

WORKFORCE INVESTMENT ACT - 2012

STATE OF NEW MEXICO ANNUAL REPORT



PROGRAM YEAR 2012/FISCAL YEAR 2012

WWW.DWS.STATE.NM.US



State of New Mexico

Workforce Investment Act

Annual Report - Program Year 2012

Fiscal Year 2013

Susana Martinez
Governor

Celina Bussey
Secretary, New Mexico Department
of Workforce Solutions

John Rockwell
Chair, State Workforce
Development Board

Stephanie Hanosh
Chair, Central Area Workforce
Development Board

Jimmie Shearer
Chair, Eastern Area Workforce
Development Board

Ralph Richards
Chair, Northern Area Workforce
Development Board

Lola Polley
Chair, Southwestern Area
Workforce Development Board

State Workforce Development Board

New Mexico has a newly formulated State Workforce Development Board appointed by the Governor. The State Workforce Development Board has broad authority to guide development of the state's workforce investment system as well as to coordinate with other federally funded programs to maximize effectiveness and efficiency. Business holds a majority of the seats with local elected officials, state legislators, economic development officials, labor and other partner programs comprising board membership.

Local Boards

Four Local Workforce Development Boards appointed by local chief elected officials work in partnership to set policy and oversee the workforce investment system in the local regions.

Workforce Connection Centers

Business and job seeker customers receive services through a statewide network of one-stop centers known as Workforce Connection Centers. Job seekers may look for a job, explore work opportunities and career development services, and access a range of employment and training programs.

Equal Opportunity is the Law

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



TABLE OF CONTENTS

GOVERNOR’S VISION & GOALS FOR THE STATE WORKFORCE SYSTEM	4
STATE INTEGRATED WORKFORCE PLAN.	5
STATE ACHIEVEMENTS	6
NEW MEXICO’S POPULATION, POVERTY & ECONOMIC OUTLOOK	7
PERFORMANCE RESULTS STATEWIDE	10
Exhibit 5: New Mexico’s Performance Snapshot Program Year 2012	
Exhibit 6: Cost Per Participant Table - Program Year 2012	
TABLES B-O	11
Table B - Adult Program Results	
Table C - Outcomes for Adult Special Populations	
Table D - Other Outcome Information for the Adult Program	
Table E - Dislocated Worker Program Results	
Table F - Outcomes for Dislocated Worker Special Populations	
Table G - Other Outcome for the Dislocated Worker Program	
Table H.1 - Youth (14-21) Program Results	
Table M - Participation Levels	
Table N - Cost of Program Activities	
Table O - Local Performance All Workforce Regions	
Central Area Workforce Development Board	
Eastern Area Workforce Development Board	
Northern Area Local Workforce Development Board	
Southwestern Area Workforce Development Board	
STATE EVALUATES WIA ACTIVITIES	18
NEW MEXICO WIA WAIVERS	19
STATEWIDE PROGRAMS & INITIATIVES	20
VETERANS PROGRAMS & INITIATIVES	25
STATE ENERGY SECTOR PARTNERSHIP GRANTS	28
WIA REGIONAL PROFILES	30
LOCAL WORKFORCE DEVELOPMENT BOARD CONTACT INFORMATION	30

GOVERNOR'S VISION & GOALS FOR THE STATE WORKFORCE SYSTEM

Susana Martinez, Governor of the State of New Mexico, has created a vision for the state workforce development system which incorporates the critical need for integrating workforce development and economic development activities.¹

“Transform New Mexico into the nation’s leader as a state of employability, where the workforce system supports both the needs of private, public, and non-profit employers by providing a trained and employable workforce needed for businesses to grow and profit when appropriate, and allow all employers to become more effective and efficient. This vision will meet the needs of New Mexico citizens by delivering education and training programs which will result in meaningful employment, an increased quality of life and per capita income.”

“Employability,” as noted in the Governor’s vision, is defined as the balance between the demand and quality of the workforce in an ever-changing market place. To achieve this balance, quality work must coincide with the availability of individuals who gain, maintain, and grow in their employability.

The Governor’s vision for youth, specifically working- age youth, calls for the alignment of community, regional and state organizations and agencies in order to provide youth the support they need to achieve education and employment success while leveraging resources and eliminating duplication.

Governor’s Key Workforce System Goals

- The workforce system will become an employer-driven system, not driven by government agencies, public education systems, or program providers.
- The workforce system will continuously strive to maintain the maximum allowed flexibility to approve programs, allocate funding, measure outcomes and refine programs and funding as needed to drive business growth through an effective model for achieving employability.
- The workforce system will exist to serve two customer groups:
 - Employers who can grow the state’s economy and revenue through a prospering and expanding business which relies, in a large part, on a trained, competent, and employable workforce.
 - New Mexico citizens who must strive to remain employable and skilled for current and future jobs.
- The workforce system will continuously work toward the alignment of resources, policies, and metrics to ensure the workforce system meets the employability requirements of business.



¹ NM WIA/WP State Integrated Workforce Plan for Plan Years 2012-2016, Governor’s Vision, page 4, <https://www.dws.state.nm.us/WIAPolicy,Plans,AnnualReports>

STATE INTEGRATED WORKFORCE PLAN

Meeting the challenge of preparing our workforce requires setting ambitious goals, clear direction and statewide commitment to their accomplishment. The New Mexico State Workforce Development Board (SWDB) is fully engaged and promoting the strategies outlined in the State's Integrated Workforce Plan by developing a committee structure that aligns with and supports achievement of State Plan strategies.

Summary of State Plan Strategies

- **Engage business as partners** to manage the demand for workers in a way that ensures the workforce system knows and understands their needs and expectations.
- **Align workforce and economic development** to form a critical partnership for future economic growth.
- **Connect and coordinate workforce training programs and education** to provide workers with the skills they need and address educational barriers that prevent them from moving into jobs.
- **Recognize community colleges as essential sources of workforce skills and credentials** and develop strong partnerships for successful workforce development.
- **Align adult basic education and occupational skill training** for a more comprehensive and cost effective workforce development strategy.
- **Incorporate quality skill assessments** into the menu of integrated services provided through the Workforce Connection Centers and increase and collect information on the skill level of our labor force.
- **Increase the number of individuals receiving training and industry recognized credentials.**

State Workforce Development Board Committee Structure

Business Engagement Committee

This committee will support the development and execution of a statewide employer survey to evaluate the strengths,

weaknesses, gaps and employability of the New Mexico workforce. They will review and analyze data to be used as the basis for a more comprehensive plan of action for enhancing the employability of job seekers through relevant training and education. The data will be available to guide public policy and direct the public workforce system as well as other agencies and organizations engaged in workforce development.

Data and Performance Committee

The committee will support the acquisition and coordination of data across agencies to evaluate the overall effectiveness and return on investment of workforce/training programs and services. These efforts will support the goals of the Employability Partnership of NM; result in the coordination of data between workforce and education; and provide a basis for setting priorities, goals and benchmarks across agencies based on solid data.

Workforce/Education Coordination Committee

This committee will work to engage and challenge stakeholders to design systems and programs that coordinate and leverage Workforce Investment Act (WIA) and Adult Basic Education (ABE) resources; improve consistent and standardized assessment of basic skills; and increase the attainment of relevant credentials validated by employers. The committee will promote a strong partnership between community colleges and the public workforce system and explore options to more effectively target resources to support and sustain successful projects with demonstrated effectiveness.

Local/State Board Engagement & Performance Committee

This committee will promote engagement between the State Workforce Development Board and Local Workforce Development Boards (LWDBs). State Board members will be enlisted to attend LWDB meetings and will communicate State Workforce Development Board vision, goals and expectations as well as observe opportunities to support and strengthen the workforce system at the local level.

STATE ACHIEVEMENTS

CROSS PROGRAM STRATEGIES, PARTNERSHIPS AND RESOURCE LEVERAGING

The Governor's creation of the **Employability Partnership of New Mexico** is one example of the cross-program strategies and partnerships leading to more effective leveraging of resources and policy alignment.

Employability Partnership of New Mexico

Governor Martinez established the Employability Partnership of New Mexico in an effort to transform New Mexico into a

state focused on employability. The Employability Partnership of NM is an advisory council made up of business leaders from across the state, as well as the Cabinet Secretaries from the following departments; Department of Workforce Solutions, Public Education Department, Higher Education Department, Economic Development Department and the Human Services Department. The purpose of this council is to provide recommendations to the Governor about how to improve the workforce delivery system as well as maximize funding at the state agency level and improve the return on investment across the state of New Mexico.



NEW MEXICO'S POPULATION, POVERTY & ECONOMIC OUTLOOK

Population in the Workforce Investment Areas

New Mexico's 2012 total population is 2,085,538 as reported by the US Census Bureau. Exhibit 1² shows New Mexico population data tracked for twenty-one years, from 1991 to 2012 for the workforce investment areas. The Central region is the most populated region at 46.3 percent, followed with the Southwest region at 38.2 percent, the Northern region at 27.3 percent, and the Eastern Region being 15.9 percent of New Mexico's population.

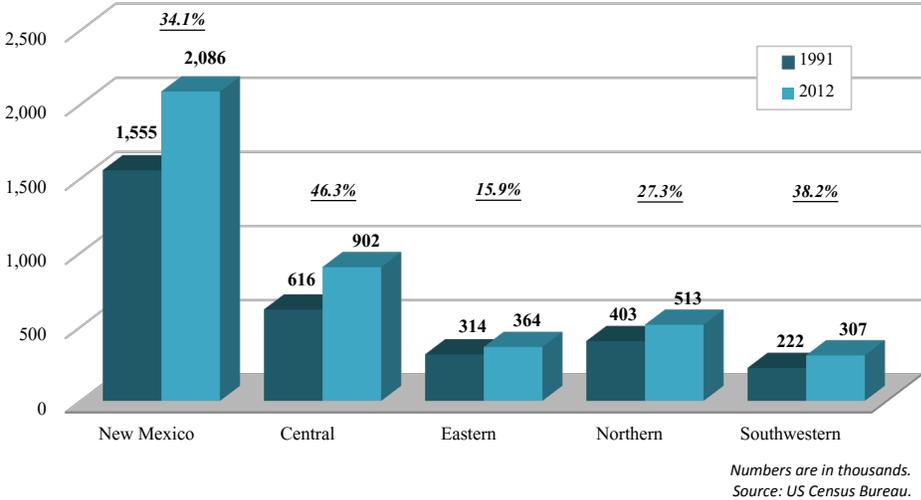
New Mexico Workforce Facts: "Did You Know"

- In 2011, New Mexico's population is more rural than

neighboring states, with 17.2 persons per square mile³ compared to next most rural state Utah, with 34.3 persons per square mile.

- NM's senior population⁴ in the workforce has grown more quickly than that of the U.S., nearly 4.6 percent of the workforce was 65 or older in 2011, and rural counties often have higher concentrations of seniors. More seniors are delaying retirement or returning to the labor force.
- New Mexico's seasonally adjusted unemployment rate was 6.8 percent⁵ in June 2013, down from 7.0 percent a year ago. NM's rate of over-the year job growth, was 0.9 percent, representing a gain of 7200 jobs comparing June 2013 with June 2012. The jobs survey continues to indicate improved conditions in the local job market, with a gain of 3,700 jobs in the leisure and hospitality industry since last year.

Exhibit 1:
TOTAL POPULATION
NEW MEXICO & ITS REGIONS
1991-2012



² NMDWS Economic Research, and Analysis (ER&A), Labor Market Information (LMI) Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist
³ NMDWS ER&A, LMI Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: New Mexico's State of the Workforce Report 2013, www.dws.state.nm.us
⁴ NMDWS ER&A, LMI Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: Regional Review, Summer 2013, www.dws.state.nm.us
⁵ NMDWS ER&A, LMI Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: NM Employment News Release, July 19, 2013.

NEW MEXICO'S POPULATION, POVERTY & ECONOMIC OUTLOOK

New Mexico's Population Struggles with Poverty

New Mexico's population struggles with poverty.⁶ In 2011, 22 percent of New Mexican's were living below the poverty level, compared to neighboring states, with 17.4 percent of Texan's living below poverty, Oklahoma is 13.9 percent; and the Colorado population living below poverty at 13.2 percent.

Economic Outlook - New Mexico's Job Growth

In 2012, New Mexico's job growth indicates Health Care was the largest employing industry in New Mexico, employing approximately 16 percent of the total workforce.⁷ New Mexico's Healthcare industry is projected to grow the

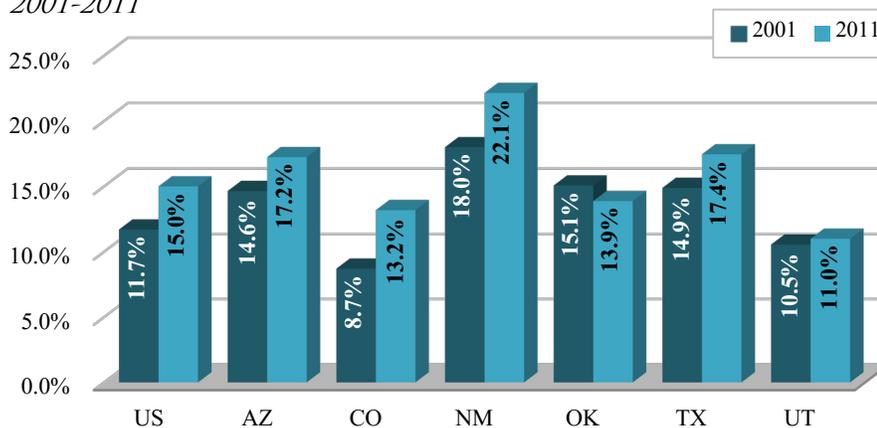
fastest of all other occupations. The industry distribution data captures 2012-workforce information for New Mexico, with pinwheel exhibiting key employing industries as Retail Trade employing 12% of the workforce, Accommodation & Food Services at 11%, Educational Services of 10%, and Public Administration at 8%, respectively. Workforce employment in Professional Services comprised 7%, followed by Construction, Administrative and Waste Services and Manufacturing.

Employment Growth Outlook

Employment growth rates⁸ exhibited below, for New Mexico and neighboring states, between 2002 and 2012, indicates NM employment growth by 5.8 percent. NM saw a 3.3 percent employment drop in 2007-2009, then following the recession during 2009-2012, a slight recovery, with a 0.3 percent drop. As the nation entered the recovery, employment in New Mexico is still recovering, but losses are less severe.

Exhibit 2:

PERCENTAGE OF PERSONS IN POVERTY
NEW MEXICO & NEIGHBORING STATES
2001-2011



Source: US Census Bureau.

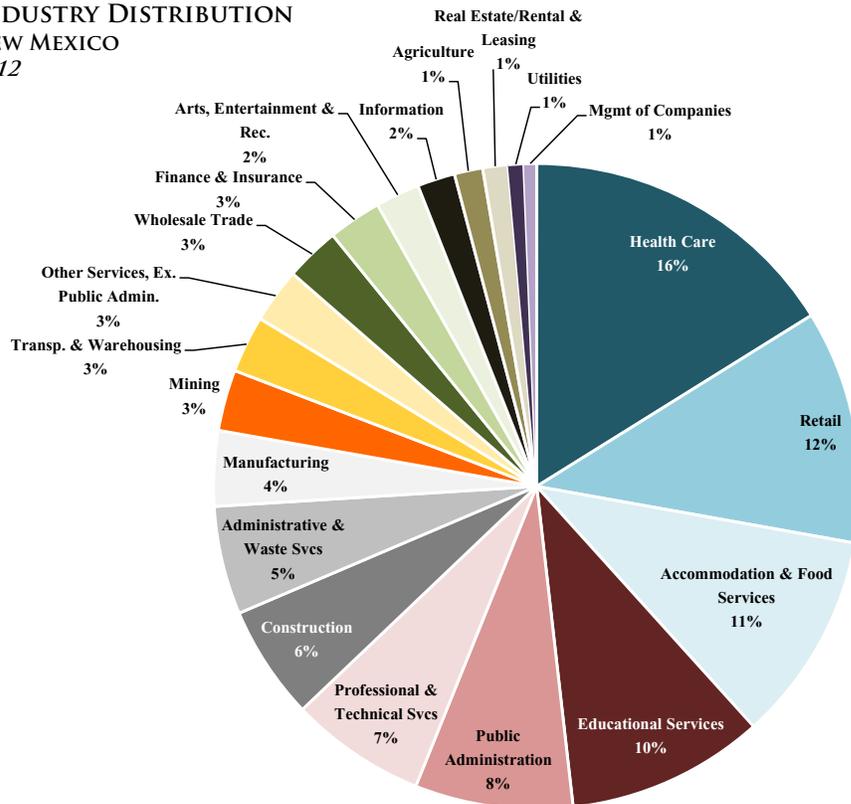
⁶ NMDWS ER&A, LMI Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: New Mexico's State of the Workforce Report 2013, www.dws.state.nm.us

⁷ NMDWS ER&A, LMI Bureau, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source quoted: New Mexico's State of the Workforce Report 2013

⁸ NMDWS ER&A, LMI Bureau analysis, Mark Boyd, Bureau Chief, Ashley Leach, Economist, Tracy Shaleen, Economist, source New Mexico's State of the Workforce Report 2013, www.dws.state.nm.us

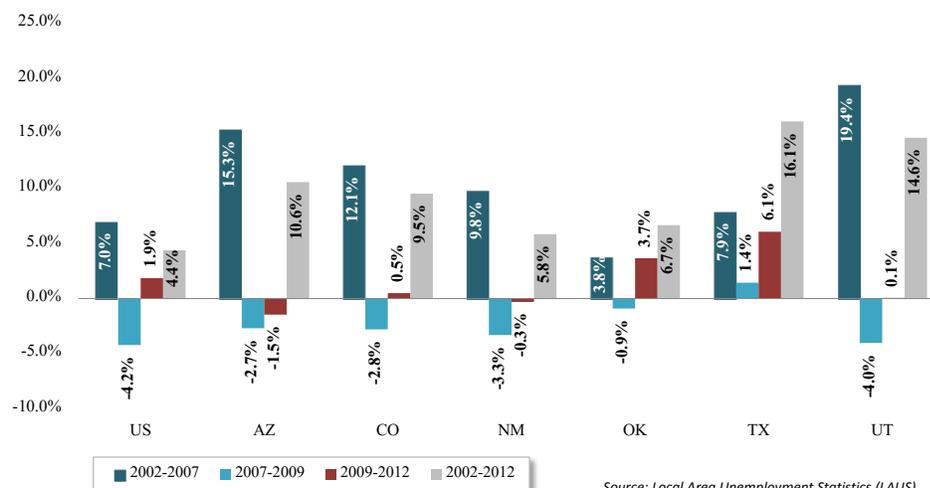
NEW MEXICO'S POPULATION, POVERTY & ECONOMIC OUTLOOK

Exhibit 3:
INDUSTRY DISTRIBUTION
NEW MEXICO
2012



Source: Quarterly Census of Employment and Wages (QCEW).

Exhibit 4:
EMPLOYMENT GROWTH RATES
NEW MEXICO & NEIGHBORING STATES
2002-2012



Source: Local Area Unemployment Statistics (LAUS).

PERFORMANCE RESULTS

STATEWIDE

Performance Measures

New Mexico operates under a waiver from US Department of Labor that allows the state to report on six common measures instead of the 17 performance measures under WIA section 136(b). New Mexico tracks participant data to determine Entered Employment, Employment Retention and Average Earnings for Adult and Dislocated Workers and Placement in Employment or Education, Attainment of Degree or Certificate, and Literacy or Numeracy Gains for Youth.

New Mexico assures uniform reporting of validated tables B-O, which represent state level data filed electronically with U.S. Department of Labor pursuant to ETA 9091 Form.

The data within tables B-O show statewide performance results reporting under Common Measures, with additional performance results for selected populations.

The participant data exhibited at Table M, Participation Levels, with details of New Mexico's Cost of Program activities and expenditures located at Table N.

Exhibit 5 reflects the state's "performance snapshot" for WIA Program Year 2012 followed by the Cost per Participant exhibited below. The Cost per Participant is a cost measure¹⁰ that considers the total program costs in terms of expenditures divided by the number of participants per funding stream served during the year.

Exhibit 5: New Mexico's Performance Snapshot⁹ Program Year 2012

New Mexico's Performance Snapshot	WIA Programs	Negotiated Goal	80% of Negotiated Goal	State Actual Performance	State Performance
Entered Employment Rates	Adults	65.9%	52.7%	70.2%	Exceeds
	Dislocated Workers	73.0%	58.4%	75.1%	Exceeds
Employment Retention Rates	Adults	86.6%	69.3%	90.4%	Exceeds
	Dislocated Workers	86.6%	69.3%	88.1%	Exceeds
Average Earnings	Adults	\$28,000	\$22,400	\$32,636	Exceeds
	Dislocated Workers	\$16,964	\$13,571	\$17,200	Exceeds
Placement in Employment or Education (Youth)	Youth (14 - 21)	55.9%	44.7%	56.6%	Exceeds
Attainment of Degree or Certificate (Youth)	Youth (14 - 21)	41.0%	32.8%	50.0%	Exceeds
Literacy or Numeracy Gains (Youth)	Youth (14 - 21)	32.0%	25.6%	36.8%	Exceeds

Performance Key: <80% = Fails; ≥ 80% - 100% = Meets; > 100% = Exceeds

Exhibit 6: Cost Per Participant¹¹ Table - Program Year 2012

Funding Stream	Total Participants	Expenditures	Cost per Participant
WIA Adult	1,566	\$3,507,739	\$2,239.94
WIA Dislocated Worker	742	\$3,628,766	\$4,890.52
Total Youth (14-21)	1,103	\$3,715,764	\$3,368.78

⁹ Source: DOLETA General Reporting Instructions and Form 9091, Workforce Investment Act Annual Report, NMDWS - Table O, page 11

¹⁰ Source: Employment & Training Administration, Employment Guidance Letter No. 29-11, WIA/Performance Reporting System

¹¹ Source: DOL/ETA General Reporting Instructions and Form 9091, Workforce Investment Act Annual Report, NMDWS - Table N, page 44

PERFORMANCE RESULTS

STATEWIDE

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65.9%	70.2%	245
			349
Employment Retention Rate	86.6%	90.4%	1,363
			1,508
Average Earnings	\$28,000	\$32,636	43,634,801
			1,337

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	63.7	65	63.2	12	50.0	1	62.9	22
		102		19		2		35
Employment Retention Rate	76.1	67	82.9	29	80.0	4	93.2	205
		88		35		5		220
Average Earnings Rate	\$15,194	972,395	\$33,443	969,858	\$27,553	110,213	\$48,336	9,812,282
		64		29		4		203

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	72.5	206	60.0	39
		284		65
Employment Retention Rate	90.2	920	90.8	443
		1,020		448
Average Earnings Rate	\$31,785	28,479,597	\$34,366	15,155,204
		896		441

PERFORMANCE RESULTS

STATEWIDE

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73.0%	75.1%	377
			502
Employment Retention Rate	86.6%	88.1%	319
			362
Average Earnings	\$16,964	\$17,200	4,919,166
			286

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	69.2	27	28.6	2	61.0	47	78.6	11
		39		7		77		14
Employment Retention Rate	88.5	23	100.0	1	83.7	41	66.7	2
		26		1		49		3
Average Earnings Rate	\$19,169	383,384	\$2,684	2,684	\$13,293	491,852	\$9,842	9,842
		20		1		37		1

Table G - Other Outcome for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.4	328	80.3	49
		441		61
Employment Retention Rate	88.8	285	82.9	34
		321		41
Average Earnings Rate	\$17,614	4,473,835	\$13,917	445,332
		254		32

PERFORMANCE RESULTS

STATEWIDE

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	55.9%	56.6%	409
			722
Attainment of Degree or Certificate	41.0%	50.0%	291
			582
Literacy and Numeracy Gains	32.0%		99
			269

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	25,895	32,825
Total Adult self-service only	23,628	31,018
WIA Adult	25,194	32,350
WIA Dislocated Worker	742	504
Total Youth (14-21)	1,103	866
Younger Youth (14-18)	798	633
Older Youth (19-21)	305	233
Out-of-School Youth	471	361
In-School Youth	632	505

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$3,507,739
Local Dislocated Workers	\$3,628,766
Local Youth	\$3,715,764
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$292,093
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$949,793
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description
Total of All Federal Spending Listed Above	\$12,094,155

PERFORMANCE RESULTS

STATEWIDE

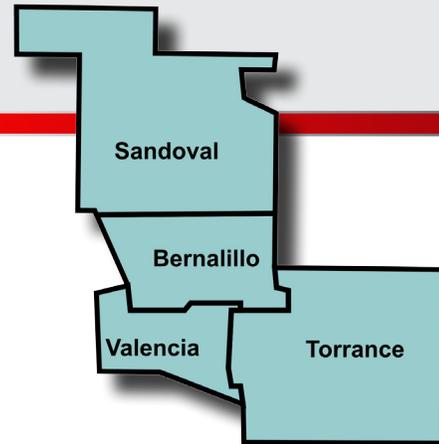


Table O - Central Area Local Performance

Local Area Name	Total Participants Served	Adults	
Central Area Workforce Development Board		Adults	11,627
		Dislocated Workers	405
		Older Youth (19 - 21)	163
		Younger Youth (14 - 18)	399
ETA Assigned # <u>35025</u>	Total Exiters	Adults	14,560
		Dislocated Workers	258
		Older Youth (19 - 21)	105
		Younger Youth (14 - 18)	276
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	65.9%	63.7%
	Dislocated Workers	73.0%	77.1%
Retention Rates	Adults	86.6%	93.8%
	Dislocated Workers	86.6%	88.1%
Average Earnings (Adults/DWs)	Adults	\$28,000	\$37,498
	Dislocated Workers	\$16,964	\$18,044
Placement in Employment or Education	Youth (14 - 21)	55.9%	52.2%
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	48.7%
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	28.6%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
		0	3
		Exceeded	6

PERFORMANCE RESULTS

STATEWIDE

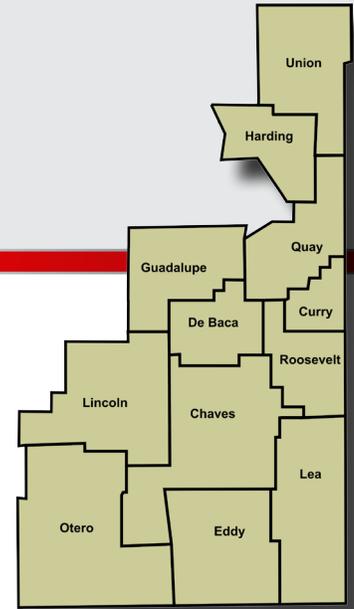


Table O - Eastern Area Local Performance

Local Area Name Eastern Area Workforce Development Board	Total Participants Served	Adults	3,644	
		Dislocated Workers	68	
		Older Youth (19 - 21)	34	
		Younger Youth (14 - 18)	101	
ETA Assigned # <u>35040</u>	Total Exiters	Adults	5,028	
		Dislocated Workers	47	
		Older Youth (19 - 21)	13	
		Younger Youth (14 - 18)	51	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	78.5%	
	Dislocated Workers	73.0%	67.6%	
Retention Rates	Adults	86.6%	76.5%	
	Dislocated Workers	86.6%	86.7%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$16,923	
	Dislocated Workers	\$16,964	\$18,392	
Placement in Employment or Education	Youth (14 - 21)	55.9%	75.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	47.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	66.7%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	7

PERFORMANCE RESULTS

STATEWIDE

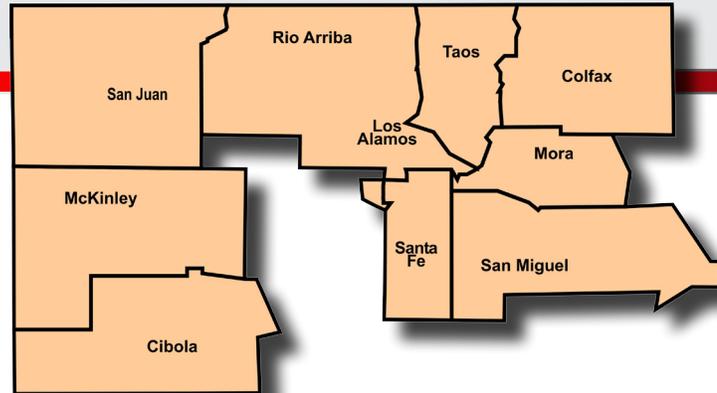


Table O - Northern Area Local Performance

Local Area Name Northern Area Workforce Development Board	Total Participants Served	Adults		5,591
		Dislocated Workers		168
		Older Youth (19 - 21)		73
		Younger Youth (14 - 18)		132
ETA Assigned # <u>35035</u>	Total Exiters	Adults		7,055
		Dislocated Workers		108
		Older Youth (19 - 21)		79
		Younger Youth (14 - 18)		136
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	65.7%	
	Dislocated Workers	73.0%	80.4%	
Retention Rates	Adults	86.6%	78.3%	
	Dislocated Workers	86.6%	85.0%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$16,179	
	Dislocated Workers	\$16,964	\$15,657	
Placement in Employment or Education	Youth (14 - 21)	55.9%	59.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	53.9%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	26.7%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance	Not Met		Met	Exceeded
	0		5	4

PERFORMANCE RESULTS

STATEWIDE

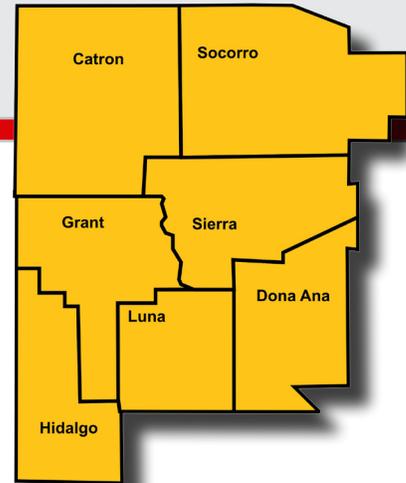


Table O - Southwestern Area Local Performance

Local Area Name Southwestern Area Workforce Development Board	Total Participants Served	Adults	4,335	
		Dislocated Workers	96	
		Older Youth (19 - 21)	35	
		Younger Youth (14 - 18)	169	
ETA Assigned # <u>35030</u>	Total Exitters	Adults	5,708	
		Dislocated Workers	89	
		Older Youth (19 - 21)	36	
		Younger Youth (14 - 18)	164	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	78.5%	
	Dislocated Workers	73.0%	68.5%	
Retention Rates	Adults	86.6%	88.0%	
	Dislocated Workers	86.6%	91.2%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$17,793	
	Dislocated Workers	\$16,964	\$16,064	
Placement in Employment or Education	Youth (14 - 21)	55.9%	58.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	49.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	46.6%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	8

STATE EVALUATES WIA ACTIVITIES

The State measures the effectiveness of the WIA programs and accountability systems through administration and oversight of the Workforce Investment System which include:

Monitoring and Performance Review

To ensure compliance with state and federal statutes, regulations and policy requirements, the State assesses the success of the workforce system through monitoring and performance reviews conducted at each of the four Local Workforce Development Boards.

- Annual on-site monitoring reviews of programs and activities to ensure compliance and evaluate WIA system.
- Collection and analysis of fiscal data to determine allowable and allocable expenditures to cost categories and limitations, as specified in the WIA.
- Institute corrective action plans and provide technical assistance as necessary to correct deficiencies and strengthen the WIA system.

Program Data Validation

- Data validation is a performance management process that evaluates the accuracy of data reported to USDOL

Employment and Training Administration on WIA participants' program activities and outcomes.

- A total of 714 participant records were selected from all workforce regions through a random sampling process and compared to data collected in the State's management information system in order to validate data integrity.

Productivity and Program Performance Measures

- In addition to preparing and submitting quarterly federal reports on outcomes, the state conducts quarterly analysis of WIA activity to evaluate performance, expenditures, participants served, potential issues and overall system effectiveness.

Cost of Workforce Investment Act Activities

The cost of workforce activities and the cost measure¹² considers the total program costs in terms of expenditures divided by the number of participants per funding stream. The outcomes capture data for adults, dislocated workers and youth served during the year. Exhibit 7 below indicates cost per participant.

Exhibit 7: Funding Programs - Cost Per Participant Table¹³ - Program Year 2012

Funding Total Participants		WIA Expenditures	Cost per Participant
WIA Adult	1,566	\$3,507,739	\$2,239.94
WIA Dislocated Worker	742	\$3,628,766	\$4,890.52
Total Youth (14-21)	1,103	\$3,715,764	\$3,368.78

¹² Source: Training & Employment Guidance Letter No. 29-11, WIA/Performance Reporting System

¹³ Source: NMDWS - DOLETA General Reporting Instructions and Form 9091, Workforce Investment Act Annual Report, Table N, page 44

NEW MEXICO WIA WAIVERS

The United States Department of Labor, Employment and Training Administration (DOL ETA) approved the extension of five waivers for Program Year 2012/Fiscal Year 2013. Waivers assist to overcome statutory and regulatory barriers which may impede programmatic outcomes, providing New Mexico with flexibility to improve the delivery of workforce services.

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

Under this waiver, the following reimbursement amounts permitted are:

- Up to 90 percent for employers with 50 or fewer employees;
- Up to 75 percent for employers with 51-250 employees; and
- For employers with more than 250 employees, the current statutory requirements (up to 50 percent reimbursement) continue to apply.

All four-workforce regions are taking advantage of this waiver. The waiver has increased local workforce boards' ability to market demand driven services and has enhanced relationships with the private sector. Applying a sliding scale to determine expanded employer reimbursement has increased job placement for job seekers by offsetting the cost of training through increased employer reimbursement. This waiver has the greatest impact on small business (1-50 employees) which makes up the largest percentage of New Mexico business establishments. We have experienced a 25%-30% increase in OJTs following the approval of the waiver. 251 on-the-job-training contracts were developed in Program Year 2012.

2. Waiver of WIA Section 133(b) (4) increases the ability to transfer funds between Adult and Dislocated Worker programs from 20% to 50%. This waiver has been beneficial in providing additional flexibility for local planning and support of regional needs. In Program Year 2012 allowed transfers from the Dislocated Worker program to the Adult Program with the following reported:

- Central DW transfers to Adult program \$200,000, which equates to 14% transfer authority
- Eastern DW transfers to Adult program \$206,042, which equates to 49% transfer authority
- Northern DW transfers to Adult program \$194,204, which equates to 30.0% transfer authority
- Southwestern DW transfers to Adult program \$211,452, which equates to 43% transfer authority

3. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth program participants

- This waiver permits the use of Individual Training Accounts for youth and provides greater training options; the acquisition of occupational skills; and better opportunities for success. This waiver allowed the state to enroll 61 youth in training in Program Year 2012.

4. Waiver to permit the State to replace the seventeen (17) performance measures at WIA Section 136(b) with six (6) Common Measures

- This waiver allowed the State to continue its efforts to streamline and better align its programs.

5. Waiver of the provision at 20CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers

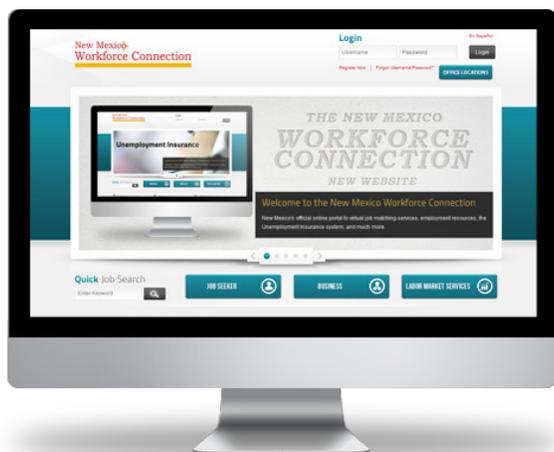
- The State has successfully implemented this waiver to retain eligible training providers and continue to increase the number of approved eligible training providers without burdensome requirements of eligibility criteria. The waiver supports a larger pool of training providers; enhances customer choice and fosters increased engagement from customers and training providers.

STATEWIDE PROGRAMS & INITIATIVES

State Policy - Guidance for Workforce Service Delivery

The Department of Workforce Solutions rolled out revised state policies after completing a two-year policy review and development project. Together with the Region IV Employment and Training Administration, a national workforce consultant and state workforce system partners, the state revised and developed state policies to strengthen the workforce system at both the state and local levels. **State of New Mexico Administrative Code (NMAC) – Workforce Investment Act Policies** are accessible online at <http://www.dws.state.nm.us/WIAPolicyPlansAnnualReports>.

Common Management Information System - New Mexico Workforce Connection System



The Workforce Connection Centers utilize a common management information system, the NM Workforce Connection System. The Workforce Connection System is used for all data collection and reporting for all partners located in comprehensive and affiliate centers.

In addition to the capacity for data collection and reporting, the System is comprised of the following features:

- Employer Services - Recruitment Services and Upcoming Events Center, Education and Labor Market Services, Human Resources and EEO Information, also Employer Incentives and Staff Provided Services – WorkKeys®- job skill assessments
- Virtual employment resources links, job - matching services, the Unemployment Insurance system, and links to labor market and career development information, with system available around the clock, seven days a week, all at no cost to the users
- Job Seeker Services - Automated job search, free self-assessments, i.e., WorkKeys®, Key train, Alison (free self-paced online training), Career Services-Resumes, Education, and Labor Market Services
- Veteran Services - Health, pension, education and rehabilitation benefits for veterans and their dependents. “Veterans Priority” allowing veterans exclusive access to all new job postings and staff provided services
- O’Net Occupation linkages for improved job search with matching capabilities connecting multiple public and private job boards, company websites, newspaper, educational institutes and hospital career sites through exclusive job spidering technology, making the NMWC a one-stop shop for all job orders in New Mexico
- Community Services and Support Service Programs - Financial & Budgeting Tools, Unemployment Services, Youth Services, Senior Services, Staff Provided Services, and Upcoming Event Notifications (Job Fairs, Job Club, Workshops, and auto-job search capability) Center.

National Emergency Grant (NEG) On-the-Job Training

New Mexico received a National Emergency Grant in the amount of \$400,000 for On-The-Job-Training (OJT) for dislocated workers experiencing long-term unemployment.

STATEWIDE PROGRAMS & INITIATIVES

The grant provides an incentive for employers apprehensive about expanding and/or hiring during uncertain economic conditions by offsetting cost of training new individuals that lack the skills necessary for job vacancies. The grant promotes skill development and retooling for occupations in demand with opportunity for sustainability and self-sufficiency and specifically targets small business through expanded incentives for employers with 50 or fewer employees.

Rapid Response Layoff/ Assistance Services

Rapid Response (RR) is intended as a pro-active program¹⁴ and business-focused service, designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. An employer can expect specific assistance from RR usually within 12 to 24 hours of notification of layoff. RR, with the help of Economic Development, Trade Act assistance where applicable, local Workforce Development Boards, New

Mexico Workforce Connection Centers, and Unemployment Insurance work side by side to provide whatever assistance is necessary in order to provide the impacted employee with employment opportunities and a pathway to a new and successful career.

Exhibited below, NM RR six-year data collection notes 23,515 participants assisted, and RR held 501 RR meetings statewide. The 2008-2010 time frames capture data during the recessionary period which displays a total 12,899 participants assisted at 249 events. Program year 2012-13 figures are significantly less than the previous years and may be indicative of resurgence in the economy.

RR teams work with employers and employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss. RR occurs on-site, with the affected company receiving customized service to accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

Exhibit 8: New Mexico's Rapid Response Six-Year Data

Program Year - July 1 to June 30	Participants	RR Meetings
2007-2008	4,482	54
2008-2009	6,836	125
2009-2010	6,063	124
2010-2011	2,487	79
2011-2012	2,225	59
2012-2013	1,422	56
Totals	23515	501

¹⁴ NMDWS Business Services Division, Source Contributor: Rapid Response Program, Mark Remington, State Rapid Response Coordinator

STATEWIDE PROGRAMS & INITIATIVES

WorkKeys - Statewide Skills Assessment and Business Service

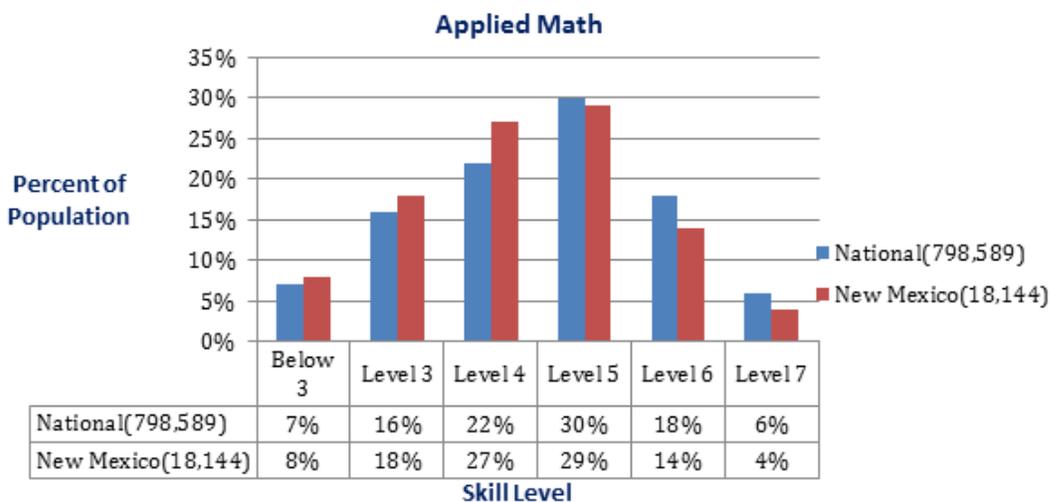


The Department of Workforce Solutions (DWS) understands the value of quality skill assessments and has incorporated skill assessments into our menu of services. The state has chosen WorkKeys, a work skills assessment system developed by ACT, Inc., as the basis for assessing and certifying job seekers. Job seekers can access the WorkKeys assessments at numerous test centers throughout the state under secured, proctored test conditions similar to most high stakes testing environments. If certain work skill levels are achieved, the job seeker will be issued a New Mexico National Career Readiness Certificate (herein referred to as NMNCR) signed

by the Governor. The NMNCR can then be used by the job seeker to prove to employers that they have the basic work skills needed to be successful in the workforce. Employers can incorporate WorkKeys and the NMNCR into their preferred or required hiring procedures. WorkKeys testing in New Mexico has been occurring since 2006, resulting in over 20,000 New Mexicans having taken one or more of the assessments. DWS is committed to sustaining and growing the utilization of quality skills assessments to further workforce development efforts in New Mexico.

WorkKeys - Comparison¹⁵ with National Test Data

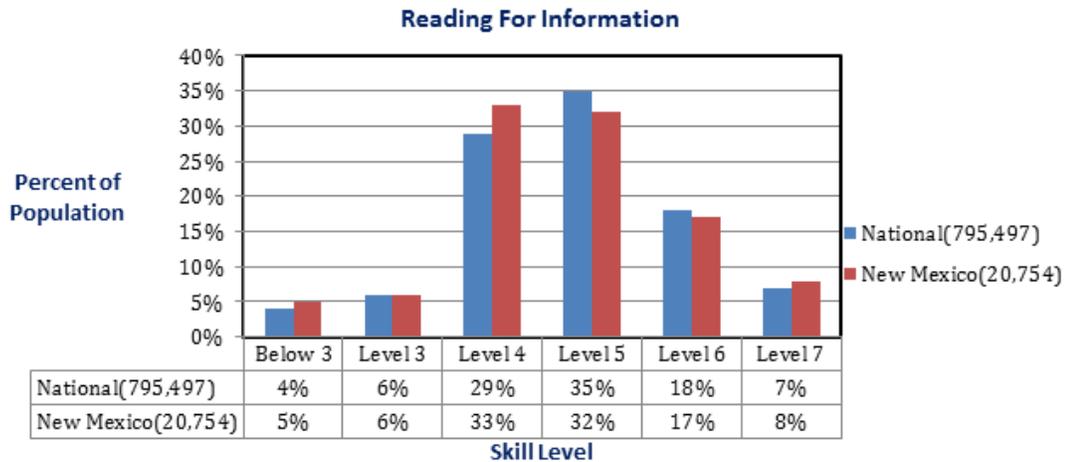
A comparison focusing on three work skills was evaluated where there is sufficient data to provide some legitimate conclusions—Applied Math, Reading For Information and Locating Information. It is these three skills which are fundamental to almost any skilled job in the economy. ACT’s Occupational Database indicates that they are required for over 90% of the jobs which have been profiled under the WorkKeys system.



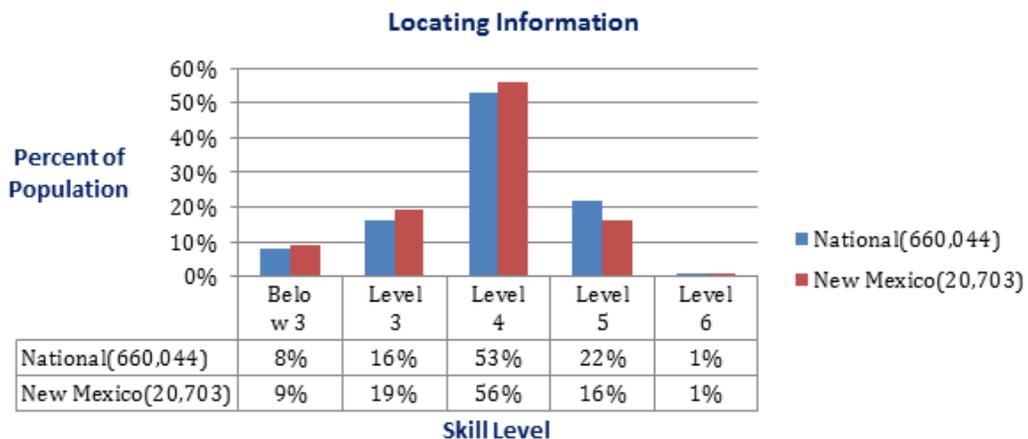
Applied Math - Table provides a comparison of the results to the national test data. The data demonstrate very similar skill levels between the two populations. Fifty-four percent of the national population attained a Level 5 or above whereas 47% of New Mexicans scored at those levels.

¹⁵ Source: WorkKeys Data, ©2013 New Options New Mexico, Innovate+Educate505-467-8044, An Analysis of Work Skills-The State of NM, Thomas Kilijanek, Principal Consultant, Workkeys Job Profiler.

STATEWIDE PROGRAMS & INITIATIVES



Reading for Information - Like the Applied Math results, the Reading for Information data indicates both the national and New Mexico test data follow similar trends. Sixty percent of the national population attained a Level 5 or above whereas 57% of New Mexicans scored at those levels.



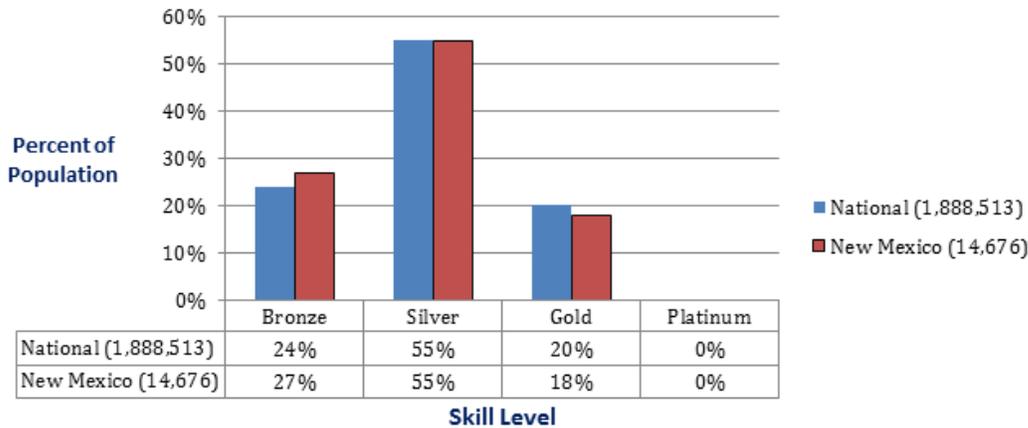
Locating Information - Locating Information tends to be skill that is not directly addressed in most educational curriculum. Both data sets provide similar results with the vast majority at the lower end of the skill levels (see Table 3). Twenty-three percent of the national population attained a Level 5 or above whereas 17% of New Mexicans scored at those levels.

STATEWIDE PROGRAMS & INITIATIVES

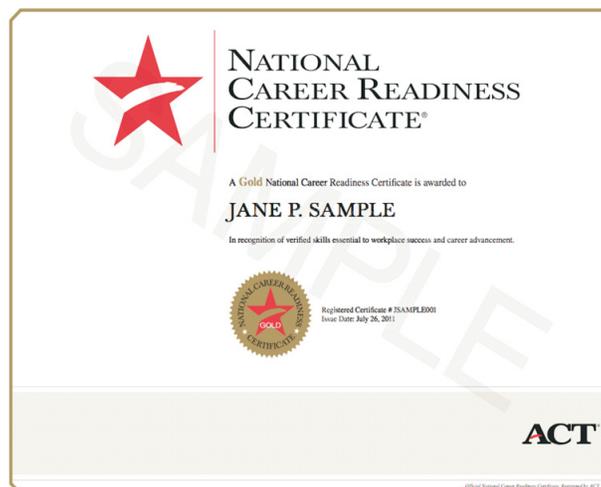
New Mexico National Career Certificate Results

ACT, Inc. now provides data on the number of individuals who obtain the National Career Readiness Certificate at the following website: <http://www.workreadycommunities.org/>. An individual can obtain a certificate by achieving minimum skill levels on the three most common skill assessments—Applied Math, Reading for Information, and Locating

Information. These three skills are associated with almost every job in the economy today. The New Mexico data is based on 14,676 New Mexico residents who took WorkKeys Reading for Information, Applied Math, and Locating Information Assessments from April 20, 2006, to April 29, 2013.



New Mexico National Career Certificate - New Mexico and National certificate data are very similar, with slightly more New Mexicans (3%) obtaining a Bronze Level and slightly less (2%) obtaining a Gold Level.



VETERANS PROGRAMS & INITIATIVES

New Mexico Veterans Labor force participation and the unemployment rate are used to evaluate¹⁶ the employment situation of veterans. As of 2012, approximately 48.7 percent of veterans were participating in the labor force (working or actively seeking work). During the same year, just over 63 percent of non-veterans were participating in the labor force. Labor force participation of veterans has historically been much lower than that of non-veterans.

Job seeking veterans have many options to reintegrate, retrain, or reconnect to the job market statewide through New Mexico Workforce Connection Centers (WCC) with support from trained veterans' representatives that provide NM Job for Veterans Programs.

New Mexico Veterans' Programs and Initiatives¹⁷

JVSG - Jobs for Veterans State Grants Program - USDOL, Veterans' Employment and Training Service (VETS) offers employment and training services to eligible veterans through non-competitive Jobs for Veterans State Grants Program.

JVSG grant supports two state staff positions –

- **LVER** - Local Veteran Employment Representative - LVERs primary duties are conducting outreach to employers, facilitating job search workshops, and providing employment and training services to veterans.
- **DVOP** - Disabled Veteran Outreach Program Specialist - DVOPs focus on providing intensive services with priority to disabled veterans, and other eligible veterans.

VA Work-Study Program - Veterans and eligible individuals using their GI Bill Education Benefits may be entitled to participate in VA Work-Study program.

Gold Card Initiative - provides unemployed post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market.

Uniformed Services Employment And Reemployment Rights Act (USERRA) - protects service members' reemployment

rights when returning from a period of service in the uniformed services, including those called up from the reserves or National Guard, and prohibits employer discrimination based on military service or obligation.

Vocational Rehabilitation & Employment Services (VR&E) – is Chapter 31, training for veterans, who have a service-connected disability and are making a career change requiring new/updated employability skills.

Women Veterans Of New Mexico - united in service, advocate strategy with voices for Women Veteran's rights.

Apprenticeship Program - provides paid while you learn training in a new career field such as plumbing, electrician.

Veteran Employment Tax Credit - Governor Susana Martinez signed tax reform legislation (2012) that will help create jobs for military veterans. The Veteran Employment Tax Credit will provide up to \$1,000 to businesses each time they hire a veteran recently discharged from the military.

USDOL HVRP Grant - Homeless Vet Reintegration Program, Grant Recipient: Goodwill Industries, NM

VA SSVF Grant – Supportive Services Vets & Families, Housing/Employment Services, Grant Recipient: Goodwill Industries, NM and NM Vet Integration Center

New Mexico Jobs for Veterans State Grants Program

2012-13 Summary

JVSG Program – hosts the annual State Conference and Training in August 2012

- The National Veterans Training Institute (NVTI) conducts Employer Outreach and Employment Strategies training to assist disabled veterans;

DVOP Focus Team - met to develop case management strategies to assist disabled veterans and economically and educationally challenged veteran's was held October 2012;

USDOL/VETS - funded three Stand Down events held in Albuquerque, Gallup and Santa Fe on October 2012;

¹⁶ The 2013 Veterans Profile is a publication from the New Mexico Department of Workforce Solutions, Economic Research & Analysis Bureau. Major Contributor Ashley Leach, Economist.

¹⁷ Veterans' Programs and Initiatives Information located at NMDWS website <http://www.dws.state.nm.us/Veterans/VetInformation/VetPrograms>

VETERANS PROGRAMS & INITIATIVES

Veteran Service Organization - hosts a Stand Down event in Farmington on October 2012;

Veterans Employment - establishes MOU in October 2012 with the Los Alamos National Laboratory (LANL) that focused on disabled veterans' employment. LANL is the largest northern region employer;

Selected LVERs - provide employment workshops to the NM National Guard demobilizing units. Approximately 400 guard members were demobilized from their Sinai Peninsula mission in December 2012;

Native American Veterans – receive expanded veterans outreach

- Selected LVER and DVOP staff completed the Indian Affairs Department's Cultural Competency Training;

Outreach – conducted during the State Legislature for two events

- State Legislature Native American Day in February 2013;
- JVSG Program staff attended the Military-Veterans Day at the State Legislature in February 2013;

JVSG Program - hosts New Mexico Workforce Connection System (NMWCS) training in February 2013;

General Accountability Office (GAO) - selects the JVSG program for a research study in February 2013, focusing on the programs' efforts to provide employment services to Native American Veterans;

Selected DVOPs – support the Los Lunas Valencia County Stand Down for homeless veterans in March 2013. This event was a grass roots effort by local veteran advocates and community members;

LVER - in the Farmington Workforce Connection is designated as the Lead Representative for the Women Veterans Conference held on May 2013 in Farmington. The focus for this year's conference was employment;

JVSG Program - staff collaborates with the Mid-Region Council of Governments (MR-COG) to implement their Federal Veterans' Transportation Initiative (VTI) in Central and Northern New Mexico. The VTI grant provides veterans with transportation, human services and workforce resources;

- staff participate in several job fairs, community and business events, outreach to correctional facilities, homeless shelters, food distribution centers, and military installations;

Selected LVERs - collaborate with the Energy, Minerals and Natural Resources Dept. for the Veterans Firefighting Pilot Program. Program sponsors veterans in a free weeklong firefighting training/certification. 50 veterans receive certification, deploy, assist during May-August'13 fire season;

Veterans Outreach - conducted to promote VRAP (Veterans Retraining Assistance Program):

- 681 veterans approved for training as of May 2013
- 357 veterans participating in training as of May 2013;

Two military-veteran legislative bills – submitted to assist with veterans' employment, legislature passed, with Governor Martinez signing bills in May 2013. The bills are Expedited Occupational Licensure and the Military War Veteran Scholarship education benefit;

JVSG Program - collaborates with the New Mexico Film Office to establish the Operation Soundstage initiative. New Mexico provides for a variety of tax incentives for companies that produce movies and other mixed media. Operation Soundstage is developed for veterans to consider careers in the film industry. Formal launch of Operation Soundstage is scheduled for November 2013;

7,000 Gold Card Veterans - registered in the NM Workforce Connection; and

Veteran's Transition Assistance Program (VTAP) - funded by the JVSG program ended December 31, 2012.

VETERANS PROGRAMS & INITIATIVES

Gold Card Initiative Implementation

A joint effort of the Department of Labor’s Employment and Training Administration (ETA) and the Veterans’ Employment and Training Service (VETS). NM implements this initiative, supported by online registration in the Workforce Connection System, which promptly notifies Gold Card Veterans (GCV) to meet with LVER or DVOP staff. GCV that visit the WCC are provided intensive services. Pursuant to Veteran Program Letter (VPL) 01-12, Gold Card veterans receive case management and enhanced intensive services for six months; they are assigned to GCV work-group for tracking and reporting purposes.

- Most of the GCV apply for UI benefits.
- GCV utilize their GI bill education benefits and enroll in college.

- Approximately 200 GCV have been case managed in 2013.

Veterans Priority of Service Implemented

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations are eligible for priority of service. To implement priority of service, JVSG Program staff conduct outreach, briefings, establish workgroups, provide assessments and monitor the effectiveness of veterans’ priority of service.

Veterans’ Program Metrics

New Mexico’s Veterans’ Program performance metrics as used by the state or local areas measure effectiveness of services as shown in Exhibit 9.

Exhibit 9: Veteran's Service Performance Chart - JVSG Annual Targets, Performance, Outcomes

DVOP:	Target	Performance
Disabled Veteran EER	51%	36%
Disabled Veteran ERR	72%	67%
LVER:	Target	Performance
Recently Separated Veteran EER	65%	45%
Recently Separated Veteran ERR	78%	70%
DVOP/LVER Consolidated:	Target	Performance
Veteran EER - Weighted	69%	45%
Veteran EER	78%	74%
Veteran Average Earnings (AE)	\$16,498	\$17,633
Performance Targets - One-Stop Services for Veterans	Target	Performance
Veteran Entered Employment Rate (EER)	45.2%	44%
Veteran Employment Retention Rate (ERR)	71.3%	74%
Veteran Average Earnings (AE)	\$16,662	\$18,209
Disabled Veteran EER	42.1%	40%
Disabled Veteran ERR	70.9%	42%
Disabled Veteran AE	\$17,096	\$20,070

Source: ETA 9002D Report and VETS 200A, B, C Reports, June 30, 2013

STATE ENERGY SECTOR PARTNERSHIP GRANT

The Department of Workforce Solutions (DWS) received approximately \$6 million in funding January of 2010 from United States Department of Labor (USDOL) to support New Mexico's State Energy Sector Partnership (SESP)¹⁸ and Training Grant initiative. The grant expired on June 30, 2013.

The primary objective of the grant is to establish a universal training and education framework that allows lifelong learning based on regional labor market needs. The core of this initiative is to establish a statewide, systematic approach to worker training in renewable energy and energy efficiency occupations. This approach is to be responsive to business and worker needs, adjustable to economic developments, and flexible and efficient in delivering just-in-time training to reduce unemployment, upgrade skills of incumbent workers to qualify for higher wages, and generate prosperity.

The New Mexico Green Industry Council was established to serve as a steering committee for the grant with the purpose of establishing a strategic plan and support the implementation of the State's energy sector strategy to ensure overall success. The SESP has developed employer-led Sub Industry Councils (SICs) reflective of regional economies and natural resources, with each SIC focused on one of the four industries: solar, wind, green building and energy efficiency, and biofuels. These SICs were led by employers, and augmented by business associations, DWS, economic development organizations, education organizations, labor organizations, non-profits, One-Stop/Workforce Connection Centers, and regional political leaders.

Partners, Awards and Targeted Populations:

Partners include, New Mexico Green Industry Council (GIC), Local Workforce Development Boards (LWDB's), Sub-Industry Councils (SICs), and the New Mexico Green Collaborative (NMGC), along with awarded Centers of Excellence partners that include service providers and other applicable institutions.

SESP awards and Request for Proposals (RFP) include, Local Workforce Development Boards (LWDB's) responsible for training completion of eligible participants, participant case management and oversight of their designated SIC.

The SESP grant provided service to the following **targeted populations:**

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

In addition to these target populations, low-income individuals and females were served contingent on their meeting one or more of the above outlined eligible populations. SESP participants eligible for the Workforce Investment Act (WIA) programs were co-enrolled as appropriate.

SESP Performance

By fiscal year end 2013, SESP contracted Partners/DWS achieved the SESP final performance outcomes as exhibited in Exhibit 10.

SESP Regional Success Stories - Centers of Excellence

Biofuels Center of Excellence (SFCC)

- Success is the OSHA for Biofuels training curriculum developed with SESP grant funds as the first of its kind in the country.
- Success is highlighted, with the newly created biodiesel curriculum developed through the Biofuels Center of Excellence, as reported on June 30, 2012, in an article written by Adele Melander-Dayton of the Santa Fe New Mexican.

¹⁸ Source: NMDWS Contributor Ryan Vigil, State Energy Sector Grant Program Manager

STATE ENERGY SECTOR PARTNERSHIP GRANT

Exhibit 10: New Mexico's SESP Performance

Measure	USDOL Goal	DWS SESP Outcomes
Number of Participants Served	3,125	2,937
Number of Participants Beginning Training	2,500	2,816
Number of Training Completers	2,000	2,720
Number of Training Completers Receiving a Credential	1,800	2,590
Number of Training Completers Placed into Training-Related Unsubsidized Employment	1,800	2,080
Number of Participants Retaining Employment at the End of the 1st Quarter After Placement	1,620	1,622
Number of Participants Retaining Employment at the End of the 2nd Quarter After Placement	1,440	1,330

Green Building Energy Efficiency Center of Excellence (SFCC)

- A June 29, 2012 article written by Beth Sitzler of the Las Cruces Bulletin highlights the newly created Essentials for Healthy Homes, two-day workshop developed through the Green Building/Energy Efficiency Center of Excellence, the course offered at Doña Ana Community College in Las Cruces.
- Success is skills upgrades, for fifteen New Mexico state employees from the General Services Department, Building Services Division as they receive Building Operator Certificate training through the SESP grant. The staff is now applying their new skills to upgrade the energy efficiency of state buildings, including the Governor's residence, thus saving public funds.

Solar Center of Excellence (CNM)

- Success means twenty (20) participants are trained in a code class specific to the solar industry. In June 2012, CNM conducted a course entitled NEC for PV Installers; this is the first time CNM has offered this type of solar industry class.
- Ninety-three (93) participants are successfully trained in August 2012, by a nationally recognized trainer Bill Brooks; he conducted an Advanced PV training course at CNM Workforce Training Center. Participants training focused on system design, site analysis, PV installation, and the National Electrical Code (NEC) 690 pertaining

to PV installation, participants in attendance represent all manner of solar and electrical companies around the state including 310 Solar, Affordable Solar, All Star Electric, AM Energy, CST Solar, Direct Power & Water, Energy Related Devices, Focused Energy, Positive Energy, Power Source Services, Pride Electric, QS and V Electro and Mechanical, Sacred Power Corporation, and Theco Electric. CNM, SFCC, and WNMU instructors as well as qualified Solar Center of Excellence graduates were also in attendance.

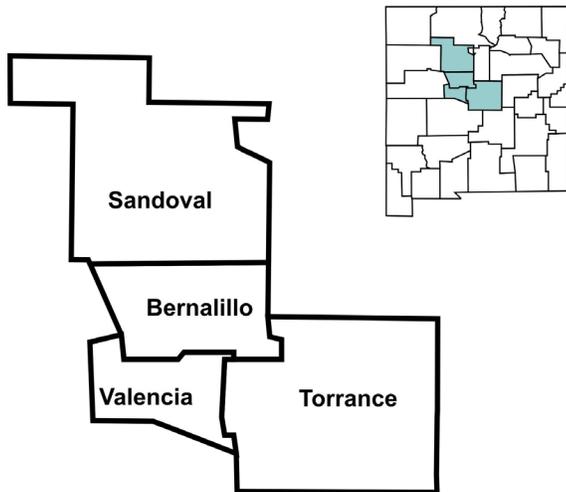
- Center of Excellence began training for CNM's first non-credit Entry Level Solar Heating Academy. Thirteen (13) participants in the academy received OSHA 10 for Construction, basic plumbing, and then two weeks in the Solar Heating Academy to prepare them for the NABCEP Entry Level Solar Heating exam for which CNM is now a certified provider. Nine participants successfully completed the training and sat for their exam on August 13, 2012.

Wind Center of Excellence (MCC)

MCC is conducting wind courses during the summer session for the first time since the program started. The Wind Center of Excellence short training program is acting as a feeder into the two-year degree program, as was intended. The Four SESP participants will be entering the wind degree program in the fall 2012 semester as sophomores as a direct result of having completed a SESP funded occupational certificate.

WIA REGIONAL PROFILES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)



New Mexico Workforce Connection

CENTRAL AREA

Area Overview

The Central Workforce Development Board¹⁹ serves Bernalillo, Sandoval, Valencia and Torrance, covering 46 percent of New Mexico's population. Central Board and The Workforce Connection of Central New Mexico (WCCNM) through their New Mexico Workforce Connection Business and Career Centers (BCCs) provide business-driven solutions, a valued resource for businesses and job seekers in the four county areas and to the recovering economy of New Mexico.

Workforce Service Delivery

Innovative Services - State Energy Sector Partnership (SESP) Grant

New Mexico's State Energy Sector Partnership Program (SESP) grant identified four priority industries for training workers to meet the needs of the state's green energy sector: Solar, Wind, Green Building/Energy Efficiency, and Biofuels. SESP was a three-year grant awarded through the U.S. Department of Labor. The grant's intent was to help New Mexico invest in strategies for training targeting energy efficiency and renewable energy industries.

Through the State Energy Sector Partnership (SESP) grant, the Central Region trained five hundred ninety-eight (598) individuals in green energy sector industry practices, exceeding performance measures set-forth by the state and federal guidelines. The SESP in the Central Area focused on solar energy's, investing in many training opportunities to ensure that business and individuals seeking advancement of skills and employment opportunities acquired the necessary skills and training.

The Central Area targeted Engineering Firms and Architectural studios, working with a small number of like companies with Building Information Modeling (BIM) training. This training includes the AIA+2030 Professional Series™ which is a comprehensive, groundbreaking curriculum that includes ten, 4-hour sessions teaching design strategies to reach 60% reduction in fossil fuel greenhouse gas emissions. AIA+2030 gives design professionals the knowledge and leverage to create next-generation, super-efficient buildings and provide firms with the skills that will set them apart in the marketplace.

Local business SESP testimonials include, Robert Calitirone, of Robert Calitirone Design, LLC stated about SESP, "My Company learned important new techniques to improve the services we provide. It brought the company up-to-date on where the profession is headed. It stimulated new ways of thinking about solving the problems we face in the future." Also, Lila DeWindt of DeWindt Architecture affirming, "The funds received from WCCNM allowed me access to highly expert professionals with whom I could not afford to consult on my own. The AIA+2030 program gave me the benefit of meeting engineers and architects with experience and expertise in areas in which I lacked experience. Most importantly, my

¹⁹ Central Workforce Development Board, administered by the Mid-Region Council of Governments (MRCOG) refer to website at <http://mrcog-nm.gov/workforce-mainmenu-64>.

WIA REGIONAL PROFILES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

clients will benefit from these new associations, and from the education and information which will improve my own work.”

Enhanced Re-employment Services

During 2012, The New Mexico Workforce Connection Business and Career Center in Albuquerque began delivering enhanced employment services to those individuals receiving unemployment insurance who are highly qualified and highly skilled, but have not been able to find employment, and in fact have been on unemployment for 16-weeks or more. This effort is in response to the Federal Government releasing \$188-thousand dollars in grant money under the Reemployment Eligibility Assessment Program (REA Program) specifically aimed at getting people back to work.

This REA Program is provided by the New Mexico Workforce Connection Albuquerque Business and Career Center, and is designed to complement the existing statewide Reemployment Services Plan (RES Plan). Ultimately, the goals of both programs are to provide Unemployment Insurance (UI) claimants with tools, information, resources and support that will assist them in becoming reemployed as quickly as possible.

Job Fair and Employer Recruitment

Throughout the year, Workforce Connection Staff, in coordination with SL Start, conducted two large job fairs at the Bernalillo County Business and Career Center.

- In October 2012, the first event had 45 employers recruiting for over 700 full-time and part-time positions with over 900 job seekers attending. In the immediate follow-up after the event, employer attendees noted that over 400 job seekers attending this event were hired for employment.
- In April 2013, thirty-four (34) employers participate, the second large job fair, attendee/results report they recruited for over 800 positions; 1135 job seekers attended this event.
- An important note - only participating employers with job openings and are actively hiring are invited to the

job fairs which are coordinated by the New Mexico Workforce Connection.

- In addition to job fairs held at the Workforce Connection Offices, the workforce Connection staff actively participated and assisted with coordination of job fairs in Sandoval and Valencia Counties. At Sandoval County’s job fair, 40 employers participate with event attended by 400 job seekers, job fair was held at Independence High School. The Valencia County job fair was conducted in May 2012, where over 23 employers participated with 150 job seekers attending the event.
- Industry Specific job fairs were also held for the Call Center Industry where over 475 job seekers attend, and a Healthcare industry job fair is scheduled for July with 12 employers already committed to attend. Employer reviews of these services and events continue to be favorable, with many explaining that the events exceeded their expectations and were crucial to developing their growing workforce needs.

Other significant business services included over 45 onsite recruiting events that were attend by over 4500 job seekers.

National Emergency Grant (NEG)

The Central Region received National Emergency Grant (NEG) grant funding, to provide benefits for dislocated workers, through On-the-Job training opportunities, that are considered “prolonged unemployed”, by allowing them to build skills for occupations in demand with opportunities for sustainability and self-sufficiency. In addition, the grant will provide an incentive for employers apprehensive about expanding and/or hiring during uncertain economic conditions. Through this effort, staff in the Business and Career centers will work closely with the REA program and other Partners, conducting specialized outreach to individuals, to act as a catalyst for those long-term unemployed who may have felt lost and unable to find viable employment opportunities.

Youth Initiatives

WCCNM Youth Program and its participants experience an amazing year in 2012! The program’s successes this past year is due in part, to our exceptional WCCNM Youth Program Provider and their staff, they provide distinctive services which support the youth of the Central Region. The WCCNM Youth program enrolled over 340 new youth into the program,

WIA REGIONAL PROFILES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)



with a total caseload of over 890. These youth were offered many services to enhance their current and future endeavors; services afforded to the youth of the Central Region consist of activities such as work experience, occupational skills training and mentorship opportunities. These ventures not only provide suitable educational advancement prospects for youth, but also provide great motivation for future accomplishments.

To enhance the services of the WIA youth program, the Central Region supported the initiation of many programs to enhance the lives of the youth in our region. These programs include:

- C-Core mentoring through the National Home Builders Institute made available to all WIA participants interested in the construction and home building industries. The goal of this career focused mentoring program was to gear youth towards employment, develop a career pathway and gain some valuable skills while being mentored by a professional in the industry.
- The Career Pathways Initiative through NCLR, and provided by Youth Development Inc., which began in May 2012 has assisted WIA participants in need of attaining their GED who are also interested in the

Healthcare field, to acquire certifications that enable them to gain employment. Individualized GED classes and occupational skills training within the Dental Assistant career pathway has been provided to many youth in our region.

- A collaborative effort with Junior Achievement was also conducted, providing comprehensive financial literacy classes to WIA youth participants. As youth begin earning money through work experience and eventually through a career, it is imperative they learn how to properly budget and become aware of the financial market. A pilot training program took place in Bernalillo and Valencia Counties, providing 27 youth with financial literacy skills, they can utilize throughout their future.

Central Area Success Stories

WIA Youth: Maidley was successful in completing classroom instruction for Dental Assistant classes in January, and is currently completing her internship hours at Quality Health Management (QHM). Maidley is an 18-year-old Hispanic female who has faced many difficult trials in her life. She dropped out of school because she got pregnant, and eventually began attending New Futures High School, a school

WIA REGIONAL PROFILES

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

geared toward girls who are pregnant and want to continue their High School Education. Maidley missed a lot of school due to difficulties with her pregnancy and got behind on her credits. She was not getting the help she needed from the school and became overwhelmed with the amount of credits she would have to make up in order to graduate. She finally stopped attending classes, eventually left New Futures, and waited one year before thinking of continuing her education.

Maidley came into the Business and Career Center feeling a little defeated and self-conscious about having dropped out of school. Maidley was provided with educational information, and the opportunity to become a Dental Assistant. She really liked the idea and was very interested, after which she completed the two-week Workforce Literacy class and started GED classes and the Friday integrated dental training classes, provided through Quality Health Management (QHM). Scoring high the GED pre-test, Maidley was ready to take the test. Maidley tested in December and passed with an average of 522 overall, with a reading score of 600!

During the short time in the program, her self-confidence has improved significantly. "The staff at YDI is so helpful and educational. I feel so proud of myself. This was a second chance for me to make a better life for me and my baby," she said when she came in to get her test results.

WIA Adult: The University of New Mexico Valencia Campus Nursing program recently held graduation for 14 students; six of these students received WIA assistance. This is testimonial of one their stories.

Brea successfully graduated from the Nursing program with a 3.56 GPA. Brea is interested in pursuing Pediatrics Nursing, and currently studying for her state licensure, which she plans to complete in June. Brea is a single mom of three young daughters and qualified for WIA as a low-income adult. Brea was a food stamp recipient and worked part time while attending school. Although Brea received PELL funds, it was not enough to complete school and make ends meet each semester. In January 2012, Brea completed eligibility determination and required funding steps were completed. WIA provided tuition assistance and limited supportive services for transportation, as well as career counseling, case management, resume skills and support, especially when times were stressful during her training. WIA is also currently assisting with job search, so she will have employment in line when she receives her licensure. Brea brings dedication,

compassion and a continuing desire for knowledge and she thanks the New Mexico Workforce Connection for their assistance and dedication throughout her journey.

WIA Dislocated Worker: Nicholas laid off from Academy Corporation on July 17, 2012. On March 26, 2013 Nicholas was offered a position with Ashcraft as a first year apprentice and vetted into the Associated Builders and Contractors four year sheet metal apprenticeship program. Nicholas utilized the services and the staffs at the Mountain Road Workforce Connection, to attend resume writing classes, obtain interviewing skills classes, join the job club and obtain Work Keys assessments. Ashcraft Mechanical expressed a need to hire a first time sheet metal/HVAC apprentice, and interviewed Nicholas, with his new skillsets Nicholas began his position on April 1, 2013 and is continuing to excel as a sheet metal apprentice.

SESP Grant Success: The SESP program provided a great opportunity for a New Mexico Veteran seeking employment and workforce services in the Central Region. Using the GI Bill, the individual graduated from the University of New Mexico, Anderson School of Management earning a Master in Business Administration (MBA) with a concentration in marketing. He heard about the SESP program through local outreach efforts and applied for the program to pursue a career in the solar industry. Accessing services through the Albuquerque New Mexico Workforce Connection Business and Career Center, he was referred to several solar industry sector employers. Two weeks after submitting his application for a Marketing Director position, the Veteran, interviewed, and obtained the position with a local solar company. The SESP program, arranged On-the-Job training which included the NABCEP certification, the "gold standard" for photovoltaic and solar thermal installation. The Veteran obtained the foundation of solar knowledge and electrical theory certifications pertinent to his position, today he is gainfully employed with this company.

Program Performance

Central Area data exhibited within Table O, show of the nine (9) measures reporting under Common Measures, six (6) measures exceeded and three (3) measures met Common Measures Performance metrics.

WIA REGIONAL PROFILES

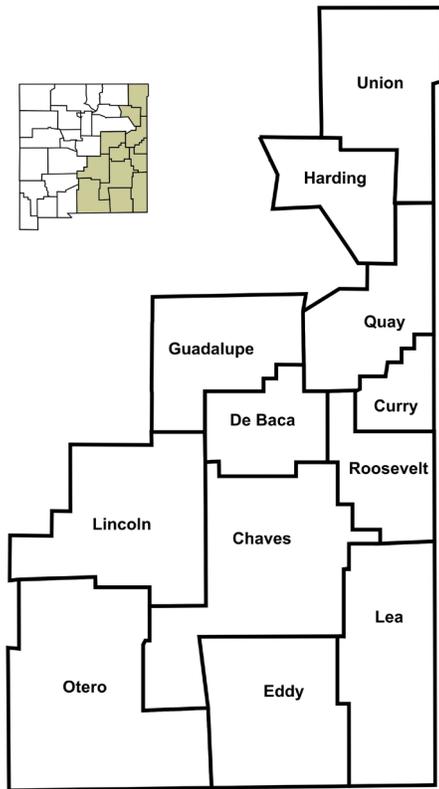
WORKFORCE CONNECTION OF CENTRAL NEW MEXICO (WCCNM)

Table O - Central Area Local Performance

Local Area Name Central Area Workforce Development Board	Total Participants Served	Adults	11,627	
		Dislocated Workers	405	
		Older Youth (19 - 21)	163	
		Younger Youth (14 - 18)	399	
ETA Assigned # 35025	Total Exiters	Adults	14,560	
		Dislocated Workers	258	
		Older Youth (19 - 21)	105	
		Younger Youth (14 - 18)	276	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	63.7%	
	Dislocated Workers	73.0%	77.1%	
Retention Rates	Adults	86.6%	93.8%	
	Dislocated Workers	86.6%	88.1%	
Average Earnings (Adults/DWs)	Adults	\$28,000	\$37,498	
	Dislocated Workers	\$16,964	\$18,044	
Placement in Employment or Education	Youth (14 - 21)	55.9%	52.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	48.7%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	28.6%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance	Not Met	Met	Exceeded	
	0	3	6	

WIA REGIONAL PROFILES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)



New Mexico Workforce Connection

EASTERN AREA

Area Overview

The Eastern Area Workforce Development Board (EAWDB)²⁰ serves 15.5 percent of NM's population, providing services to employers and job seekers across the forty four thousand square mile area through its New Mexico Workforce Connection Centers (NMWCC).

The EAWDB currently serves twelve counties on the East side of New Mexico. Those counties include Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Otero, Quay, Roosevelt and Union. The eastern region saw fewer job losses during the recession and early recovery.

Workforce Service Delivery

The 2012 program year saw many changes and improvements. The goals for EAWDB-NMWCC are to improve customer service in the centers, increase public awareness of services available, and improve the quality and value of those services, increase performance levels, and streamline WIA processes for NMWCC staff, customers served, and establish a seamless service delivery system. The components that enabled the area to make progress toward those goals were the development of new state and local policies, staff development, increased use of technology and the establishment of internal metrics designed to improve and measure the improvement of services to employers in the area.

With the rollout of new state policies governing WIA and the one stop system in August of 2012, the local areas were tasked with reviewing and updating their existing policies or

creating additional policies to support the state's vision for seamless service delivery. A direct result of the new policy development was the review and realignment of processes and procedures utilized by the offices for customer flow, job seeker assessment, training and case management activities. The policies laid the foundation for the establishment of some additional performance metrics for the offices as well.

The Eastern area participated in a series of conference calls with DWS business services staff to develop a series of additional metrics designed to:

- Establish a quality based set of performance standards for all staff in the offices based on functions rather than programs,
- Begin to gather baseline data on the level of service currently provided in the targeted content areas,

²⁰ Source: Eastern Area Workforce Development Board, website <http://eawdb.org/>

WIA REGIONAL PROFILES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

- Improve customer service to both employers and job seekers,
- Improve the job seekers' skill information contained in the NM Workforce Connection System to provide better results for employers when searching for candidates,
- Improve the quality of referrals issued for job seekers to employers,
- Increase the number of skills certifications provided in the offices, and
- Attempt to measure the progress of increased outreach efforts

The discussion created an opportunity for the Roswell office to participate along with the Las Cruces office in an effort to pilot the implementation of the new performance metrics. The two offices began realigning staff into functional units in February to begin testing the functionality and feasibility of the measures. The results of the pilot were successful. The trial run of the pilot measures resulted in the staff within the participating offices being better aligned to effectively assess job seekers' needs and begin the process of better addressing employer needs. The second benefit was the creation of a set of common standards for all staff in the center that was based on the performance of the office and not a program. The pilot project from Roswell will be implemented throughout the area on September 1, 2013.

DWS and the one stop operator have also partnered in the cost sharing of site managers in two offices eliminating the supervisory difficulties across the primary system partners. This development allowed the Clovis office to begin working toward the implementation of the new performance metrics prior to the planned timeframe which has again resulted in staff being aligned in a manner that is based on strengths and functions rather than programs. The preliminary results have been very positive. In those two offices, several employers that have only minimally utilized our services in the past are beginning to work in a collaborative manner with the business teams to fill vacancies.

Overall, the progress the East has made toward its goals has resulted in better customer service to employers and job seekers as well as an increase in program performance.

Innovative Services - State Energy Sector Partnership (SESP) Grant

The SESP program has had a very successful conclusion. The Board required sector focus for the grant was wind energy. Federal incentives for employers and wind energy developers ran out before permits were approved and transmission lines were built which brought the wind projects to a crawl with some employers even laying off. As a result, the Wind Industry Council, the grant coordinator and team lead were scrambling to identify additional areas of training need within the green energy sector in this part of the state.



WIA REGIONAL PROFILES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

The result was the realization that several areas around the state and country have seen significant increases in the installation of solar panels for both residential and commercial applications. The home improvement stores have also begun selling panels to private consumers for installation indicating there will be additional increases in residential usage in the near future. The installation and use of solar panels creates special requirements for first responders, firefighters in particular, for structures equipped with the panels. The alternative electrical circuit creates an electrocution risk if a panel or wire is cut or broken and increased roof load creates a structural integrity risk due to a greater potential for structural collapse. Additionally, there are chemical hazards from burning panels and batteries.

The grant coordinator worked with a retired fire chief and a community college for the development of a training course for safety of first responders. The school had a company build a portable training unit equipped with solar panels, a wind turbine and a generator system for instruction in the proper procedures to shut down the power supply and fight a fire in those environments. The Eastern area trained 166 first responders (thirty of those in collaboration with the southwest area) in this new curriculum. The larger impact of this is that the training has been copyrighted and submitted to the national firefighters association for potential implementation on a national scale. A national company is building a full-computerized simulator to extend the training outside New Mexico.

Workforce Investment Act Adult and Dislocated Worker Programs

The unemployment rate in the area is the lowest in the state again this year. Recruiting of job seekers continues to be difficult for our offices as well as employers in the area. The implementation of the new quality driven performance

metrics has already begun to improve the service delivery and customer service in the offices that were participating. EAWDB-NMWCC has seen an increase in the numbers of employers requesting assessments by our offices resulting in improvement in the quality of referrals received by employers.

The combination of staff training and increased numbers of job seekers using the offices is reflected in an increase in the entered employment rates over last year for both adults and dislocated workers. The performance measures have continued to climb over the program year.

The demand occupations in the area continues to be dominated by nursing/allied health positions and transportation related to the oil and gas industry. Eastern area has seen minor increases in trade related job openings. The breakdown of individuals trained in these areas is provided in Exhibit 11.

Business Activities

As mentioned above a large focus was placed this year on improving services provided to employers through the implementation of additional performance metrics. The measures (Employer & Job Seeker Measures) were developed in coordination with all the site managers in the area and are planned to drive quality customer oriented approaches to service delivery. Training of all staff from all programs has been conducted and all offices are scheduled to implement the measures on September 1, 2013.

Workforce Investment Act Youth Program

The youth provider for the area has now been in place for a year and has made significant improvements in the areas of outreach and recruiting as well as restructuring the youth

Exhibit 11: Eastern Area Occupational Training

Occupational Training Area	Number Trained
Registered Nurses	46
Trade Related Fields (HVAC, Electrical, etc.)	8
Other Allied Health Fields	33
Truck Drivers	24

WIA REGIONAL PROFILES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

service delivery system for the program. The changes have created an increase of approximately thirty percent (30%) in the literacy numeracy performance measure.

New linkages have been created between the youth provider and all the GED programs throughout the area so we are looking forward to increases in referrals and in the degree or certificate performance measure over the next year.

The new state and local policies created a solid foundation for the establishment of improved processes and training procedures for staff. The youth career development specialists have become fully integrated team members within the one-stop offices. This is beginning to have a positive impact on referrals from customer walk-ins for the youth program.

Another benefit from the restructuring of the program has been better relationships with employers for youth soft and hard skill training. The quality of the training received for youth participating in work experience activities has improved along with the quality of worksite mentoring of youth.

Eastern Area Success Stories

WIA Dislocated Worker: Mrs. Sally enrolled in the WIA program for assistance with obtaining the Occupational Therapy Assistant degree. She successfully completed all classes required of the program and graduated with the AS Occupational Therapy Assistant Degree. Mrs. Sally, a Dislocated Worker laid off in April 2009, from a company she worked with for twenty-seven (27) years as a Sales Associate. Receiving Unemployment benefits was not enough to support her and her husband and she was not successful in finding employment. Her skills included only basic office skills for entry-level positions, which made it almost impossible for her to be able to move forward in a career path leading to self-sufficiency. She had about 2 years of college through ENMU-Roswell and was taking classes consistently from fall 2009 working towards getting in to the Occupational Therapy Assistant program. Accepted into the ENMU-Roswell program she finished with a GPA of 3.61. Upon graduation, she passed her National Boards Exam allowing her to be a Certified Occupational Therapy Assistant. Within less than a month she entered employment at Si Se Puede Therapy as an Occupational Therapy Assistant at \$28.00/hr. Mrs. Sally was thankful for the WIA services she was provided and

very happy to be employed with what she loves to do. By obtaining the degree she was able to enter employment in an in demand occupation in the local area with a job that would help support her family.

During the short time in the program, her self-confidence has improved significantly. "The staff at YDI is so helpful and educational. I feel so proud of myself. This was a second chance for me to make a better life for me and my baby," she said when she came in to get her test results.

WIA Adult: Susanna obtained success, with assistance from the NMWCC WIA Program. Susanna enjoyed helping people and worked as a caregiver. She worked for a daycare for several years. She lacked the education to move up and earn a sustainable wage. She was on public assistance and explained that she was embarrassed of this. She decided to return to school and began taking the prerequisites for the Nursing Program. Once accepted into the program she came to NMWCC to request assistance from WIA. She was unable to work full time due to the demanding curriculum of the program. This would leave her with less money and she was not going to be able to afford her books and supplies. Susanna enrolled into the WIA program and excelled in her classes, graduating as a Crimson Scholar. She earned her Associates Degree in Nursing and then passed the NCLEX on her first attempt. After obtaining her RN License she returned to NMWCC for assistance with her resume and help with work search. She was nervous and explained that she did not feel that she would be able to find employment "right out of school". NMWCC assisted her with her resume and helped her navigate the many job search sites in order to apply for employment. She obtained a position at Mesilla Valley Medical Center in Las Cruces three weeks later. She is now earning \$25 an hour and is no longer on public assistance.

SESP Grant Success: Now, you hear on the News about ARRA funding not being popular or a waste of taxpayer dollars. I wholeheartedly disagree. I can directly attribute my success to ARRA funding and Federal training dollars. I feel that Federal Spending during this period provided an employment opportunity, as well as getting me back on track with my education (20 years later!) to achieve an AAS. I am finishing up my AAS Degree at the NMJC in December, with a 4.0 grade point average, with plans to continue my education and complete my Bachelor degree in about a year. With acceptance at Eastern New Mexico University (ENMU) for Spring Semester 2013 to complete my Bachelor degree, after

WIA REGIONAL PROFILES

EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

which, I am looking at continuing on from there to complete my MBA at ENMU as well.

More Success, another SESP Testimonial, In July 2010, I began my career in renewable energy with Sacred Power Corporation (SPC); previously, I was under/unemployed for nearly a year doing small accounting/tax work for various individuals and businesses. I was recommended to SPC as a salesperson for residential solar electric and solar hot water systems, as my previous background was in Real Estate Development and Sales.

Very soon after, New Mexico Junior College (NMJC) in Hobbs, NM, contacted me about a possible wind and solar project at the school. I had never been to Hobbs, or heard of the NMJC. After several conversations, I went for a site visit to the NMJC, was very impressed at the quality of the facilities, as well as the commitment and dedication the NMJC had for their Students, and for Taxpayer funds. It was during these initial meetings that I met the Director of the Energy Technology Programs for the NMJC. I remember a conversation around my college background. I said that I dropped out of college with close to 80 credit hours but no degree. In fall of 2011, I

applied to the NMJC with the goal of achieving an Associate degree in renewable energy. At that time, there were training and education dollars available. It was this additional training that got me a promotion to management at SPC, as well as a pay increase.

Now, the NMJC asked me to become an Adjunct Professor for the Energy Technology Program teaching part time. It is indeed an honor to be a part of such a great institution of learning. In addition, recently the Hobbs News Sun asked me to become a writer for them to provide a monthly column on renewable energy. I have to thank the New Mexico Junior College, the Wind Industry Council, New Mexico Workforce Connection and the U.S. Government, for all my current successes.

Program Performance

Eastern Area data exhibited within Table O, show of the nine (9) measures reporting under Common Measures, seven (7) measures exceeded and two (2) measures met Common Measures Performance metrics.



WIA REGIONAL PROFILES

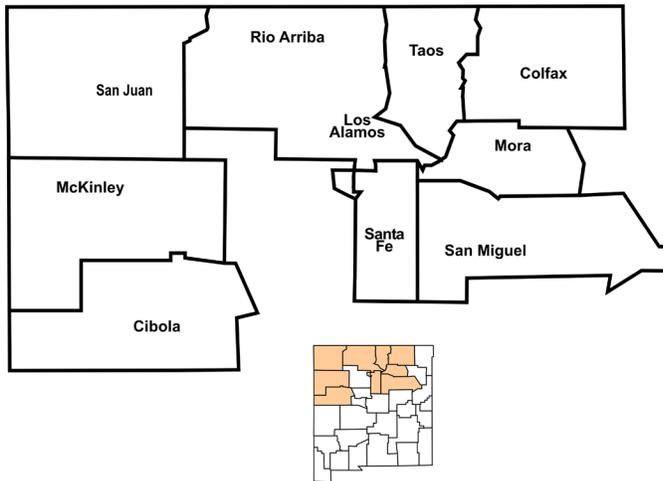
EASTERN AREA WORKFORCE DEVELOPMENT BOARD (EAWDB)

Table O - Eastern Area Local Performance

Local Area Name Eastern Area Workforce Development Board	Total Participants Served	Adults	3,644	
		Dislocated Workers	68	
		Older Youth (19 - 21)	34	
		Younger Youth (14 - 18)	101	
ETA Assigned # 35040	Total Exiters	Adults	5,028	
		Dislocated Workers	47	
		Older Youth (19 - 21)	13	
		Younger Youth (14 - 18)	51	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	78.5%	
	Dislocated Workers	73.0%	67.6%	
Retention Rates	Adults	86.6%	76.5%	
	Dislocated Workers	86.6%	86.7%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$16,923	
	Dislocated Workers	\$16,964	\$18,392	
Placement in Employment or Education	Youth (14 - 21)	55.9%	75.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	47.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	66.7%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	7

WIA REGIONAL PROFILES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)



New Mexico Workforce Connection

NORTHERN AREA

Area Overview

The Northern Area Local Workforce Development Board (NALWDB)²¹ was incorporated in 2001 as a nonprofit 501(c) (3) to operate as the Administrative Entity (AE) for workforce funds in ten northern counties including Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos.. Northern area serves 27.6 percent of NMs total population.

Workforce Service Delivery

Serving approximately one-fourth of the State's population, the NALWDB's vision/mission is threefold: (1) To educate and train our workforce to meet the changing needs of Northern New Mexico; (2) To design and implement a locally-delivered workforce development system which will enable government, business, education, and labor to provide the Northern Area with a well-trained, highly-skilled, and competitive workforce; and, (3) To provide a seamless, business-driven system of service delivery that enhances access for all customers. Although the rural nature of the Northern Area poses many challenges in accomplishing this mission, the partnerships and collaborations that have emerged through the process have proven successful in bringing much-needed workforce services to the citizens of the Northern Area.

WIA Adult and Dislocated Worker Program

The NALWDB Adult and Dislocated Worker programs are developed with a singular goal: to provide high quality services to our communities that will help move people into a better life, assistance with opportunities providing access to higher paying jobs that will provide the self-sufficient

wages needed to flourish in the 21st Century, and relevant skills development to become a more valuable employee. To accomplish this, the NALWDB's adult service provider, Service, Employment and Redevelopment (SER), Jobs for Progress, Inc., operates workforce and education programs and collaborates closely with its partners and local employers to develop a strong business-driven workforce system. This workforce system provides resources and opportunities for job seekers and business customers complemented by other important programs such as On-the-Job Training, Customized Training, and Individual Training Accounts, as well as assessment and self-directed learning tools to assist in upgrading skills that result in entry or re-entry into the labor market.

In PY12, the NALWDB service provider enrolled 612 adult and dislocated worker employed and unemployed individuals into the Workforce Investment Act program. Over 70% of those enrolled also participated in paid activities.

Best Practices Adult and Dislocated Worker Program: In the Northern Area this includes:

- New Mexico Workforce Connection Center site managers and WIA staff have established effective

²¹ Source: Northern Area Workforce Development Board website <http://nalwdb.nm.org/organizations.php>

WIA REGIONAL PROFILES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

relationships with employers within their communities through active ongoing communications which assist in the identification of local labor market trends and promote WIA services availability to employers; and,

- A “peer reviews” system whereby WIA staff from each respective New Mexico Workforce Connection Center will conduct a quality assurance review of customer records from another Workforce Connection Center. This practice helps to identify any compliance issues or deficiencies that may be immediately corrected.

Business Activities and Strategies

The NALWDB, in collaboration with its adult and dislocated worker service provider, SER, Jobs for Progress, Inc., has researched the local economy within the service delivery area; they occupy memberships on the local Chambers of Commerce in each community; and they have established partnerships with each city’s Community Development Departments to determine if new businesses are requesting licensure - all to assist in detecting emerging opportunities for jobs placement and employer services. Meeting with and LISTENING to local employers is critical to making a determination of need. Based on this information, job seekers are directed toward occupations to meet demand occupations. Additionally, it is critical to prepare our current workforce for emerging technology and provide the tools needed for upward mobility within their current organization. This effort also helps to assure that customers become valuable employees, reducing the likelihood of layoff. The NALWDB also assures ongoing employer assistance with onsite space for interviewing, phone and fax use, and applicant screening through its Workforce Connection Centers.

State Energy Partnership Program (SESP) Grant

The NALWDB SESP program provided a means to move toward the “greening” of America by training job seekers and employed workers for occupations that will help protect our environment and use energy more wisely. At a SESP funding level of \$486,215, the NALWDB service provider, SER, Jobs for Progress, Inc., enrolled 361 individuals into the program with 95% of those enrolled placed into a paid training activity; 98% of those enrolled successfully completed their training program.

Youth Program

The Northern Area provided various types of opportunities to its WIA youth during the program year which resulted in many positive outcomes toward the ultimate goals of furthering education, securing employment, and attainment of higher wages. Some of these students were strictly WIA participants while others were co-enrolled in other programs which enhanced their participation in WIA; namely the WIA adult program available through the adult service provider, and YouthBuild or Escalera programs that are available through the NALWDB youth service provider, Home Education Livelihood Program, (HELP-NM), Inc. A good return, the \$586,220 investment, on 195 WIA youth was possible, due in large part, to the leveraging or bundling of services available through HELP-NM utilizing its co-enrollment strategy.

HELP-NM’s WIA program saw a remarkable degree of success this year. Overall, the prescribed 541 activities delivered to youth in the Northern Area can be attributed to the quality of the program as well as the day-to-day operations and constant interaction of staff with WIA youth. HELP-NM’s Employment Community Specialists (ECSs) are responsible for keeping in direct contact with clients from eligibility determination to the development of individualized program plans, occupational training, tutorials, internships, supportive services, assessments, financial literacy, job readiness, follow-up, and completion of participant goals. As an agency, HELP-NM prides itself in providing perpetual staff training to ensure that each ECS learns the system and provides the best possible service accordingly. It is this high standard HELP-NM incorporates that strengthens positive engagement of youth, a group who historically are difficult to keep attentive and motivated in continuing in any youth activity.

Best Practices Youth Program: HELP-New Mexico, Inc. has an incentive piece in their program design that rewards youth for their participation in service learning leadership projects within the counties they reside. Research suggests that incentives can motivate youth to become interested in activities that they might not have been interested in initially, and that incentives motivate them to continue their involvement in these activities. HELP-NM youth participants get involved in community service learning leadership projects for a variety of reasons, and choose to give back to their community in different ways. Some choose a public service; others join organizations geared towards

WIA REGIONAL PROFILES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

a specific task. For WIA youth participants, community service was an enjoyable experience. They spent time within their communities, participating in numerous activities, establishing positive relationships with people throughout the communities. Through this experience, the youth learned about different cultures, and the importance of not basing one's experience on stereotypes. They also learned that the world is not centered on their needs or their life alone. They come to a realization that there are a lot of people in worse situations in life. This teaches them to not only appreciate their circumstances, but also look for ways to help those in need. Participation in service leadership projects helps the WIA youth form a more positive outlook for their future and life in general.

Innovative Services Delivery Strategies

The NALWDB Adult and Dislocated Worker service provider, SER, Jobs for Progress, Inc., have implemented a unique process to help its job seekers think about the training they are requesting by asking them to write some semblance of a term paper. It does not have to be formalized, but the participant must address why they are requesting training and how the career track will contribute to a sustainable livelihood in the future. This process, though seemingly simple, drives home the necessity to research the occupation of choice, the demand, locations in demand, salary levels, training requirements, and if it is the occupation is the right fit for them. After this research and thought process, many participants decide that it is not what they want to do, but rather decide to go in another direction. For others it solidifies their drive and clarifies their plan toward self-employment or employment with a local employer. It also evokes further discussion on potential challenges to successful completion.

For the NALWDB Youth service provider, HELP-NM, Inc., the co-enrollment strategy and opportunities are by design. HELP-NM, Inc. uses its organizational and programmatic structure which allows students to gain employment opportunities through vocational skills development as well as academic skills development, both of which lead to quality of life advancement in both arenas, respectively. A prime example of this occurred in the YouthBuild program where several participants were both YouthBuild participants as well as WIA participants. These students uniquely benefitted by taking advantage of incentives offered by WIA as well as learned construction skills and earned a GED on a 60/40

basis (60% skill development and 40% classroom instruction leading to preparation for GED examination). The benefit in this scenario resulted in financial incentives upon reaching certain milestones. For example: students who tested negative to drug tests were given a \$200 stipend through the YouthBuild program. The same student could earn two other stipends for completing a GED, one for \$200 from YouthBuild and a second for \$100 from the WIA program, provided they were co-enrolled in both programs. It is important to mention that HELP-NM, through leveraged resources, was able to fund WIA participants to attend the Lideres Summit sponsored by the National Council de la Raza (NCLR) in Las Vegas, Nevada. CSBG funds were used to pay for these students to attend the one-week leadership conference where they able to meet students from all over the country and participate in leadership skills activities. Learned leadership skills were showcased when participants did individual presentations at HELP-NM's quarterly corporate board meetings, or attended city council or county commission meetings and wrote essays about what they had learned. Youth participated in other service learning projects such as the Kids Wish Network, and other community projects such as building a native oven in Taos, cleaning the yard at Santa Maria El Mirador (institution for the mentally impaired), and office renovation at the Santa Fe Habitat for Humanity.

Northern Area Success Stories

Business Success: The Farmington One-Stop is working in partnership with Skill Ready Four Corners to spread the message about the benefits of skill-based hiring and to encourage local employers and job seekers to utilize Work Keys Skill Assessments. Employers who currently use the Work Keys Skill assessment include the City of Farmington, PESCO, Twin Stars, San Juan County, A-Plus Well and the City of Aztec.

Skills-based hiring will help ensure applicants have the appropriate skills needed to do or be trained for the jobs for which they apply, employers who encourage applicants to test by "preferring National Career Readiness Certificates (NCRC™)" and job seekers and students who take the test are all helping us assess the workforce in San Juan County. Knowing the skills of our current workforce helps attract new businesses and industries to the area, thus creating new jobs and a strong economy.

WIA REGIONAL PROFILES

NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

SESP Grant Success: The NALWDB WIA provider staff at the Las Vegas Workforce Connection office developed a WIA-sponsored Green Training class intended to meet Environmental Protection Agency (EPA) requirements around renovation, repair and painting rules. The project represented a collaborative effort including the Northern Board, WIA, a local employer, Santa Fe Community College, and the City of Las Vegas. The class funded with State Energy Sector Partnership (SESP) grant funds, with class content developed and provided by Santa Fe Community College Instructors who also provided related materials. The City of Las Vegas provided the facility used for the class which took place October 13-14, 2012. Fourteen employees of the City of Las Vegas and Carlson Construction Company participated in the class. After completion of the training, participants were required to take and pass a written exam in order to receive certification. All participants successfully completed the training and all received certification. This process enabled their employers to be eligible to bid on all appropriate construction jobs for continued employment opportunities.

Customized Training Success - An Employer's Testimonial, the Santa Fe Brewing Company: "The Santa Fe Brewing Company benefitted in several ways from the New Mexico Workforce Connection – Northern Area program. Customized Occupational Safety and Health Administration (OSHA) training offered valuable training to all of my staff. Within a week of training completion, we ordered and installed signage necessary to be in compliance with OSHA. The company put into place a policy with regard to fire safety and mandatory safety equipment that must be worn at all times. The company is far more educated on safety, and the risk of injury has been greatly reduced. The management-training instructor worked with our management team to create a vision and mission—now all employees have a clear idea of what the company is about, with a grasp on the future of the company. The timing could not have been better as we are growing extremely fast so employees need to have a real pulse on everyday operations. Another valuable asset gained from the training was the idea of "coaching" as opposed to "managing", and management and employees have embraced the idea and found it to work extremely well. Santa Fe Brewing Company is now a safer place to work which makes it easier for me to sleep at night, and the management training has helped us gear up for another year of tremendous growth."

WIA Adult/Dislocated Worker Success: Ophelia has overcome a great many obstacles to make success a part of her life and to make a better life for her children. She is a single parent and was trying to support four children and a granddaughter on her own. She was a self-employed potter, but due to economic hardship, she found that she was unable to make enough income to support herself and her family. Ophelia had managed her business and family budget for many years and felt a career in accounting might work for her. After assessment and career counseling, she decided to focus on a career as an accountant and enrolled into classes at UNM Gallup through the WIA Program. During her training, she experienced many family difficulties making it uncertain whether she would complete her degree program on time. Through her diligent efforts and the support of her Career Development Specialist at the Gallup One- Stop Office, she successfully completed her classroom training activity with UNM Gallup and graduated May 2013. She recently started work with Washington Federal Bank as a full time Assistant Accounts Monitor.

WIA Youth Success: Embodying the essence of HELP-NM's service delivery strategy of leveraging/bundling resources and incentives, Anthony co-enrolled in three programs—YouthBuild, Escalera, and WIA. In a timely fashion, he successfully completed all three programs. He earned his GED; received his Pre-Apprenticeship Certification Training (PACT) under the Home Builders Institute, a nationally recognized construction program; tested drug-free throughout the program; and received all allowable incentives. Anthony is now employed as a self-managed maintenance entrepreneur.

Program Performance

Northern Area data exhibited within Table O, show of the nine (9) measures reporting under Common Measures, four (4) measures exceeded and five (5) measures met Common Measures Performance metrics.

WIA REGIONAL PROFILES

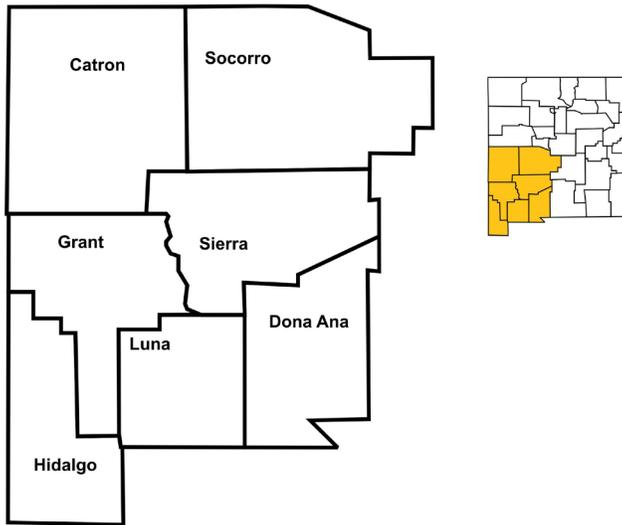
NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)

Table O - Northern Area Local Performance

Local Area Name Northern Area Workforce Development Board	Total Participants Served	Adults	5,591	
		Dislocated Workers	168	
		Older Youth (19 - 21)	73	
		Younger Youth (14 - 18)	132	
ETA Assigned # <u>35035</u>	Total Exiters	Adults	7,055	
		Dislocated Workers	108	
		Older Youth (19 - 21)	79	
		Younger Youth (14 - 18)	136	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	65.7%	
	Dislocated Workers	73.0%	80.4%	
Retention Rates	Adults	86.6%	78.3%	
	Dislocated Workers	86.6%	85.0%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$16,179	
	Dislocated Workers	\$16,964	\$15,657	
Placement in Employment or Education	Youth (14 - 21)	55.9%	59.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	53.9%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	26.7%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	4

WIA REGIONAL PROFILES

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)



New Mexico Workforce Connection

SOUTHWESTERN AREA

Area Overview

The Southwestern Area Workforce Development Board (SAWDB) provides workforce services in seven counties, which include Catron, Doña Ana, Grant, Hidalgo, Luna, Sierra, and Socorro. Southwest area serves 38.1 percent of New Mexico's population. The SAWDB's²² mission is to empower individuals in the region by providing them with the tools and training they need to acquire higher paying jobs based on the needs of local businesses.

Workforce Service Delivery

The Southwestern Area Workforce Development Board works diligently toward improving one-stop facilities in order to house more partners and businesses in an effort to make their services further accessible to those they are serving. With an emphasis on economic and employer driven goals, SAWDB's cooperative programs cater to the region's unique employment needs allowing better distribution of federal funds and serving local employers by cultivating a highly skilled workforce. The SAWDB demonstrates services rendered in the southwest with a snapshot of success stories exhibited below.

Southwestern Area Success Stories

WIA Adult Success: Mr. Ortiz was approved for WIA OJT with Affordable Solar as a Solar PV Installer. His previous work experience consisted of customer service, retail, various food service positions, as well as construction and labor. His education consists of his high school diploma and certification in residential wiring and electrical trades. In order for him to obtain employment as an electrician, he needed to have his Journeyman's License. Mr. Ortiz had basic knowledge, but limited hands on training. In order to obtain employment as

an electrician he needed more experience and licensure. He had been seeking employment since completing his education in 2012 and was not able to obtain employment in the field of his training, as he was not a licensed Journeyman. At the time of his WIA application and approval, Mr. Ortiz was living with relatives and working part time for them at their family business. Obtaining employment with Affordable Solar as an OJT participant allowed him to use both his education and obtain hands-on training in a new and growing industry. Mr. Ortiz successfully completed training in June and continues employment with Affordable Solar as a PV Installer. He travels with the company to different locations and is provided with housing. He recently informed staff that with the training he has received he should be obtaining his Journeyman's License early next year.

Adult OJT Success: Ms. Terrazas was approved for, received and successfully completed OJT with Lash Amos LMD Urology as a Medical Assistant. She will be obtaining her Certified Nurse Assistant (C.N.A.) at the end of September. Before obtaining employment with Dr. Lash, she had been working in a retail establishment as an assistant manager with a local company. She was underpaid and a single parent with one child in the home. She had been seeking other employment but she had a conviction on her record and she had not been successful in finding more sustainable employment opportunities. The prospect of training in the medical field

²² Source: Southwestern Area Workforce Development Board's (SAWDB's) website <http://www.employnm.com/>

WIA REGIONAL PROFILES

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)

provided her with both a pay increase and employment in a marketable field. Ms. Terrazas obtained and completed her training as a C.N.A, within a specific timeframe from hire date which is a requirement with the employer. Despite her conviction, the OJT employer was willing to look beyond and see the potential and desire she had for a better life. Her training and duties involved in being a Medical Assistant; they also believed that she deserved another chance.

WIA Dislocated Worker Success: Mr. Chavez successfully completed his CDL training in 2012. Previously, Mr. Chavez was laid off from his job in 2011 as a construction laborer. He was receiving unemployment benefits for nearly one year when he inquired about the WIA program in 2012. His unemployment insurance was the only source of income in the household; his wife not employed but is caring for one child living in the home. He did not have a high school diploma or GED, and his only skill set was in the field of construction. He desired to obtain his CDL, believing that if he was able to complete training and obtain a Commercial Driver's License, it would enable him to have the training, education, skills, and opportunities to gain employment. Many of the jobs he had been interested in, and wanted to apply for, required him to have a CDL. He was approved for WIA, attended and completed CDL training at Mesilla Valley Training Institute. He obtained employment with Freeport-McMoRan as a truck driver earning higher wages than he was at his former job.

WIA Youth Success: This particular success story has the folks at HELP-NM bursting with joy and pride. HELP-NM Employment Community Specialist, Ms. Petersen mentors Christine (previously a youth program attendee) in her new job as Employment Community Specialist with HELP-NM.

HELP-NM has been administering the WIA Youth Program in the southwestern region for many years. Their work with at risk youth has been recognized and applauded and they take great pride in successfully addressing the needs of youth that ask for help to obtain employment, complete their schooling, or work out issues in order to reach their potential and realize their goals. The work is rewarding and at the same time challenging. The Employment Community Specialists in this program deal with complex situations that require a commitment of the heart to the youth they serve every day.

Christine was a high school dropout, from Socorro in 2011, and realized shortly after drop out, that this was a big mistake. There were no jobs for her without a high school

diploma. After dropping out of school, various jobs held at Sonic, cleaning hotel rooms, proved that these jobs are not what she envisioned as her life's chosen career. She had heard about the WIA Youth program through word of mouth. Her visit to the HELP-NM office proved to be a step that changed her life.

Through HELP-NM efforts-and Ms. Peterson's persistence and ability to recognize Christine's incredible potential, Christine was given the opportunity to do a work experience at the New Mexico Firefighter's Training Academy. It was there that Christine realized she had the ability to do more with her life. That confidence led her to completing her high school courses. Of course, the Firefighters were as impressed with Christine as Ms. Peterson was. They too recognized her talent and abilities, following her work experience; the Academy hired her on a temporary contract hoping to find the funds to hire her permanently. It did not take Christine long; however, to secure permanent employment as an administrative assistant at a local Head Start program in Socorro. Now this in itself is a success story... but the story does not end there. In November 2012, HELP-NM was seeking an Employment Community Specialist in the Socorro area. Christine competed against a number of other applicants and was successful in securing a job doing the very work with challenged youth that changed her life. Her one statement, made during her interview "I know I am leaving a good job, one that I like and I think they like me too, but I have my heart set on doing this kind of work. I know I can make a difference" likely cinched the interview for her. Today Christine can be found at the Workforce Connection Office in Socorro meeting youth who come to her searching for that better life she found as a result of HELP-NM's WIA youth program. Who better to do this work than someone whose "been there, done that"? Christine, Socorro youth are lucky to have you!

Program Performance

Southwestern Area data exhibited within Table O, show of the nine (9) measures reporting under Common Measures, eight (8) measures exceeded and one (1) measures met Common Measures Performance metrics.

WIA REGIONAL PROFILES

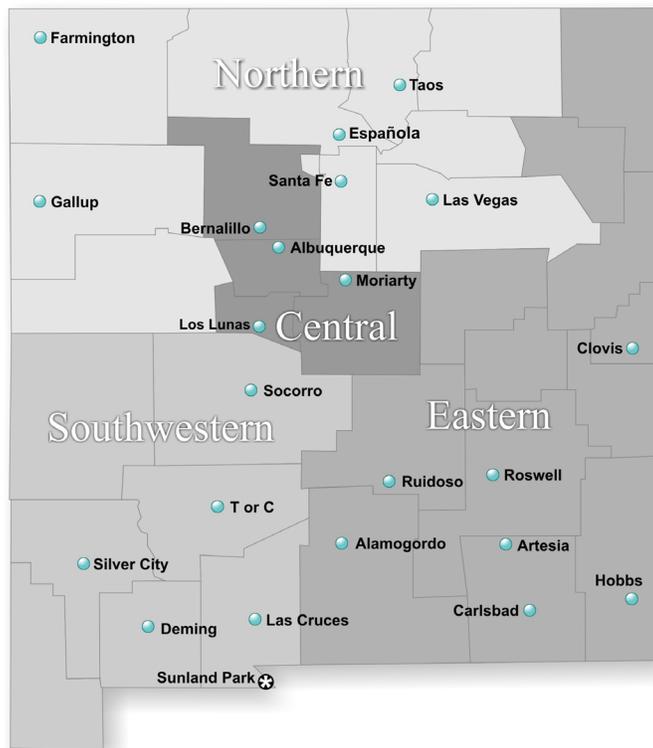
SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD (SAWDB)

Table O - Southwestern Area Local Performance

Local Area Name Southwestern Area Workforce Development Board	Total Participants Served	Adults	4,335	
		Dislocated Workers	96	
		Older Youth (19 - 21)	35	
		Younger Youth (14 - 18)	169	
ETA Assigned # <u>35030</u>	Total Exiters	Adults	5,708	
		Dislocated Workers	89	
		Older Youth (19 - 21)	36	
		Younger Youth (14 - 18)	164	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	65.9%	78.5%	
	Dislocated Workers	73.0%	68.5%	
Retention Rates	Adults	86.6%	88.0%	
	Dislocated Workers	86.6%	91.2%	
Average Earnings (Adults/DWs)	Adults	\$15,189	\$17,793	
	Dislocated Workers	\$16,964	\$16,064	
Placement in Employment or Education	Youth (14 - 21)	55.9%	58.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.0%	49.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	46.6%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state				
		0.0	0.0	
		0.0	0.0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	8

LOCAL WORKFORCE DEVELOPMENT BOARD CONTACT INFORMATION

New Mexico Workforce Connection



Local one stops established to provide a variety of workforce

-  NM Workforce Connection Centers
-  NM Workforce Connection Office Itinerant Service
-  Central Area Workforce Development Board
-  Eastern Area Workforce Development Board
-  Northern Area Workforce Development Board
-  Southwestern Area Workforce Development Board

Central Area Workforce Development Board

Administrative Entity
Mid Region Council of Governments (MRCOG)
Ramona Chavez, WIA Administrator
rchavez@mrcog-nm.gov
809 Copper NW
Albuquerque, NM 87102
(505) 724-3638

Eastern Area Workforce Development Board

Administrative Entity
Charles Lehman, Executive Director
clehman@nm.net
418 Main Street
Clovis, NM 88101
(505) 345-6555

Northern Area Local Workforce Development Board

Administrative Entity
Adrian Ortiz, Executive Director
ortiz@nalwdb.nm.org
5 Bisbee Court – Suite 104
Santa Fe, NM 87508
(505) 986-0363

Southwestern Area Local Workforce Development Board

Administrative Entity
South Central Council of Governments (SCCOG)
Steve Duran, WIA Administrator
sduran@sccog-nm.com
600 Hwy 195, Suite C
Elephant Butte, NM 87935
(575) 744-4857



New Mexico Department of Workforce Solutions

P.O. Box 1928

Albuquerque, NM 87102

www.dws.state.nm.us