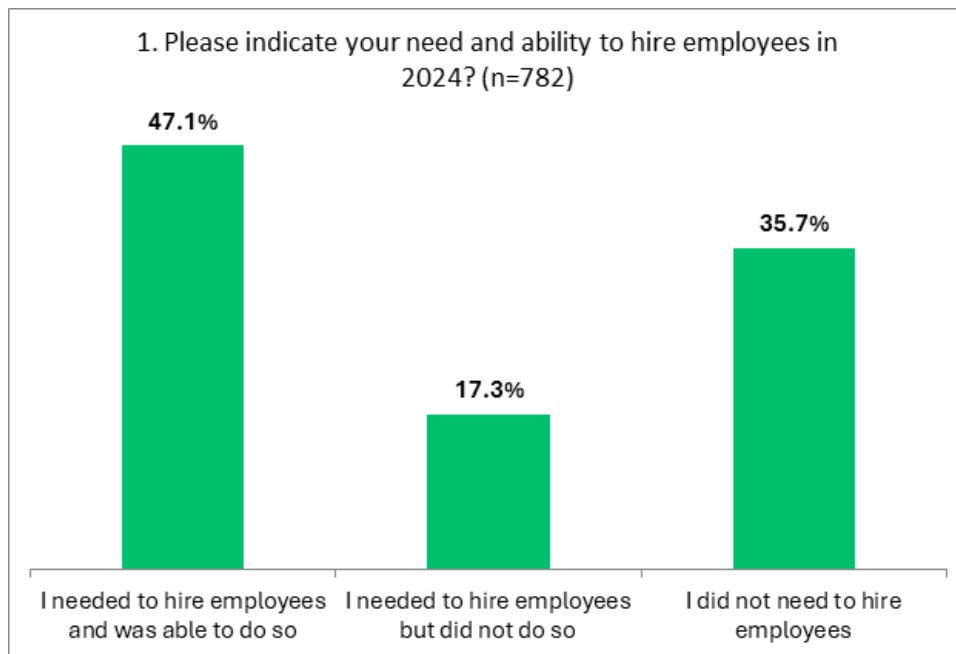
### Introduction

To ensure ongoing compliance with the WIOA Plan requirement to include information about Employers' Employment Needs, the NMDWS distributed a survey to randomly selected employers throughout the state (Appendix I contains the research methodology). The analysis below includes results from the responses for 2024 and compares them with the responses for 2023, where applicable.

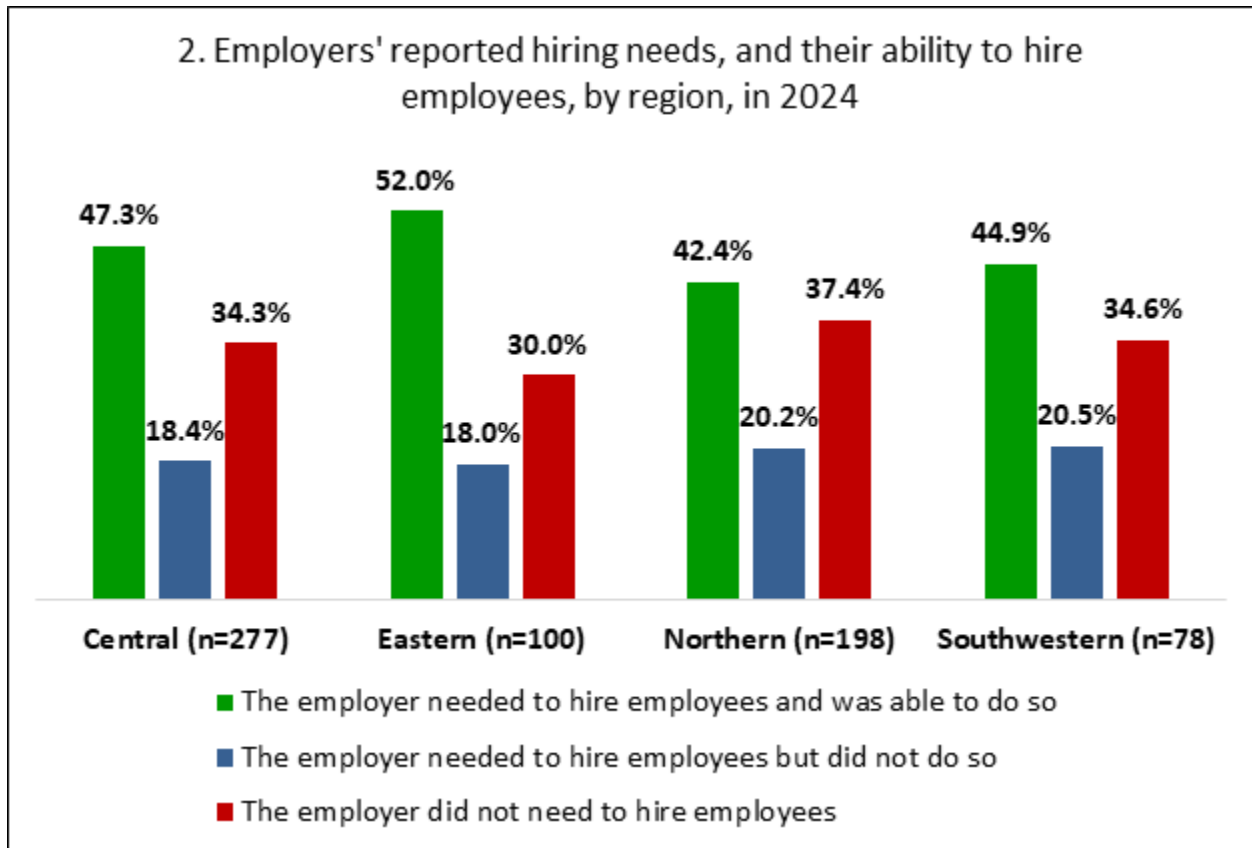
New questions were added to the survey, including asking employers about their need to hire new workers in 2024 and the relative difficulty retaining employees based on the type of position and number of years' experience the role requires. The question asking employers if they do outreach to specifically hire veterans was expanded to include other groups, such as people that are multilingual or serve in the National Guard.

### Data and Analysis

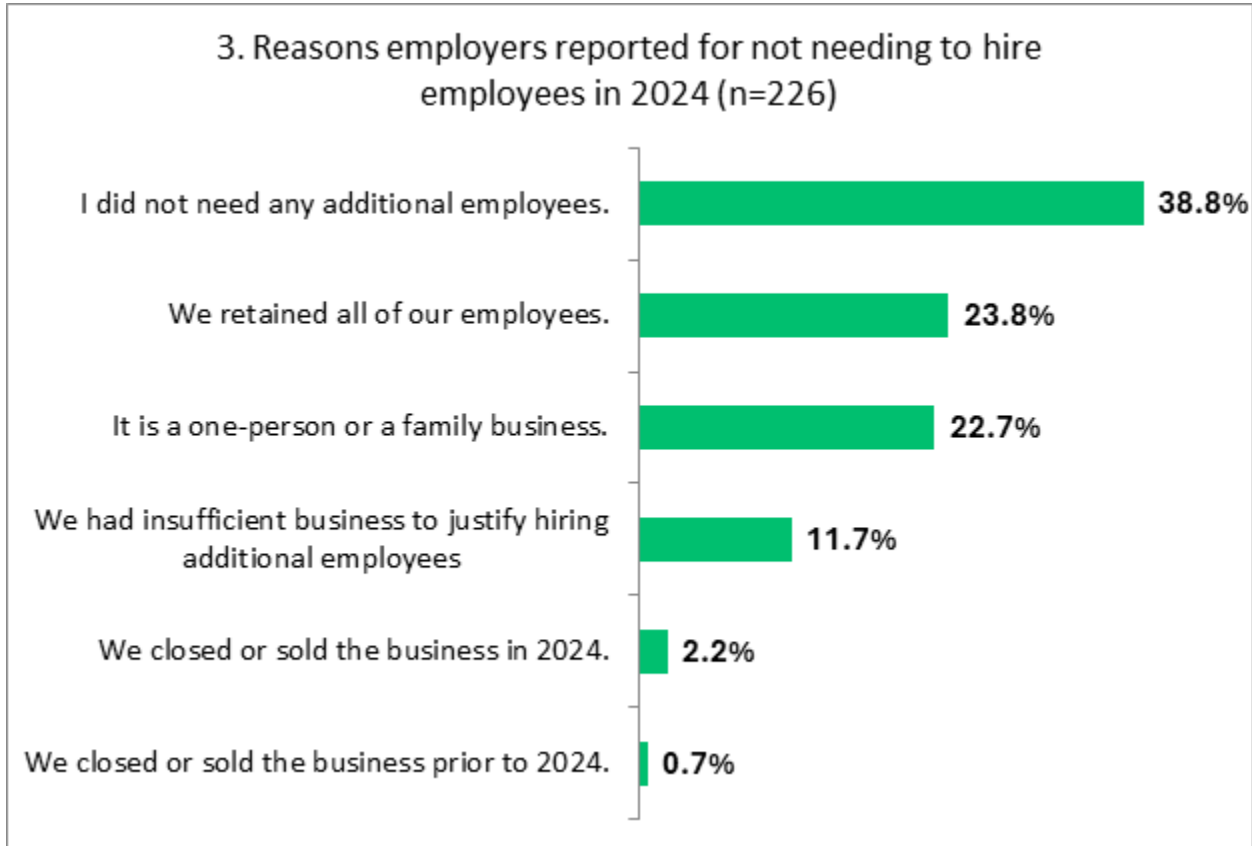
To gain a better understanding of employer demand for workers in 2024, employers were asked whether they needed to hire workers and if those efforts were successful. More than one-third (35.7 percent) of employers reported that they did not need to hire additional staff in 2024 (Exhibit 1). Just under half (47.1 percent) of responding employers indicated they needed to hire workers and were able to successfully do so in 2024, however 17.3 percent of employers reported that they needed to hire workers in 2024 but were not able to do so.



Regionally, a greater percentage of employers in the Eastern Workforce Board region were able to hire employees (52.0 percent) than were employers in the other regions of the state (Exhibit 2).<sup>1</sup> A greater percentage of employers in the Northern Workforce Board region did not need to hire employees (37.4 percent) than was the case with employers in the other regions. Employers in the Southwestern region reported their inability to hire employees (20.5 percent) at a higher percentage than did employers in the rest of the state.



Employers indicating they did not need to hire workers were asked the reason. Just over one in ten (11.7 percent) of these employers reported that they had insufficient business to justify hiring additional workers (Exhibit 3). Slightly less than a quarter of respondents (23.8 percent) were able to retain all of their staff, and 22.7 percent of respondents owned a one-person, or a family business. More than one-third of respondents (38.8 percent) indicated they did not need any additional employees.



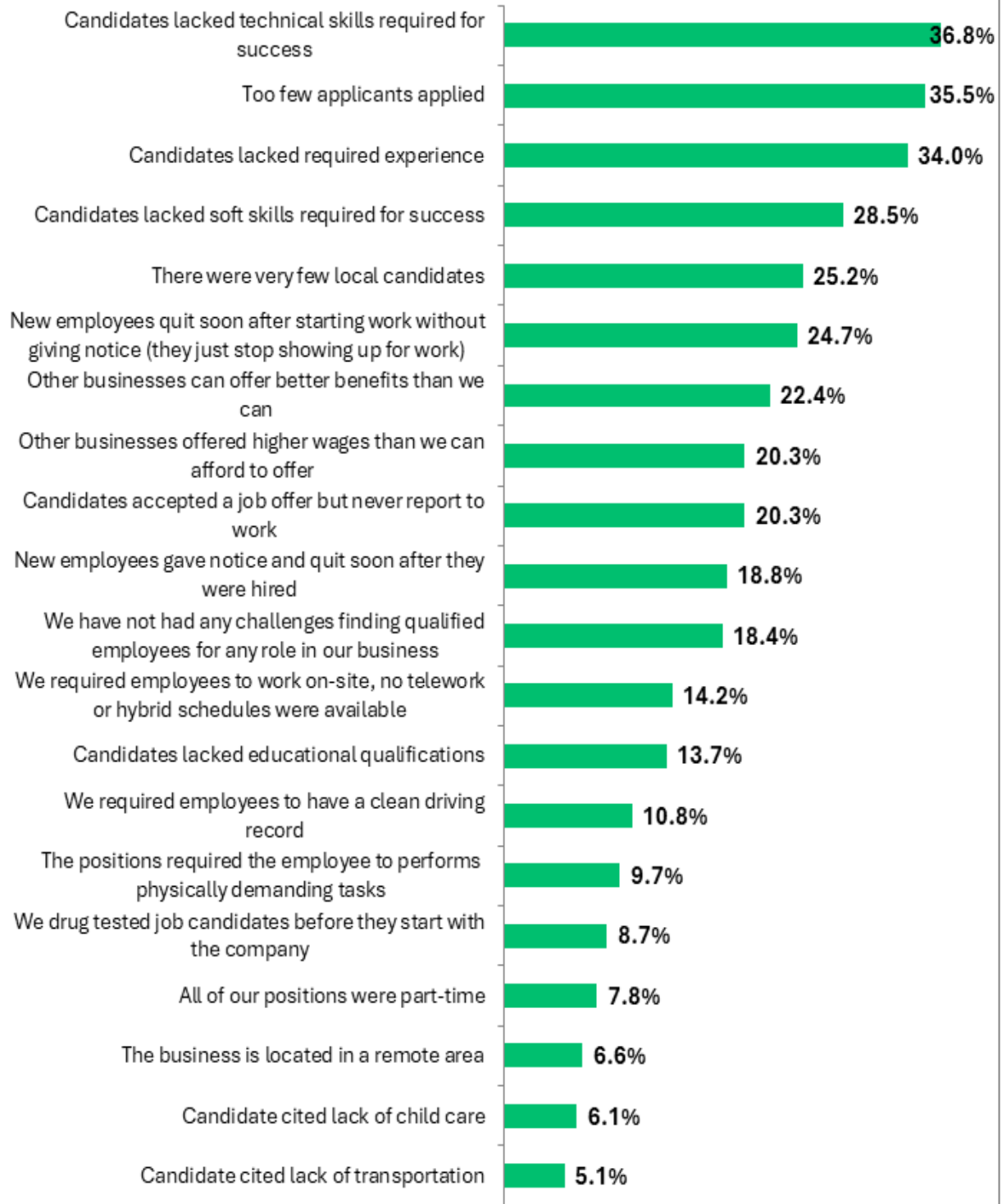
Employer responses to the question; “What are your major challenges in hiring new employees in 2024” were similar to the responses provided in previous years but there were some importance differences (Exhibit 4). In 2023, the most frequently cited challenge, reported by 47.7 percent of employers, was that they had too few applicants when they posted a job, however this declined by 12.2 percentage points (25.6 percent) to only 35.5 percent of employers reporting this was the case in 2024.

The most frequently reported challenge (36.8 percent) for employers in 2024 was that candidates lacked the technical skills required for success. This was a 30.5 percent (8.6 percentage point) increase from this challenge in 2023 when it was cited by 28.2 percent of responding employers.

The percentage of employers reporting that newly hired workers either quit soon after starting work without giving notice (24.7 percent in 2024, 26.4 percent in 2023) or that new employees gave notice and quit soon after they were hired (18.8 percent in 2024, 15.6 percent in 2023) remained generally consistent over both years.

The requirement that employees work on-site all the time is becoming less of a challenge to hiring new employees. In 2023, 21.2 percent of employers indicated that requiring employees to work on-site all the time was a major challenge, however there was a 33.0 percentage point decline in the number of employers reporting this was the case for 2024, when 14.2 percent of employers reported it was a major challenge. More than one in five employers (20.3 percent) reported that in 2024 that the ability of other employers to pay higher wages was a major challenge for them.

#### 4. Major challenges employers reported in hiring new employees in 2024. (n=473)



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

## Level of Difficulty Hiring Employees

### Introduction

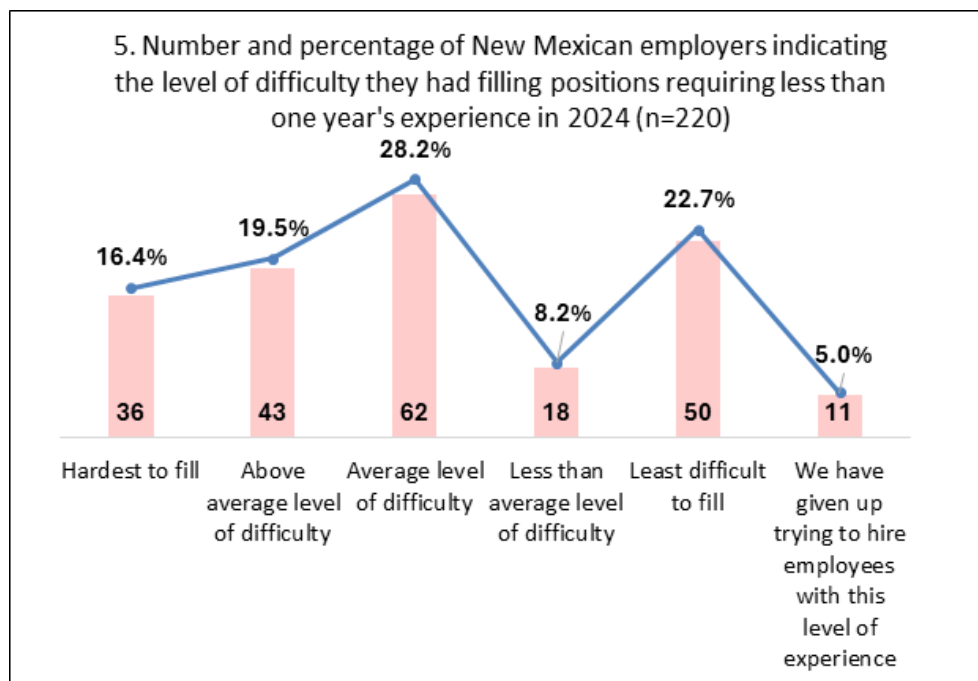
This year was the second year that NMDWS asked employers to rank the relative level of difficulty they encountered when hiring employees. Employers were first asked to rank the level of difficulty they had hiring employees based on the number of years' experience they required the employee to have. Employers were also asked to rank the relative level of difficulty hiring employees based on the role or type of position they were seeking to fill.

Employers reported that it is increasingly more difficult to hire for positions requiring increasing levels of experience; although there were exceptions at the regional level. Overall, entry-level positions were the easiest to fill and positions requiring at least ten years of experience were the most difficult to fill.<sup>2</sup>

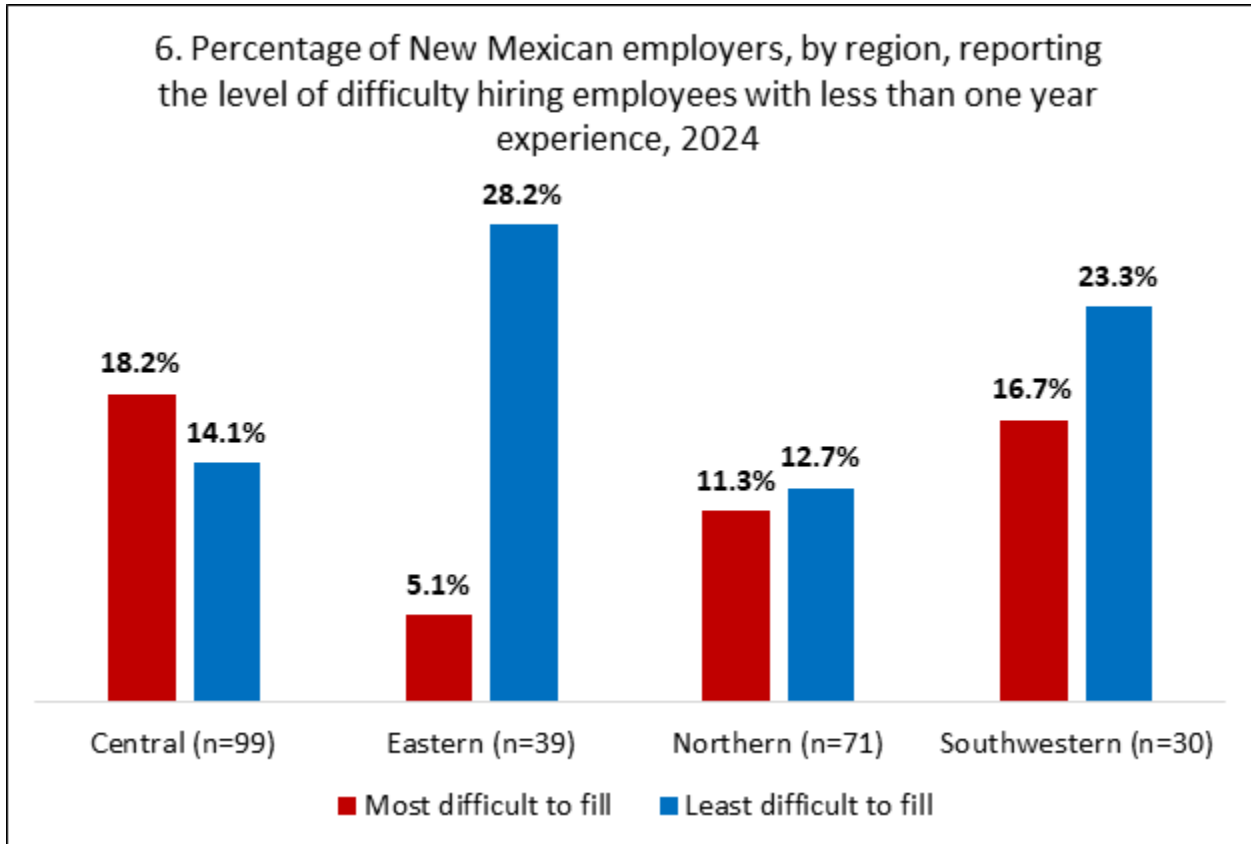
Changes were also made to the category titles, roles or positions employers were hiring for in 2024. The number of response options for each of the experience and role questions was reduced and standardized. The experience questions included a response option, "we have given up trying to hire employees with this...", that was not included on previous surveys.

### Level of Difficulty Based on Employee Experience

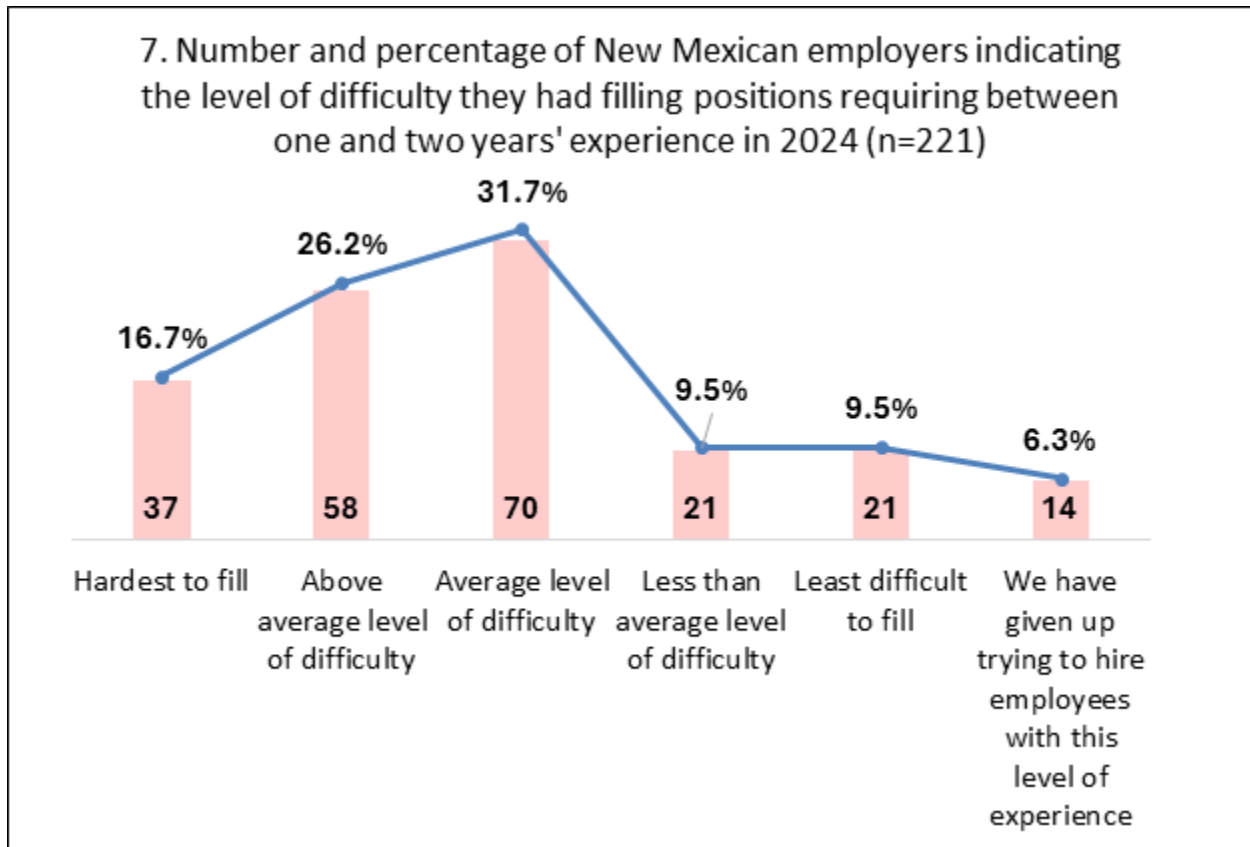
More than one-third of employers (35.9 percent) responded that they had greater than average difficulty hiring employees with less than one year's experience, with 16.4 percent of all respondents indicated that these positions were the most difficult to fill (Exhibit 5). An additional five percent of respondents reported they had given up trying to hire workers with less than one year's experience, presumably because of the difficulty they experienced in hiring or retaining workers with this level of experience. Alternatively, 30.9 percent of respondents indicated that hiring workers with less than one year's experience was less difficult than average.



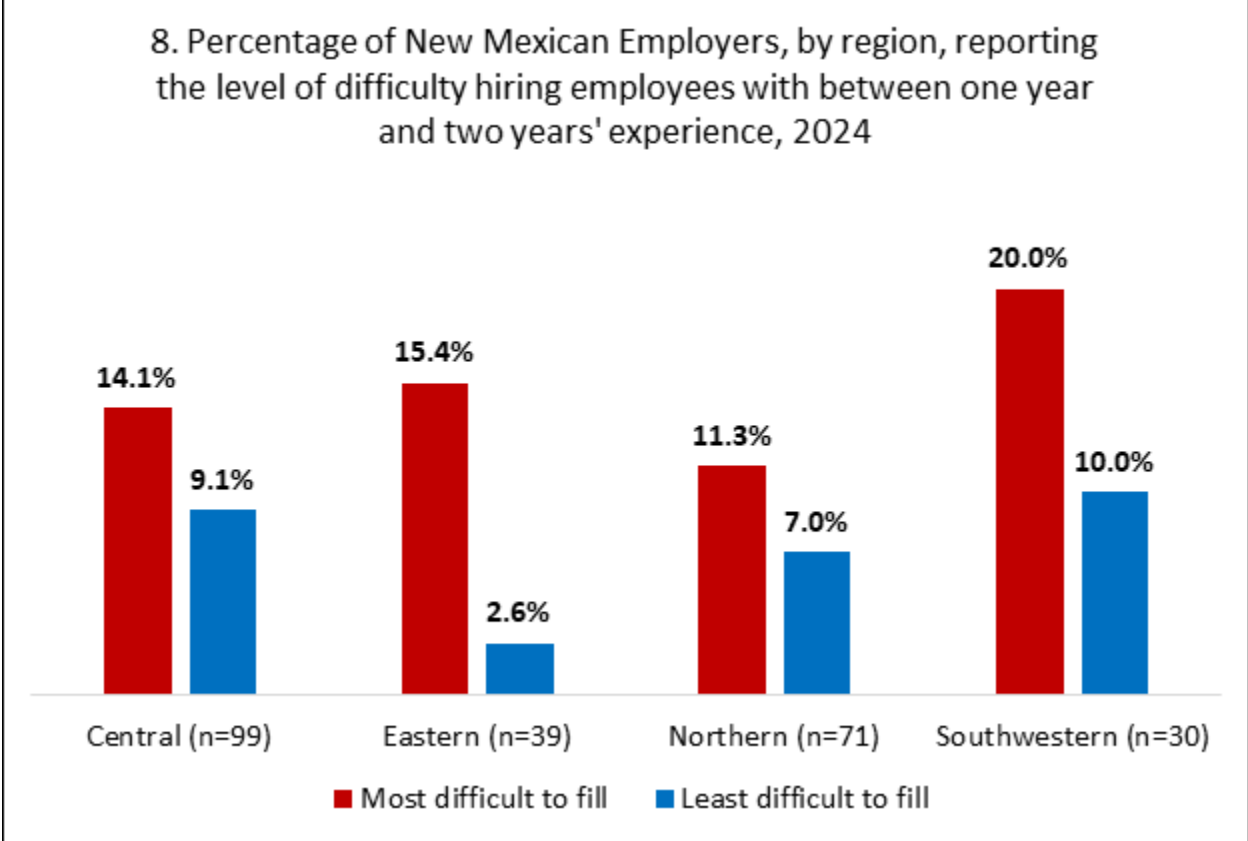
In the Central Workforce Board Region, a greater share of employers reported that positions requiring less than one year’s experience were the most difficult to fill, compared to the share of employers stating that these positions were the least difficult to fill (Exhibit 6). In the remainder of the state, especially in the Eastern Workforce Board Region, a greater percentage of employers reported that positions requiring less than one year’s experience were the least difficult to fill than the percentage reporting that these positions were the most difficult to fill.



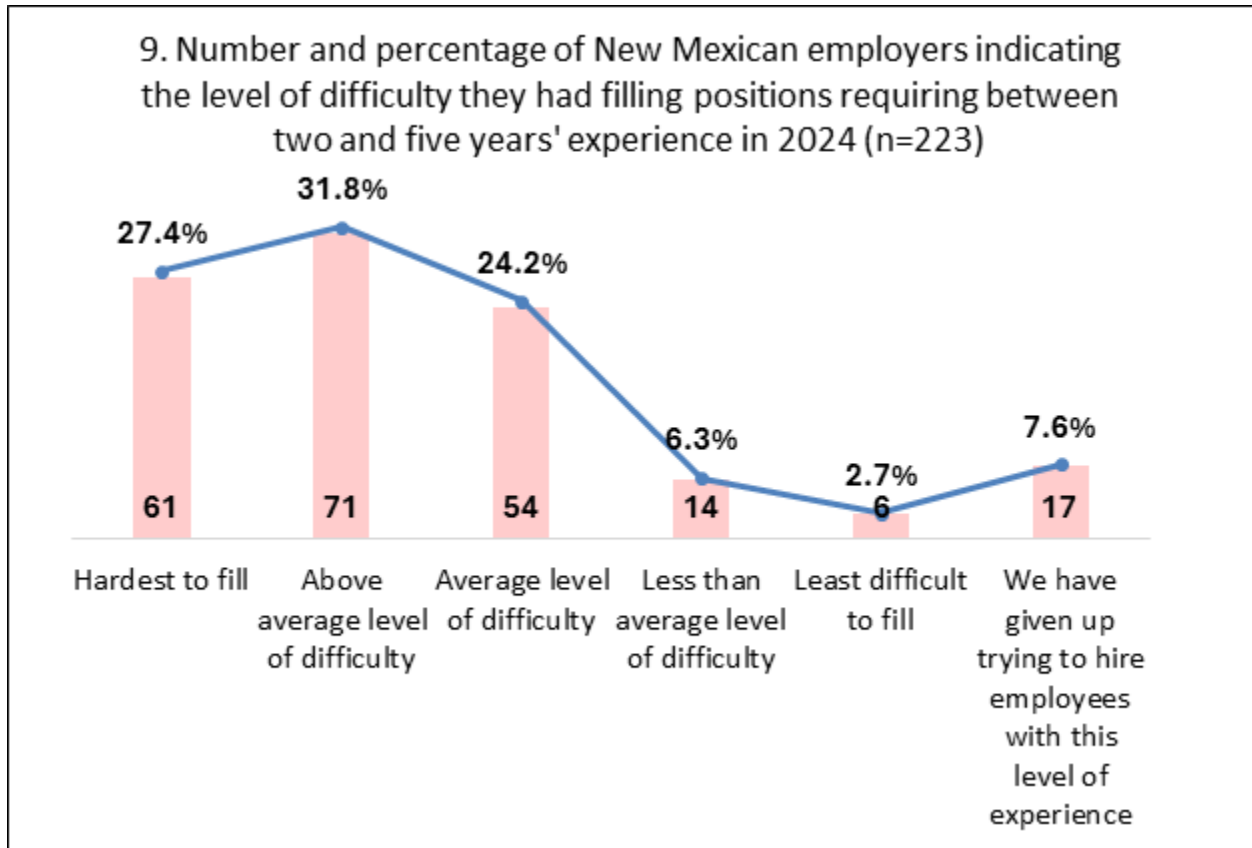
More than four out of ten employers (42.9 percent) indicated that filling positions requiring between one and two years' experience was more difficult than average; 16.7 percent of employers reported that roles requiring this level of experience are the hardest to fill (Exhibit 7). About one in sixteen (6.3 percent) employers reported they have given up trying to hire workers with this level of experience.



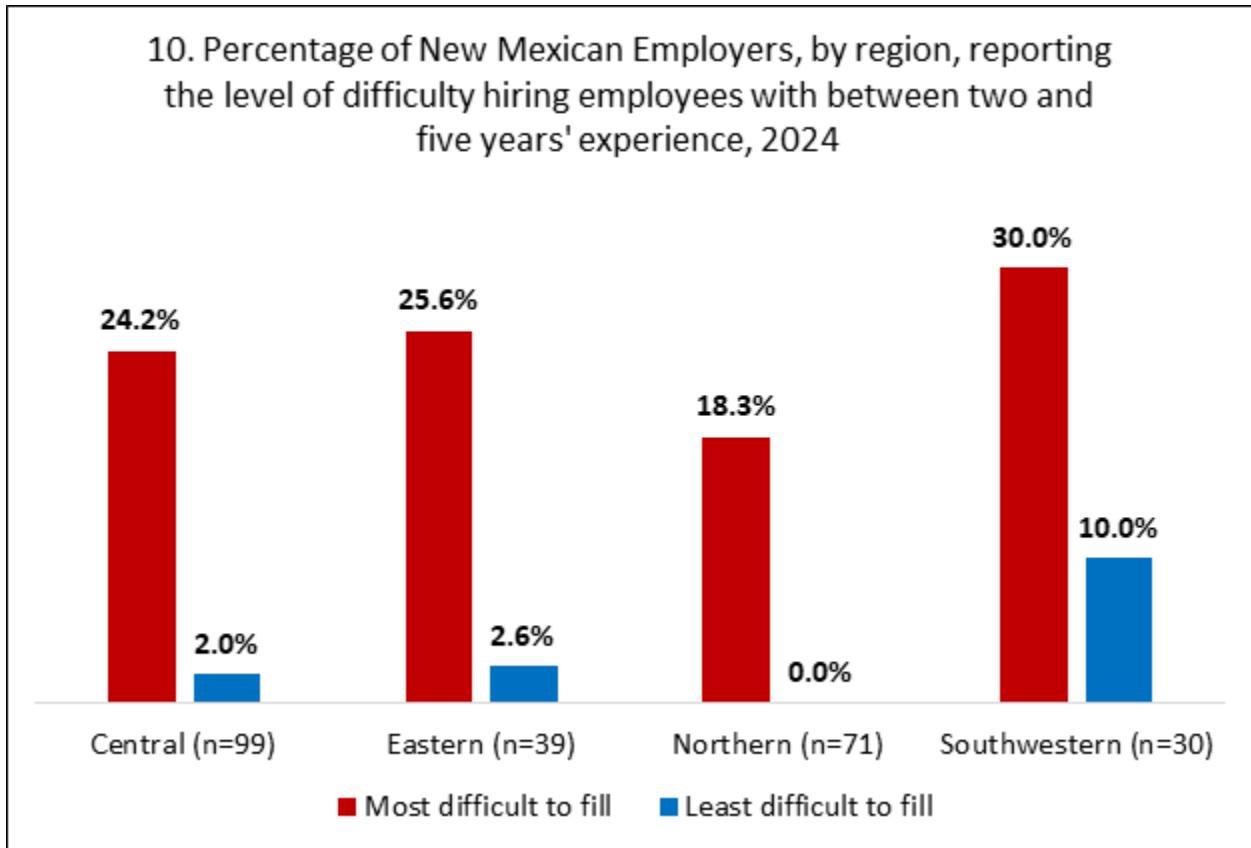
In every Workforce Region, a greater number of employers reported that positions requiring between one and two years' experience were the most difficult to fill than those that reported these positions were the least difficult to fill (Exhibit 8). Almost six times as many employers in the Eastern region reported that filling roles requiring one or two years was the most difficult (15.4 percent) compared to the least difficult (2.6 percent).



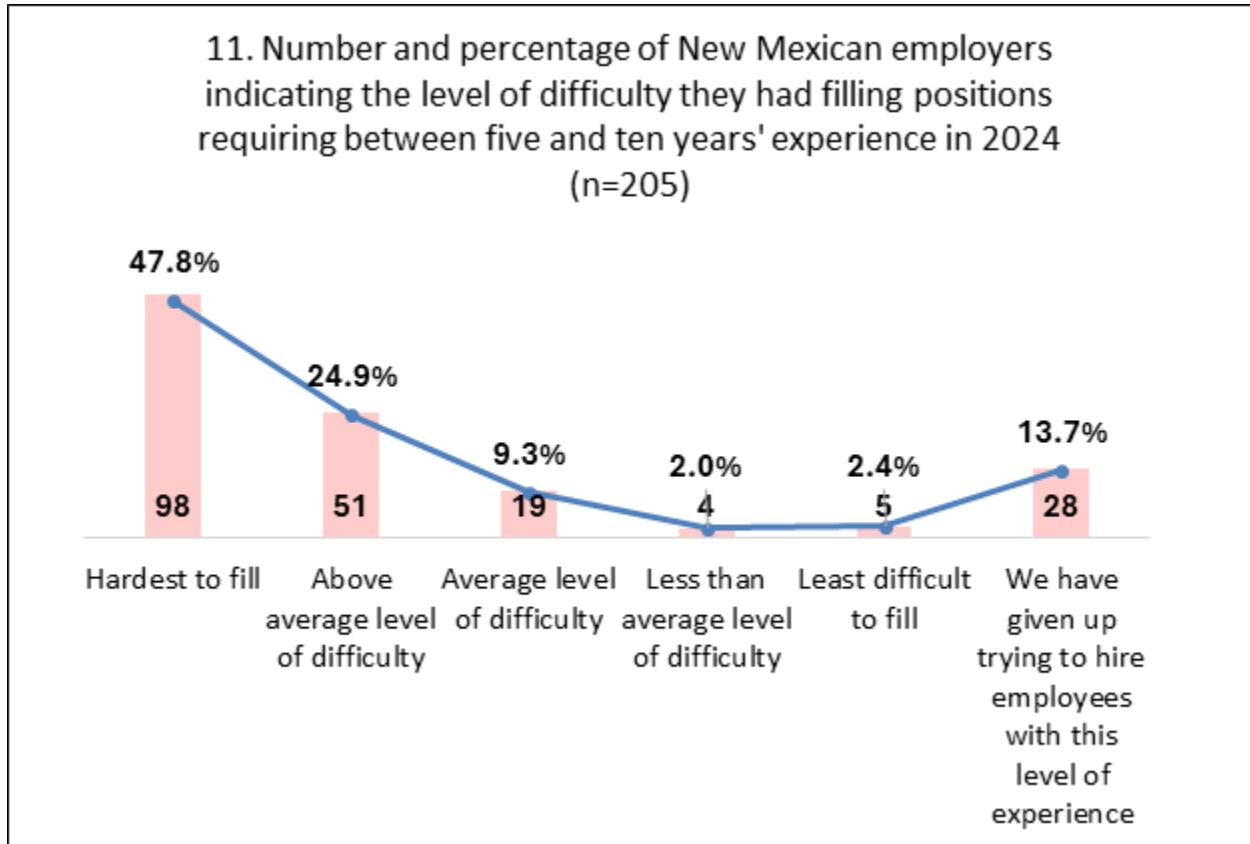
Slightly less than six out of ten employers (59.2 percent) reported that filling positions requiring between two and five years' experience was more difficult than average (Exhibit 9). Another 7.6 percent of respondents indicated that they had given up trying to hire employees with this level of experience. Only 9.0 percent of employers reported that hiring for positions requiring between two and five years' experience was less difficult than average.



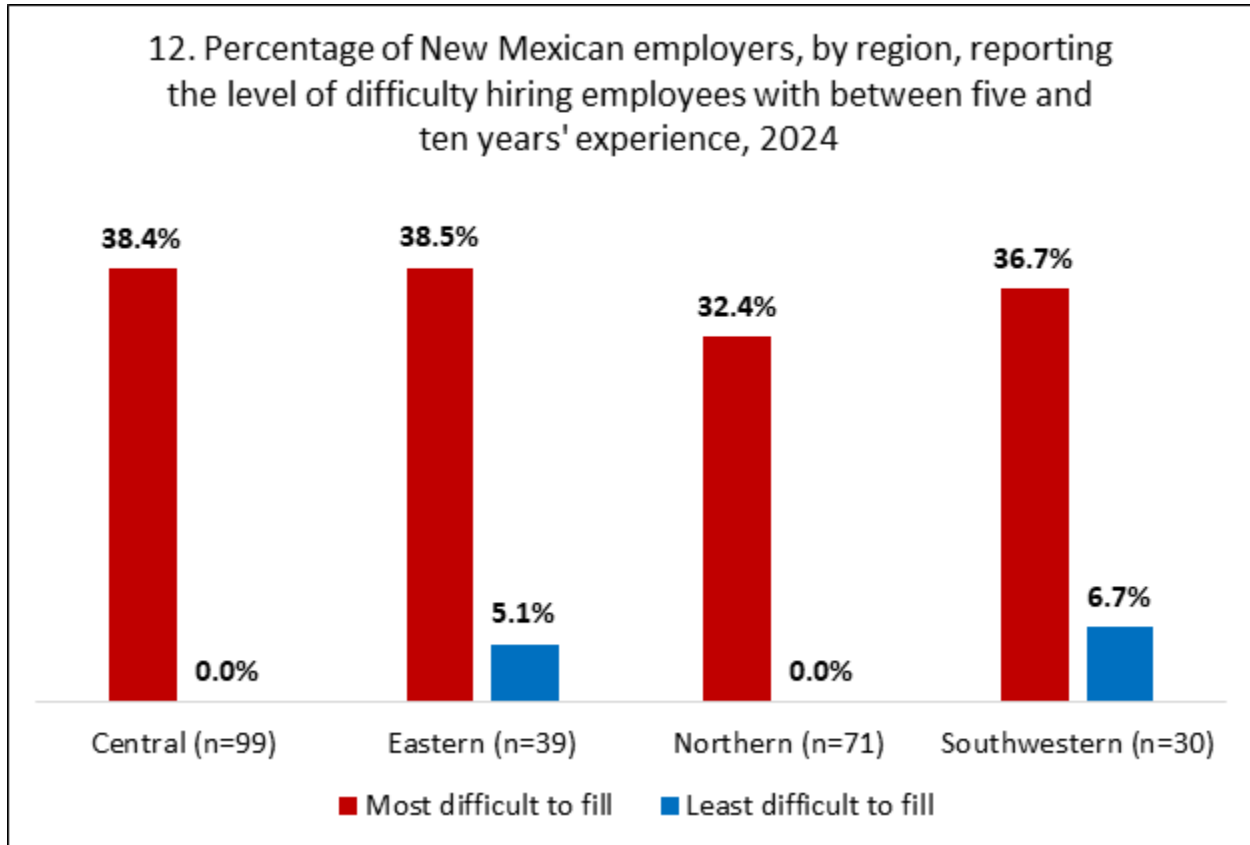
A far greater percentage of employers in every region reported that positions requiring between two and five years' experience were the most difficult to fill than those that reported these positions were the least difficult to fill (Exhibit 10).



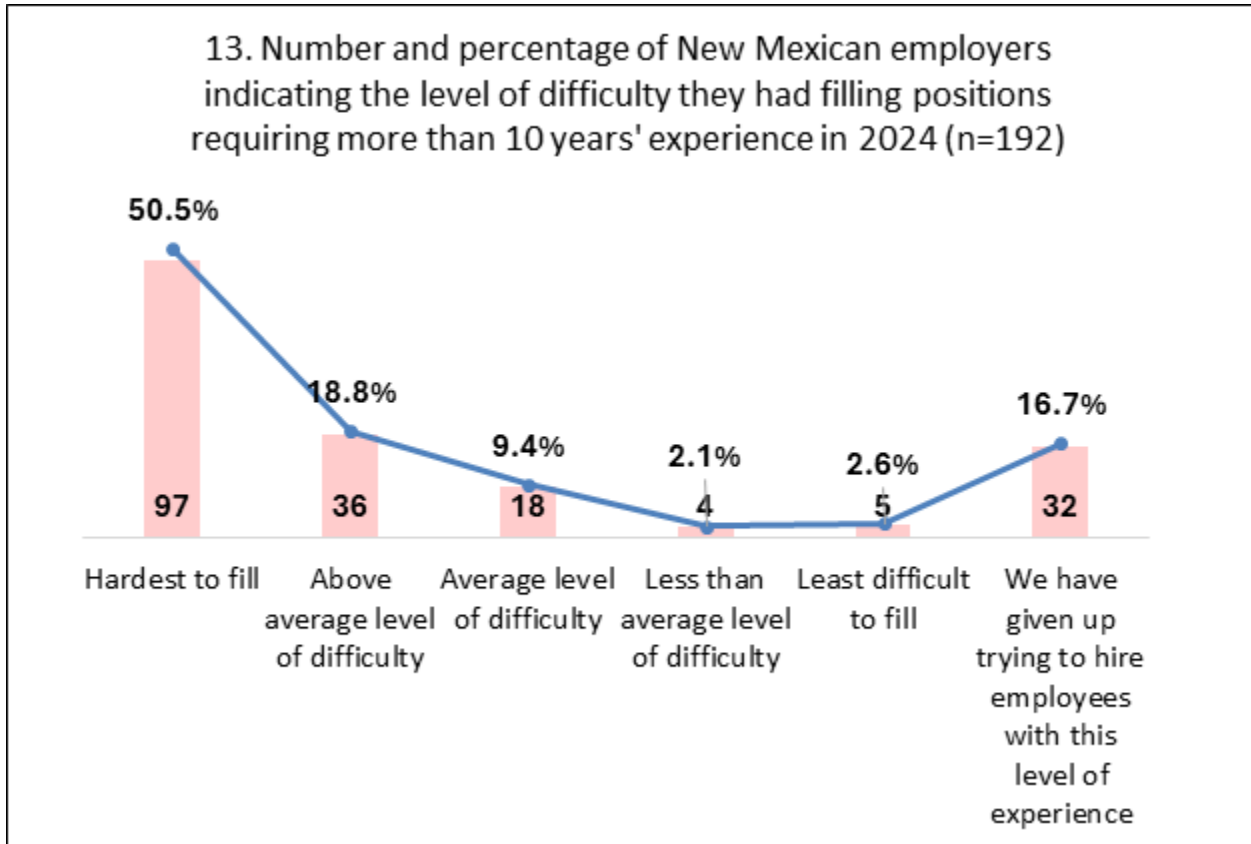
More than seven out of ten employers (72.7 percent) reported that the positions they have a harder than average time filling are roles that require between five and ten years' experience, and an additional 13.7 percent reported they gave up trying to hire workers with this level of experience (Figure 11). Only 4.4 percent of employers reported that hiring employees requiring this level of experience was less difficult than average. This suggests that the demand for experienced workers in New Mexico is much greater than the supply of experienced workers.



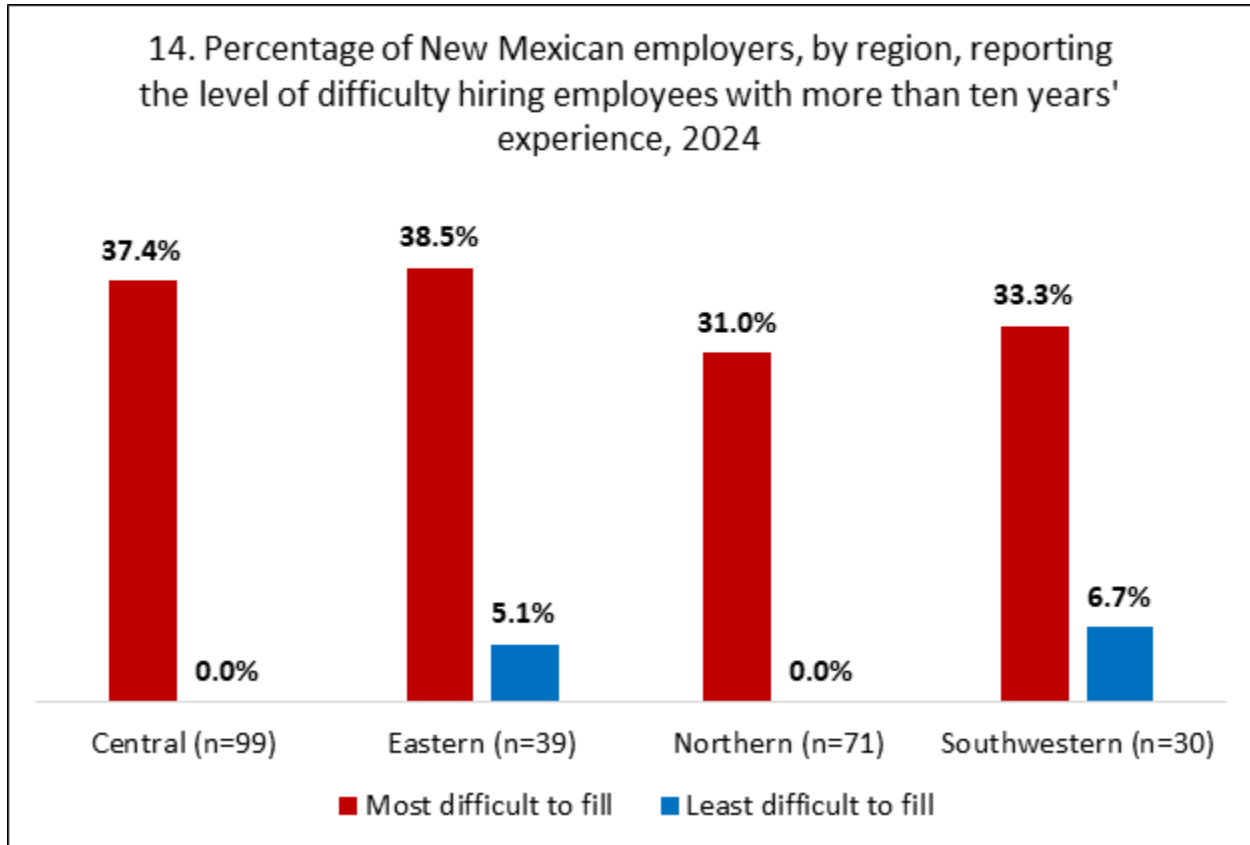
Employers in every region reported an even greater difference in the level of difficulty hiring for positions that require between five and ten years' experience compared with positions requiring between two and five years' experience (Exhibit 12). In two regions, the Central and the Northern, no employer indicated that these were the least difficult positions to fill.



The trend of employers reporting that positions requiring more experience are the hardest to fill was most prevalent for positions requiring more than 10 years' experience. More than half of employers (50.5 percent) reported that these positions were the most difficult to fill and another 18.8 percent indicated that in filling these positions entailed a greater than average level of difficulty (Exhibit 13). An additional 16.7 percent of respondents indicated they had given up trying to hire employees with more than 10 years' experience.



Surprisingly, a slightly smaller percentage of respondents in the Northern (31.0 percent) and Southwestern (33.3 percent) regions reported that positions requiring more than 10 years' experience were the most difficult to fill compared with positions requiring between five and ten years' experience, 32.4 and 36.7 percent, respectively (Exhibits 12 and 14).



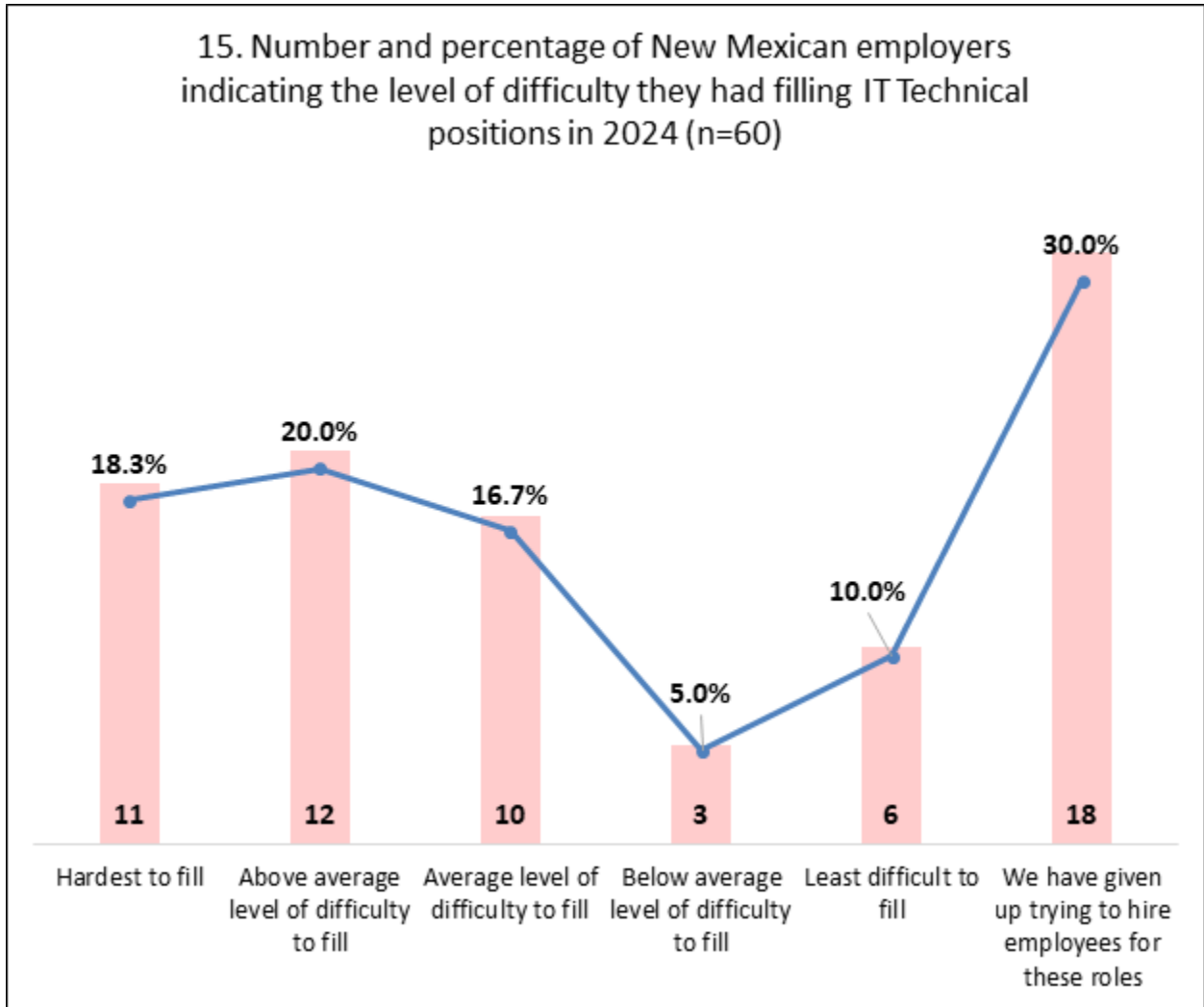
## **Level of Difficulty Hiring Employees Based on Role or Type of Position**

### **Introduction**

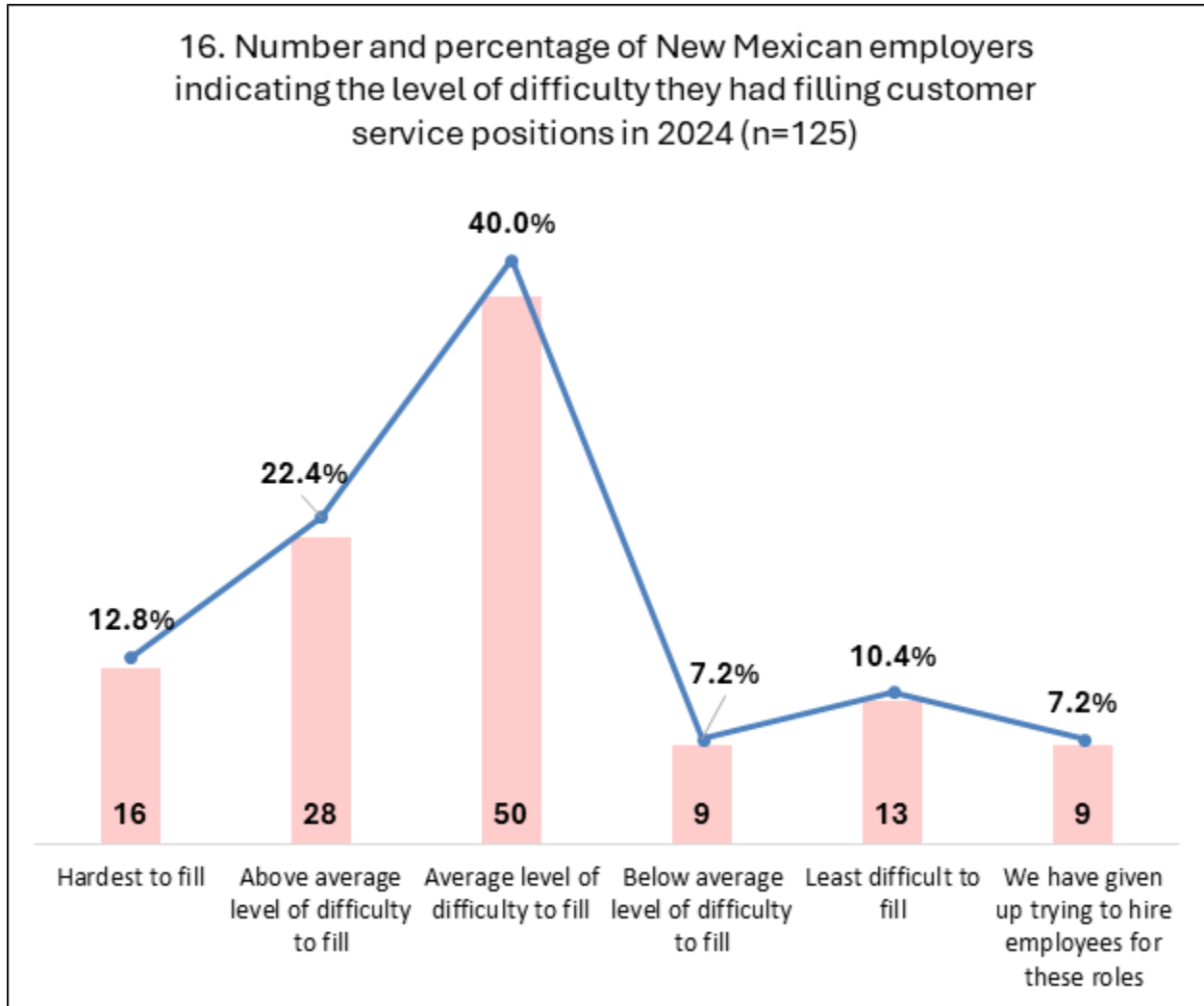
This year was the second year that NMDWS asked employers to rank the relative level of difficulty they encountered when hiring employees based on the role or type of position they were seeking to fill. Employers were presented with the following eight occupational groupings and examples of the positions within them. The occupational categories differed slightly from the ones used last year so differences between the two years were not analyzed. The occupational groupings used for 2024, and the examples provided to employers are:

- IT Technical, for example: Computer Programmers, Network Security staff, Database Administrators
- Administrative, for example: Administrative Assistants, Shipping Clerks, Paralegals
- Customer Service, for example: Receptionists, Food Servers, Bank Tellers, Salesclerks, Cashiers
- Laborers and Helpers, for example: Janitors, Construction Laborers, Warehouse workers, Delivery Drivers, Food Preparation Workers
- Skilled Trades, for example: Welders, Plumbers, Machine Press Operators, Electricians, Mechanics
- Professional Service, for example: Architects, Lawyers, Economists, Accountants, Nurses
- First Line Supervisors
- Middle Managers

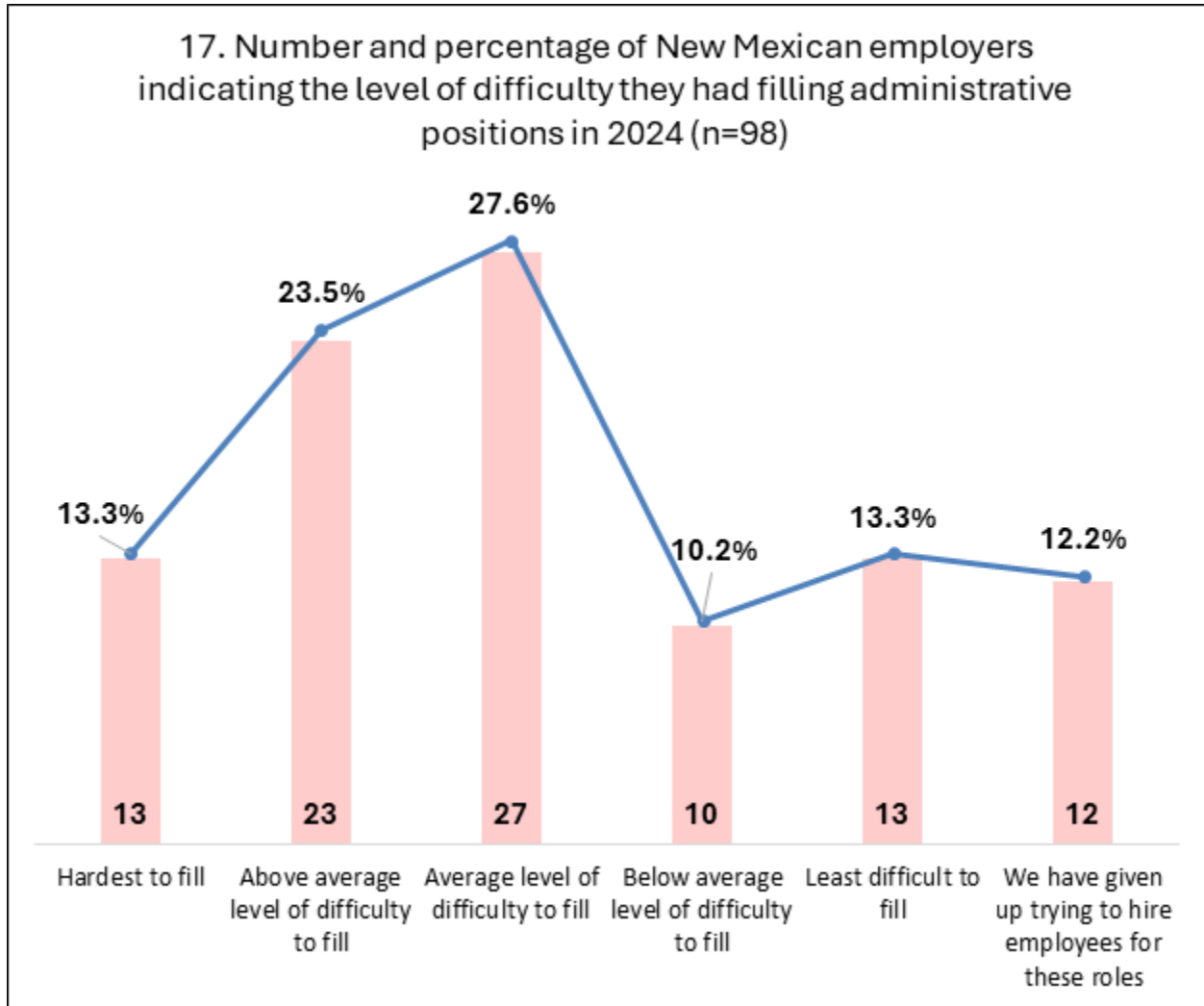
Three out of ten employers (30.0 percent) with roles for IT technical employees reported they have given up trying to hire employees for those roles (Exhibit 15). Another 38.3 percent of employers indicated that the level of difficulty hiring IT technical employees was above average. Only 10.0 percent of employers reported that these positions were the least difficult to fill. A greater percentage of employers have given up trying to hire for these positions (30.0 percent) than was the case for any of the other occupational roles identified in the survey.



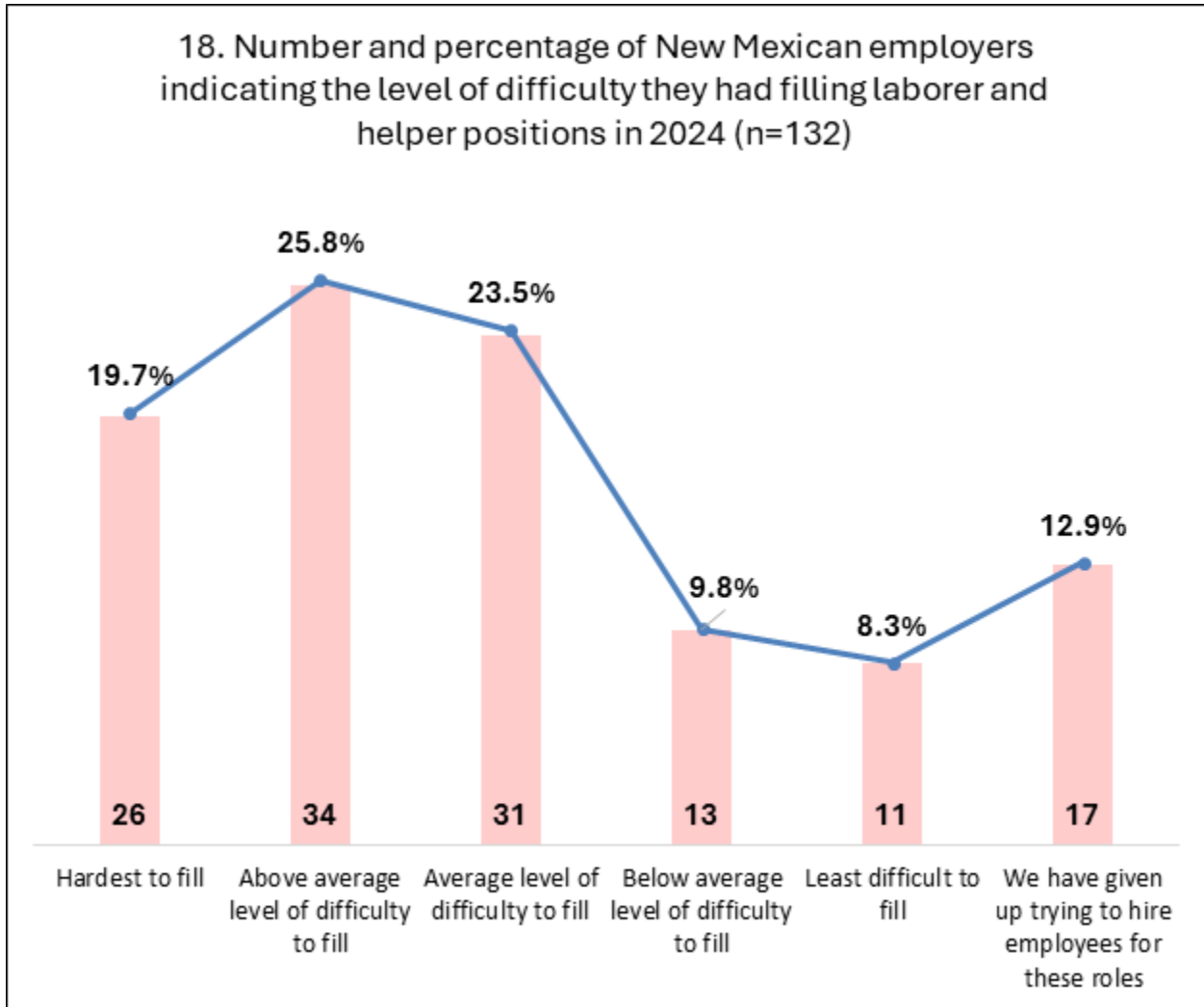
Although 7.2 percent of employers reported they had given up trying to hire employees for customer service positions and another 35.2 percent indicated that filling these roles was more difficult than average, 40.0 percent of employers reported that they were able to fill these roles with only an average level of difficulty (Exhibit 16).



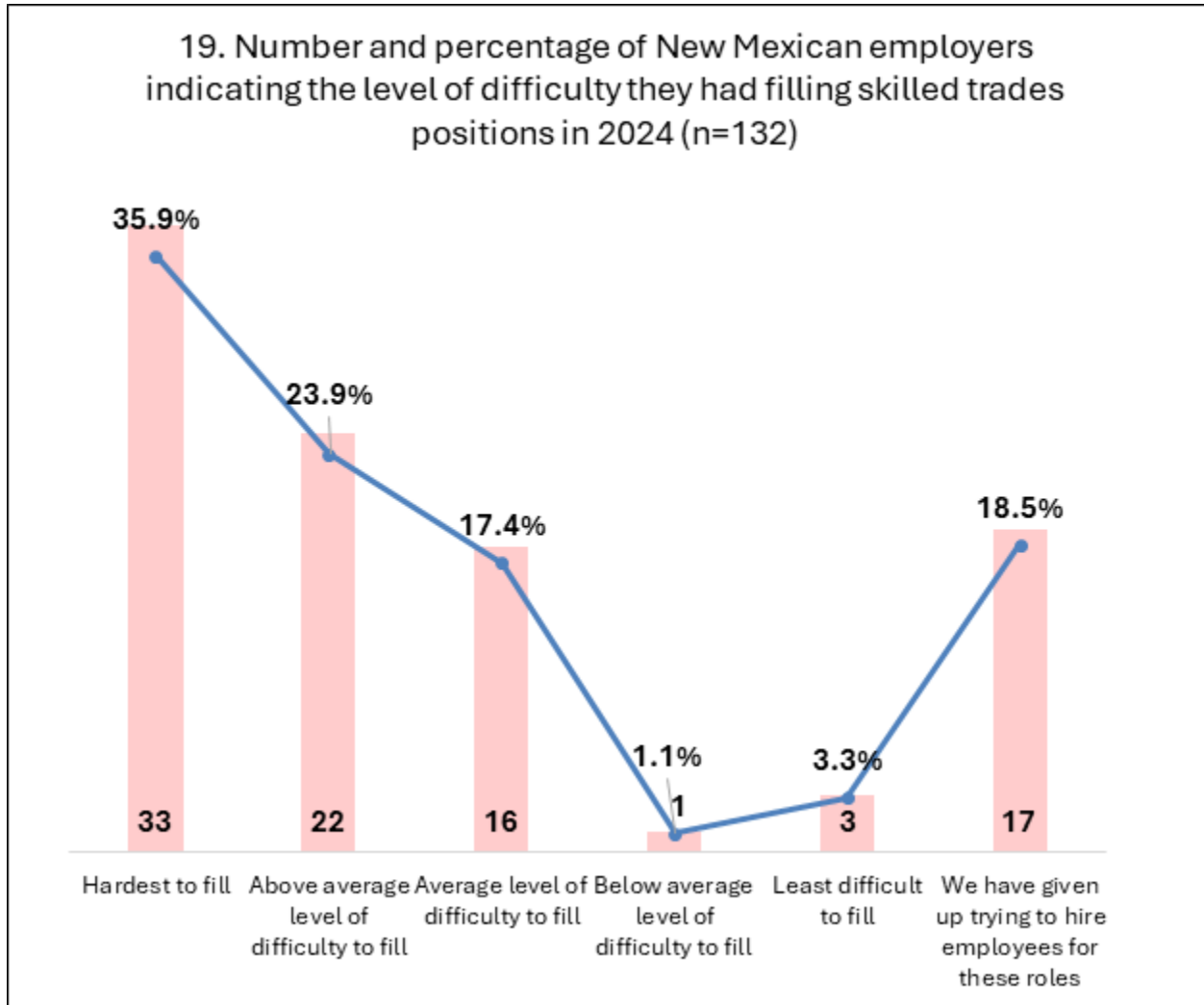
More than one-third of employers (36.8 percent) revealed that filling administrative positions was more difficult than average, and 12.2 percent indicated they had given up trying to hire employees for these roles (Exhibit 17). Less than a quarter (23.5 percent) of employers indicated that hiring for administrative positions was less difficult than average.



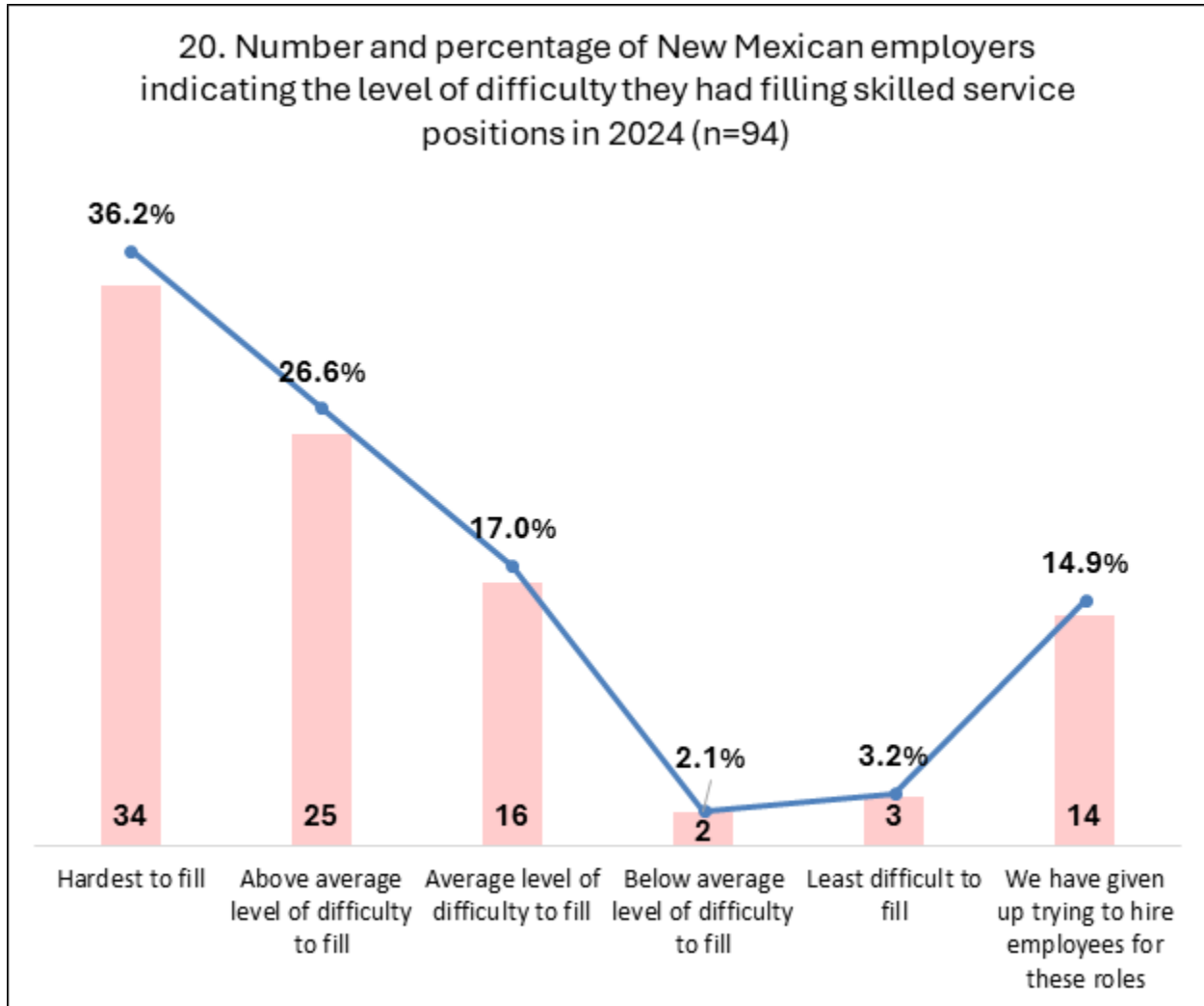
Just under half of employers reported that filling laborer and helper positions was more difficult than average (45.5 percent), and an additional 12.9 percent of employers reported they had given up trying to hire employees for those roles (Exhibit 18). Only 18.1 percent of employers indicated that filling these roles was less difficult than average.



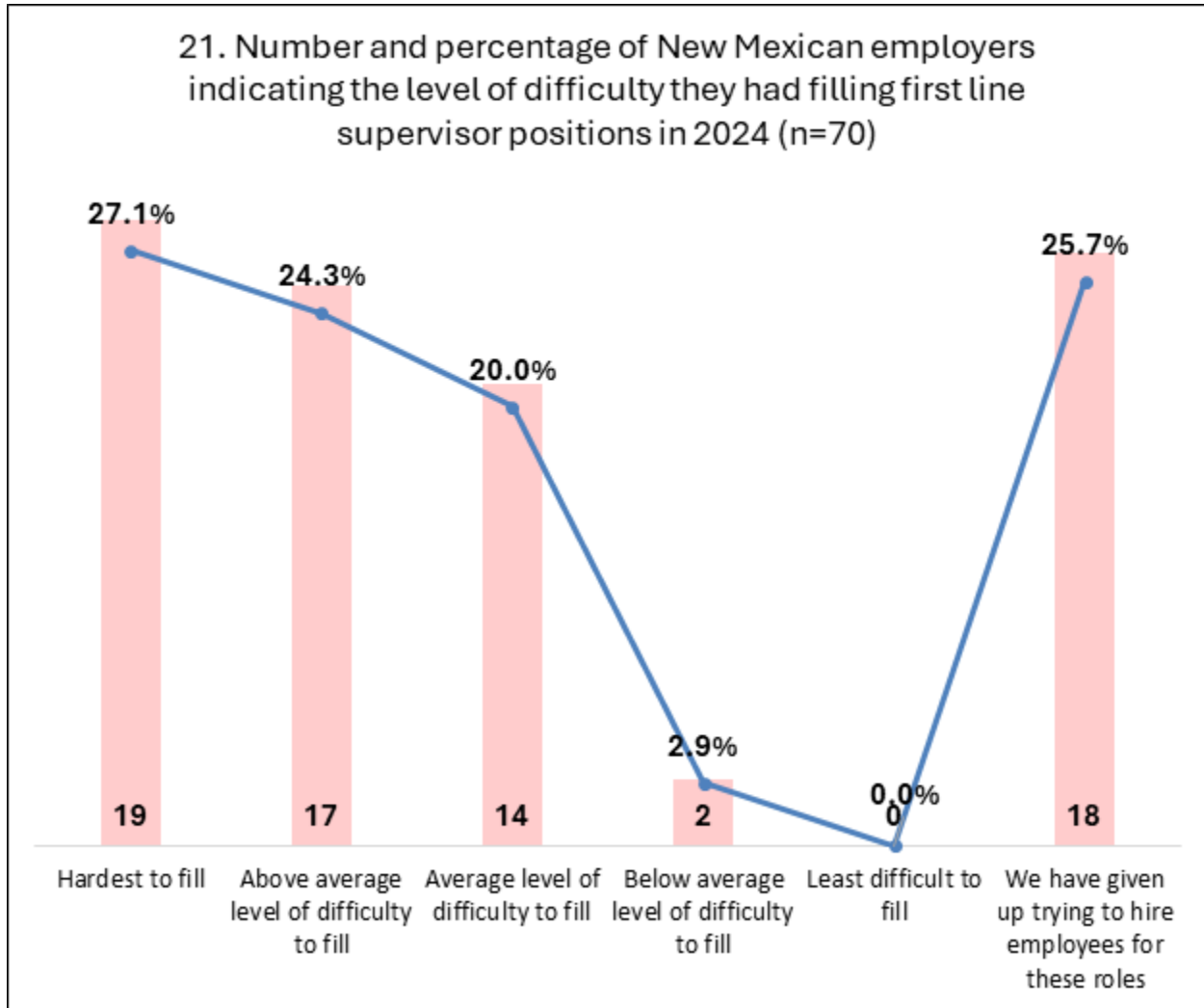
More than one in three employers (35.9 percent) seeking to fill skilled trades positions indicated that these roles were the most difficult to fill (Exhibit 19). Another 23.9 percent of employers reported that although these positions were not the most difficult to fill, the level of difficulty in filling them was above average. A slightly smaller percentage of employers (18.5 percent) responded that they had given up trying to hire employees for these roles. Only 4.4 percent of respondents believed filling these positions entailed a below average level of difficulty.



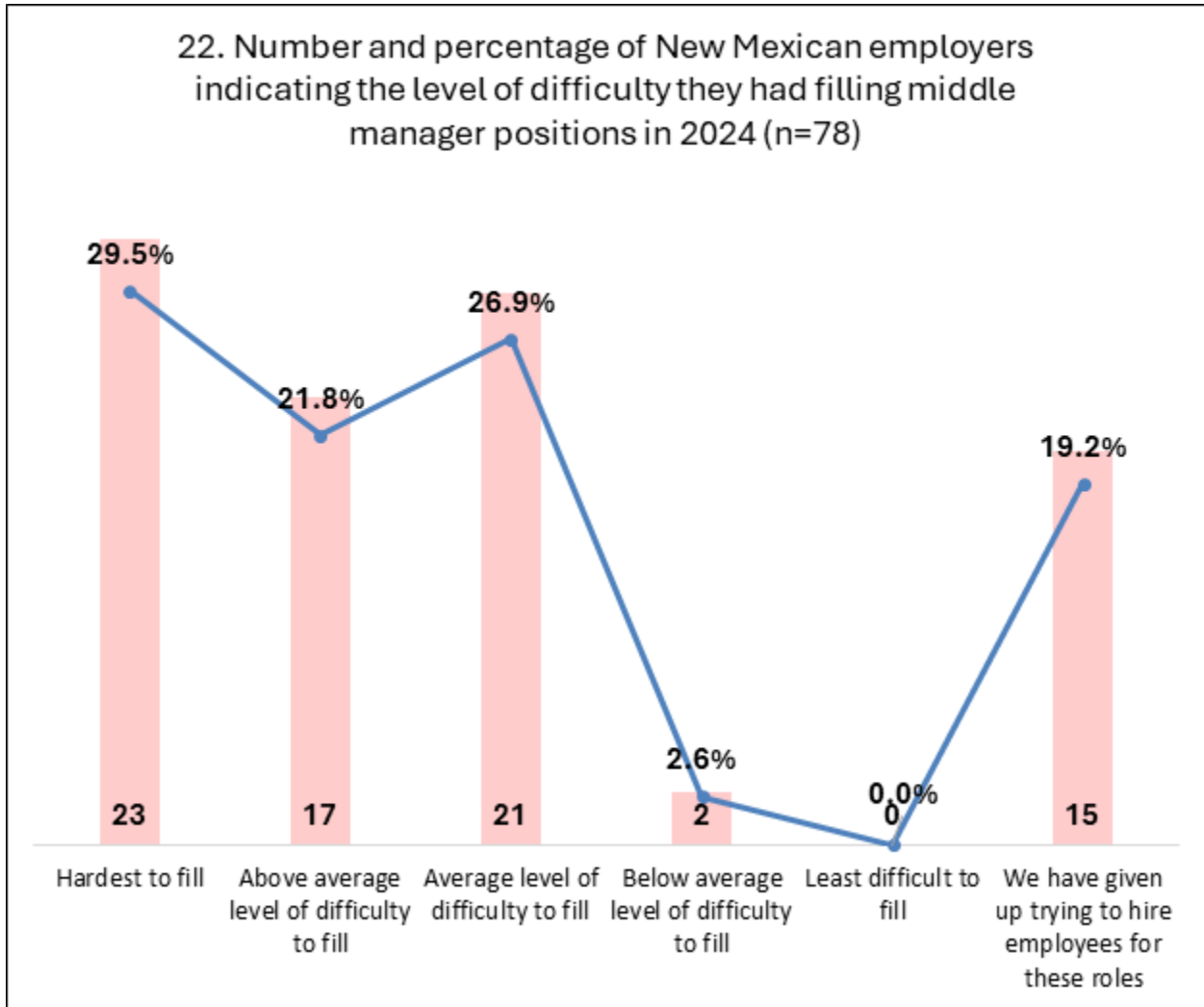
More than six out of ten employers (62.8 percent) employing skilled service workers reported that it was more difficult than average to fill these roles, and 14.9 percent of respondents indicated that they had given up trying to hire employees for these roles (Exhibit 20). Only 5.3 percent of employers responded that filling these roles was less difficult than average.



More than a quarter (25.7 percent) of employers responding to the question about the level of difficulty hiring first line supervisors indicated they had given up trying to hire them (Exhibit 21). More than half of employers (51.4 percent) reported that filling first line supervisor positions was more difficult than average. No employers indicated that these were the least difficult positions to fill.

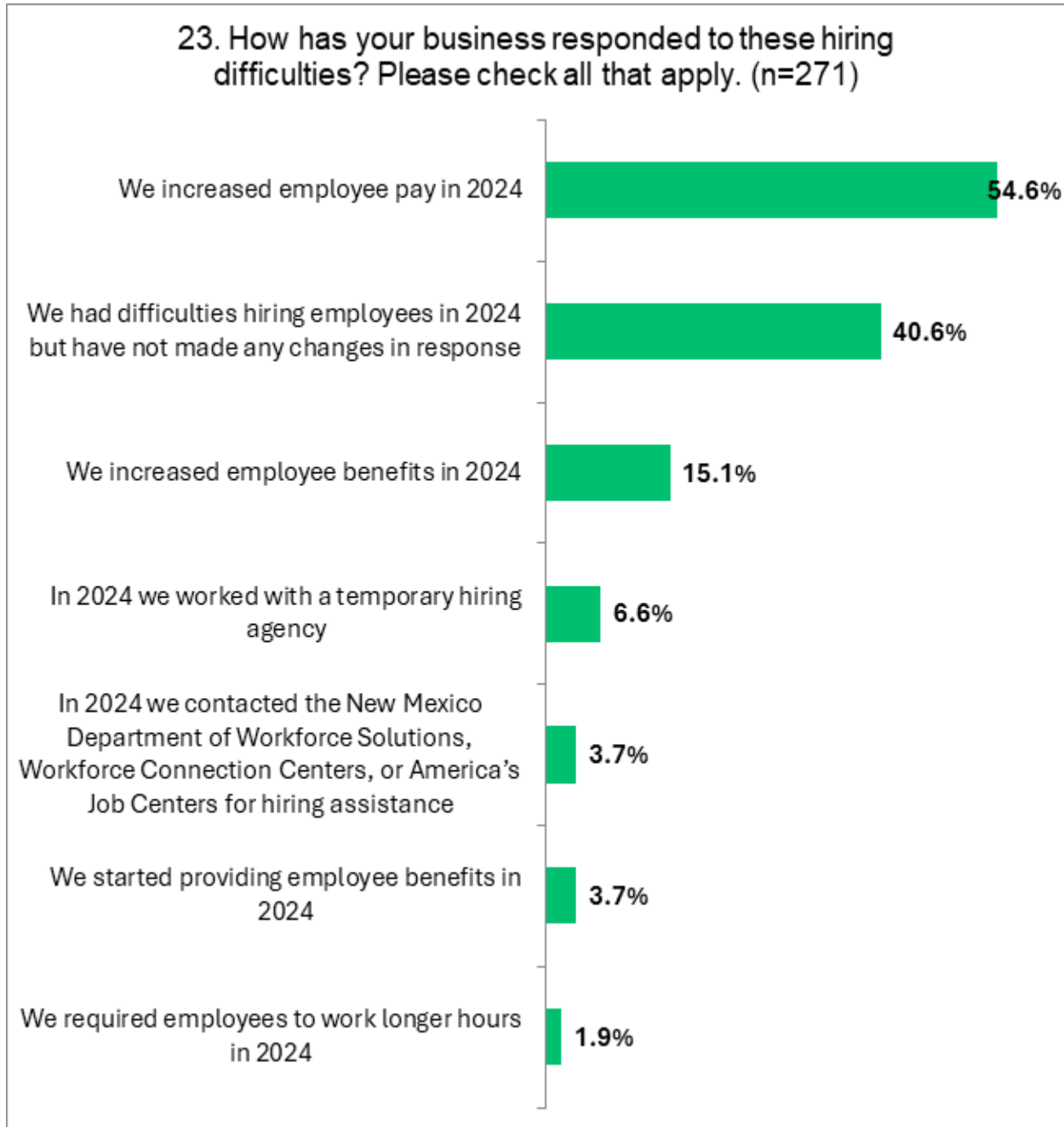


Similar to the first line supervisor positions, no employers reported that middle manager positions were the least difficult to fill (Exhibit 22). Also like the responses to the level of difficulty hiring for first line supervisor positions, more than half of employers (51.3 percent) reported that filling middle management positions was more difficult than average.

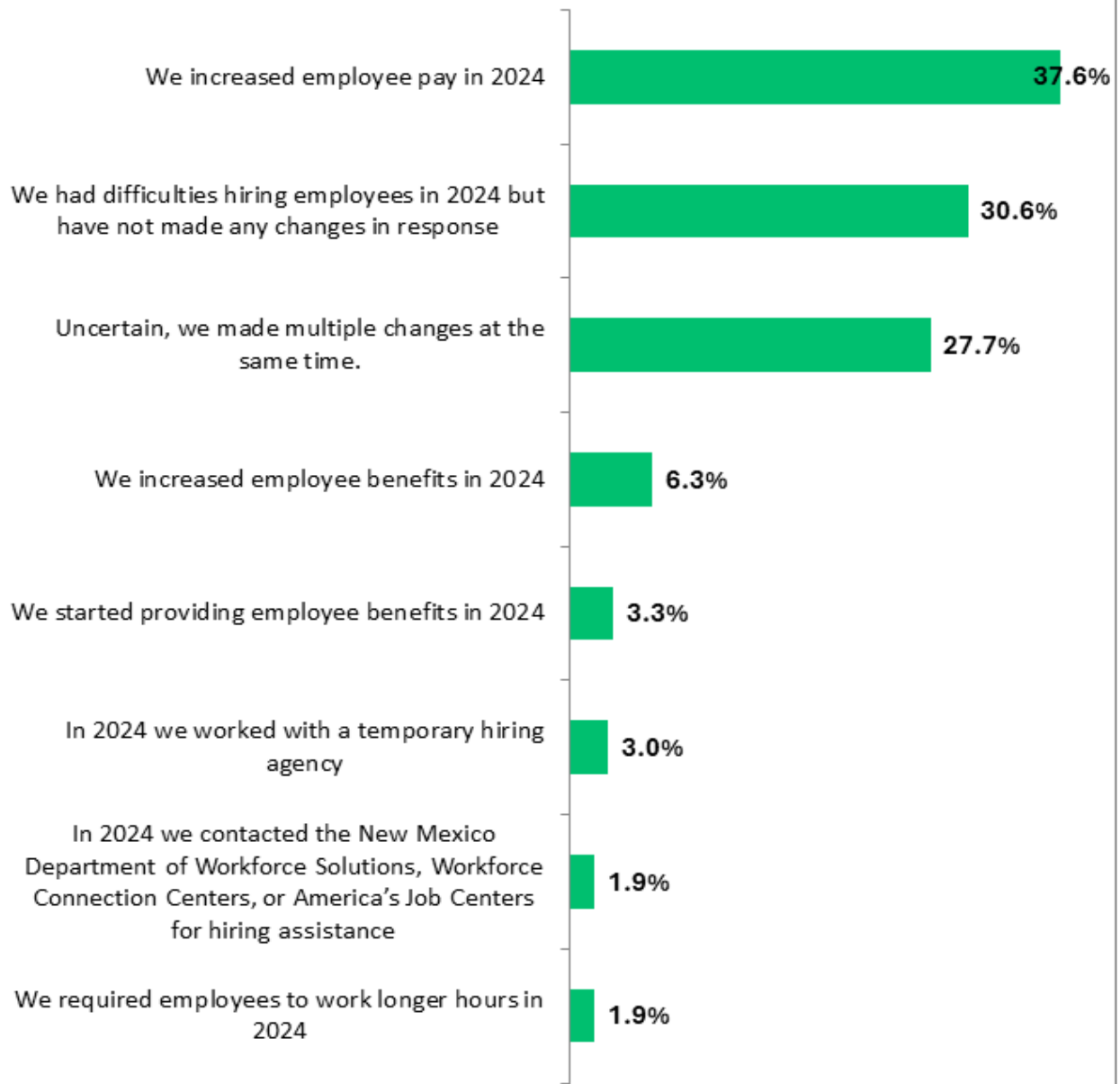


### Employer Responses to Hiring Challenges

More than half of responding employers (54.6 percent) indicated they increased pay in 2024 as a response to their difficulties hiring employees, and 15.1 percent increased employee benefits (Exhibit 23). More than four in ten employers (40.6 percent) reported that in spite of the challenges they faced in hiring employees, they made no changes to their recruitment or business practices. Only 3.7 percent of employers indicated they contacted the NMDWS or the AJC offices for hiring assistance.

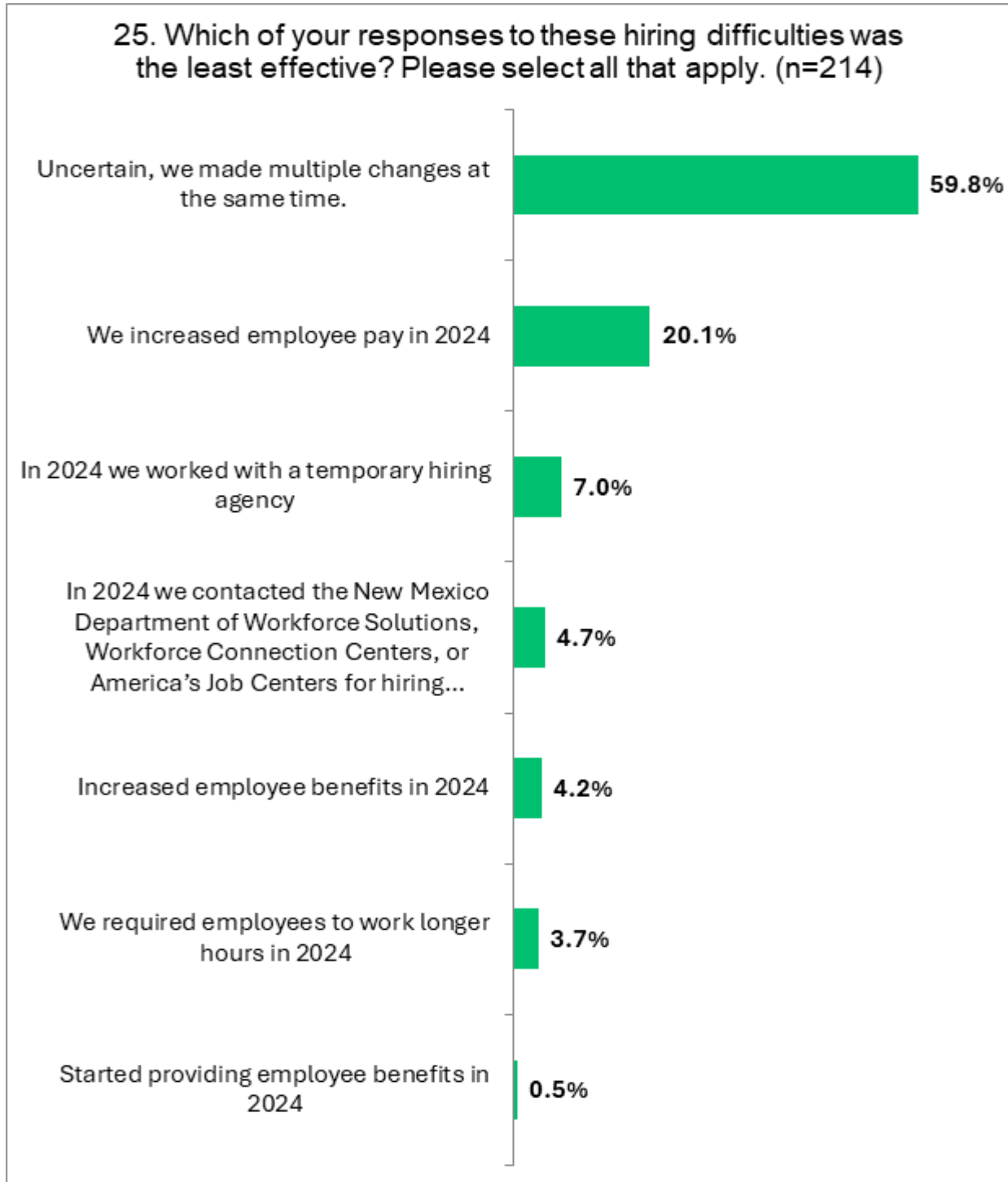


24. Which of your responses to these hiring difficulties was the most effective? Please select all that apply (n=271)

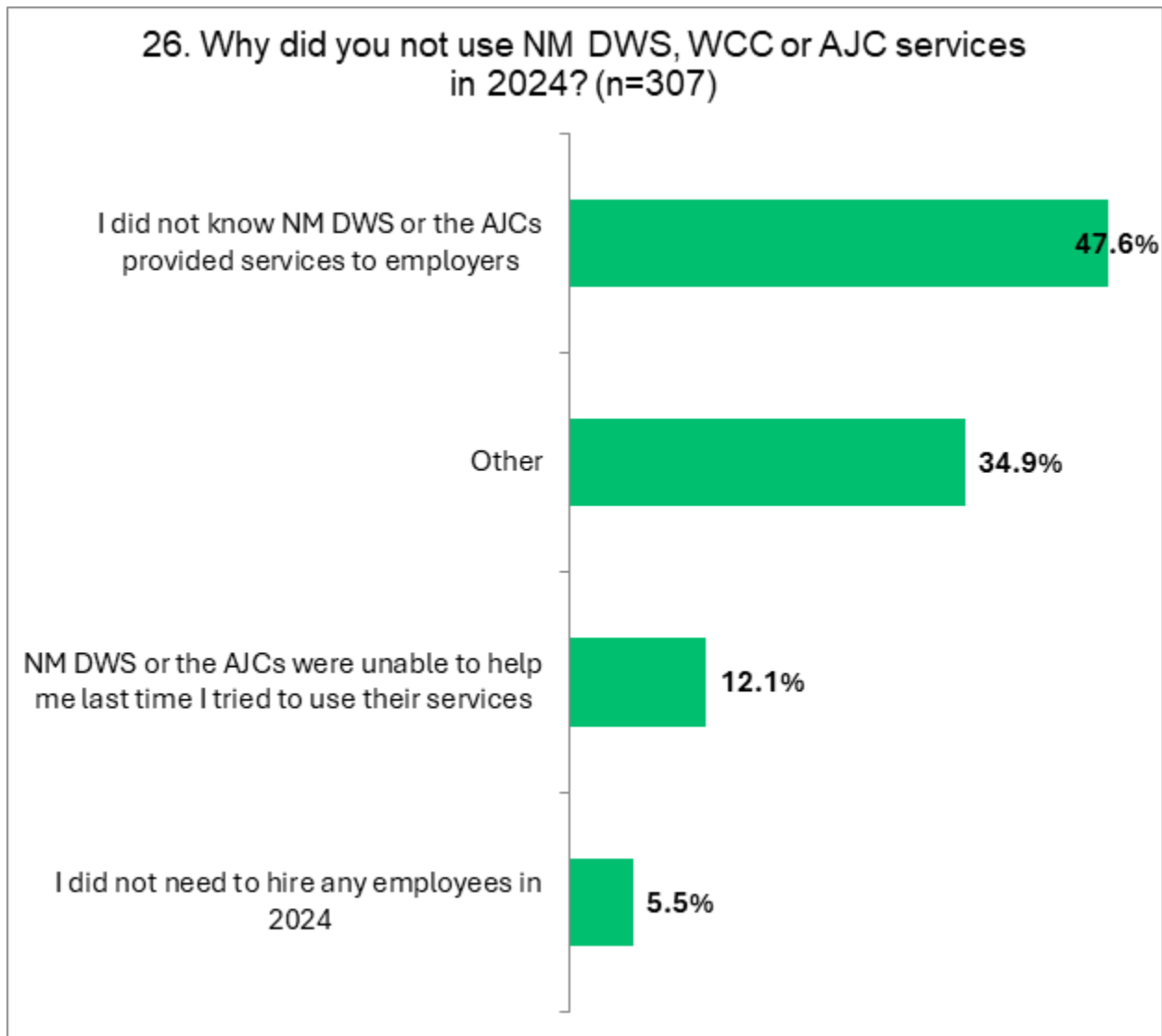


More than one-third of employers (37.6 percent) reported that increasing employee pay was the most effective means of responding to their hiring difficulties and 27.7 percent reported they are unsure what the most effective approach was because they simultaneously made several changes to their business practices (Exhibit 24). Just over three out of ten (30.6 percent) of employers reported not making any changes to their recruitment or business practices.

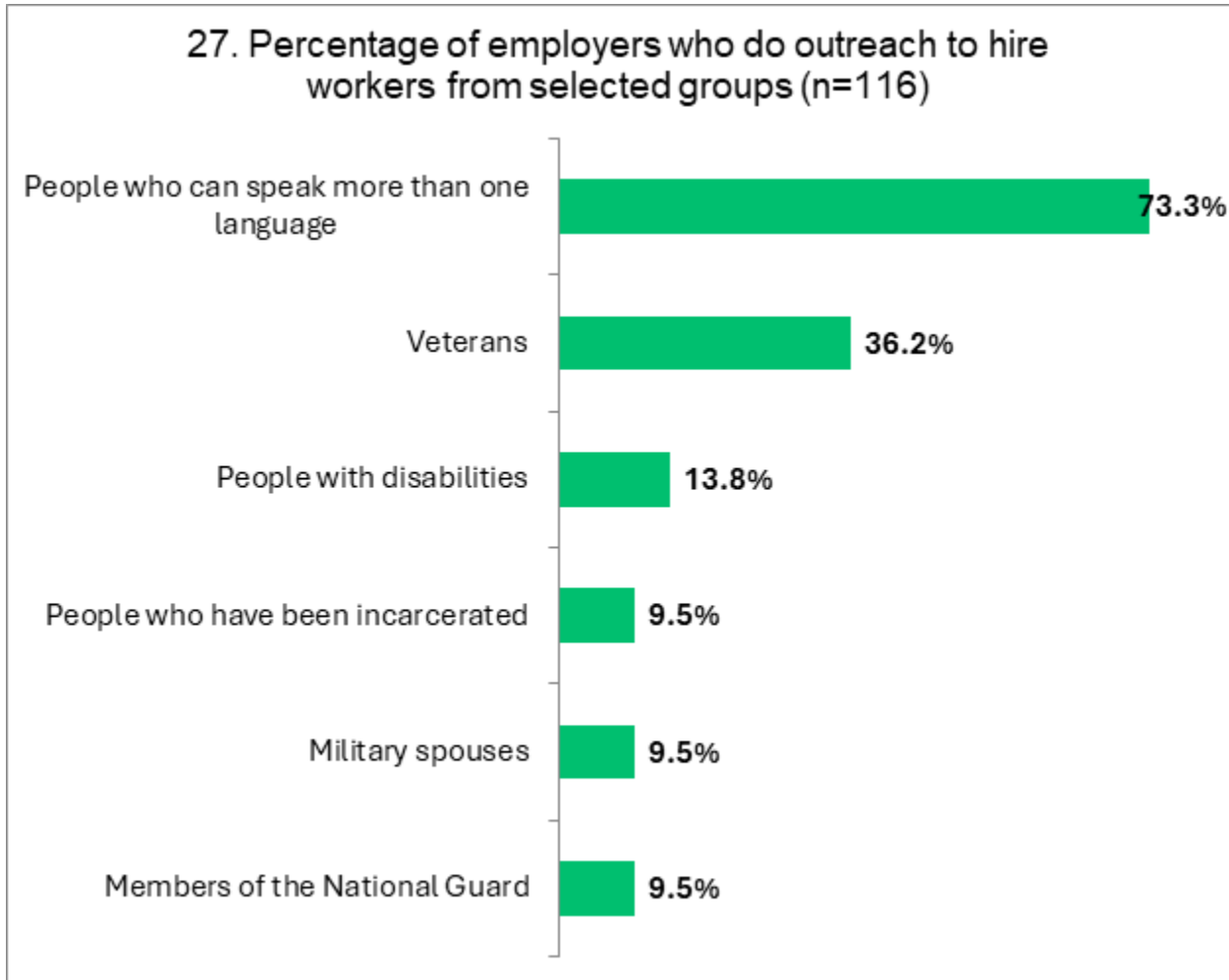
Interestingly, 59.8 percent of employers indicated they made several changes and were uncertain which of these was the least effective response to their hiring challenges (Exhibit 25). Another 20.1 employers reported they believed increasing employee pay was the least effective response to their hiring challenges



When asked why they did not use NMDWS/AJC services in 2024, 47.6 percent of respondents indicated they did not know these entities provided services to employers (Exhibit 26). Another 12.1 percent of employers indicated they had been unsuccessful when they last used NMDWS/AJC services.



In last year's survey employers were asked if they did outreach in 2023 to hire veterans. The question was expanded to ask employers if they did outreach to several additional classes of workers in 2024 (Figure 27). Almost three quarters of responding employers reported they did outreach to hire people who can speak more than one language and 36.2 percent indicated they did outreach to hire veterans. Thirteen point eight percent of employers reported efforts to specifically hire people with disabilities and 9.5 percent of employers reported doing outreach to hire people who were previously incarcerated, or who were either military spouses or current members of the National Guard.



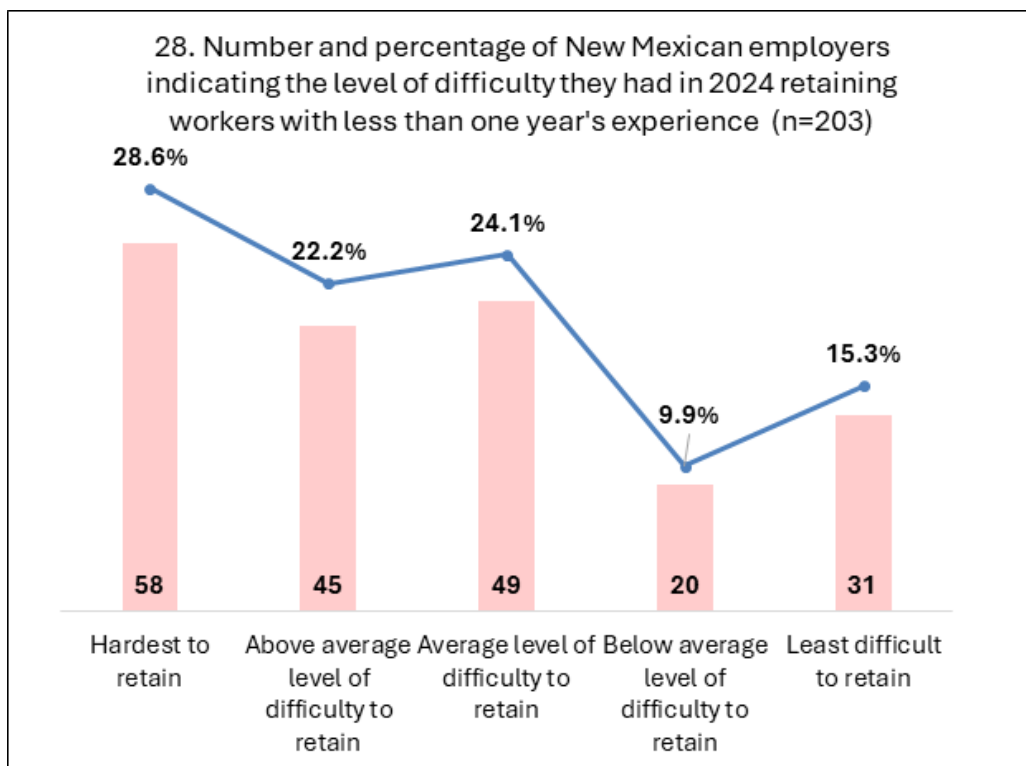
## Level of Difficulty Retaining Employees Based on Role or Type of Position

### Introduction

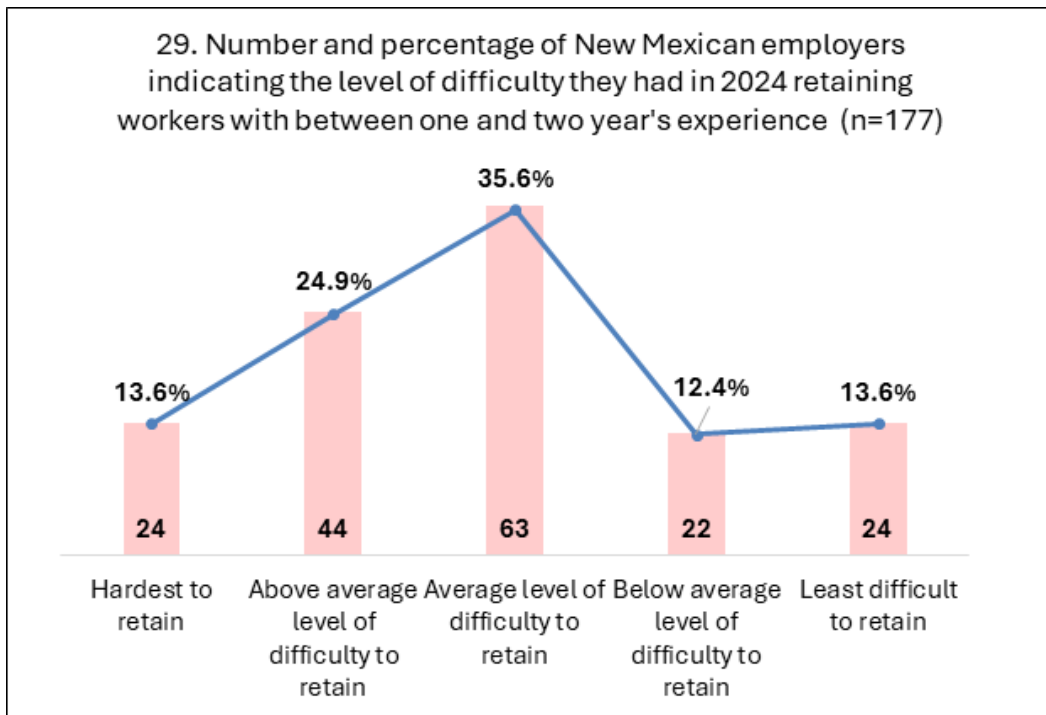
This year was the first year that DWS asked employers to rank the relative level of difficulty they encountered retaining employees based on the role or type of position and the experience level of employees. Employers were presented with the same eight occupational groupings and examples of the positions within them and asked about difficulties trying to hire employees. Due to the limited number of responses, this information is not available by workforce region.

### Difficulty retaining employees based on years of experience

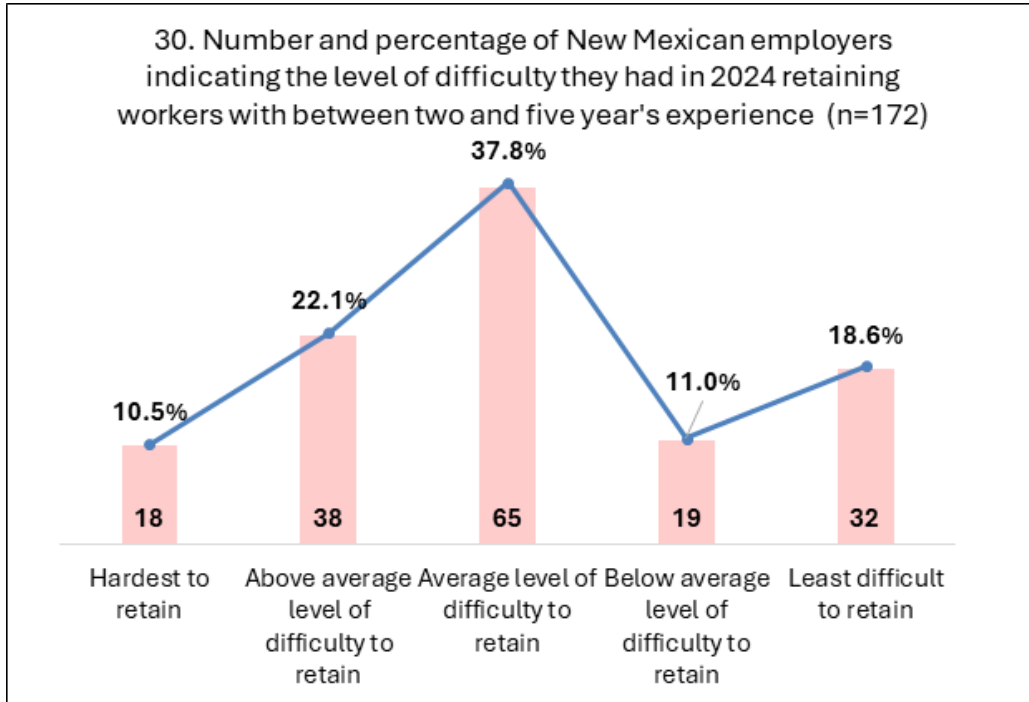
More than half of responding employers (50.8 percent) reported that it was more difficult than average to retain workers with less than one year's experience (/Exhibit 28). Just over a quarter (25.2 percent) of employers indicated that retaining these employees was less difficult than average.



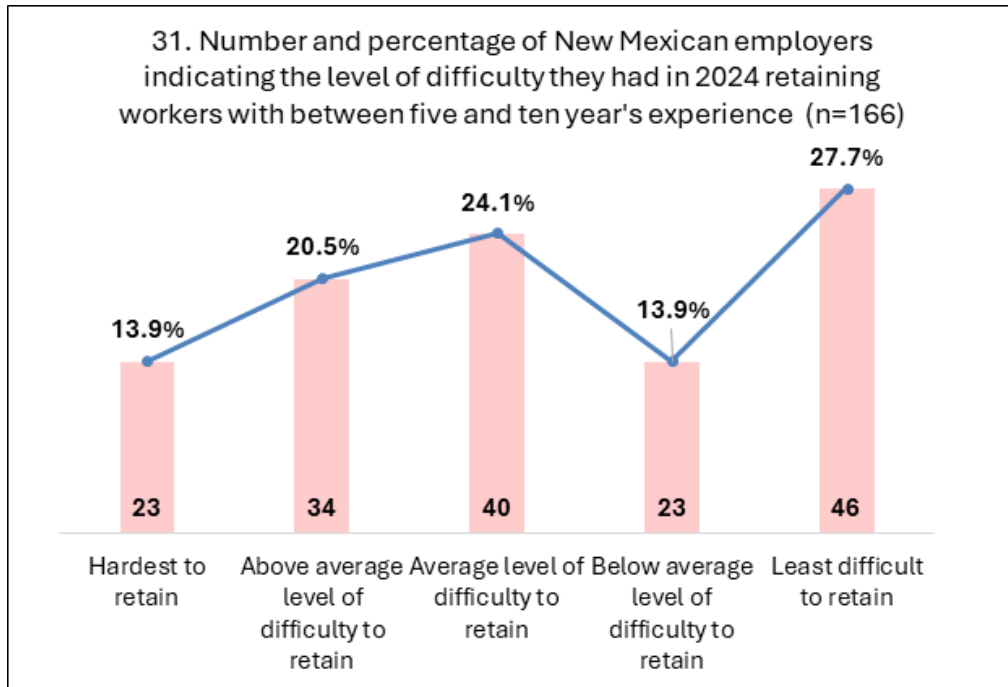
Slightly less than four in ten employers (38.5 percent) responded that it was more difficult than average to retain workers with between one and two years' experience, however 35.6 percent indicated that these employees were retained with only an average level of difficulty (Exhibit 29).



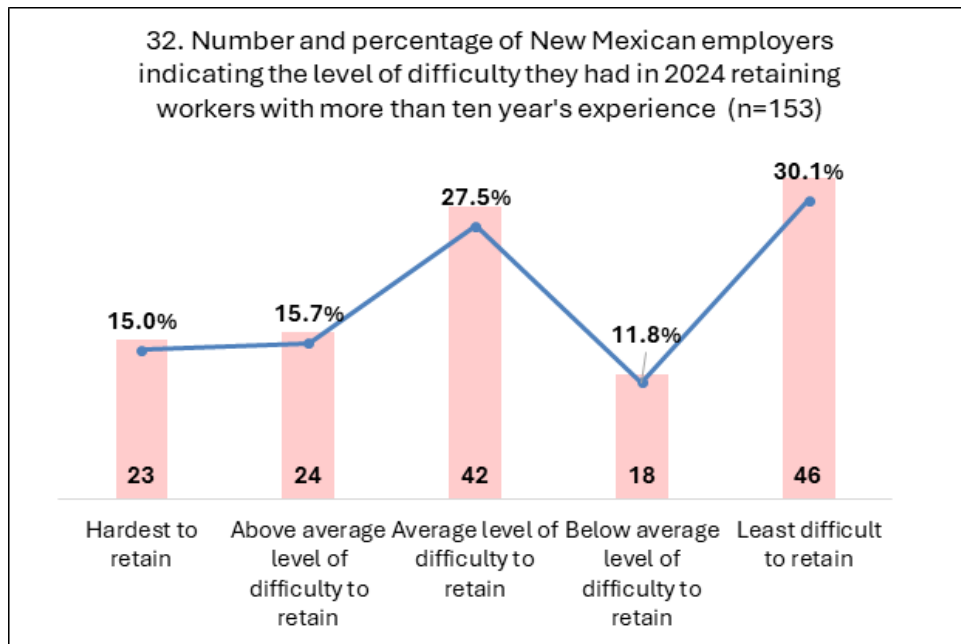
More than a third of employers (37.8 percent) reported that there was an average level of difficulty involved in retaining employees with between two and five years' experience, and slightly less than one-third of employers (32.6 percent) reported that retaining these employees was more difficult than average (Exhibit 30). Fewer than three of ten employers (29.6 percent) reported that these employees were less difficult than average to retain.



More than a quarter of employers (27.7 percent) reported that workers with between five and ten years' experience were the least difficult to retain, and 13.9 percent of employers reported that retaining these employees took less than an average effort (Exhibit 31). Still, more than one-third of employers (34.4 percent) reported that retaining employees with between five and ten years' experience required a greater than average effort.

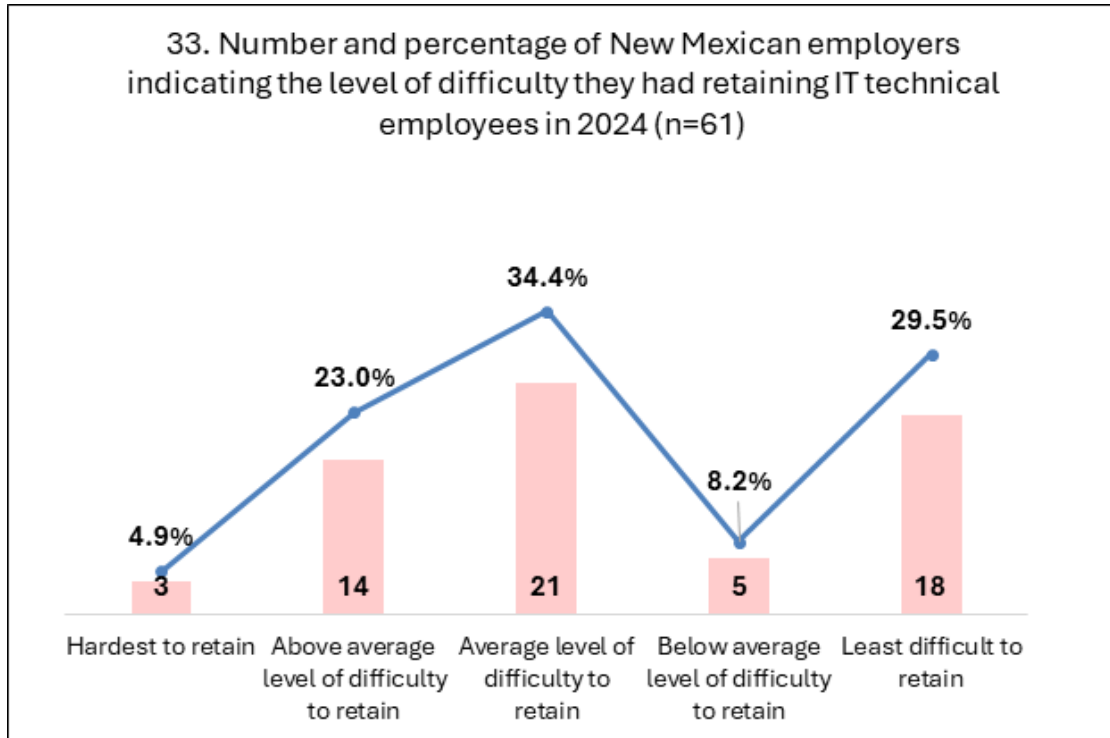


A slightly smaller percentage of employers reported that retaining employees with more than 10 years' experience were the least difficult to retain (30.1 percent) than indicated that retaining them was more difficult than average (30.7 percent; Exhibit 32).

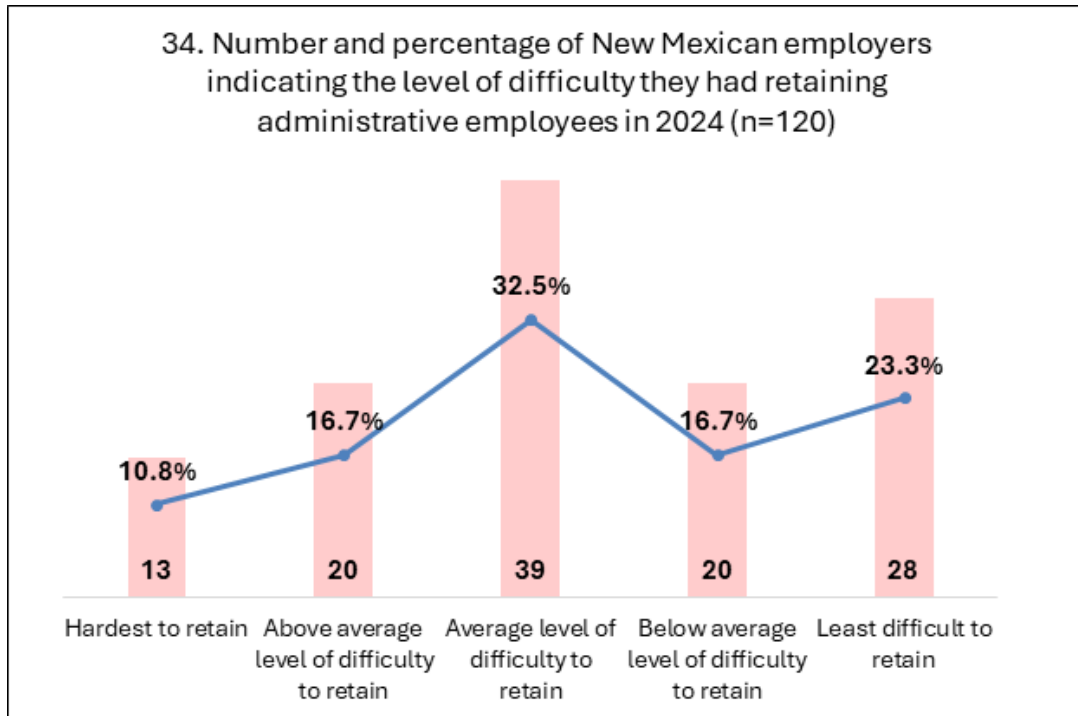


### Difficulty retaining employees based on occupation

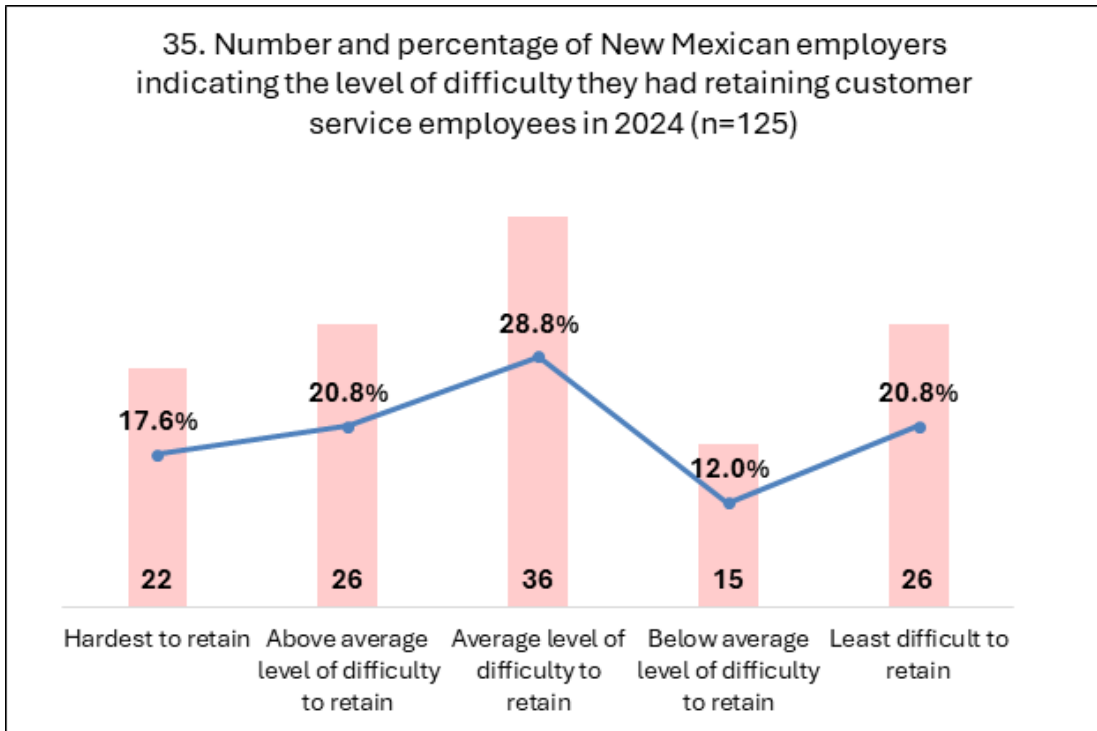
Fewer than one in five (18.9 percent, 61 employers) of responding employers indicated they have technical IT roles in their organization (Exhibit 33). Of those employers, 37.7 percent indicated that it required a below the average level of difficulty to retain employees in technical IT roles - 29.5 percent of employers reported that these employees were the least difficult to retain. Only 4.9 percent of employers with employees in technical IT roles indicated that these employees were the most difficult to retain.



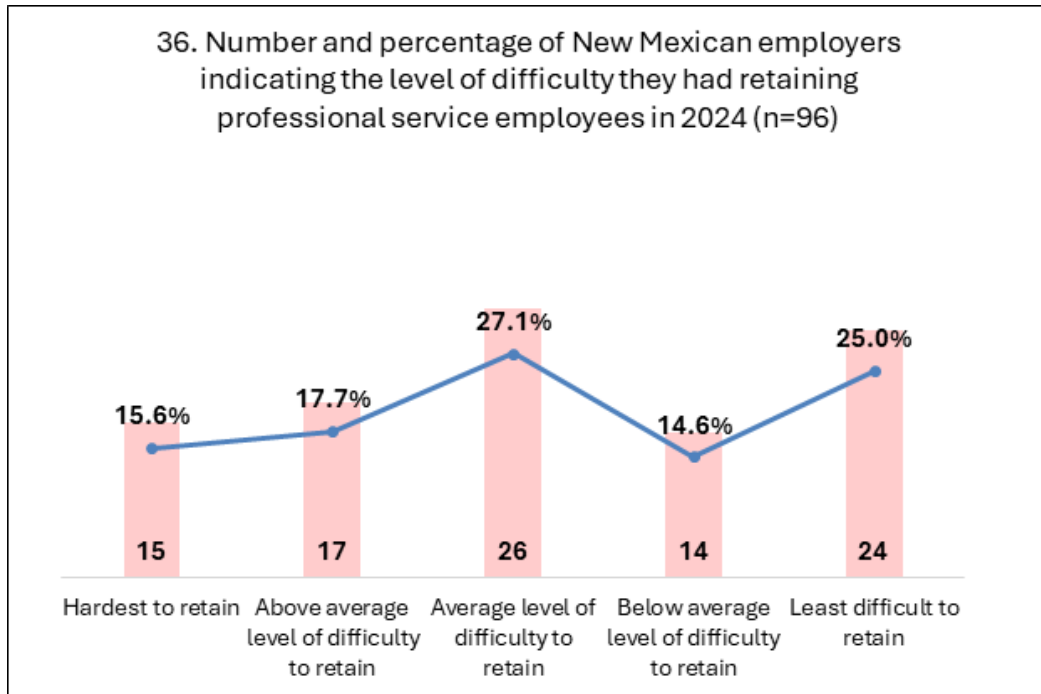
Slightly more than a quarter (27.5 percent) of employers reported that retaining administrative employees required a greater than average level of effort (Exhibit 34). The largest percentage of employers (32.5 percent) reported that they had an average level of difficulty retaining administrative employees, and 40.0 percent of employers reported that these employees were the least difficult to retain.



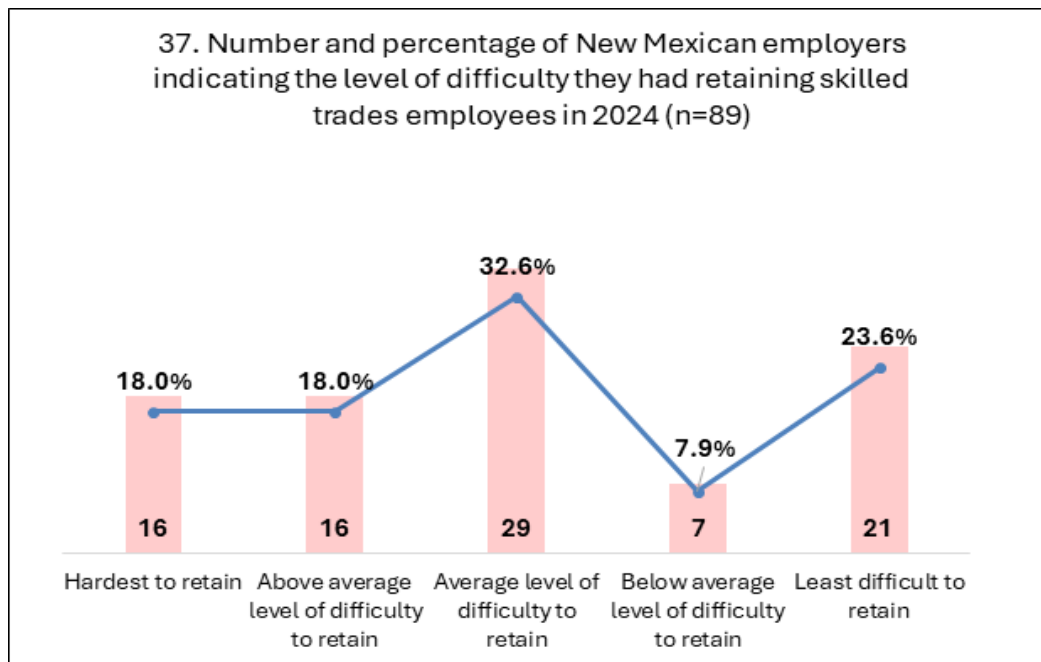
A slightly greater percentage of employers reported that retaining customer service employees was accomplished with greater than an average level of effort (38.4 percent) than employers who reported a below average level of difficulty in retaining these employees (32.8 percent; Exhibit 35).



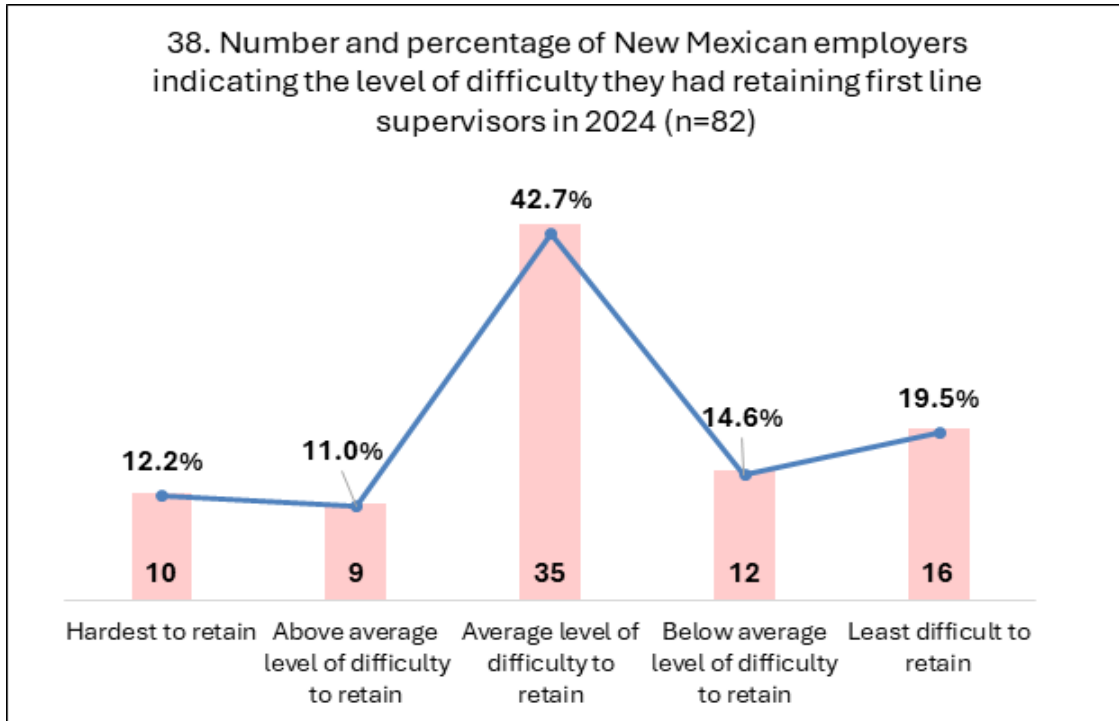
A greater percentage of employers (6.3 percentage points) reported that retaining skilled professional employees presented a less than average difficulty (39.6 percent) than employers reporting retaining these employees was more difficult than average (33.3 percent; Exhibit 36).



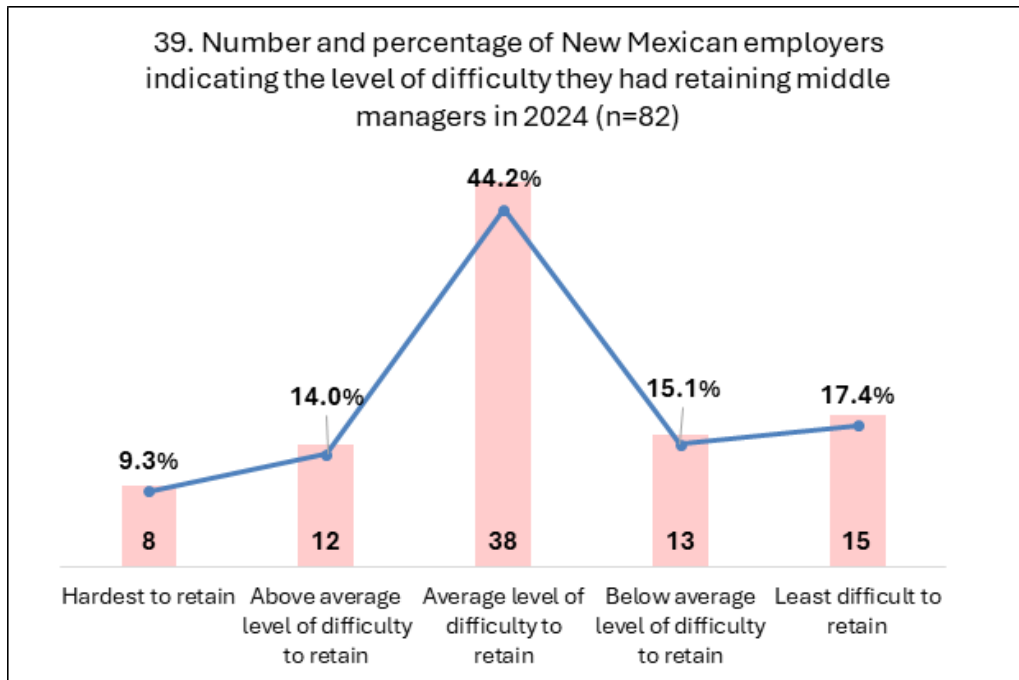
Alternatively, more employers (4.5 percentage points) reported that retaining employees in skilled trades positions was more difficult than average (36.0 percent) than employers that reported that these employees were retained with less than average difficulty (31.5 percent; Exhibit 37).



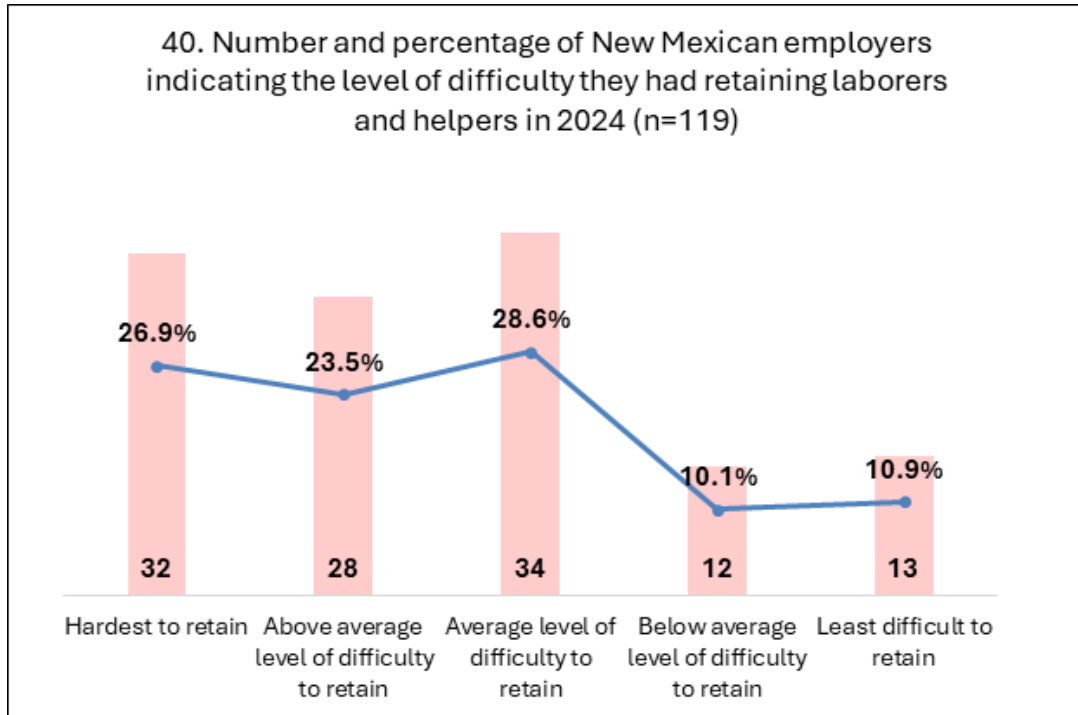
More than four out of ten employers reported that they encountered an average level of difficulty retaining supervisors (42.7 percent) and managers (44.2 percent; Exhibits 38 and 39). Responses from employers identified both occupations as being less difficult rather than more difficult to retain (Exhibits 38 and 39).



More than four in ten employers reported that it took an average level of difficulty to retain middle managers (44.2 percent) and an additional 32.5 percent reported that retaining employees in these roles were less difficult than average (Exhibit 39). Less than a quarter of employers (23.3 percent) reported that middle managers were retained with an above average level of effort.



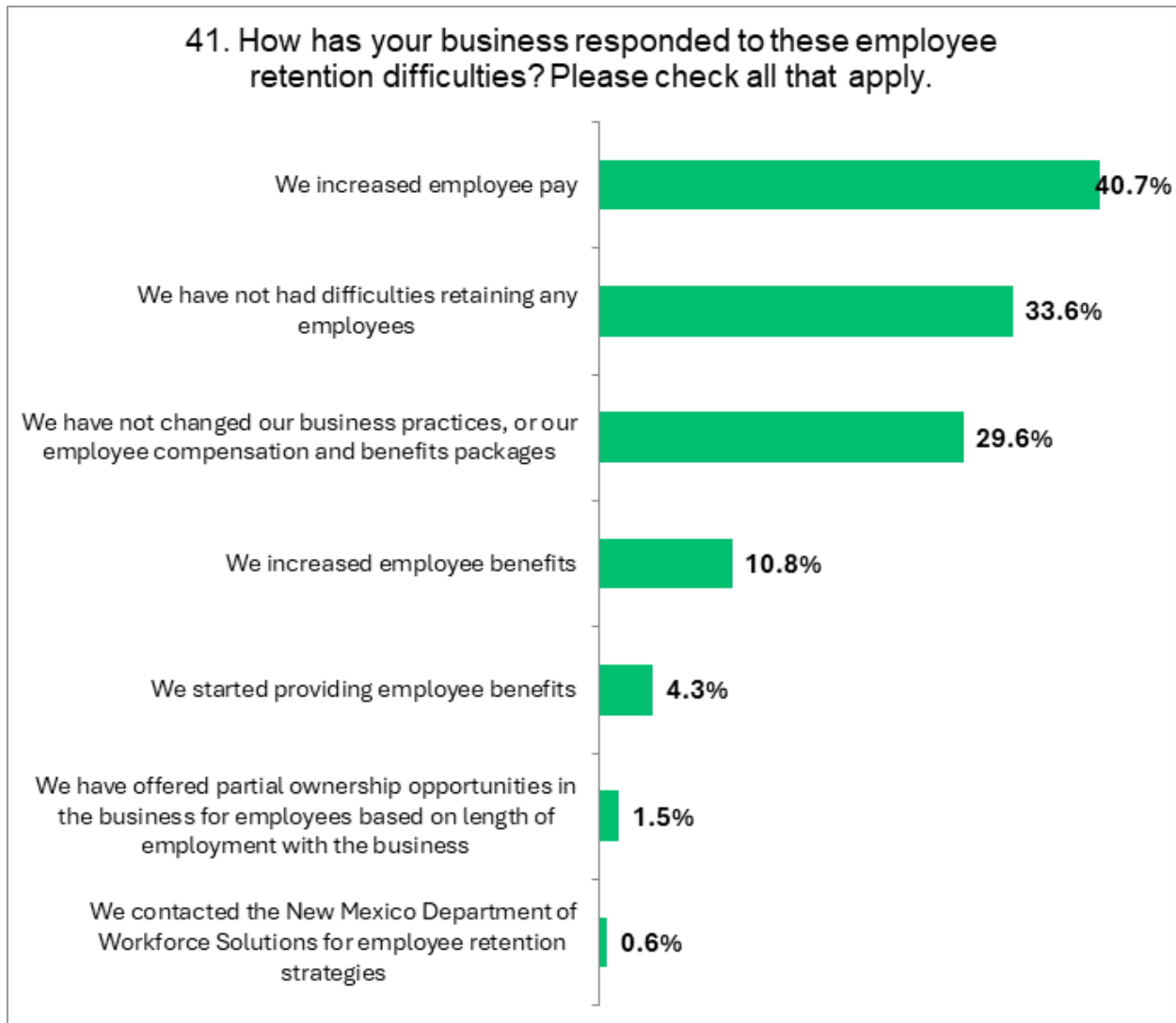
On the other hand, more than half of employers (50.4 percent) indicated that they experienced a greater than average level of difficulty retaining laborers and helpers, including 26.9 percent of employers indicating that these employees were the most difficult to retain (Exhibit 40). Another 28.6 percent of employers reported that there was an average level of difficulty involved in retaining these employees. Only 21.0 percent of employers indicated that they had a less than average level of difficulty retaining laborers and helpers.



### Employer Responses to Retention Challenges

The strategy employers reported using most frequently to retain employees in 2024 was to increase employee pay (40.7 percent), and 10.4 percent of employers reported increasing employee benefits (Exhibit 41). Interestingly, 1.5 percent of employers offered selected employees an ownership stake in the business as a retention strategy.

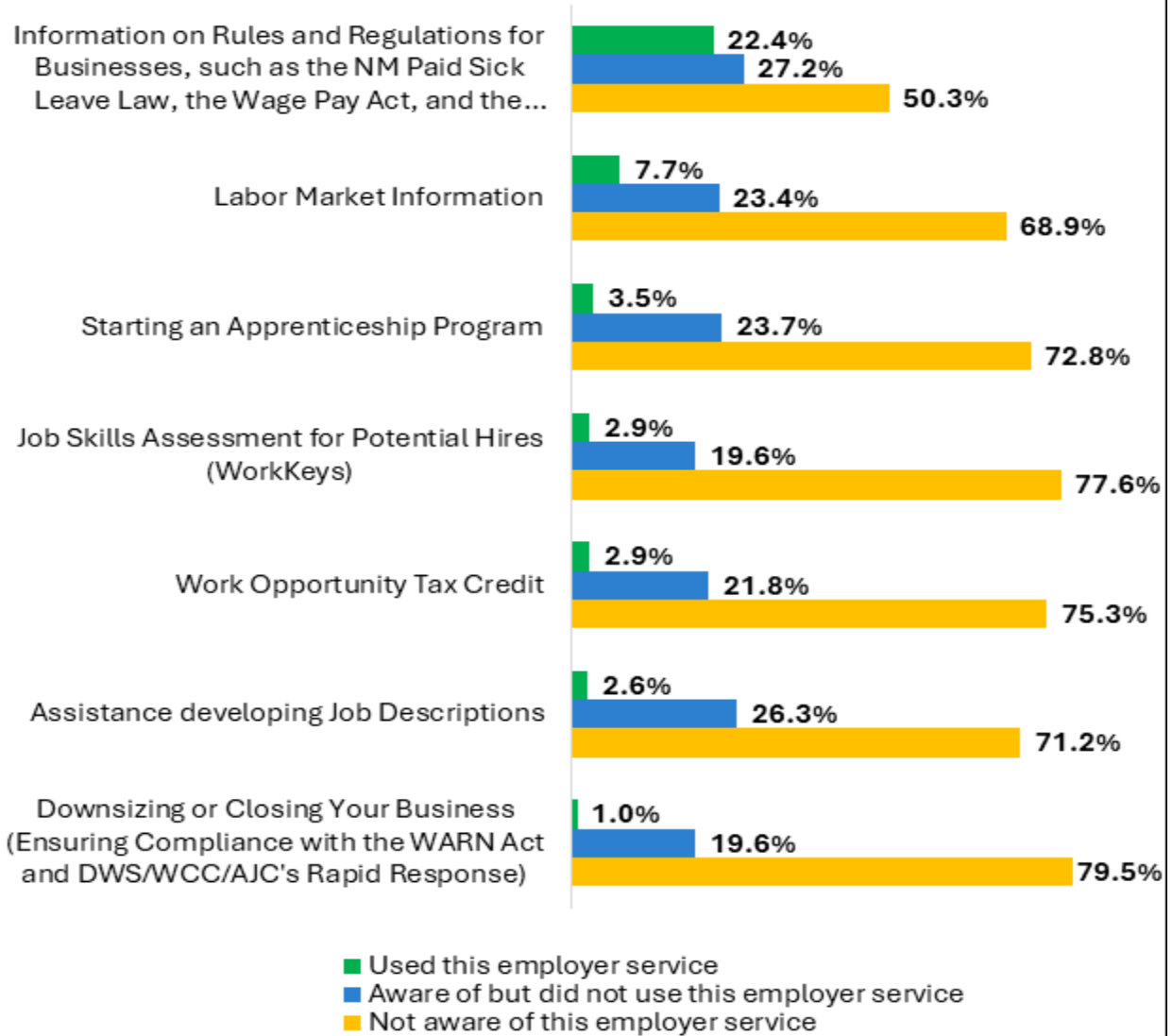
Slightly more than one-third of employers (33.6 percent) indicated they did not have any difficulty retaining employees and 29.6 percent of employers indicated they did not change their recruitment or business practices.



The percentage of employers indicating they were aware of, or used, information on rules and regulations for businesses, such as the New Mexico paid sick leave law, the wage pay act, and the minimum wage act continued to decline in 2024, decreasing from 43.8 percent in 2022, to 37.2 percent in 2023, and then again to was 22.4 percent in 2024 (Exhibit 42). Lower use may indicate that these employers have become familiar with the applicable rules and regulations and no longer need to access them, however the percentage of respondents that reported in 2024 that they were unaware of these products (50.3 percent) was almost double the percentage that reported in 2024 that they were unaware of these services (26.8 percent).

Almost seven in ten responding employers (68.9 percent) were not aware that NMDWS compiled and made available labor market information, and more than seventy percent of employers were not aware of other services that AJCs can provide to employers, such as providing assistance in developing job descriptions or starting an apprenticeship program.

42. Employer awareness and use of Department of Workforce Solutions, or the WCC/AJC, services and products in 2024 (n=312)



**APPENDIX I**

**Methodology**

Sample

- 8,778 employers with employers selected based on FEIN ending in either 4 or 5, that were active in Q2 2024 (active or reactive codes used), and had an address in NM were selected for further review
- Records without contact information (the ui\_empr\_cntct field was empty), or without email addresses were removed
- Duplicate records, based on duplicate email addresses removed
- 6,966 unique employers with good contact information remained (Exhibit 43)
- A link to the survey was sent to each of these employers
- 780 employers responded to the survey

43. Comparison of the businesses sent survey and businesses responding to the survey								
	No Employees	One Employee	Two to Five Employees	Six to Ten Employees	11 to 25 Employees	26 to 20 Employees	More than 50 Employees	Missing
Size of businesses, based on the number of employees, sent a survey	1.1%	31.8%	31.0%	12.7%	12.5%	5.3%	5.6%	
Size of businesses, based on the number of employees, responding to the survey	0.8%	22.6%	29.9%	15.0%	17.5%	6.3%	4.6%	3.3%
Percentage Point Difference	-0.3	-9.2	-1.1	2.3	5.0	1.0	-1.0	

## APPENDIX II

Employers provided the following (unedited) responses to the prompt:

### What do you see as the major challenges your business faces in 2025?

- 0
- Cost of hourly staffing. Staff routinely calling out sick. The cost of mandatory sick pay with the potential of additional leave mandates. We are a small cat shelter with 60+ cats depending on care.
- - Heavy government regulations - Uneducated workforce makes it hard to hire competent employees
- ?
- no trust in renting our storefront. will landlord sell property? 2) bad traffic design/control in santa fe 3) lack of higher educational facilities in santa fe
- Rising Costs 2) Legislature adding more requirements on employers?
- 1. Lack of staff, both professional and support. 2. The cost of attracting any staff. 3. Taxes and other cost such as increased min wage; healthcare has a set reimbursement amount..we can't pass these costs on to consumer 4. Shrinking reimbursement rates
- 2025 Wyoming legislature rulings on property taxes
- A hostile federal government.
- A lack of qualified workers
- Abuses of sick pay, lack of motivated workers, dishonesty in the workplace, abuse of cell phones
- Access to capital
- Across the board increased cost of doing business
- Added government forms to file during busy time
- Adding qualified employees, technology infrastructure and security
- aging employees
- Aging Equipment and hiring employees
- All the sick leave and personal leave that apparently is mandatory per changing state laws that affect small business detrimentally. When staff is less than 15 but employees can take time off at the drop of a hat, it makes it difficult to run a small business. Government influence on small business is excessive!!
- all the support and assistance for people who do not want to work and not that type of protection and/or support for employers
- Always changing and things do not stay the same. Every time I turn around NM Departments want something else
- Amount of taxes that have to be paid.
- Applicants
- as a household employer, this survey really does not apply to me. answers will be fairly rote.
- As we grow, hiring employees in different state.
- At this point i don't see any problems in 2025.
- Attracting competent employees
- Availability of employees
- Available Employees and wages
- Bad economy
- bad labor force

- Being able to expand and not having the ability to find employers that know how to do what we do.
- Being able to hire staff interested in our type of work
- Being able to pay a fair wage without out-ricing customers for goods and services.
- Beurocratic challenges from organizations like yours that are supposed to help us but create so many more problems than you solve. Fixing a simple issue with NMWS made running my business impossible because of outdated and unnecessary rules
- buisnesses cutting back due to lack of federal funding
- business closed in 2024
- business development
- Business Growth
- Business growth Employee retention
- Business is slowing down.
- BUSINESS WILL BE SHUTTING DOWN
- Can not find dependable employees
- Cannot respond to this
- capital
- Cash flow
- Cash Flow
- Cash Flow
- Cash flow
- Cashflow - I pay my employees before receiving compensation for work completed.
- Changes in regulations
- Changes in the legal system in 2025.
- Changing contracts
- Client retention as we are seen as a disposable expense and the dollar isn't going as far.
- Communication
- Competent and knowledgeable workers with a work ethic.
- competent and qualified employees
- Competing prices, able to retain employees.
- Competing with other contractors who pay under the table cash wages and circumvent the system.
- Competition
- Competition and rising costs
- Complex reporting
- Compliance with regulatory and tax authorities.
- Consistent incoming work and the ability to pay to the skill level of craftspeople that we need to hire
- Continuation of federal grant funding opportunities
- Continued business buidling, bringing in clients
- Continued growth. The commercial retail markets are shrinking
- Continued minimum wage raises, which means higher inflation and higher taxes not only for businesses, but for employees. This makes it harder to remain competitive with wages as a small business owner, while still providing affordable services to customers.
- Continuing to pay loans from COVID while having no growth because cost of goods is so high and people don't want to spend. Then to top it off everyone is charged gross receipts on everything they do.
- Control of costs

- Cost control through automation
- Cost for workforce. High cost of living for employees and so high wages.
- Cost of alfalfa.
- cost of building materials may mean that there is less building
- Cost of goods
- Cost of goods
- Cost of goods and labor
- cost of goods increase with new tariffs
- Cost of goods, payroll taxes, cost of rent, cost of min wage and mandatory time off benefit
- Cost of Materials
- Cost of materials and quality of labor force are the two biggest challenges.
- Cost of software needed to run my business.
- cost of worker's comp insurance and being able to pay a competitive wage
- Costs
- costs
- Costs of Labor, materials, taxes
- Costs of supplies increasing and overextending budgets for job costs
- county approval process
- Covering the rising costs of food and goods
- Crime all over our city, increasing costs for everything. Homelessness also causes staff to feel unsafe.
- Crime, family medical leave act, declining sales
- Crime. State government increased regulation. Minimum wage laws. Increased costs across the spectrum.
- Current administration's termination of federal foreign assistance funding.
- current politics
- Currently I do not know of any.
- customers getting older
- Dairy's leaving our area
- Dealing with inflationary pressures, customers strapped for money
- Dealing with regulatory and taxing agencies overlapping information and data submissions.
- dealing with the extreme inefficiency of the department of workforce solutions and counter productive polices
- decline in the economy
- Declining economy
- declining sales, increasing costs, tarriffs, lack of employees who want to work
- Decreased reimbursement for services
- depend on economy
- depending on which business... staffing is always a problem ... then the incredible amount of transients bothering our employees and clients..d s
- Did not find anyone
- Difficulty finding good employees, rising costs, covering expenses.
- Digital technology requirements-We are a small company and things are expenses
- Do not have a household employee in 2025
- Do not have any major challenges at the moment
- Do not see people come to work
- dont know
- dont know

- Drying up of federal grant funds.
- Easy online access
- economic instability
- economic landscape
- Economic shift, higher taxes for clients resulting in inability to pay for needed services
- Economy
- Economy
- Economy
- economy
- Embracing the needs that accompany growth in the company.
- employees that want to be paid and not much interested in working
- Employee dependability
- Employee hiring and work ethic.
- Employee retention
- employee retention
- Employee retention
- Employee retention
- Employees
- EMPLOYEES
- employees
- Employees
- employees
- Employees and Government inaction/non-responsiveness
- Employees driven to work full time and long term. Employee base is driven toward employment for short term periods.
- employees hiring
- Employees that don't want/need to work year round
- employees want to only work remotely, and not come to the office. we are an office only company
- Employees with no work ethic and no commitment issues. As well as poorly trained staff for the professional environment. People are just not showing up to work.
- Employees with positive attitude, hard working and smart
- EMPLOYESS
- EMPLOYMENT
- Ensuring adequate insurance coverage in the multiple states that we have projects and employes in.
- Equipment Inventory
- ever changing tax laws
- Excessive taxes and regulations.
- Exiting business
- Expanding business
- Expenses
- Expenses
- Expensive Heath dept fees
- Experienced help
- extremely poor workforce
- facism
- Fair compensation for treatment services.

- Falling sales
- Federal and State Mandated Paid sick time in an already stressed labor market. It is hard enough to get employees to show up full time, now we will have to employ more individuals in order to get the same amount of work done.
- Federal Contracts and what the new administration will do with them
- Federal funding ending due to change in presidential priorities
- Federal Funding/Grants. Growth Changes.
- Federal government cutting Medicaid and Medicare
- Federal government actions
- Federal government changes that may affect NM.
- Filling provider positions as well as certified dental assistant positions
- Film Industry making movies people will some see and rise in cost of supplies
- Financial
- financial challenges
- Financial restraints on families
- Financial stability
- Find reliable people. Turn over staff is a major issue for us. People is not committed to work anymore.
- finding a successor to my business. I am retiring this year
- Finding able bodies that not only can work, but want to work; and actually show up!
- finding adequately trained workers
- FINDING AND KEEPING EMPLOYEES WITH A STRONG WORK ETHIC.
- finding and keeping good employees
- Finding and then keeping employees.
- Finding capable and knowledgeable people.
- FINDING CDL DRIVERS
- finding competent and good employees for our industry
- Finding dependable and qualified employees.
- Finding eligible candidates.
- Finding employees
- FINDING EMPLOYEES
- FINDING EMPLOYEES
- Finding employees
- Finding employees
- Finding employees long-term employees
- Finding employees that want to work and are reliable.
- Finding employees that want to work.
- Finding employees who want to work
- Finding employees who want to work
- Finding employees who will actually show up for work. We work M-F and have a hard time finding people who will actually show up 5 days in a row.
- Finding employees willing to work, inflation, UI insurance rate increases.
- Finding employees with good work ethic...ie working full time and not missing a day or two every week or not showing up or not calling in.
- Finding employees with the necessary skills to do the job.
- Finding employees.
- Finding enough qualified employees.
- finding good employees

- Finding GOOD employees that actually want to work and not a hand out.
- Finding good employees that will work hard and stay at the job
- Finding good employees to hire.
- Finding good employees.
- Finding good help
- Finding high quality work ethic and people ready to join the workforce
- Finding knowledgeable and experienced personnel. Material prices have increased considerably.
- Finding licensed tradespeople
- Finding new customers to serve.
- Finding new employees
- Finding people that want to work.
- Finding people to hire
- Finding people to work
- Finding people who want to work and will stay
- FINDING PERSONS WHO WANT TO WORK.
- finding qualified applicants if a position were to come open
- Finding qualified applicants who want to work.
- finding qualified candidates
- Finding qualified candidates that want to switch jobs
- Finding qualified candidates who want to show up for work.
- Finding qualified employees
- FINDING QUALIFIED EMPLOYEES WHO DON'T QUIT AFTER 1 DAY.
- Finding qualified employees.
- Finding qualified people to perform the work
- Finding qualified people.
- Finding qualified work staff.
- Finding quality employees
- Finding skilled employees
- Finding skilled employees. Dealing with crime and the homeless on a daily basis
- Finding skilled labor
- Finding skilled labor willing to work for fair wage.
- Finding skilled workers
- finding skilled workers
- finding skilled workers
- Finding skilled workers or just workers that want to work at all.
- Finding the right hires that have the qualifications we need and are willing to work on location.
- Finding willing and able workforce
- Fortunately our business is essential and other than increasing fees, we really don't experience ma
- Fuel and insurance costs
- Funding
- Funding (we are a nonprofit), staffing (veterinary technicians etc).
- funding Shortfall
- Fundraising
- General inflation. I have many clients and raise my own fees for inflation, but clients are getting hit with price and wage increasing too so everything is having to increase.
- Geopolitical Uncertainties and Tarriffs

- Getting business. The movie business has moved out of the country.
- Getting consistent and adequate help.
- Getting customers
- Getting employees to show up to work.
- Getting good staff
- Getting Jobs and hiring skilled workers
- Getting more business
- Getting my husband to retire!
- getting new contracts as a small business
- getting the work done
- Good working people
- Government buracy
- Government changes.
- Government grant funding is the largest challenge
- Government regulations
- Gross Receipts Tax
- grow
- Growing the business
- Growing the business in NM
- Growth
- Growth
- growth
- Growth
- Growth
- Having employees that are genuinely interested in the job. Being dedicated to performing a job with pride.
- High costs of living & paying employees a wage to match that cost.
- High expenses, almost twice as much as 2024
- High interest rates
- High prices
- HIGH PRICES AND THE LACK OF QUALIFIED EMPLOYEE CANDIDATES
- High tax rates and high prices on suplies
- High taxes, customer willingness to spend, and inflation.
- Higher cost of living for employees
- higher costs
- Higher costs for everything.
- Higher costs.
- Higher material prices
- Higher prices on everything
- Hiring
- Hiring
- Hiring
- Hiring new people
- Hiring & retaining qualified employees
- Hiring and driving in clients
- Hiring and high rents
- Hiring and keeping competent employees
- Hiring and retaining competent employees.

- Hiring and retaining employees
- Hiring and retaining new employees
- Hiring and retaining quality caregivers. For the last several years the demand for services has outpaced the availability of labor. As we continue to increase wages to stay competitive, we must drive up prices which is creating an affordability issue.
- hiring and retaining quality employees
- Hiring and retaining team members
- Hiring and retaining the right people.
- Hiring capable professional
- Hiring competent people
- Hiring competent help
- Hiring drivers
- Hiring employees
- hiring employees
- hiring employees that will work throughout the entire year
- Hiring enough technically skilled workers
- hiring for drivers
- Hiring good employees
- Hiring more staff and paying them a fair wage while managing rising costs
- hiring motivated and qualified employees. Hiring individuals with reasonable salaries.
- Hiring people that want to work more than a small number of hours
- Hiring Physical Therapists in state
- Hiring qualified employees
- Hiring Qualified Employees
- Hiring qualified employees
- hiring qualified employees
- HIRING QUALIFIED EMPLOYEES WHO ARE MOTIVATED TO WORK.
- Hiring qualified healthcare employees
- hiring qualified people
- Hiring skilled employees
- hiring staff
- Hiring talented individuals at a livable wage.
- Hiring trustful employees
- How expensive everything is getting for small businesses.
- how much we pay taxes to governor and state
- How to increase sales.
- Huge uncertainties regarding funding and mandates due to the Trump administration; lack of trained people to hire.
- Human Resources
- I am afraid that we will lose half of our staff if ICE should pay us a visit.
- I am retiring, but otherwise I would say finding qualified employees.
- I bought this business in 2023 and have been upgrading all the outdated equipment from the prior business owner. I've already replaced 65% of all equipment and improved over 50% of all the operating processes.
- I do not expect many changes for 2025 in my business.
- I do not see any major changes in our business
- I don't see any major challenges
- I have closed my business in 2024

- I need to hire but don't want to pay the workers comp
- I think that is out for debate - it seems very volatile at the moment and I hope that does not mean that my business is affected and not only my business, but my clients as well.
- Identifying potential employees who are genuinely interested in employment opportunities.
- If the Family Leave is allowed in 2025 it will disadvantage our small business. We will not be able to adequately recruit and train staff during the employees absence. We cannot operate with fewer employees.
- If the minimum wage and family act take place, maintaining business operations and meeting the state's expectations will be nearly impossible
- If the NM Family Leave act passes, it will be very costly to my business, my employees, and my clients. It will likely exacerbate the current issue of providing and receiving proper service in NM businesses as well.
- I'm glad, the Workforce has hired nicer people.... Please, hire workers that are nice and helpful.....Thanks
- I'm not expecting any big changes
- Impacts to business due to flooding.
- Improving internal processes to meet customer needs in a highly efficient manner.
- In New Mexico, the political party in charge wants to tax (through different programs) small business extremely. I see the liberal agenda as a huge deterrent to my business and all the people I know.
- In summary, businesses in 2025 will need to navigate a rapidly changing landscape, characterized by technological advancements, evolving consumer expectations, and an increased focus on sustainability and inclusivity.
- Income
- Increase cost
- Increase in construction costs for projects
- Increase of prices on all our supplies but insurance companies decrease amount they pay us for treatment
- Increase Sales
- Increased taxes
- Increases in cost of medical care and benefits
- increases in costs of goods. Tax, quality labor force
- increasing costs
- Increasing our membership and volunteer participation
- increasing revenue.
- inflated prices
- Inflation
- inflation
- inflation
- inflation
- Inflation
- Inflation
- INFLATION
- Inflation
- Inflation Potential of the bill to pass for mandatory leave for families Lack of qualified people to hire
- Inflation across the board.

- Inflation and cost of doing business impacts profitability and EE staffing as well as taxes associated with employees
- inflation and no workers pool
- Inflation on construction and tenants
- Inflation on the rise, customers not spreading money because they are unsure of the economy
- inflation, qualified candidates, new state law
- Inflation, rising costs
- Inflation.
- Inflation. Hiring and retaining employees. The unrelenting time and resource consuming regulatory burdens that favor large business with teams of compliance/HR people over small businesses, including that of the NM Workforce Solutions Dept and all the associated emails/paperwork/phone calls they force employers to address to avoid severe business crippling penalties.
- inflation. hiring pool of qualified candidates if we end up needing to hire.
- Inflation. Quality workforce.
- Instability in the Federal Governments treatment of federal contractors
- Insurance and fuel cost
- Insurance costs
- Insurance costs
- Insurance not paying our claims
- Insurance reimbursement, constant changes in drug formulary, medical support staff, increase gross receipts tax rate.
- Interest Rate uncertainty
- Internet competition and companies manipulation.
- Inventory
- It is very difficult to keep up with all the paperwork when employees file. Its very time consuming and sometimes employees will work for 1 or 2 days.
- It was year full of new opportunities but lack of employees wanting to work affected the workover load
- It's actually just one.. Overtaxing.. I barely make it.
- It's extremely hard to find qualified and licensed journeyman wireman with an EE98J
- Job coming in to keep accounts balanced. Being able to pay employees without having to lay off due to lapse in work/jobs.
- Job training
- Just keeping the doors open
- Just sustaining to keep our business going
- Keep cost down.
- Keeping a good employee
- Keeping clients as all costs have increased including minimum wage.
- keeping cost down
- Keeping costs down and being able to remain competitive.
- Keeping employees
- Keeping employees, product costs
- keeping enough business to pay for business expenses
- Keeping enough money in the bank to pay employees, buy food and supplies, pay repairs, pay taxes, fees and royalties. Trying to find ways to increase employees' pay without raising prices too much.
- keeping good employees

- Keeping our site fully staffed
- Keeping qualified employees.
- Keeping quality employees.
- Keeping tenants from moving
- Keeping the targeted revenue and employment.
- Keeping up with all the great growth in our Chamber
- keeping up with demand
- keeping up with demand. CPA's are retiring at an alarmin rate.
- Keeping up with ever-changing business environment
- Keeping up with my work.
- Keeping up with regulations
- Keeping up with rising costs and ensuring that my employees can earn a wage that enables them to live comfortably. I am very concerned that raising my prices will drive away business, causing me to either pay employees less or close my business. Customers cannot afford the prices, but I am having to charge more to keep up and pay my employees fairly. I am afraid I can't keep going on this way
- Keeping up with the changes from the New Government
- Keeping up with the demand for CDL Drivers
- Keeping up with the work.
- Keeping workers
- Labor costs are increasing at a rapid rate
- Labor demand, overall product demand, customer reorganizations
- Labor Force and access to capital
- labor shortage.
- Lack of candidates
- lack of demand for our product
- lack of employees
- Lack of employees
- Lack of employees. And if you hire them they don't show up to work.
- Lack of qualified providers. Low reimbursement rates.
- Lack of staff that is educated and willing to come to work
- Large Nationwide Competition with lower prices than a small company cannot compete with.
- Lay offs
- Less workforce available
- Licensed trained journeyman
- Limited number of accountants in the industry with a growing need for accountants
- Limited workforce in area of need: speech and language; need for competitive salary
- Low quality employees, abuse of the sick pay system.
- Maintaining all licensing required to operate the business.
- Maintaining Client to Staff ratio.
- Maintaining high sales levels.
- Major challenges are to keep my head up, my feet on the ground and pray that the world survives. I have great hopes for out future. Our major challenges are people with attitudes.
- Major price increases, shipping price increases, parts availability
- Making enough money
- Making sure we have enough work.
- Managing the workload
- Mandated leave for small businesses and the cost and lack of labor impact on us.

- Market and societal volatility. Motivating and retaining good employees
- Market conditions
- Market is not yet open.
- Market uncertainty in current political climate
- material prices
- Mechanics are needed
- Minimum wage & family medical leave act
- More sales
- Navigating excessive regulation, which it's hoped will be largely reversed.
- navigating regulation
- Need to increase sales
- new business opportunities more competition in the space
- new clients
- New employees, finding
- New Mexico political agendas.
- New Mexico taxes
- new work
- NM continues allow homelessness, drugs, and crime. This lawlessness will continue to cause huge problems to my business
- NM continuing to increase taxes to small business
- NM tax policy out of synch with federal tax policy and burdensome reports required of a very small business by state and federal agencies
- NM WFS requires me to pay a \$400.00 fee plus a \$6.00 credit card processing charge every two years. You do not accept American Express, even though it is a corporate card intended for business use. The fees I pay to your organization feel like a waste of money, as I don't see what benefit you are providing. When we first started our company, we used our IT guy's email. Later, we added a different email address, yet you still refuse to remove my IT guy's email from your records. Additionally, despite moving seven years ago and having our updated address with all other agencies, you have not allowed us to change our address in your system. So, once again, what value are you providing, aside from collecting \$406.00 from me every two years??
- No help no one wants to work and to many tow companies
- No issue. Self employed
- No one wants to spend money anymore
- NO ONE WANTS TO WORK! THEY WANT MONEY, BUT DON'T WANT TO WORK.
- non insured contractors that low bid everything.
- None - Planning on retiring in 2-3 years
- None so far except keeping employees working.
- Non-profit funding
- Normal as always
- not anymore than we have had in the past.
- Not at the moment.
- not being able to raise prices enough to sustain my business
- Not enough work.
- Not many. Being able to get a hold of the NM SUI agency would be a good start though.
- Nothing, we are closing our offices
- Obtaining jobs
- One of the biggest challenges is recruiting and hiring employees with experience in professional office work in a rural area.

- Operation
- Our Business Closed last year because we were not getting enough enrollments
- Our major challenge is lowering turnover.
- Our portfolio is bases in the stock market. the economy and stock market.
- Over regulation and high taxes
- over regulation,, property tax increases,,can not find qualified help
- Overhead costs vs Profitability.
- PARTS AVAILABILITY AND EMPLOYEES
- Pay required by CDL Drivers
- Paying employees competitive wages while still trying to make a profit.
- Payroll, new laws
- people do not want to work
- People not having money to spend on my services.
- People not wanting to work. Work ethic has gone out the window.
- People showing up for work
- people wanting to work
- PEOPLE WHO ARE WILLING TO WORK FOR A PAY CHECK
- Physician Recruiting
- Political turmoil
- Poor reimbursements, taxes on healthcare.
- Possible additional payroll taxes
- Possible tariffs and a resulting massive economic slowdown (i.e., recession)
- potential tax increases. Filling financial positions with highly qualified candidates
- Price increases
- Price increases
- Price increases
- Price of groceries
- Prices of materials
- Pricing on product
- Procuring funding for supporting business activities.
- product cost
- Proper insurance reimbursement.
- Propert Tax increased by 110% from the previous year.
- Public funding for pending projects
- Qualified applicants
- Qualified employees
- Qualified employees are hard to keep. They need full time salaries with benefits.
- Qualified people that want to actually work
- Qualified staff who actually are interested in working
- qualified workforce. increasing costs all around
- Qualified, skilled workforce
- quality employees
- QUALITY LABOR
- rapidly changing & unpredictable edicts from Federal government
- rate increases
- rates going up
- reaching new clients
- recognizing outside influence on our business and adjusting to them

- Recruiting.
- regulations
- Regulations
- Regulations and minimum wage cost.
- regulations and taxation
- Regulations have slowed production down to a point where the only answer is price increases and reduced client volume. This is not good for the supply side of the equation.
- Reliable employees
- reliable personnel
- Remote workforce
- Reopening after fire
- Reporting and helping clients create Suta accounts when they start payroll
- Resecuring funds for projects that will be ending in 2025.
- RESPONSIBLE PEOPLE TO EMPLOY
- Restructuring/reorg and reduction in force due to lower revenue and continued higher spending.
- Retaining employees
- retaining employees
- retaining good employees
- Retention
- Retirement
- Retiring
- rising costs
- Rising costs and labor shortage
- rising costs and patients with less disposable income
- rising costs of products due to tariffs and increased labor costs.
- Rising costs, rising taxes and licensing fees, rising labor/employee costs, tariff related concerns, maintaining staffing
- Rising overhead costs and reliability in employees
- rising prices
- rising supplier costs
- Rising wages and home rental/purchase prices. If potential employees can not afford to pay for rent they are not going to move here or stay with us.
- Sales
- sales
- Sales is always our major challenge. We are well staffed with great employees. We did hire in 2024, but the positions were not in NM.
- sales, keeping customers happy
- Sales, the market is oversaturated.
- sba
- Scaling growth
- Securing revenue and funding
- Seeing sales increase again
- Shortage of construction subcontractors.
- Skilled Employees and Employee Retention
- Slow Business...
- Small businesses going out of business
- So far no major challenges

- So far none since I am S-corp and I am the only employee
- soft sales
- sourcing materials in an ever increasing global economy
- staff turnover, staff who quit seek out funding from employer even though they quit their position
- Staffing
- Staffing
- Staffing shortages and market forces
- Staffing to accommodate the oil and gas industry surge.
- Staffing,
- staffing, fighting with insurance companies so they pay what they should, cost of goods if new tariffs are placed,
- Staffing, hiring qualified employees
- Staying busy
- Steady Cash Flow
- Stop remote work and hire in-office workers.
- Sudden changes in funding, grants and programs at the federal level are severely impacting the schools that we serve as well as our partners who manage the public lands that we run our programs on. Grant funding has been highly variable.
- Sufficient real estate transactions, and if the market does pick up, quality crews for our projects.
- Supply chain costs
- Supply cost and labor costs
- surviving life and the economic uncertainties associated with an idiot president.
- Sustained revenue
- system efficiencies
- Tariff prices
- Tariffs
- Tariffs
- Tariffs and economic instability due to the Trump administration
- Tariffs and economy.
- Tariffs and getting enough work.
- Tariffs, finances
- Tariffs, labor retention, and competition in the market.
- tariffs, personnel
- Tarriffs
- Taxes
- TAXES
- Taxes
- Taxes and over regulation by the government
- Technology and inflation
- That the NM government is against small businesses. Online sales also hurt small local businesses. NM wants to allow violent illegals to stay and won't work with those trying to be here legally.
- The amount of data entry that is required to do anything is mind-boggling. As a sole proprietor I have no choice but to work around the clock to not only do my work but then report it, pay taxes etc, entering the same data over and over for this new form or that new form.
- The building I am in is for sale and needs some remodeling, but now that the State of NM is going to obliterate my business with \$17.00 per hour min wage I will not invest in name of city. I

will not try to get a business loan because NM is absolutely pushing businesses to Texas. It makes more sense for me to move my business to city in Texas.

- The changing business environment
- The construction being done on Street name has interfered with business. Finding staff who are honest and dependable.
- The cost of billing medicaid. It gets more and more expensive. Especially when they change the rates, make mistakes, and make adjustments that destroy our digital records and make reconciliation impossible.
- The current government. And their possible cuts to Medicaid and Medicare.
- The economy and high prices.
- The economy client base and competition from online reservations
- The federal government under Trump is dismantling many mandated government agencies, freezing vital funding to all sectors, which small businesses rely on for sustainability. Inflation, high interest rates, tariffs will cause businesses to cut expenses, drive up prices, force employee layoffs and potentially cause businesses closure or failure. This is bad times here in New Mexico for small businesses and job opportunities.
- The FMLA act if it is passed. Not only for staffing but additional tax and cost
- The government paying employees for not working.
- The greatest challenge we have as a small business is balancing the need for good employees, the needed increases in compensation along with the new burdens being placed on small business. Such as employee taxes, leave benefits and the current language of the Family Leave bill leaves us with a difficult benefit to properly manage.
- The major challenge we always face and will continue to face in 2025 is hiring reliable and quality employees.
- the poor attitude of employees, dishonest, lazy, unattentive to customer needs, unreliable, poor reading, writing and math skills.
- The rise in the price of lumber. Finance rates not going down.
- The uncertainty of the new president, it's effect on the economy, and overall rising prices
- The unknown of what the HORRIBLE governor will do concerning the oil & gas industry.
- The work load to only 2 employees is the major challenge.
- There are not enough people willing to work in this particular field.
- There are not many CPAs on the market
- This should be sent to Human Resources
- To get more jobs with other companies.
- To many potential employees were only responding to our adds to fulfill their unemployment requirements
- To much federal and state interference
- To much taxation in our state.
- Tourism, customer
- trained workers
- Training a new workforce and retaining employees
- Travel challenges affecting the visitors to Taos.
- Trucks braking down
- Trump
- Trump
- Trump
- Trump
- Trump

- Trump
- Trump Tariffs
- Trump admin tariffs etc
- Trump policies
- trying to fill gaps if NM loses federal funding
- Trying to find bookkeepers in this town to take my clients so I can retire
- Trying to have my business survive through the tariffs and trade war.
- Trying to hire people who actually want to work.
- Trying to make a profit. Between all taxes going up, food prices going up, governmental controls on payroll and utilities (all overhead) going up there isn't much if any profit.
- Unable to find a good candidate, people have scheduled interviews but do not show up.
- Uncertain tax environment due to all the difficult to understand executive orders.
- uncertainty
- uncertainty
- uncertainty (and rising costs) in the market due to the new administration
- Uncertainty because of the chaos in Washington DC
- Uncertainty in costs due to pending tariffs Increases costs due to vagrant activity
- Uncertainty in future funding, rapidly changing federal landscape that impacts our work and funding
- Uncertainty in political landscape and how that will affect small businesses
- Uncertainty of federal contracts and grants due to chaos of new administration.
- Uncertainty of how the federal government agencies will continue to function from social security payments to all other business assistance.
- Uncertainty with the Federal administration, since most of our work is in support of government contractors.
- Unknown
- Unknown
- unprecedented federal changes impacting public and economy on all levels
- Unpredictability in marketplace demand based on stock market fluctuations and political changes
- Unrest and economic worry
- Unskilled workers.
- Unstable / unpredictable market
- Unsure
- Untrained workforce. Unmotivate workforce due to competing funds from state programs.
- Untrustworthy federal government.
- Vandalism
- wages
- Want to expand but it's hard to find dependable people
- Washington "politics"
- We are a small business our major challenges would be due to inflation and global supply chain disruptions.
- We are a small non profit would love to hire another part time maintenance person ... however we find once they come they leave saying they wont do minor maintenance, sweeping, pulling weeds , painting etc. some leave the first day .. its not hard work just they think they are above the job...especially teenagers to 20 year olds I cant find that kind of help. Minimum wage but, opportunities for wage hikes ..

- We are an environmental company. The current administration is very anti-environmental so we are hoping environmental training will not suffer.
- We are primarily a Colorado employer, so our major challenges are related to Colorado laws that protect employees who call off last minute and state it is for illness. We are also struggling with staff coverage when employees engage Colorado FAMLI paid leave, which is also protected. This can be stacked upon FMLA, for a total of 24 week absence that is protected.
- We do not see major challenges other than the ability to find qualified employees.
- We don't see any major challenges that our business will face in 2025
- we have a challenge with the reports that are due at the end of the quarter.
- We have many projects to complete.
- We have reduced our business footprint to focus on the area we truly want to be involved in. "Transition" is the name of the game and careful planning is where the detail lays
- We need more nurses to work travel or per diem registry
- We need to find sources of income through grants and donations in order to continue our work as a nonprofit.
- we will face cost of goods and materials going up coupled with lack of skilled manpower
- We would like to move into a warehouse at a good price.
- What do you see as the major challenges your business faces in 2025?
- Wildfires in mountainous areas, causing policies to be difficult to obtain.
- Work attendance and overall negative impact of N.M. crime
- Work ethic.
- Work force
- work force housing
- work force offices in name of city open for business
- Work from home tax implications
- Work is not stable. Some days super busy other days very slow. Hard to staff.
- Workforce shortage
- Working Capital
- your website is our biggest challenge. you absolutely need to upgrade this to the TAP website. or look into Illinois set up where the unemployment and the withholding are in one spot.

#### **What were your main challenges in retaining employees in 2024?**

- ?
- Ability to do the job
- Acquisition fears
- Administrative assistants are the hardest to keep, as there are many jobs across the city and state, which have much higher capabilities to provided larger pay incentives that small businesses.
- age
- aging of senior technical workers
- aging workforce
- Avian Influenza
- Bad attitudes/ ungrateful
- balancing a decent wage with rising business costs
- Being able to find employees who are able to work a 8-5 schedule
- Benefits
- benefits
- better pay

- Burnout
- Can not pass a drug test, no transportation, and no desire to learn and work
- cannot offer pay increases or benefits
- Can't find qualified applicants.
- Can't offer benefits.
- Career Advancement
- Child care, taking care of family, wages, benefits
- Client's cancelled janitorial services so we had to layoff employees.
- Competing with higher pay at other businesses.
- Competing with other employers locally that do not assess taxes for their employees.
- competition from other businesses
- Competition in the market.
- Competitive pay
- Competitive pay, candidate ability to remote work effectively and self-manage
- continued attendance for work
- Cost of living
- cost of living
- Customer Service roles
- Dedication to the job
- Did not have a problem with retaining employees
- Did not have any problem
- Didn't have any challenges
- DIDNT LOSE ANYONE
- Difficult to keep employees motivated
- Difficult work environmen; construction/physical labor
- DO NOT KNOW
- DRUGS
- Drugs - the legalization of pot has made it very difficult to hire employees who actually want more than one paycheck
- education/experience
- Employee commitment
- Employee initiative to excel.
- Employee Retention
- Employees accepting job, then quitting without notice shortly after
- Employees are hard- they demand a lot and need a lot of supervision. They are expensive.
- Employees are not committed to a certain career and are job hoping. Employees change their careers and leave.
- Employees don't seem to need to work. State seems to provide enough benefits to keep employees from working.
- Employees felt entitled to a higher pay than the position deserved. Employees, generally, lacked a good work ethic. Employees lacked the skills to complete the required tasks, but stated they had the skills prior to their hire.
- Employees kept stealing from our company.
- Employees leaving for better opportunities
- Employees leaving for more pay/benefits
- Employees looking for more pay or more remote work. Talent pool was difficult to find for IT works in NM.
- employees moved out of state and I do not offer remote work.

- Employees moving out of name of city.
- Employees not showing up for work, now willing to work full time, and not having the social skills to work with other employees and customers.
- Employees said they worked too hard for too little pay, couldn't afford the transportation costs, or had trouble showing up for work.
- Employees showing up, quality of employees
- Employees that were hired lacked skills in honesty. Some lacked skills on focusing on the process of the job. Some lacked personal hygiene skills.
- Employees work a few days and then quit. Or come to work and show no work ethic (want to be on their cell phones all the time, calling in sick 2+ times a week)
- Enough work in order to hire more crew
- Entry level new hires leaving for different work
- Fast paced culture and some employees do not like this and all the changes
- feel like a baby sitter instead of a business owner
- Finding and retaining skilled workers.
- FINDING CDL DRIVERS
- Finding employees
- Finding employees who followed company policies.
- finding people
- Finding people that actually want to work and care about what they are doing.
- Finding people who want to work hard labor...it's almost impossible
- finding people who wanted to work and retain a job
- Finding people willing to show up consistently. People lied about their knowledge and understanding of Cannabis.
- Finding people with a decent availability to work
- finding qualified candidates
- Finding qualified candidates.
- finding qualified, experienced candidates in the rural area
- Fluctuation in available hours due to lack of work. Lack of work ethic/motivation in employees.
- funding people with a work ethic
- getting employees to stay
- getting people to show up
- Getting them to show an interest in the job. If they show no interest and call out all the time, they will not get pay raises or promotions.
- Getting them to show up.
- Good Help
- good qualified employees
- Graduated, went to medical school, went to veterinary school, got pregnant
- Greater wages through oilfield industry.
- Having employees recognize that we recognize their achievements.
- High interest rates
- hiring and retention
- HIRING EMPLOYEES WHO WERE COMMITTED TO WORKING.
- Hiring staff that is truly interested in our line of work
- holiday pay
- Housing options in area
- I only had one employee who I didn't retain (out of 3 who came from NM workforce connections). This person had such a bad attitude I could not have him up front. I have had

success hiring and retaining 5 out of 6 incarcerated individuals. I tried one more time to get help from NM DWC but not able to get any more assistance so I will not hire anyone until 2026 when I can get additional financial assistance. Again, my success rate is 5 out of 6.

- I think overall we have been successful in maintaining employees. However we have had a few that moved on to franchise companies that have ability for a larger payroll/salaries.
- I won a cafe and bakery so I can not compete with most other companies hourly rates.
- in general employees do not care as much as they did 20 years ago...about anything. Give bonuses...meh...work around their schedules...meh
- increase pay
- Individuals wanting to work full time.
- inflation and competitive companies in the area
- inflation and lack of people who wanna work
- Inflation.
- Insurance requirement of 3years experience to drive a truck
- Just having guys that have the experience and want to work
- Keeping costs down
- keeping employees was not a problem, getting them was the challenge.
- Keeping their pay in step with the current inflation of all goods and services.
- Keeping up with wages people ask for
- Lack of affordable housing in area
- lack of child care, not enough work
- lack of communication
- Lack of experience, soft skills, and organization.
- Lack of integrity or care
- lack of motivation and willingness to learn.
- Lack of motivation of employees to learn the job and become efficient in the skills needed to do the work, specifically community engagement and social skills.
- Lack of skills and experience of new hires or job candidates
- Lack of Work ethic and unwillingness to learn our processes
- Lack of work ethics in employees.
- Lesser pay wages compared to similar businesses in the state.
- Life changes
- life.
- location
- Low flow of Tourism
- low work ethic
- Many of our trades employees are wooed away to other smaller construction contractors who pay cash under the table.this needs to stop and enforcement on your end needs to increase.
- Money too many other expenses to provide higher wages. Taxes both sales and pr, plus mandatory sick leave extra money have to spend. Corp can use existing funds to out bid people.
- Mostly because of their work ethic and attitude.
- moving to different job for increased pay and benefits including ability to work from home
- New hires come in thinking that we are babysitters and don't want to take required courses.
- no employees lost
- No experience
- No housing to hire outside area, too few local that want to work.
- no issues

- No one actually wants to work. Construction is a demanding field. People do not want to participate. People have become entitled and want hand outs. They will obtain a position, but never show up to work, or they show up to work for a day or two, and disappear. People want the easiest job possible, with the highest rate of pay, with the lowest amount of work possible. There is no more work ethic in the US.
- No one want to work
- no one wants to work
- No Problem retaining the one employee I have
- NO PROBLEMS
- No problems there
- No problems with existing employee retention. We have not been able to find a skilled, experienced driverain specialist for our company.
- No terminations in 2024
- None, All our people are still working here.
- None, we kept everyone we hired
- Non-profit funding to be able to keep staff member employed.
- Not being able to pay them more.
- Not having the economy go into a recession (i.e. business levels holding up)
- Not showing up on time.
- nothing
- Number of humans - hard to back fill the late-baby-boomers retiring with generations that are simply smaller in numbers. If younger generations were perfectly productive, they still lack numbers.
- Only hire in 2024 still active with us
- Open-Ended Response
- Opportunities at bigger institutions or companies.
- Other Dental Offices poaching our staff, and offering to pay them more.
- Our caregiver positions tend to be entry level with commensurate pay. The population of applicants tend to be in transition and either looking for more suitable work with higher pay, or they have personal struggles that make them difficult to employ or remain employed.
- Our fees are locked we just can't raise benefits or pay unless we also get a raise in fees. We also hire across the spectrum of education and skill from entry level to doctorate. These questions are difficult to answer.
- Our main challenge was finding employees who want to work.
- Our positions are part time for the most part and are not career jobs. As a result, we higher high schoolers and young adults the majority of the time so there is a very high turnover.
- passing drug tests
- Pay
- pay
- pay
- PAY
- Pay
- Pay and Benefits
- Pay and benefits, no remote work.
- Pay and difficult work to do.
- pay and remote work
- Pay and scheduling conflicts. Our positions are p/t

- Pay and we are a seasonal employer. We have issues finding skilled laborers in a very niche industry
- Pay increases
- Pay rate and benefits
- pay scale
- Pay, benefits, maintaining work schedule & showing up for scheduled shifts
- Paying employees competitive pay, offering substantial benefits, and allowing paid holidays. All while trying to keep business running without bankruptcy.
- people can not accept constructive criticism and quit rather than learn from a bad experience and stop making the same mistakes again
- people did not want to work just wanted to apply for their benefits
- People do not want to commit to full time employment. They are constantly switching jobs.
- People have a hard time showing up for work.
- people showing up on a daily basis and working
- Performance
- poor questions on survey
- Position is in high demand so there are lots of job openings in the field.
- Quit after working an hour or two or a couple of days,
- Request for continuous time off making it difficult to operate my business
- required licensing
- Retaining Competitive Compensation packages
- **RETAINING EMPLOYEES WITH GOOD PAY AND MORE HOURS.**
- Salary
- Salary expectations
- salary levels, health insurance benefits
- Salary. With much higher cost of living, we can't guarantee the employees will keep being satisfied with the salary.
- Salary;
- Sales
- name of city social community for younger people
- Seasonal employment
- Seasonality of the work
- social and economic instability, family obligations, retirement
- some don't really want to work
- Spouses / partners that got jobs in other states, so our employees left.
- Staff are not dependable.
- staff are required to work at our physical location for all work hours.
- **STRONG WORK ETHIC, PHYSICALLY DEMANDING**
- Sufficient funds to sustain payroll
- The cost of living is very expensive in name of city. Many people can not afford to live here on a \$20 per hour job.
- The government pays employees not to work. The less they make working the more they take home in benefits. They know how to work the system.
- Their commitment and ability to pass a state licensing exam for insurance.
- they didnt want to work, only wanted to get paid. they left without notice and workforce solutions gave them unemployment. I am not sure this is the way to encourage people to work when they can get checks for staying home.
- they dont show up

- They don't want to work in a structured environment and do not want to meet expectations set during the interview and hiring process.
- They lack the experience required
- They quit showing up for work, or give a day notice of quitting
- They work and don't show up when supposed to. Some quit with no notice.
- travel associated with positions
- Travel distance to the job site.
- Travel to work
- Trying to stay competitive with pay, hybrid work schedules and poor work product.
- Turnover, pay level
- Unable to provide part time employment
- Understanding some of the values that seem to be inherent among younger generations. Some of these values tend to conflict with our company values and culture.
- Unknown
- Unkown
- Unmotivated workforce, too easy to quit and live off of state systems.
- Unstable help who would leave to move out of state or work at other employment
- Wage & benefit inflation while experiencing shrinking sales due to competition in state and from out-of-state online sources.
- Wage level we can pay
- wages
- Wages, uncertainty in our industry as a whole.
- wanting to work
- We closed Sunday and Mondays during slow periods (winter), and the employees did not return when returning to regular schedules.
- We did not experience any attrition in 2024.
- We did not have a problem keeping employees
- We did not have any issues retaining our employee
- we did not have any problems
- We did not have challenges
- We didn't have a great deal of retaining employees
- We do not have any challenges retaining employees.
- We don't generally have issues with retainment.
- We don't have a problem retaining employees
- We had almost no quality and reliable candidates.
- We had no challenges in 2024
- We had no challenges in retaining employees in 2024.
- We had no challenges retaining employees in 2024
- We have a fairly stable workforce. We believe we offer better wages than our competitors, and regularly give wage increases as appropriate. We value our employees.
- We have a good turnover rate. Offer good benefits and competitive salaries.
- We have not experienced any challenges in retaining employees.
- We have retained all but one employee. Employee left to start his own business.
- We have to hire through the Labor Union and Plumbers Union. Pay is good and benefits are good, but some people still want more than we are allowed and don't want to do the physical labor.
- We just had one part-time person for three months as a consultant. He was excellent but went back to CA to do a post doc, so his time with us was very brief.

- We retained all our employees
- We work part time
- weather delays
- While offering increased wages and long weekends, it has been difficult finding qualified workers who want to work a full time job without calling in sick or not showing up to work multiple days a week.
- Willing to work
- Willingness to work
- work ethic and willingness to learn or do the job they were hired to do.
- Work force mindset and culture was destroyed by the State of New Mexico's response to Covid 19. The work force was disincentivized to work as a result of the exorbitant state payments to stay at home and not work for over 1 year. The challenge for every employer is now dealing with people who were 'taken care of' without investing themselves, their time and efforts to maintain their own lives, lifestyle and responsibility. Unemployment is still dispensed to the claimants benefit and portrays the employers (still in business) as the bad guy for demanding productive work force, timeliness and attendance.
- Work was too physically demanding
- Work-load balance, pay, etc.,
- YOUR AWFUL TECHNOLOGY AND INNANE, POORLY COMMUNICATED RULES.

**If other, please provide details about why you did not use NM Department of Workforce Solutions, Workforce Connection Centers, or America's Job Centers services in 2024.**

- Able to perform the hiring process without the NMDWS connections.
- About 5 years ago, we used Workforce Connection Centers to try and find employees. They referred several people to us that we actually hired, but the people they referred never showed up to work. We kept working with them, but they never found anyone that would show up to work. We gave up and haven't used them since.
- Advertised my vacancies as needed
- Because DWS does not cater to our field of work and very inexperienced in what we are looking for and our line of work.
- candidates do not use NM DWS
- Certain limitations on the program prevented our pursuit of this program
- chose not to
- Depending on the position, we have successfully recruited from other sources such as professional organizations, glass door, etc.
- Did not have a need to do so
- Did not have a need to use the service
- Did not have the time
- Did not need
- Didn't need assistance
- Didn't provide any better applicants than those responding to ads.
- Didn't think it was necessary to do so
- Does not really fit our hiring profile -we have in house recruiting
- DWS is a non-responsive organization. Phone calls are not answered, VM's not returned, and, in short, there is little interest in helping employers. Focus appears to be make sure that an employment applicant gets their benefits. We have no faith or confidence in DWS
- Feels complicated

- Getting a hold of the agency is too annoying and time consuming so it's not worth it to waste time doing it that
- Had candidates applying to work for us.
- High level CEO position for specific industry.
- I am in a rural town with one highway,,I have had a help wanted sign in my window for 4 years now,,,no response
- I cannot spend the time to train people without experience.
- I did not need these extra programs to hire or retain employees but am glad you have them available to businesses that could use them!
- I did not need to hire specifically in NM.
- I did use their resources.
- I did use them
- I didn't need the service of DWS.
- I didn't have time to research services offered
- I doubt if they can help me
- I doubt you can help me since insurance licensing creates a unique small pool of candidates who must be willing to learn and work in insurance. I personally paid for at least 2 to get licensed and lost one almost immediately. There's not enough licensed people available to work in insurance and almost everyone has to be brought up from scratch. That's something you could try to concentrate on.
- I had a good talent pool already to choose from for new hires in 2024
- I have a degree in Human Resource Mngt and a strong knowledge of our labor laws.
- I have never found NMDWS very helpful in assisting me with anything.
- I have run ads on Workforce connection just don't remember if it was in 2024.
- I knew the employee I hired
- I make quarterly reports and payments to the Dept of Workforce Solutions. What I know about DWS is that I need to pay them every quarter. I am completely unaware of and have never read or heard of the DWS trying to help employers find employees. Government has not been helpful to us as a small mom and pop business. We are a workforce of 4 but would like to hire another heavy duty mechanic. We've looked for years, but people don't have the skills we need. We are Drivetrain Specialists, we R & R and rebuild heavy duty transmissions, install clutches, and gears but we never lift the hood of a semi truck or work on engines. People with these rare drivetrain skills/abilities are NEVER out of work. We even tried hiring from the school in Kansas City at name of company-which only lasted as a truck center for 5 years here in name of city. They left Albuquerque last year because they lost their drivetrain specialist. He went back to Oklahoma and they couldn't find someone. We know this because they offered to buy our business and hire my husband and our employees but we said no in 2018.
- I needed to hire but sales were down so financially I was not able to hire anyone.
- I never think to reach out to you guys since I just handle everything on my own.
- I specifically needed an employee that I could train for a specific job.
- I tried using workforce solutions, but it was really complicated, I had to deal with multiple people, and the bureaucratic investment needed to navigate your services was not worth the help.
- I used WIOA OJT it is great.
- I was not aware of all the benefits you offer.
- I went through Craigs list
- INEFFECTIVE, PEOPLE ARE STILL IRRESPONSIBLE
- Internal Recruiting Team

- it is kind of a hassle to get a hold of NM DWS
- it's a bother...
- I've tried using other programs to attract employees but it was not successful and cost me a lot of time in the process.
- Just did not consider using NM Department of Workforce Solutions.
- Just used traditional recruitment
- Live in KS
- Most of the applicants that we have received from DWS in the past have been flaky and not really interested in showing up to work after they are offered the position.
- My business is very specialized - tax and accounting. Due to the sensitive nature of the business (client confidentiality, data security, etc) I cannot hire just anyone, and I cannot hire people with a criminal records. I have doubts about the quality of the workers that WFS can provide.
- Never received response from my inquiry
- Not available locally on a regular basis. Very few local referrals.
- not aware
- Not aware
- not familiar with all the programs and opportunity
- Not hiring in NM.
- not interested
- Not interested.
- Our issues were specific to our industry. Of the states where we use the resources for the state's job boards, NM's is one of the better ones.
- our profession as a whole has been reduced and the applicants just are not there
- Success with Indeed
- thats not even a sentence. you are missing a crucial word. If asking why I didn't utilize y'all, it's pretty much this level of attention.
- The company used Indeed
- THE DEPARTMENT OF WORKFORCE SOLUTIONS IS PART OF THE PROBLEM.
- The Human Resources Department generally deals with recruitment and retention
- The skills i require are very specific and many of our employees require a security clearance
- THE SPECIAL HIRING REQUIREMENTS ARE NOT SUITABLE TO THIRD PARTY ASSISTANCE
- The staff is always enthusiastic about helping but not much is accomplished. Several years ago we were able to get training money and that was helpful. But our employees are so transient its hard to train and the person quits.
- There are so few accountants, that if one does not have a current job, then they have issues. Not a profession that NM DWS is supporting valid new hires.
- There is a stigma in using this service. We can't trust the government to not hammer us when we accidentally do something wrong. Why risk it, when you can't know everything you need to know and the government has so much power over what you do.
- There is no housing within an hour of chama. Can't hire outside area successfully without it.
- THERE ISNT ANY CDL DRIVERS AVAILABLE
- They are no help and have never provided good workers for our businesses. Just another government entity that most are there just collecting a paycheck and not really trying to help the employers or prospective employee.
- They are unable to refer candidates with the appropriate qualifications.
- they don't help
- THIS SURVEY IS TOOOOO LONG
- Unaware of options.

- Unknown
- Used other platforms
- Usually don't have professionals listed
- Very small number of employees in NM
- Wait times to call are several hours - I am an Executive Director; do you have any idea how many hours I've wasted trying to follow your rules and regs? Impossible to think I can offer employment to New Mexicans based on how dysfunctional your beurocracy is here. No wonder why so many businesses leave. I am considering moving my business to CO, TX, or AZ due to the constant problems you cause me.
- was busy doing the job I could not get employees to show up for
- Was not made aware of these resources
- wasn't a must fill positions
- We are a one-staff person foundation so these questions mostly do not apply. As noted earlier, we had help from someone who was great for three months to assist with getting grants out, but he went back to CA for a post doc position.
- We are a remote company that hires nationwide. It's hard to be familiar with all programs for all 50 states
- We are a Texas based company that hires all over the country.
- We are a union contractor. We have to hire and maintain our labor force through the Labor Union #16 and Plumber Union #412.
- We are an oil & gas company. We're always having people apply. Most people in the oil & gas industry that are good workers & want to work have jobs so sometimes the applicants are not real great candidates.
- We are based out of Delaware and only have 1 remote employee in NM at this time.
- We are members of the NM Chapter of AFSA
- We are primarily a Colorado employer. We have three New Mexico employees, none of whom have turned over.
- We contacted NM DWS regarding internship or apprenticeship programming but were told funding was no longer available to support this work for youth.
- We did not need it.
- We did not need to hire employees in NM. Our open positions were in Missouri and Texas.
- We did utilize
- We didn't need to
- We have multiple locations. Some of our site directors have registered but gotten no results.
- We have one work location in NM with 2 FT employees. Our hiring in 2024 was due to creation of new FT position. Felt we could recruit within specialized field of knowledge and did so.
- We have used the WIOA program and will again as your funding permits. It has helped us train some staffers to improve skills substantially
- We have utilized NM WFS in the past. The candidates often times, are only submitting resumes in order to recieve benefits, they dont actually want a job. We have reached out to many of the the candidates, and not a single one has ever actually wanted a job.
- We hire on our own
- We hired an associate attorney - came through a reference
- We need archaeologists. This is a specific skill set that requires education and permits and is not easily found amongst the general population.
- We need skilled staff that usually do go through NMWFS.
- We only have 5 employees
- We only hired 2 people in 2024, and it didn't seem worth the effort to go through NMDWS.

- We only needed to hire two people and the rest of the team is good at filling those roles until the right candidate is hired.
- We prefer to run our own ads and do our own search
- we use our own legal resources
- We used Other resources.
- we were able to hire in 2024
- We were hiring for outside of New Mexico
- We were unable to get timely assistance for basic payroll tax IDS for the State of New Mexico. Other services were not a priority.
- we will look for ourselves
- Years ago I tried to use DWS to fill positions and the people pointed our way had a common problem none of your questions above address. They lacked a strong positive work ethic, and/or a positive attitude toward fellow workers and customers. These two are essential, and without them, anything else they may be able to do are of no benefit to us. Your questions above do not consider this. This problem should have been in your first questions.

**If you selected “Did not meet my expectations”, please tell us why.**

- As a business owner, I have only expereineced NMWS to cause problems, not solutions.
- Both were not good workers, full time employee was always late, hit on our female patients; apprentice was unstable and we found out he had an arrest record for trying to run over a woman in Lubbock.
- did not hire any new employees in 2024
- Did not use you
- didn't use
- DIDNT USE THEM
- DWS was so unresponsive that they deserve little to no credit for any of our hirings for the last few years.
- I was aware of these services
- Just didn't get help
- lazy, late for work, no care "attitude"
- No body wants to work
- Not applicable
- Personal issues in their lives impacted reliability
- SURVEY TOOOO LONG
- The employee was always taking time off. Lacked personal hygiene skills. Constantly needed to be reminded of tasks.
- They dont actually want a job, only money.
- Very difficult maneuvering through the posting process on line and perpetual loop when logging in or trying to post job openings.

**Appendix iii: Data Analysis**

<b>Table 1: Statewide Performance PY2024</b>						
<b>Program</b>	<b>Measure</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Actual</b>	<b>Goal</b>	<b>% Achieved</b>
Adult	Credential	613	934	65.63 %	70.00 %	93.76 %
Adult	Employment Q2	1049	1318	79.59 %	81.00 %	98.26 %
Adult	Employment Q4	1171	1468	79.77 %	80.00 %	99.71 %
Adult	Skill Gains	1020	1395	73.12 %	70.50 %	103.71 %
Adult	Median Earnings	1049		\$9,888.80	\$9,600.00	103.01 %
Dislocated Worker	Credential	182	273	66.67 %	68.50 %	97.32 %
Dislocated Worker	Employment Q2	323	410	78.78 %	73.50 %	107.18 %
Dislocated Worker	Employment Q4	346	469	73.77 %	73.50 %	100.37 %
Dislocated Worker	Skill Gains	290	408	71.08 %	75.50 %	94.14 %
Dislocated Worker	Median Earnings	323		\$9,424.19	\$8,898.00	105.91 %
Wagner-Peyser	Employment Q2	16074	23944	67.13 %	63.00 %	106.56 %
Wagner-Peyser	Employment Q4	15363	23723	64.76 %	63.00 %	102.79 %
Wagner-Peyser	Median Earnings	16074		\$7,539.18	\$7,170.00	105.15 %
Youth	Credential	265	582	45.53 %	52.00 %	87.56 %
Youth	Employment Q2	551	842	65.44 %	70.00 %	93.48 %
Youth	Employment Q4	585	852	68.66 %	73.50 %	93.42 %
Youth	Skill Gains	307	578	53.11 %	55.00 %	96.57 %
Youth	Median Earnings	526		\$4,661.13	\$4,855.00	96.01 %

<b>Table 2: Central Region Performance PY2024</b>						
<b>Program</b>	<b>Measure</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Actual</b>	<b>Goal</b>	<b>% Achieved</b>
Adult	Credential	302	385	78.44 %	70.00 %	112.06 %
Adult	Employment Q2	506	603	83.91 %	80.00 %	104.89 %
Adult	Employment Q4	485	591	82.06 %	78.50 %	104.54 %
Adult	Skill Gains	474	615	77.07 %	75.00 %	102.76 %
Adult	Median Earnings	506		\$10,793.79	\$9,200.00	117.32 %
Dislocated Worker	Credential	88	121	72.73 %	69.00 %	105.40 %
Dislocated Worker	Employment Q2	96	118	81.36 %	73.50 %	110.69 %
Dislocated Worker	Employment Q4	113	145	77.93 %	72.00 %	108.24 %
Dislocated Worker	Skill Gains	98	142	69.01 %	74.00 %	93.26 %
Dislocated Worker	Median Earnings	96		\$12,168.34	\$8,500.00	143.16 %
Wagner-Peyser	Employment Q2	4464	6758	66.06 %	63.00 %	104.85 %
Wagner-Peyser	Employment Q4	4644	6875	67.55 %	63.00 %	107.22 %
Wagner-Peyser	Median Earnings	4464		\$8,199.65	\$7,170.00	114.36 %
Youth	Credential	117	183	63.93 %	50.25 %	127.23 %
Youth	Employment Q2	232	296	78.38 %	70.00 %	111.97 %
Youth	Employment Q4	244	298	81.88 %	69.00 %	118.67 %
Youth	Skill Gains	113	182	62.09 %	54.00 %	114.98 %
Youth	Median Earnings	221		\$6,241.68	\$4,855.00	128.56 %

**Table 3: Eastern Region Performance PY2024**

Program	Measure	Numerator	Denominator	Actual	Goal	% Achieved
Adult	Credential	179	246	72.76 %	70.00 %	103.95 %
Adult	Employment Q2	238	292	81.51 %	82.00 %	99.40 %
Adult	Employment Q4	236	286	82.52 %	82.00 %	100.63 %
Adult	Skill Gains	236	324	72.84 %	65.00 %	112.06 %
Adult	Median Earnings	238		\$11,278.05	\$10,000.00	112.78 %
Dislocated Worker	Credential	46	52	88.46 %	70.00 %	126.37 %
Dislocated Worker	Employment Q2	90	113	79.65 %	70.00 %	113.78 %
Dislocated Worker	Employment Q4	107	151	70.86 %	72.00 %	98.42 %
Dislocated Worker	Skill Gains	32	47	68.09 %	76.50 %	89.00 %
Dislocated Worker	Median Earnings	90		\$9,512.58	\$9,500.00	100.13 %
Wagner-Peyser	Employment Q2	3413	4792	71.22 %	64.00 %	111.29 %
Wagner-Peyser	Employment Q4	3074	4515	68.08 %	65.00 %	104.74 %
Wagner-Peyser	Median Earnings	3413		\$7,375.00	\$7,170.00	102.86 %
Youth	Credential	109	259	42.08 %	50.25 %	83.75 %
Youth	Employment Q2	179	284	63.03 %	68.00 %	92.69 %
Youth	Employment Q4	181	278	65.11 %	71.00 %	91.70 %
Youth	Skill Gains	136	212	64.15 %	50.50 %	127.03 %
Youth	Median Earnings	176		\$3,524.53	\$4,900.00	71.93 %

**Table 4: Northern Region Performance PY2024**

<b>Program</b>	<b>Measure</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Actual</b>	<b>Goal</b>	<b>% Achieved</b>
Adult	Credential	95	203	46.80 %	68.00 %	68.82 %
Adult	Employment Q2	239	338	70.71 %	79.00 %	89.51 %
Adult	Employment Q4	241	334	72.16 %	79.00 %	91.34 %
Adult	Skill Gains	218	336	64.88 %	76.00 %	85.37 %
Adult	Median Earnings	239		\$7,503.74	\$9,500.00	78.99 %
Dislocated Worker	Credential	35	66	53.03 %	65.00 %	81.59 %
Dislocated Worker	Employment Q2	54	80	67.50 %	79.00 %	85.44 %
Dislocated Worker	Employment Q4	64	95	67.37 %	78.50 %	85.82 %
Dislocated Worker	Skill Gains	17	38	44.74 %	76.00 %	58.86 %
Dislocated Worker	Median Earnings	54		\$8,903.15	\$8,898.00	100.06 %
Wagner-Peyser	Employment Q2	4145	6457	64.19 %	62.00 %	103.54 %
Wagner-Peyser	Employment Q4	4164	6638	62.73 %	62.00 %	101.18 %
Wagner-Peyser	Median Earnings	4145		\$8,281.94	\$7,170.00	115.51 %
Youth	Credential	21	83	25.30 %	55.00 %	46.00 %
Youth	Employment Q2	76	150	50.67 %	70.00 %	72.38 %
Youth	Employment Q4	85	148	57.43 %	72.00 %	79.77 %
Youth	Skill Gains	9	44	20.45 %	79.00 %	25.89 %
Youth	Median Earnings	70		\$5,010.88	\$4,300.00	116.53 %

**Table 5: Southwestern Region Performance PY2024**

Program	Measure	Numerator	Denominator	Actual	Goal	% Achieved
Adult	Credential	35	67	52.24 %	57.00 %	91.65 %
Adult	Employment Q2	66	85	77.65 %	79.00 %	98.29 %
Adult	Employment Q4	102	134	76.12 %	80.00 %	95.15 %
Adult	Skill Gains	92	120	76.67 %	67.00 %	114.43 %
Adult	Median Earnings	66		\$8,477.73	\$8,750.00	96.89 %
Dislocated Worker	Credential	13	34	38.24 %	60.00 %	63.73 %
Dislocated Worker	Employment Q2	83	99	83.84 %	73.50 %	114.07 %
Dislocated Worker	Employment Q4	62	78	79.49 %	73.50 %	108.15 %
Dislocated Worker	Skill Gains	143	181	79.01 %	65.00 %	121.55 %
Dislocated Worker	Median Earnings	83		\$8,176.92	\$7,500.00	109.03 %
Wagner-Peyser	Employment Q2	4052	5936	68.26 %	63.00 %	108.35 %
Wagner-Peyser	Employment Q4	3471	5680	61.11 %	63.00 %	97.00 %
Wagner-Peyser	Median Earnings	4052		\$6,487.48	\$7,170.00	90.48 %
Youth	Credential	18	57	31.58 %	51.00 %	61.92 %
Youth	Employment Q2	64	112	57.14 %	67.00 %	85.29 %
Youth	Employment Q4	75	128	58.59 %	64.00 %	91.55 %
Youth	Skill Gains	49	140	35.00 %	55.00 %	63.64 %
Youth	Median Earnings	59		\$3,664.54	\$4,500.00	81.43 %

## Appendix IV: PY24 Success Stories

### Central Area Workforce Development Board

#### Adult - Adessa

Adessa had been laid off from the Lowes call center and began receiving unemployment benefits and was referred to the WIOA program through RESEA. Prior to that, she had worked at Sonic as a Crew Lead, where she gained valuable experience in team supervision and motivation. As she considered her next steps, Adessa was determined to pursue a career rather than just another job. She expressed a strong interest in the healthcare field, recognizing it as an industry that offers long-term employment, opportunities for advancement, and a stable income. Although she held a high school diploma and had completed some college coursework, she was aware that entering the medical field would be challenging without additional training or credentials.

Adessa was assigned to a Business Consultant (BC) who guided her through the assessment and eligibility determination process, provided labor market research support, and engaged in career exploration discussions. After identifying healthcare as a promising career path, her BC submitted her résumé to CURA Healthcare LLC for consideration. CURA invited Adessa to interview for a Medical Team Liaison position. Her previous leadership experience as a Team Lead proved value in demonstrating her ability to manage and motivate a team. Adessa interviewed strongly and was ultimately selected for the role through an On-the-Job Training (OJT) contract. Two months into her training, her employer was ready to promote her to a leadership role, but Adessa questioned whether she was truly ready to take on the responsibility. Despite having the necessary skills and training, she lacked confidence.

Recognizing this as a pivotal moment, her BC provided guidance, mentorship, reassurance and arranged a meeting with both her and the employer to help build her confidence and encourage her to embrace the opportunity. With that support, Adessa accepted the leadership role and successfully completed her training. Today, she thrives in her new healthcare career and speaks highly of the team she works with. This experience has not only built her confidence but has also shaped her into a capable leader who ensures smooth operations across the medical facility. She knows now that given the opportunity to learn new skills and building confidence in herself has made a world of difference. Reflecting on her journey, Adessa stated, "Without this program, I may never have known what I was capable of."

#### Dislocated Worker - Freddy

When Freddy first enrolled in the WIOA program, he was facing unemployment and was uncertain about his future. His previous employment, as a cashier at a convenience store and later as a security guard, had been temporary and lacked stability. With only a high school diploma and a forklift credential, Freddy's earning potential was limited. Realizing that he needed more training to build a sustainable career, his goal was clear: he wanted to obtain a Commercial Driver's License (CDL) and transition into a stable, high-demand occupation. As a dislocated worker receiving unemployment benefits, Freddy was determined to secure long-term employment and improve his income. He entered the WIOA program with the drive to achieve those goals. Freddy was provided with financial assistance via a WIOA-ITA along with support and guidance from his Career Development specialist, which enabled him to successfully complete CDL training.

Freddy approached the training with focus, discipline, and determination, acquiring the technical knowledge and safety skills required for a career in commercial truck driving. Not only did he earn his CDL, but he also gained the confidence and career readiness needed to thrive in a competitive industry.

After completing his training, Freddy was hired by Lightning J Energy Services as a tanker truck driver, starting at \$23 per hour. Since his hire, he has already received a \$2 raise, a clear testament to his value as an employee and his potential for career growth.

Freddy is now setting his sights on advancing to specialized hauling positions and earning additional certifications to further increase his earning capacity. What began as a period of underemployment and uncertainty has now evolved into a stable, rewarding career with room for advancement.

### **Youth - Gemma**

In April of 2025, Gemma was high school senior at Belen High School who was unsure of a plan once she graduated. She had never worked before and was eager to learn job skills. Gemma qualified for the program as an In-School Youth who was considered low-income, has a disability and scored Basic Skills Deficient on TABE pre-test.

Gemma worked quickly to meet her pre-work experience requirements by completing five hours of online tutoring and the BEST pre-employment training. Her YDP scheduled an interview at the Los Lunas Municipal Schools Administration office where she began work experience as a secretary training in a variety of transferrable work skills.

Gemma had great attendance while completing work experience which was supported by WIOA's transportation reimbursement. She was also able to earn incentives for increasing her Math and Reading TABE scores, maintaining her secondary GPA of a 2.0 or higher, as well as earning her High School Diploma.

Despite Gemma's challenges, she persevered meeting multiple Measurable Skills Gains and successfully completing 300 hours of work experience where her worksite often commended her progress. Gemma now feels more confident and ready to embark on her next journey.

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

#### **Adult - Jaren**



One of the most impactful and inspiring workforce development projects in Eastern New Mexico took place inside the walls of the Roswell Correctional Center. In a remarkable collaboration between the New Mexico Corrections Department, the New Mexico Motor Vehicle Division, Mountain View Vocational Institute (MVVI), and the Department of Workforce Solutions, a CDL training program was created for incarcerated individuals. This opportunity provided individuals with a real chance of rebuilding their lives prior to being released.

Jaren is one of the program's standout success stories, a powerful example of resilience, perseverance, and the transformative power of second chances. While incarcerated, Jaren took a bold step toward his future. On June 3, 2024, he enrolled in the CDL training program offered through MVVI and began his coursework the same day. Over the next two months, he poured himself into the program, determined to earn his Commercial Driver's License (CDL) and set the stage for a new life. On August 5, 2024, he successfully completed the training and earned his CDL, an achievement that filled him with pride and hope. On August 27, 2024, Jaren was released from the Roswell Correctional Center and transferred to the New Mexico Recovery Academy, where he remained for approximately six months.

Despite the uncertainty of reentry, Jaren remained focused. He found work as a cook at a local restaurant, grateful for the opportunity, but unsure if his CDL would ever open the doors he dreamed of. Still, he remained committed, checking in with his Career Coach from the American Job Center almost daily, attending job fairs, steadfast to find right opportunity. That persistence paid off. At a job fair, one employer immediately recognized the value of Jaren's CDL and fast-tracked him through the hiring process. On March 27, 2025, Jaren officially landed a job as a Pavement Marking Technician II, earning \$28 an hour with full benefits.

Jaren expressed deep gratitude to his Career Coach and the WIOA team for walking beside him every step of the way. What meant the most, though, was being able to afford a home for himself and his son, who is now preparing to attend the University of New Mexico. Jaren's story doesn't end here. He is scheduled to share his journey on an upcoming podcast, where he will speak about his path from incarceration to employment, the impact of vocational training, and what it means to rebuild a life with purpose. A follow-up episode will explore his continued growth and progress in his new career. Jaren's story is more than just a personal victory; it is a beacon of hope for others facing similar challenges.

### **Dislocated Worker - Anita**

Anita's story is one of resilience, reinvention, and rediscovery. After working for a tax company and being laid off at the end of each tax season, she realized that this cycle would repeat year after year unless she made a change. During tax season, she was constantly on call, always needing her phone nearby to handle clients, schedule appointments, and ensuring everything was ready to meet critical tax deadlines. As a salaried worker, she often worked long hours under high pressure, and it began to take a toll on her health. Despite her dedication, Anita found herself dreading the prospect of another tax season. It felt like just a job, not a career, and she didn't see other options.



Years before, in 2009, Anita had lived a very different life. She and her husband had driven together as a husband-and-wife trucking team, traveling from California to New York. She loved the freedom and independence that came with being on the open road. Eventually, they settled in California, and her husband encouraged her to take a clerical job for more stability. She stepped away from driving, taking a desk job. However, she never fully adjusted to the traditional office environment and often felt restless. Now divorced and living in New Mexico to be closer to her daughters and grandchildren, Anita found herself at a crossroads during her most recent layoff.

On May 30, 2024, Anita attended a RESEA (Reemployment Services and Eligibility Assessment) meeting, where she learned about the support available through the Workforce Innovation and Opportunity Act (WIOA). The possibility of earning her CDL again immediately excited her. She hoped to rekindle her love for driving and was thrilled to learn she was eligible for assistance. Her RESEA coach referred her to training services, and after discussing the program and school options, Anita decided this was the perfect opportunity to retrain for her license while on unemployment benefits.

With renewed enthusiasm, she shared the news with her daughters, who knew how hard she had worked in the tax field and how much happier she would be returning to the open road. On June 10, 2024, Anita, along with a few other participants, enrolled in the CDL program at Mountain View Vocational Institute. The group carpooled to El Paso for classes, often arriving early to get extra driving

time with the trucks. During the 90-minute commute, they studied together, tested each other on the material, and offered support to one another. Anita quickly became a mentor and a “mother figure” to some of the younger participants, cheering them on as they tackled each challenge. Thanks to her determination and encouragement, every one of them passed their exams and driving tests on the first try. Anita proudly earned her CDL license on July 5, 2024.

Anita is thriving in her new role as a driver for Z-Trans, the public transportation service in Alamogordo, New Mexico, where she started on August 27, 2024, earning \$16 an hour. She has her own route and was nominated for Employee of the Month after just two months on the job. Her caring, nurturing nature is a perfect fit for her role as she helps riders get to their destinations each day. After years of uncertainty, Anita feels a renewed sense of confidence and independence. She knows her CDL license makes her highly employable and that this new chapter is just the beginning.

Anita feels empowered by the choices now available to her, no longer weighed down by the fear of seasonal layoffs or feeling stuck in an office job she didn’t enjoy. Grateful for the assistance she received from WIOA, she has already begun spreading the word about the program to friends and others in need of a fresh start. When told she would be the subject of a WIOA success story, Anita was both flattered and proud to share her journey, knowing it could inspire others to pursue their own dreams. Anita’s story is a reminder that it is never too late to take charge of your future and embrace new opportunities. With her CDL license in hand and a world of possibilities ahead, Anita is back in the driver’s seat—literally and figuratively—ready to tackle whatever comes next.

### Youth - Cherokie



On July 20, 2024, Cherokie enrolled in the Unearthing Future Opportunities (UFO) Program while attending the New Mexico Youth Challenge Academy (NMYCA) in Roswell. At just 16 years old, she independently made the bold decision to join NMYCA, seeking a safe, structured environment and a fresh start. Her maturity, self-awareness, and courage stood out from the beginning. Cherokie experienced a difficult upbringing and made the life-changing decision to leave a difficult home environment behind. Under the guardianship of NMYCA, she was able to focus on her goals and future. From the start, she expressed a deep

interest in public safety, particularly in Emergency Medical Services (EMS) and security, and took every opportunity to grow personally and professionally.

On December 13, 2024, Cherokie proudly graduated from NMYCA, a significant milestone in her journey. Following graduation, she began a 600-hour full-time paid Work Experience as a Cadre/Residential Advisor at NMYCA through the UFO Program. She completed her Work Experience in June 2025. In her position as Cadre, Cherokie has demonstrated a strong work ethic, reliability, and professionalism. She has developed a broad range of skills that include:

- Leadership and supervision
- Conflict resolution and crisis management
- Mentorship and team support
- Administrative and clerical proficiency

- Emergency response and safety awareness
- Effective communication and problem-solving

These competencies have positioned her well for future roles in public safety and community service. Outside of her work experience, Cherokie is actively preparing for her High School Equivalency (HSE) exam and completing the Emergency Medical Technician (EMT) coursework through Eastern New Mexico University–Roswell. She is also participating in specialized summer training programs that focus on Police Academy preparation and U.S. Border Patrol exposure. Cherokie’s journey is a testament to the power of resilience, determination, and support. From taking the initiative to change her circumstances to building a foundation for a career in public service, she exemplifies the potential of our youth when given the opportunity to succeed. Her story continues to inspire all of those that have supported her during her time in the UFO program, and we are proud to be part of her path forward.

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

#### **Adult - Jessica**

Every journey begins with a single step - and for Jessica that step required courage, faith, and a renewed belief in herself. Recently released from incarceration and celebrating three years of sobriety, Jessica connected with WIOA Adult Services to rebuild her life and regain independence.

Through the Transitional Job Training (TJT) program with Career TEAM, Jessica was placed at the Farmington American Job Center, where she gained valuable hands-on experience in an office setting. Over several months, she developed professional and technical skills, including customer service, office software, and administrative communication. More importantly, she rediscovered her confidence and learned the value of time management, teamwork, and accountability. Jessica described her TJT experience as *“life-changing.”*

“The skills and professional guidance I received from this amazing team have given me assurance and restored the self-confidence I need to become the woman I know I can be and aspire to be.”

After successfully completing her training, Jessica secured full-time employment as a receptionist at A-1 Machine earning \$12.00 per hour. Her new position aligns with her goal of building a long-term career in office administration. Jessica’s journey is a testament to how structured workforce programs can provide stability, purpose, and empowerment—transforming challenges into opportunities for success.

#### **Dislocated Worker - Oluwamayowa (“Mayowa”)**

When Oluwamayowa “Mayowa” Tomori was laid off from Meow Wolf, he chose to pivot into a new and growing field Information Technology (IT). Through WIOA Dislocated Worker Services, Mayowa enrolled in the IT Professional Series at Central New Mexico Community College, a multi-credential program designed to stack CompTIA A+, Network+, and Security+ certifications into a career-ready skillset.

From day one, Mayowa treated training like a full-time job. He completed the CompTIA A+ courses with perfect attendance, achieving measurable skill gains and building a strong professional portfolio of projects that demonstrated his abilities to employers. WIOA-funded supportive services—including a laptop and specialized iFixit toolkit—enabled him to take on paid repair and troubleshooting projects while still in school.

By earning incremental credentials, Mayowa was able to secure part-time IT contract work and gain real-world experience even before completing the program. He also began teaching short workshops, mentoring peers, and engaging with small business clients in the community.

Mayowa's journey demonstrates how the WIOA model for stackable credentials accelerates reemployment and career transition. He is now advancing toward CompTIA Security+ certification and preparing for full-time employment in IT support or cybersecurity—showing that with the right training and determination, career change can lead to a stronger and more sustainable future.

### **Out-of-School Youth - Brandon**

At 19 years old, Brandon Bocanegra faced multiple barriers to employment and education. Without a high school diploma, he turned to the WIOA Youth Program seeking guidance, training, and a pathway to self-sufficiency. With support from his Career Advisor, Brandon earned his High School Equivalency (HSE) and explored training options in the building and construction trades, ultimately setting a goal to become an electrician.

Through WIOA's 14 youth program elements, Brandon completed Financial Literacy, Labor Market Information, and Career Readiness workshops while receiving supportive services for his academic and career milestones. To gain hands-on experience, he was placed in a Pre-Apprenticeship with Kit Carson Cooperative, where he trained in electrical line work.

After completing the pre-apprenticeship, Brandon was hired full-time by Kit Carson Cooperative, Inc. as a Mapping Department Lineman, where he continues to grow professionally. As of October 2025, he works full-time with benefits, recently received a performance-based pay increase, and remains dedicated to advancing within the company.

Brandon credits WIOA Youth services for giving him both the confidence and skills to change his life trajectory. His success story reflects the power of comprehensive youth programming connecting education, work experience, and mentorship to create lasting pathways to career success.

### **Southwestern Area Workforce Development Board**

#### **Adult – Cassandra**

Cassandra enjoyed 20 years as a stay-at-home mom raising her four children. With her two eldest daughters beginning their military careers and her younger children becoming more independent, Ms. Castillo was motivated to pursue a career. She reached out to the AJC for guidance.

At the AJC in Socorro, staff helped her explore career options, and Ms. Castillo identified a strong interest in Medical Coding and Billing. She received Tuition Assistance to enroll in the Coding Clarified program, which also provided a laptop to support her virtual coursework.

To gain hands-on experience while completing her studies, Ms. Castillo was placed at the Socorro Public Library through the Transitional Job program, where she started as a Library Assistant. Her strong customer service skills and dedication quickly earned her a promotion to the Circulation Desk, where she continues to grow professionally.

When her tuition exceeded the standard funding limit, a waiver was granted to ensure her training continued uninterrupted. Ms. Castillo completed the program and earned her certification in Medical

Coding and Billing. The Adult program enabled Ms. Castillo to successfully transition from full-time caregiving to a credentialed professional in the medical field.

*"All is going well with Cassandra. She is a fast learner and a reliable employee. She excels in customer service." — Chelsea, Library Director*

*"This program gave me the tools and support I needed to change my life. From helping me get the training to providing a job opportunity and even a laptop—WIOA was there every step of the way."  
— Cassandra Castillo*

### **Dislocated Worker – Angelica**

With support from the Tuition Assistance Program at the AJC, Angelica Pacheco earned her Phlebotomy certification in 2022. However, despite her qualifications, she struggled to secure employment as a phlebotomist in Las Cruces. As a single mother of four, Ms. Pacheco needed a steady income to support her family, so she accepted work outside the healthcare field. From May 2022 to June 2023, she worked as an Outreach Coordinator, earning \$17.00 per hour, until she was abruptly laid off.

Determined to build a better life for her family and return to her goal of working in Healthcare, Ms. Pacheco reconnected with AJC and enrolled in the Dislocated Worker program. She expressed a strong interest in becoming a Medical Assistant, confident that the certification would lead to long-term stability and independence.

In January 2025, she began training in the Certified Clinical Medical Assistant program at Pinnacle Institute in Las Cruces. After completing 305 hours of instruction and a clinical rotation at Esperanza Children's Therapy, she earned her Certificate of Completion in May 2025.

Today, Ms. Pacheco is employed at La Clinica de Familia, earning \$16.00 per hour and gaining hands-on experience in the healthcare field.

### **In-School Youth – McLane**

McLane Guerro grew up in a traditional home on the Alamo Navajo Reservation in Socorro County, attending the Alamo Navajo Community School. Just before his senior year, Mr. Guerro faced a difficult adjustment after his parents' separation. Despite this challenge, he remained focused on completing high school and becoming independent.

Mr. Guerro learned about the Youth Services program provided through AJCs from his family and school counselor. Working closely with his Youth Services case manager and high school counselor, he found the support needed to stay in school and plan for his future. Mr. Guerro earned his high school diploma from Alamo Navajo High School in May 2025.

He shared with his case manager and counselor that he enjoys working with his hands and has a strong interest in his Automotive Technology class. With their assistance, Mr. Guerro applied to the Automotive Technology Program at Navajo Technical University (NTU) in Crownpoint, NM. He was accepted and began his first semester, working toward an Associate of Applied Science degree in Automotive Technology.

Bryan Baca, the Automotive Technology instructor at Alamo Navajo High School, was Mr. Guerro's biggest inspiration as he considered his career direction. Mr. Baca, an experienced auto mechanic with

over 25 years in the field, plans to retire soon. Mr. Guerro intends to return to the Alamo Navajo Reservation after graduating to be near family and take over Mr. Baca's role as an instructor, filling a soon-to-be-open position.

This plan aligns with the SAWDB Local Plan Goal 5: "Build a trained and ready workforce to replace workers who are retiring and leaving the industry."

*"The program has helped me throughout my senior school year to attain my high school diploma as well as get a start in my move to Crownpoint to attend NTU. My goal was to attend college at NTU, so the funds helped me a lot." – McLane Guerro*

### **Out-of-School Youth – Scarlett**

Scarlett, an 18-year-old mother from Las Cruces, NM, became a parent at the age of sixteen but remained enrolled at Las Cruces High School. During her senior year in 2023, her education was interrupted when her mother fell seriously ill, and Scarlett left school to become her primary caregiver.

Determined to build a better future for her mother and son, Scarlett recognized that she needed a secondary credential to pursue her career goal in cosmetology. She visited the Adult Education Department at Doña Ana Community College to ask about earning her High School Equivalency diploma and learned about the WIOA Youth Services program offered through AJC.

Scarlett enrolled in the program in July 2024. With the support of the Youth Services program, she was able to balance her caregiving responsibilities with her exam preparation. She earned her New Mexico High School Equivalency Certificate on April 10, 2025.

Scarlett remains active in the program and is now enrolling at Glitz School of Cosmetology in Las Cruces.