

# NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)



## **WIOA ANNUAL REPORT PY 2016 – FY 2017**

## **LOCAL WORKFORCE PROGRESS – NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD (NALWDB)**

### **Overview Program Year 2016**

The NALWDB's workforce system is business and purpose-driven to help citizens in the ten (10) New Mexico counties of Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos to enter, remain and advance in the workforce while strengthening the overall business climate of New Mexico. Although the rural nature of the Northern Area has always remained an obstacle in service delivery, our partners in education, economic development, business, service providers, and others have continued in their efforts towards developing strategies that increase coordination among all partners in efforts toward stimulating, encouraging and developing system-wide innovations and new efficiencies leading to continuous improvement.

The structure that the NALWDB implemented in anticipation of the Workforce Innovation and Opportunity Act (WIOA) positioned us well for its execution--in PY16 the NALWDB successfully continued serving transitioned Workforce Investment Act (WIA) carryover participants, all the while enrolling new WIOA participants, working with new and existing employers, and coordinating with core partners to develop a stronger, more vibrant workforce system in the Northern Area. We believe that moving forward WIOA has provided us a strong impetus to tie education and workforce development to economic development, and to increase the focus on core and industry partnerships while allowing flexibility needed to tailor training to meet employer needs.

### **WIOA Adult and Dislocated Worker Program**

The NALWDB and its adult service provider, SER-Jobs for Progress, Inc. continues to take an innovative approach to service provision that assures quality customer service and performance achievement while supporting local economies.

#### *Direct Service Provision:*

The NALWDB and its provider know the importance of assuring the right occupational fit with each of its participants that will result in meaningful employment. Each customer receives a thorough assessment to identify current skill levels, potential barriers, training needs and transferable skills that can be built upon to move them forward to sustainable employment. As barriers are identified, they are addressed internally or through resource sharing with partner programs to remove any obstacles that may impede their success. Each customer also conducts labor market research to assess job opportunities in their local areas, for occupations in demand, educational requirements and expected salaries. Customers are also assessed through WorkKeys by our DWS partner. One other option used, is to have customers develop a "white paper" that helps them to organize their thoughts on training needs, costs, time frames and what they intend to do with their newly acquired skills should they be enrolled into the WIOA program. This practice helps the participant put their perceived needs into perspective and has been cited as a best practice by state and federal monitors.

Once eligibility determination and the initial and comprehensive assessment is completed, staff works with each participant to develop a thorough Individual Employment Plan (IEP) to develop an employment goal and help guide the participant through a series of objectives leading to goal achievement. The NALWDB and its provider has developed and implemented a comprehensive IEP process that has been adopted by other programs and regions as a best practice. The process assures uniformity and attention to detail. If, during this process it is determined that a participant needs additional training to enable success such as basic computer skills or improvement in math or reading skills, the participant can be enrolled into a training activity to improve their skill levels prior to entering a training program or employment placement and assure a more successful outcome. Identifying current skill sets and transferable skills of each participant is critical to finding the right training activity that enhances their employment opportunities. Staff can then work toward enhancing and building upon the strengths of each participant and preparing them for employment.

*Rapid Response:*

The majority of Rapid Response and dislocation activity has taken place in the San Juan County area due to issues within the gas and oil industry. As oil prices continue to drop, the number of active drilling rigs in the area also dropped thereby affecting hundreds of highly paid workers. Staff worked with DWS and other partners to attend rapid response events to present on all services available in the New Mexico Workforce Connection centers and help allay fear by guiding affected individuals through the UI process and offer hope through potential re-training opportunities. This effort required assistance to get affected workers re-trained and back to work as quickly as possible to enable them to support their families and help the local economy.

**Adult Success**

Josefina applied for the WIOA Program in July 2016. She is a Spanish Speaker who is learning English as a second language. She successfully completed her GED in 2007; however, Josefina's primary goal was to find employment as an Administrative Assistant in a local office. She was volunteering at the New Mexico Workforce Connection - Taos Office to sharpen her skills in English, keyboarding and computers, as well as searching the database for job openings regularly. Her previous work experience included working as a cashier and housekeeping for quite some time. While making significant progress, she lacked some of the skills necessary to become re-employed in a job leading to self-sufficiency. She took the WorkKeys assessments in Spanish and scored well above the Median Skill Level and just below the Maximum Skill Level for Secretaries and Administrative Assistants Occupational Profile. After developing her Individual Employment Plan, Josefina enrolled in the Santa Fe Community College Continuing Education Program to upgrade her pre-vocational skills in MS Word, Excel and QuickBooks, as many business offices require their Administrative Assistants to possess these skills.

To date, Josefina has successfully completed her Advanced MS Word and Excel courses and recently started the QuickBooks training. As demands on the New Mexico Workforce Connection Office staff has increased, leaving the Taos office shorthanded, Josefina was hired as a Career Consultant earning \$13.79 an hour. She is grateful for the opportunity and now shares her new skills with individuals seeking assistance.

## Dislocated Worker Success

Ellison is a resident of Farmington, New Mexico who had worked as a field service technician with Wincor-Nixdorf in IT positions. He was laid off during the summer due to economic downsizing, and with a family to support he was looking for training in an occupation in an in-demand field. He needed a way to provide for his family and also find a new career. Ellison had always loved the open road and felt that he would like to pursue a career as a CDL driver that enabled him to be out on the road. He enrolled into the CDL Summer Session to obtain certification and licensure. Within a matter of weeks Ellison showed great progress and top scores. His instructors regarded him as one of their best students. Upon completion and licensure, Ellison applied for a Truck Driver position to the Schneider Trucking Company in Phoenix, AZ. Ellison's over-the-road training continued through the company where he was paired with a seasoned driver. He did so well during his training period that the company offered him the position of regional driver over the road. Ellison immediately called the New Mexico Workforce Connection – Farmington Office to thank them for his experience in the WIOA program. Ellison has called from Florida and New York where he is transporting materials and enjoying the scenery of our country. He remains employed with Schneider hauling materials and trailers from state to state and is so thankful for the chance of exploring this great country while earning a salary that supports himself and his family.

## Youth Program

HELP-NM, Inc. was the youth service provider for the NALWDB in PY16. Their effective delivery of service activities was centered around their ability to leverage funding through other in-house HELP-NM programs, and also centered around making available the 14 youth program elements. All HELP-NM offices made every effort to meet the needs of the participants in the most efficient and productive manner. To summarize strategies, in PY16 HELP-NM implemented the following:

- **Tutoring, study skills training and instruction leading to secondary school completion or its equivalent** – HELP-NM meets with local schools and tutoring programs to address the needs of students who may be struggling to finish school. They provide information and options for post-secondary schooling. In areas where this is not available, staff provides assistance with tutoring and study skills.
- **Alternative secondary school services or dropout recovery services** – HELP-NM seeks out alternative schools and programs in our local area. They provide information for those programs when an individual may not qualify for WIA.
- **Paid and unpaid work experiences that have as a component academic and occupational education** – HELP-NM provides continual outreach to local government and private businesses which support participants desires to continue their education or complete an educational program in fields in which they prefer.
- **Occupational skills training** – HELP-NM reaches out to local community colleges to support individuals who are working on the completion of a certificate program in fields in demand such as Health Care, CDL, Office Administration, Corrections Officer Training, etc.
- **Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster-** HELP-NM makes every effort to provide training which will assist youth participants in finding employment, or educational ladders that will provide pathways for advancement, or lateral movement for their careers or changing of employment that provides steady growth.
- **Leadership development opportunities** – HELP-NM provides participants volunteer options with other local non-profits (shelters, libraries, churches) that offer experience while teaching

youth compassion, empathy and understanding of those that may be less fortunate or in need. Additionally, they provide community service and leadership activities to youth participants whenever possible.

- **Supportive Services** – HELP-NM provides participants with the opportunities to obtain support in order to assist them in training and other assistance such as purchasing suitable clothing for work placement, interviews and other items they may need to be employed or continue training.
- **Adult mentoring** – Participants are referred to other providers as appropriate.
- **Follow-up services** – HELP-NM provides follow-up services including supportive services at least once per quarter after exit.
- **Comprehensive guidance & counseling** – HELP-NM provides this service where necessary and would be done by referral. Services can be provided by a third party provider.
- **Financial literacy education** - The importance for youth participants to effectively manage money is communicated to them by HELP-NM staff. The Money Smart module is used to learn about various aspects of saving, credit and investing. Staff also works with local banks that provide free classes to supplement the online modules provided in HELP-NM offices.
- **Entrepreneurial skills training** – HELP-NM works with Small Business Development Centers to provide information on business startup, business plans and information on small business loans. Additionally they provide information on assets for independence.
- **Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area** – HELP-NM uses the Choices Interest profiler as participants respond well to its online interactive program. Additionally, they provide services deemed “in-demand” by local labor market information. Based on each community, participants are informed of jobs “in-demand” for that locale.
- **Transition to postsecondary education and training activities** - Information is provided to participants regarding educational opportunities available to them. Participants are prepared through visits and orientations to post-secondary facilities and introduction to experiential trainings and OJT opportunities. Transition to postsecondary education is tracked through follow-up services.

### **Youth Success**

Hali is a twenty-one year old single mother from Springer, who was in need of employment to support her young daughter. Upon completing all assessments, Hali was placed at the Springer Senior Citizens Center as an office clerk under a work experience activity. She was provided training related supportive services in the form of gas vouchers which allowed her to get to her worksite with no delay. Hali was well liked by not only other employees, but by the seniors that went there. The supervisor at the center said Hali went beyond her job duties and assisted the seniors if they needed help. Most importantly to the seniors, Hali called Bingo when there was no one else to do so. She completed her work experience activity in November. Although Hali was not hired by the senior center, she did find full-time employment to continue improving her work skills at Russell's Truck and Travel Center. Her future plan is to attend college.

### **Business Activities**

Strong business relations and quality service are key to positive performance outcomes. All Northern Area Workforce Connection offices conduct weekly business outreach in conjunction with their DWS and other partner program personnel to assure coverage of each county without overlap. During initial meetings, staff practices active listening to fully ascertain how the business operates

and what the business owner needs. Frequently, it is necessary to use Customized Training to retrain their current workforce in new processes or industry requirements. This service assures that the business can continue to be competitive and helps the local economy while assuring job security for a more skilled workforce. Pre-assessment using WorkKeys is also offered and frequently used by many local businesses. WorkKeys provides a wealth of information to the employer regarding applicant skill levels and helps to narrow down the number of applicants to those who possess the basic skills required. Additionally, to assist in outreach efforts, staff works with their local city and county government offices to procure listings of anyone requesting a new business license in their respective communities. When staff contacts the new business owner, they can then introduce themselves, the WIOA program, partner services, and the many business services available through the Northern Area New Mexico Workforce Connection offices who are Proud Partners of the American Job Center Network.

### **Business Success**

Mike is originally from New York where he worked in the restaurant business for many years as a highly skilled chef. Family brought him and his wife to New Mexico, but after months of trying to find work, he was unable to find employment. After 10+ years in the high pressure career of being a chef, he made a decision that once he relocated to NM he would find work in a different industry. He found a posting from Santa Fe Spirits advertising a position in their distillery. He knew nothing about this industry, but felt he could possibly utilize his past experience as a chef.

Santa Fe Spirits is a local, very successful, distillery. They had very little luck finding and keeping anyone in this position. After trying out a few people, they found the work to be too complicated and left. After each person left, so did the time spent training them along with the 2 or 3 months of salary. After hearing about the WIOA program from another local business (a previous satisfied customer), they contacted the New Mexico Workforce Connection – Santa Fe Office and began the first of many meetings that would eventually result in an On-the-Job Training (OJT) Contract.

After deeming Santa Fe Spirits an eligible WIOA employer for a possible OJT and following a successful interview Mike was referred to WIOA. Santa Fe Spirits entered into an OJT which began in October, 2016 and ran through March, 2017. Mike successfully learned the many skills sets necessary to be successful as a distiller, gained valuable experience and most importantly found employment in a demand occupation. Santa Fe Spirits found the reimbursement of the OJT invaluable in their success and in offsetting the high cost of training and keeping Mike on permanently. Mike successfully completed his OJT and remains an employee of Santa Fe Spirits.

## LMI and the Local Economy

### Industries by Advertised Jobs

The table below shows the industries with the highest job openings advertised online in Northern, New Mexico on September 07, 2017 (Jobs De-duplication Level 2).

Rank	Industry	Job Openings
1	Health Care and Social Assistance	1,403
2	Public Administration	1,209
3	Retail Trade (44-45)	657
4	Accommodation and Food Services	637
5	Educational Services	406
6	Administrative and Waste Services	291
7	Professional and Technical Services	177
8	Finance and Insurance	135
9	Transportation and Warehousing (48-49)	107
10	Manufacturing (31-33)	79

Job Source: [www.jobs.state.nm.us](http://www.jobs.state.nm.us)

### Industries by Projected Growth

The table below shows the top 10 industries with the highest annual percent change in Northern, New Mexico for the 2014 - 2024 time period.

Rank	Industry	2014 Estimated Employment	2024 Projected Employment	2014-2024 Annual Percent Change	Total Employment Change
1	Social Assistance	7,105	9,583	3.0%	2,478
2	Securities, Commodity Contracts, and Other Financial Investments and Related Activities	502	614	2.0%	112
3	Electronics and Appliance Stores	521	599	1.4%	78
4	Health and Personal Care Stores	1,034	1,178	1.3%	144
5	Sporting Goods, Hobby, Book, and Music Stores	537	609	1.3%	72
6	Insurance Carriers and Related Activities	749	839	1.1%	90
7	Motion Picture and Sound Recording Industries	300	331	1.0%	31
8	Building Material and Garden Equipment and Supplies Dealers	2,004	2,208	1.0%	204
9	Construction of Buildings	2,372	2,600	0.9%	228
10	Specialty Trade Contractors	3,891	4,256	0.9%	365

Source: NMDWS, [www.jobs.state.nm.us](http://www.jobs.state.nm.us)

### Current Jobs Available

The table below shows the number of job openings advertised online in Northern, New Mexico on September 07, 2017 (Jobs De-duplication Level 2).

Area Name	Job Openings
<b>Northern, New Mexico</b>	7,732

Job Source: [www.jobs.state.nm.us](http://www.jobs.state.nm.us)

### Employers by Number of Job Openings

The table below shows the employers with the highest number of job openings advertised online in Northern, New Mexico on September 07, 2017 (Jobs De-duplication Level 2).

Rank	Employer Name	Job Openings
<b>1</b>	Indian Health Service	710
<b>2</b>	CHRISTUS Health	445
<b>3</b>	Los Alamos National Laboratory	197
<b>4</b>	CHRISTUS St. Vincent	178
<b>5</b>	Presbyterian Medical Services	117
<b>6</b>	Espanola Public School District	87
<b>7</b>	Central Consolidated School District	81
<b>8</b>	New Mexico Department of Health	79
<b>9</b>	Family Dollar Stores, Inc.	75
<b>10</b>	Presbyterian Healthcare Services	57

Job Source: [www.jobs.state.nm.us](http://www.jobs.state.nm.us)

### Advertised Job Certifications

The table below shows the top 10 advertised job certifications found in job openings advertised online in Northern, New Mexico in August, 2017 (Jobs De-duplication Level 1).

Rank	Advertised Certification Group	Job Opening Match Count
<b>1</b>	Basic Life Support (BLS) Certification	2,278
<b>2</b>	Advanced Cardiac Life Support Certification (ACLS)	1,017
<b>3</b>	Certification in Cardiopulmonary Resuscitation (CPR)	656
<b>4</b>	Pediatric Advanced Life Support (PALS)	501
<b>5</b>	Commercial Drivers License (CDL)	394
<b>6</b>	Basic Cardiac Life Support (BCLS) Certification	161
<b>7</b>	Emergency Medical Technician (EMT)	125
<b>8</b>	International Certification and Reciprocity Consortium (IC&RC) Certification	91
<b>9</b>	National Board for Certification in Occupational Therapy	76
<b>10</b>	Licensed Master Social Worker (LMSW)	71

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**Funds Expended**

**NORTHERN AREA LOCAL WORKFORCE DEVELOPMENT BOARD  
Funds Expended Summary  
For the Fiscal Year Ended June 30, 2017**

	<u>Adult</u>	<u>Dislocated Worker</u>	<u>Youth</u>	<u>Total</u>
Program Costs	\$ 1,116,153	\$ 793,479	\$592,839	\$ 2,502,471
Administrative Costs	\$ 81,535	\$ 57,964	\$ 43,307	\$ 182,806
Total Amounts Expended	<u>\$ 1,197,689</u>	<u>\$ 851,443</u>	<u>\$ 636,146</u>	<u>\$ 2,685,278</u>
Funds Available In Fiscal Year	<u>\$ 1,465,960</u>	<u>\$ 1,209,016</u>	<u>\$ 981,540</u>	<u>\$ 3,656,517</u>
Percent Expended	<u>81.70%</u>	<u>70.42%</u>	<u>64.81%</u>	<u>73.44%</u>
Number of Participants	<u>411</u>	<u>230</u>	<u>85</u>	<u>726</u>
Cost Per Participant	<u>\$2,914.00</u>	<u>\$3,702.00</u>	<u>\$7,484.00</u>	