

Northern Area Local
**WORKFORCE
DEVELOPMENT
BOARD**



2020
Annual
Report

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From the Board Chairman

As the Chairman of the New Mexico Northern Area Local Workforce Development Board (NALWDB), I have the honor of presenting our Program Year 2020 annual report. It is designed to give readers a closer look at our programs, highlight the year's accomplishments, and demonstrate the board's core values, transparency and results.

The focus of the NALWDB is to provide individuals the tools they need to enhance and sustain their employability. And, through the education and skills training offered to job seekers, employers are reducing hidden costs associated with lost production time and turnover rates by hiring qualified workers.

The NALWDB, with leadership from the New Mexico Department of Workforce Solutions (DWS), the State Workforce Board and the Governor, is motivated to build strong partnerships among the State's workforce system stakeholders, job seekers and employers. This involves creating meaningful linkages between the education and workforce systems, aligning data so that metrics can be better defined and more easily measured; and helping people of all backgrounds gain employment and prosper in an ominous and rapidly changing economy.

Education and workforce development opportunities are critical to a strong economy. To aid in meeting these demands, the NALWDB will continue to collaborate with its partners and work closely with employers and job seekers to develop initiatives and offer effective programs and services to enrich the economic growth of Northern New Mexico.

Together we are preparing today's workforce for tomorrow's careers.

Sincerely,


Joseph Weathers

INTRODUCTION

Last year, 1,442 Northern New Mexico residents accessed the State’s workforce system for assistance in acquiring or retaining employment. They came from a wide array of demographics, characteristics, backgrounds and experiences, low-income, single parents, migrant and seasonal workers, employers, and workers displaced by a worldwide pandemic, veterans returning from active duty, and an ever-changing economy. Two of the primary funding sources for these basic, individualized services are the federal Workforce Innovation and Opportunity Act (WIOA) Title I and Wagner-Peyser Title III programs. This report provides an in-depth look at the impact those funds have had in the Northern Area in Program Year 2020, July 1, 2010, to June 30, 2021.

Overview of the NALWDB’s Workforce Development System

The Northern Area’s workforce development system is a coordinated and collaborative network of services, programs, and investments with a shared goal of improving the skills of the State’s workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, organized labor, and community leaders to foster economic development and high-growth opportunities in regional economies. This network further helps potential job candidates, specifically, low- income youth, adults, and displaced workers, overcome obstacles to successful employment. These services are coordinated through Workforce Connection Centers, the State’s one-stop delivery system.

Primary funding for the Northern Area Workforce Center operations and many of the basic and individualized services is provided by the Workforce Innovation and Opportunity Act Title I and the Wagner-Peyser Act .Other formula-based and competitive federal, State and local resources and services that support our workforce system include but not limited to Temporary Assistance for Needy Families (TANF), veteran services, United States Department of Labor (USDOL) National Dislocated Worker Grant (NDWG), Trade Adjustment Assistance, Migrant and Seasonal Farmworker Assistance and other partner program funds.

At the heart of the public workforce system, the Northern Area Workforce Centers are made up of one-stop career centers, affiliate, and connection sites. Workforce Centers are the primary access point to qualified workers, as well as to a multitude of resources for businesses and job seekers. The Centers serve thousands of individuals who are seeking employment, changing jobs, reentering the workforce or learning new skills. This makes them the ideal venue for workforce solutions for job seekers and businesses alike.

At Northern Area Workforce Centers throughout the region, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance, and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion, and employee retention.

ADULT/DISLOCATED WORKER

In PY20, the Northern Area achieved success in the development and/or provision of ongoing training services. Eighty-two adult and 13 dislocated worker On-the-Job Training (OJT) contracts follows”

- ◇ Fifty-two active OJT contracts from the previous program year were carried into PY20.
- ◇ Eighty-eight individuals to include those carried over from PY19 were placed in hands-on, job-specific training that resulted in the development of customized training agreements. Overall, this resulted in 37 adults, two (2) dislocated workers and 49 incumbent workers in the adult category being assisted.
- ◇ For example, a need was identified in the fire and police departments for additional trainings and recruitment of new cadets. To address the need and lack of department funding, a collaborative effort was made through customized training contracts as well as the use of OJT contracts for new cadets. The Farmington Fire Department, the City of Farmington Police Department and San Juan County Sheriff’s Department expressed their gratitude for the needed WIOA services and hope to continue this collaboration if funds allow.
- ◇ Of 691 total adults and dislocated workers served, 520 adults and 171 dislocated workers received support through Individual Training Accounts (ITAs). Also, through these ITAs, credential attainment, occupational skills and overall employability positively impacted Northern Area performance and respective community economic growth.
- ◇ 597 individuals received training services, including transitional job training, customized training and ITAs. Within these specific training activities, 80 received a support service (i.e. transportation, books, licenses, fees).
- ◇ Increased business participation and expenditures in the Business Services component of customized training and OJT resulted in an expenditure of over \$750,000. Businesses that were struggling to stay afloat due to the pandemic and inability to find employees willing to work were able to access WIOA services. Some of the businesses and entities that took advantage of such WIOA services included:
 - Krossroads Behavioral Health (OSY WE co-enrolled)
 - El Centro Health (OJT)
 - Z Pet Hotel (OJT)
 - CareSource Health (OJT)
 - Woodruff Scientific, Bluestone Solutions (OJT)
 - Beehive Homes (OJT)
 - Cibola Communications Center, (OJT)
 - Jack’s Plastic Welding (OJT)
 - ABC Canvas, Guardian (OJT)
 - Angel Home Health Hospice (OJT, CT)
 - Farmington Fire Department (OJT, CT)
 - San Juan County Sheriff’s Office (OJT, CT)
 - Farmington Police Department (OJT, CT)
 - Highway 64 Auto Salvage (OJT, WE)
 - Kare Drug (OJT)

The NALWDB also has provided support to employers through employer services available (schedule job interviews, virtual recruitment, etc.), and through assistance in providing OJTs and transitional job training which, allows a WIOA-qualified applicant to be trained on-the-job for the advertised position.

WIOA staff continue to work closely together in conducting outreach efforts in all 10 counties encompassing the Northern Area and provided support to employers in many ways. NALWDB WIOA staff are able to upload job announcements and assist with training programs available through assistance in an OJT contract and transitional job training. which allows a WIOA-qualified applicant to be trained on-the-job for the advertised position. This activity appeared beneficial to the business community as they were able to re-build and increase their human capital after the daunting pandemic period which inevitably saw the end to several businesses. Partners include:

- ◇ Best Western
- ◇ PIMA Medical Institute
- ◇ David Silva Law Office
- ◇ Herrera Auto Body
- ◇ Canyon City Landscaping
- ◇ Los de Mora Local Growers
- ◇ Rincones Presbyterian Credit Union
- ◇ HR Vigil Small Products
- ◇ SPC Office Supplies
- ◇ Prestige NAPA
- ◇ Amistad y Resolana
- ◇ Summit Home Carte and Property Services
- ◇ ET Organic Farm and Ranch
- ◇ Los Vallecitos LLC
- ◇ Guardian Angel Home Health
- ◇ Beehive Homes Staffing Services
- ◇ The Samaritan House
- ◇ Mora Valley Community Health
- ◇ Penderies Village Community
- ◇ James Weidner
- ◇ ABC Canvas
- ◇ Major Market Inc.
- ◇ Taos County Court House
- ◇ Mora Valley Community Health Services
- ◇ Collins Lake Ranch
- ◇ Pedro Bakery
- ◇ Mora Valley Spinning Mill
- ◇ Collins Lake Ranch
- ◇ Pedro's Bakery
- ◇ To Your Health
- ◇ Mora Valley Spinning Mill
- ◇ Phillip 66 Roybal's
- ◇ Gallegos Scrap Iron
- ◇ Northeastern Land Appraisal
- ◇ New Beauty Hair Salon
- ◇ Collaborative Visions
- ◇ Jacy's
- ◇ Mora Valley Ranch Supply
- ◇ City of Farmington Police Department
- ◇ Woodruff Scientific
- ◇ Krossroads Behavioral Health
- ◇ Cibola Regional Communications Center
- ◇ Jack's Plastic Welding
- ◇ GeoMat, Inc.
- ◇ Hwy. 64 Auto Salvage
- ◇ Fred Cadrain & Associates
- ◇ Karedrug
- ◇ Hatchas
- ◇ Rehoboth Christian School
- ◇ Village of Wagon Mound
- ◇ Mora County Manager's Office
- ◇ Escapology
- ◇ Santa Fe County Assessor's Office
- ◇ Santa Fe County Treasurer's Office

- ◇ Phillips 66 Roybal's
- ◇ Gallegos Scrap Iron LLC
- ◇ New Beauty Hair Salon
- ◇ In your dreams Barber Shop
- ◇ Collaborative Visions
- ◇ Jacy's
- ◇ Mora Valley Ranch Supply

Rapid Response Events

In PY20, the NALWDB implemented “Rapid Enrollment/Hire Events”, which included working closely with training programs, staff reaching out to potential participants/ITA students to inform them of the events and explaining the process in which they had the opportunity to immediately be interviewed and hired. If the participant was able to bring in all the required documents, staff were able to match participants with employers and submit paperwork for final eligibility determination and placement into a WIOA activity.

Also, during the last week of March 2021, the Santa Fe Workforce Connection Center hosted a three (3) day parking lot event, *Spring into Summer with WIOA*. This event was a pilot project, due to the COVID-19 restrictions that were imposed by the Governor. In preparation for this event, the NALWDB collaborated with the Central Area Workforce Board to develop flyers, radio advertisements, community public service interviews, as well as conducting outreach on social media platforms. Collectively, the Northern and Central area partnership reached out to their networks. The combined efforts yielded successful participation despite the fear of the pandemic. Each day had a program/service focus:

- Day One-Youth,
- Day Two - Adult/DW, and
- Day Three-Business Services.

While advertising for this event, the WIOA team invited other resources and businesses to participate in person and encourage others to attend and/or set up an information table. The following partners were arranged to participate with the assistance of HELP-NM:

- | | |
|---|--|
| • DVR (all 3 days) | • Allied Universal |
| • Youth Shelters | • Buffalo Thunder |
| • Growing Up with New Mexico | • Christus St. Vincent Regional Medical Center |
| • HELP-NM, Community Services Block Grant | • Santa Fe County Sheriff's Office |
| • Los Alamos Retirement Community | • Krossroads Behavioral Health |
| • Santa Maria el Mirador | • Comfort Keepers |

Attendance at the event was captured and consisted of 38 attendees; 12 individuals were determined eligible and were hired on the spot. Along with in-person intakes being conducted,

the WIOA team was able to connect and discuss the benefits of the business services available with participating partners. All partners, and those that were contacted to participate were extremely excited about the services offered and intend on using WIOA support in the future.

Apprenticeship

Aligned with the WIOA State Plan, one NALWDB focus has been placed on apprenticeship, one example is the construction industry. Thereto, the NALWDB continued to assist mainly the identified construction industry by funding apprenticeship trainings. Northern Area WIOA staff worked closely with training institutions and businesses to determine credentials required for employment, to advocate for stackable and universally accepted accreditations in support of the industry and the employees. Staff collaborated with Associated Builders and Contractors of New Mexico (ABC) to assist with WIOA funds to offset some of the costs of the classroom training expenses that are required for their apprentices. This was done by utilizing the basic career training or supportive services for WIOA-qualified applicants.

The emphasis of apprenticeship programs began in PY20 and will continue into PY21. A partnership with TruMont, a registered nurse resident apprenticeship program in Gallup and Los Alamos will align with our sector strategy, targeted at increasing employment opportunities in the Health Care industry.

Dislocated Worker Strategies

The NALWDB Adult Dislocated Worker Program continued to recruit dislocated workers. Due to the pandemic, the Dislocated Worker Program did not have the participation we anticipated due to the Covid-19 pandemic. Unemployment Benefits were supplemented with additional funding, businesses were shut down, in-person school was prohibited, and the fear of exposure were all barriers to families. The efforts to conduct outreach utilizing the bridge report and presenting at various events to spread the word about dislocated worker services are being conducted daily by the service provider. This demographic of individuals will be the focus of the new year.

Based on information provided by NALWDB Administrative Entity (AE) staff (i.e., ongoing monitoring, performance reports, quarterly reports), the following has been discussed in length by the Board rendering concern of the need for implementation of system changes in PY21:

- Identifying ways to better align career and training services and provide funding to address skill gaps and support in-demand industries within the Northern Area will be critical. The focus of the adult/dislocated worker and youth programs training, and education opportunities will continue to focus on the NALWDB identified sector strategies, which include Healthcare, Information Technology and Education.
- Opportunities afforded utilizing the NALWDB Transitional Jobs policy may be significant for dislocated individuals, such as former prisoners and long-term unemployed, with a goal to reduce recidivism and poverty within the Northern Region. The WIOA program continues to expand outreach efforts and explore strategies to

engage more dislocated workers, including strengthening the partnership with the RESEA program.

- Establish more tailored and measurable marketing efforts and initiating needs-related-payments for dislocated workers that remain in training after exhausting Unemployment Insurance benefit payments.
- Working with local partners in higher education to provide condensed training programs that lead to immediate employment in our 10 counties will be a focus of our strategies. This will require the support of educational and training partners working closely with the business community.

The NALWDB continues to expand outreach efforts and explore other strategies to engage more dislocated workers, including strengthening the partnership with the Reemployment Services Eligibility and Assessment (RESEA) RESEA is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. The funds are used to connect participants with in-person assessments and reemployment services through American Job Centers. The NALWDB Dislocated Worker Program will continue to collaborate with various employers and industries to promote paid work experience/internships, transitional jobs, and OJTs to create a continuum of services designed to allow participants to work and learn.

YOUTH

PY20 saw a significant growth in youth participation in the Northern Area. This is attributed to the NALWDB youth service provider who developed innovative winter and summer youth services included in their program design. Various partnerships and collaborations were established to build and encourage young people to become engaged in workforce development. WIOA staff attended five (5) outreach events and conducted ten (10) presentations to new and potential partners and agencies. Staff recruited in local high schools, community colleges, and other youth affiliated community organizations, and provided outreach material to 1500 individuals within the Northern Region.

The increase in youth population is attributed to the NALWDB youth service provider who uses seasonal youth academies in part of their youth program design. The diversity of the population targeted for youth can be challenging in rural communities; however, the NALWDB youth provider, HELP-NM, was able to provide an innovative approach with seasonal youth academies. The *Winter Youth Academy* served 65 youth, and the *Spring into Summer Academy* hosted an additional 16 youth. These initiatives added to the 169 students that participated in the youth program. Of the 250 young people served, 90 were provided supportive services, including transportation, uniform/work clothing and supplies.

The NALWDB service provider utilizes a “youth development framework” to access each participant’s strength in order to address areas of growth. With this methodology in place, participants are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.

In effort to form various partnerships and collaborations being established to build and encourage young people to become engaged in workforce development, one opportunity that was successful was the CLEAR program with San Juan College. Staff worked closely with five (5) San Juan College CLEAR students throughout the enrollment and case management process. The students participated in the program and received career readiness, workforce preparation activities, and paid work experience--all of which led to a certificate upon completion. WIOA staff worked closely with businesses to secure worksites that were able to provide the support and mentorship required for successful completion of the program. This is a demonstration of the amount of care and level of participation from multiple partners to build a positive experience for a successful outcome.

Career Development curriculum via virtual platforms/online resources as well as computer-based instruction includes providing financial education and money smart modules that cover topics such as the basics of borrowing money wisely, use a spending plan to achieving financial goals and how to use banking products effectively.

Community Service Learning allows youth to demonstrate the relevance and impact of volunteering in their communities, their studies, and themselves. This is shown to improve self-image and self-esteem, help them develop valuable study habits, teach importance of communication and job skill, and instill a lifelong ethic of service and good citizenship.

Youth Partnerships

The NALWDB partnered with the Santa Fe Community College (SFCC) and the Workforce Action Team, to utilize an Integrated Education and Skills Training Program (I-BEST). I-BEST is a nationally recognized model that quickly boosts students' literacy and work skills so that students can earn credentials, get living wage jobs, and put their talents to work for employers. The NALWDB engaged 18 youth participants working towards a Certified Nursing Assistant and Phlebotomy certificates in this collaboration.

In PY 20 the Northern Region partnered with Breakthrough Leadership. They implemented a Virtual Leadership Program to support WIOA youth with a total of 15 youth participating. "Breakthrough Leadership", through a system of teaching and learning that is free of judgement, competition, grades, or exams, allows participants to engage in a series of interactive modules constituting a 'Breakthrough Experience'. They define a breakthrough experience as an experience that imposes a 'net-positive affect' on the trajectory of a young person/student's life, and is marked by a shift in self-perception and worldview in relation to self, community, nation, and world, resulting in a more thoughtful, broader, and deeper view of themselves, the other, and how they will engage the world we live in. This learning experience breaks through old paradigms about oneself and others while making space for collective learning, the fostering of empathetic wisdom, enabling of self-compassion, the cultivation of character, and the development of a 'leadership instinct'" -*Breakthrough Leadership Team*.

Partnerships and Commitments for Enrollments

- Farmington Municipal schools projected to enroll up to 50 in-school Work Experience (WE) participants at 200 hours each in their Work-Based Learning. Interns are responsible for completing 100 hours minimum at the intern worksite during the semester to receive academic credit beginning SY 2020-21. The program is designed to fill talent gap needs in the San Juan County workforce through a selection process of identifying, recruiting & qualifying the right intern. A student internship is an experience where a student, 11th-12th grade, works for an employer for a specified period to learn about a particular industry or occupation. Internships are linked to a related internship class, time limited, connected to career goals and student(s) Next Step Plan; offering opportunities to explore high growth and/or high need and/or high wage career options at local thriving businesses.
- Youth Works has been referring potential clients who have barriers, they will be enrolled in a high equivalency program.
- CompTIA/ IT Fundamentals, 12 students currently being enrolled in Certificate program at San Juan College.
- TANF Partnership, 30 youth referrals, barriers are pregnant, parenting youth.
- Luna Community College, 10 GED students will be participating in WE with Power Up Program. With new enrollments projected.
- San Juan College CLEAR Program-All participants were covered this semester with other funding. WIOA will support a WE program while participants continue with their basic skills training.
- Carry-over 11 participants- enrollment into work experience and supportive services
- Projected enrollment of 12-20 new participants

Youth Outreach and Recruitment

Recruitment efforts were successful in PY20 due to the development of stronger partnerships and increasing outreach efforts in conjunction with all Northern Area Workforce Connections partners throughout the year. New outreach materials were developed by way of flyers, radio advertisements, community public service interviews, social media platforms, and presentations at various schools are a few of the outreach methods used.

Partnerships have been critical to the success of youth programming. Under the guidance of the NALWDB Youth Committee, a multi-agency team, including voices from all titles and of youth-serving in partner organizations work together to ensure programming has a youth voice. Expansion of referrals and stronger communications across organizations, will align services and eliminate the duplication of services provided to our youth across the region.

Youth – Major Challenges for Improvement

Based on information provided by NALWDB Administrative Entity (AE) staff (ongoing monitoring, performance reports, quarterly reports etc.), the following has been discussed in length by the Board rendering their concern of the need for implementation of system changes to improve overall performance in PY21:

- The implementation or expansion of regional and local sector strategies will be a significant opportunity for the NALWDB Youth Programing during the next program year. As data has shown, the overwhelming need for young people to join the workforce to replace the retiring population is in demand.
- The Northern Regions Workforce Connection Centers and the Youth Program will work closely with stakeholders to develop pathways that align with the workforce needs of target industry sectors and provide career advancement opportunities for young adults.
- The Northern Region is focused to address the youth shortage issue with a system-wide approach versus isolating it as a youth program problem. The NALWDB is dedicated to ensuring that youth participants that complete their high school equivalency and then decide not to continue with education enroll in additional training (i.e., co-enrolled in career services).
- The major focus of the NALWDB Youth Program is to ensure that the youth participant is fully capable to acquire and maintain employment prior to exiting the workforce system. Our reviews suggest that these efforts should have a positive effect upon the Credential Attainment and Measurable Skills Gains performance measures.

BUSINESS SERVICES

The Northern Region’s Business Team is continually engaged with our employers and business customer base to better understand their immediate and future workforce needs and gain a snapshot of their industry and organizations culture and strategic business objectives. The primary goals of the Business Services function is to increase the number employers using services, enhance the quality of those services, improve the satisfaction of employer with services received, and develop more services that directly connect Center and program job seekers with employment opportunities by:

1. Outreaching employers who have jobs matching the Centers’ talent pool and inventory
2. Promoting qualified candidates from the Centers’ talent pool
3. Staff-assisting employers in posting jobs
4. Managing and filling staff-assisted job postings
5. Ensuring referral quality control for staff-assisted job postings
6. Offering pre-referral/pre-hiring testing and skill verification services to employers
7. Arranging for and coordinating in-center hiring events for pre-screened center talent
8. Coordinating with WIOA partners’ outreach and promotion of the Centers’ talent pool

Services are delivered to meet the commitments that the NALWDB makes to all businesses and employers who contact and are served by the system:

- a. Staff-assisted service when needed and wanted,
- b. Competent and useful workforce services from the time of job posting to talent recruitment,
- c. Maximum exposure of job openings to the full range of talent available at all Centers,
- d. High quality control (when requested) for referred applicants (with skill verification, when possible) and with follow-through on and fulfillment of staff-assisted job postings, and
- e. The opportunity to partner with the Centers in tapping a full range of recruitment opportunities, including in-Center recruitment of pre-screened talent, pre-employment and pre-referral testing and skill validation, access to hiring and training subsidies, customized training, and others

During PY20, WIOA Business Services staff worked closely with multiple business partners to build meaningful partnerships that create and stimulate economic growth within our ten county communities. These partnerships create a bridge to employment for our participants. Participants are afforded a hand up, as they have the opportunity to explore and train in new areas of employment. Businesses are happy to work with Title 1 to recruit and train their workforce. For example, in the Santa Fe Workforce Connection Center, one of our most meaningful partnerships began with Z Pet Hotel. Z Pet Hotel was in desperate need for a Kennel Tech as their new business was to open. After numerous failed interviews from Indeed and their own outreach, they came into contact with Title 1 staff. With the help of WIOA staff, who took the time to learn about the needs of the business and the job requirements, they were able to conduct their internal screening process of candidates. Through this process WIOA staff was able to provide a candidate for Z Pet Hotel to interview. The candidate interviewed well and was a perfect fit for the position. The OJT allowed the participant to train as a Kennel Tech which led to a promotion to Supervisor. Z Pet Hotel found the WIOA services provided to be of value to their business and are happy to support those seeking employment by being a business that will continue to train and hire qualified participants. Due to the success of this pilot, the owner is now utilizing the services for another business that they own, Outer Edge Pizzeria, which can train employees for management positions.

Priority Industries and Sector Strategies

The NALWDB has identified Health Care, Information Technology and Education as priority industries in the Northern Area. Sector Strategies were developed based on labor market information and industry/occupation projections to address employer needs in the ten (10) northern counties. Based on data and anecdotal input from the business community, NALWDB identified first tier industries as construction (commercial), healthcare/social services, and professional, scientific & technical services. Second tier industries include: accommodations/hospitality; tourism/art; entertainment & recreation; agriculture, forestry, fishing & hunting; call center; educational services; government; green energy; manufacturing; and retail trade/service.

Health Care

The Northern Region worked with SJC-CWD and Guardian Angel Home Health to put 51 employees through Customized Training. The training provided certificates for all 51 team members at the end of their three classes: Essential Communication for Healthcare Workers, Healthcare Customer Service Essentials, and Ethics in Healthcare.

A three (3) day job/career fair was held with 15 participants and 12 employers participating. Twelve individuals were hired on the spot.

Education

NALWDB area has successfully started six (6) Work Experience activities in partnership with Farmington Municipal Schools and their Work Based Learning (WBL) program. These participants did not only complete Work Experience training hours but received Supportive Services and additional Workforce Preparation incentives throughout the remainder of their semester. The seniors in the group now have the opportunity to transition into OJTs or ITAs following the completion of youth activities.

Information Technology

The NALWDB service provider, HELP-NM, has been working closely with Four Corners Economic Development on establishing strategies to address the Northern Area has the skilled workforce necessary to fill current and future positions in sectors that have been identified as in-demand. As part of the effort, we have been included in a strategy team that creates focus groups for these individual sectors. One of these focus groups included inviting local IT employers and outside employers to discuss the needs to successfully bring broadband into new areas, more specifically, San Juan County. From this focus group, the NALWDB is able to determine skill gaps. Subsequently, the NALWDB is working with Northern Area training providers to create a program that will upskill our local workforce and assure we get dislocated workers and out-of-school youth into a career pathway.

procedures, and software troubleshooting. Upon completing this course, participants are prepared to take the two qualifying exams leading to CompTIA A+ certification, the industry standard for launching IT careers into today's digital world. We continue to collaborate and cross refer to recruit participants.

Additionally, San Juan College in Farmington offers an IT program through their Center for Workforce Development, which offers courses that enrich an individual's skills and knowledge, or to grow their skill set in the IT field. Also, the NALWDB is using CompTIA IT Fundamentals, a course where participants gain perspective on whether they are interested in a career in IT while developing a broader understanding of the subject and gaining fundamental skills such as, establishing network connectivity, identifying common software applications and their purposes, and best practices for security and web browsing. WIOA participants leave with the knowledge necessary to pass a certifying exam. Once they have successfully completed the fundamental courses, they move into the CompTIA A+. With this course, participants join the ranks of certified CompTIA A+ professionals, proven problem solvers supporting today's core

technologies from security to cloud to data management, and more. They each master nine core skills, including installing operating systems, operational procedures, and software troubleshooting. Upon completing this course, participants are prepared to take the two qualifying exams leading to CompTIA A+ certification, the industry standard for launching IT careers into today's digital world.

Major Challenges and Opportunities for Improvement

- The Northern Area business teams, including staff from adult, dislocated worker, youth, Career Services, Veterans, and NMDVR, continue to work together in order to avoid multiple contacts with same businesses, associations, etc., through use of documented partner referrals and ongoing collaboration.
- Over the PY20, the Northern Board worked with its provider, Help NM, to create professional business material and launch a new Northern Workforce Connections website www.nnmworkforceconnection.com that provides improved information to the entire customer base, including the business community.
- In PY 20, outreach and acclimation of the new service provider was a challenge, as well as acclimation of the new service provider, HELP- NM. the NALWDB Sector Strategy Committee is at a transition point and exploring next steps regarding business engagement, metrics, and priorities. In conjunction with HELP -NM's Business Engagement Team, the Committee is constructing a plan to meet the challenge of fully reaching and engaging regional employers based on best practices currently being researched, including those in other states. Bridging this gap will finally provide the Board, along with Labor Market Information (LMI), a complete picture for meeting employer needs in the three (3) identified areas.
- Business partners are hesitant to participate in Work Experience programs, especially with youth, for fear of not having the confidence participants will following COVID safe practices away from the job site. We have seen a decline in participation in our rural community businesses, which many were temporarily inoperable or just closed permanently due to the pandemic.
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- Connectivity remains an issue throughout the ten counties being served. However, now it is more critical to the participation and ability for people to be able to successfully participate in programming. Broadband and technology are vital to our rural communities, as we encourage them to practice COVID-safe enrollments.
- Additional WIOA training is needed to be provided by the State Administrative Entity (SAE) Much of the guidance/instruction/documentation is outdated and training which does occur is provided at initial hire of new WIOA staff. Knowledge of the Workforce Connection Online System (WCOS) is a training that needs to be provided on a regular, scheduled basis due to its complexity and everchanging requirements. The same can be said of training on WIOA forms, monitoring, performance, etc. The NALWDB has been provided trainings via request to NMDWS; however, timing lagged between request and

provision of training, training provided was overview material or a module for training being requested had not been developed by NMDWS training staff.

PERFORMANCE METRICS

	Adult			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	72.2%	78%	92.6%	Meet
Median Wages in Q2:	7,217	7100.00	101.65%	Exceed
Employed in Q4 Rate:	59.4%	75%	79.2%	Failed
Credential Attainment Rate:	30.6%	67%	45.7%	Failed
Measurable Skills Gains Rate:	6.7%	61.5%	11.0%	Failed

	Dislocated Worker			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	65.4%	75%	87.2%	Failed
Median Wages in Q2:	7,628	7650.00	99.72%	Meet
Employed in Q4 Rate:	48.8%	73%	66.8%	Failed
Credential Attainment Rate:	43.8%	60%	72.9%	Failed
Measurable Skills Gains Rate:	30.0%	60%	50.0%	Failed

	Youth			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	37.7%	63%	59.8%	Failed
Median Wages in Q2:	3,433	3400.00	100.98%	Exceed
Employed in Q4 Rate:	44.4%	63%	70.5%	Failed
Credential Attainment Rate:	34.8%	45%	77.3%	Failed
Measurable Skills Gains Rate:	15.0%	48%	31.2%	Failed

As noted, in PY20 the Northern Area continued to address several challenges which impacted WIOA service delivery and performance in the region. Of the 15 core performance measures, the Northern Area exceeded two (2), met two (2), and failed 11 performance measures. This information has been a source of concern by NALWDB members; peer partners and WIOA staff in collaboration have indicated the following:

- The COVID-19 health crisis is an unprecedented event that has impacted the lives and livelihoods of individuals. Its effects are likely to extend beyond the short term. The severe health impacts have been matched by sharp declines in economic activity and upheavals of labor markets. This has certainly been the case in the Northern Area, especially due to the ruralness of the region. This became an issue in service delivery as individual participation could only be addressed via remote activity; not all areas could accommodate this, or some individuals simply dropped off due to their lack of technology. Consequently, this detrimentally affects WIOA performance. The

NALWDB and its service provider, HELP-NM tackled the continuum of services problem and took every effort to continue to serve its WIOA population during the pandemic.

- HELP-NM, the NALWDB’s service provider for youth, adults, and dislocated worker, are in their first year of their WIOA contract with the NALWDB; therefore, they are a fairly new WIOA provider who have worked tirelessly to gain knowledge and procedures for delivery of services. This required hiring new staff, developing policy and procedures, and program service delivery. HELP-NM has done an excellent job of WIOA service delivery; however, they have had some “growing pains”, from training issues to data entry to dealing with COVID-19 changes within the system, therefore affecting service delivery in the Northern Region.
- Due to all that is noted above, the NALWDB has engaged in various discussions as to how to improve performance and service delivery. The NALWDB expects to see the results of this collaboration by end of first quarter in PY21.

CONTINUED EMPHASIS ON PERFORMANCE MONITORING

The current NALWDB program monitor is running Workforce Connection Online System (WCOS) reports weekly to monitor the entry of performance metrics to make sure that the provider is improving on their current performance trends. The Board has also done several presentations and trainings with the service provider to clarify what is needed regarding performance moving forward. This includes, but is not limited to, data entry for measuring performance, how performance is recorded, timeframe in which performance can be recorded, case-noting to correctly indicate services have taken place, and expectations regarding performance moving forward.

SUCCESS STORIES

Adult Success



Joslyn is an adult transitional jobs training participant, who has faced numerous barriers as an ex-offender and is in recovery with limited employment experience. Since the very first day of enrollment, Ms. Herrera has demonstrated the drive and determination to utilize all that WIOA has to offer, including coaching and referrals from HELP-NM’s Community Support Advocate. Monetary earnings were non-existent prior to Ms. Herrera’s participation, but as the weeks turned into months and with her own perseverance, Ms. Herrera began to show great strides in her training and WIOA staff began to receive calls from her training site with direct praise from her supervisor. Ms. Herrera was placed at the Santa Fe Recovery Outpatient Rehabilitation Center, located in Espanola, New Mexico, under the direct Supervision of Behavioral Health Therapist Ruth Oswald. Joslyn completed her Training on April 16, 2021, and began her full time

position with the Santa Fe Recovery Center on April 19, 2021, she works 30 hours a week for 12.50 per hour. She is also in the process of obtaining her LSAA and CPSW certifications with the assistance of her new employer. Joslyn received full employer insurance benefits for the first time in her life and is now no longer dependent on public assistance.

In Joslyn's own words: "Every person on this earth is full of great possibilities that can be realized through imagination, effort and perseverance. This experience has completely changed my life; I would probably still be without purpose now I have a career!"

Dislocated Worker Success



Joseph is a 50-year-old gentleman from Las Vegas, New Mexico. He is a lifelong resident of his community. After many years of work with several types of experiences such as a handy man to automotive repair and working as a laborer in construction and masonry jobs to have employment, he wasn't able to ever secure a long-term position. With Covid-19 impacting his ability to get work after March 2020, he has been unemployed with no income. He came to HELP-NM, the NALWDB service provider, to get assistance finding a job. Joseph was made aware of the program through a flier that he saw that gave an outline of the programs that existed to help people find work and to get their education. From that flier Joseph called and made an appointment to complete an application to participate in the WIOA adult program. Joseph was placed at Resolana Y Amistad in a facility maintenance position.

The opportunity to receive training through HELP-NM has given Joseph a new perspective on his capabilities and in turn given him confidence. Asking for help from HELPNM has provided him with the various options he has in, not only in gaining a job, his educational options and support through our program that exist. This has emboldened him in his motivation to find stability in work and the confidence to pursue his continued education

His placement has also been a big factor in his success. Amistad Y Resolana provided him with the perfect atmosphere to transition into his new work environment. With a variety of maintenance repairs and projects to be completed, Joseph is having a broad experience to learn from. Second, yet equally important, is the work environment. Amistad Y Resolana operates as a treatment center for adults in the Las Vegas community. This atmosphere, as witnessed by HELPNM's local CSA, has been beneficial to Joseph because of its philosophy of not being incapable. Regardless of age or background you have value. Not only to yourself but to someone you work for. That you can add to your value through effort and education. Being in this environment has allowed Joseph to blossom in his confidence to continue his personal and professional growth.

“It’s been hard for a while... without work I felt lost. Now I’m receiving training in a new field! WIOA is giving me courage to learn a new job and confidence to get my GED.”

Youth Success

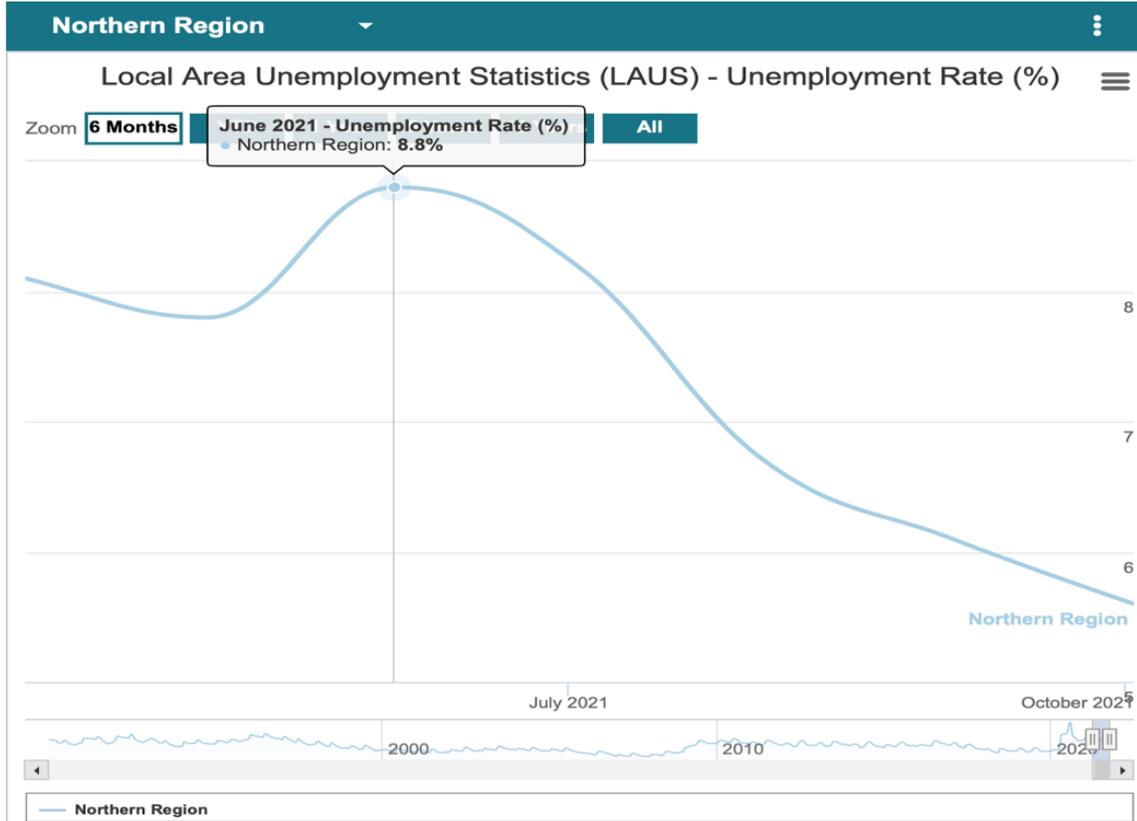
Nathaniel (Nate) came to the WIOA program through the Career Life Engagement and Readiness Program (CLEAR) back in August 2019. Since then, WIOA funds have helped pay for his tuition and fees that came with the Fall 2019- Summer 2020 semester. In Fall 2020 COVID-19 had an impact and unfortunately Nate could not start his work experience. Fast forward to March 2021, after some discussion with Nate about his interest, HELP-NM’s Community Support Advocates and Nate came to an agreement that Escapology, a set of escape rooms, would be a perfect fit for him. Nate was hesitant at first and the first couple of days was a challenge for Nate, but the WIOA program is happy to say that Nate has now entered his sixth week with Escapology and has adjusted well to the work environment. His supervisor has given great feedback to help Nate overcome some obstacles and has seen great improvement since the first week. Nate will graduate the CLEAR program on May 15, 2021.



Business Success

In the Farmington area, WIOA staff has fostered a long-standing partnership with the Farmington Fire Department. In the past, the Farmington Fire Department had used Customized Training and OJT services to bring in new cadets. WIOA staff has continued with support and strengthened this partnership throughout PY20, not skipping a beat due to a new provider being brought on board. WIOA staff does their due diligence to support businesses most in need, and it was discovered that 60% of the Fire Department would be graying out within three (3) years. As with much of today’s workforce, the NALWDB is trying to assist in creating a pipeline to replace the retiring workforce. With the Farmington Fire Department, the need for skilled cadets, engineers, trainers, and several other positions is overwhelming. WIOA staff have made efforts to assist with recruitment of new cadets and assisted with Business Services such as Customized Training. In collaboration, the Farmington Fire Department and WIOA-San Juan County trained and employed 25 participants.

LABOR MARKET INFORMATION



The total civilian labor force (not seasonally adjusted) for Northern Region in June 2021 was 217,999 of which 198,758 were employed and 19,241 were unemployed. The unemployment rate was 8.8%

Most of New Mexico’s major technological industries and businesses are located in this region, which is the State’s most populous but geographically smallest region. The demand for a qualified workforce in the Northern Region and the alignment of sector strategies and priority industries is reflected in labor market information and economic data as follows:

Total nonfarm employment in the [Santa Fe Metropolitan](#) was up

1,500 jobs, or 2.7 percent. All gains were in the private sector, which was up 2,300 jobs, or 5.5 percent. Public sector employment was down 800 jobs, or 5.7 percent.

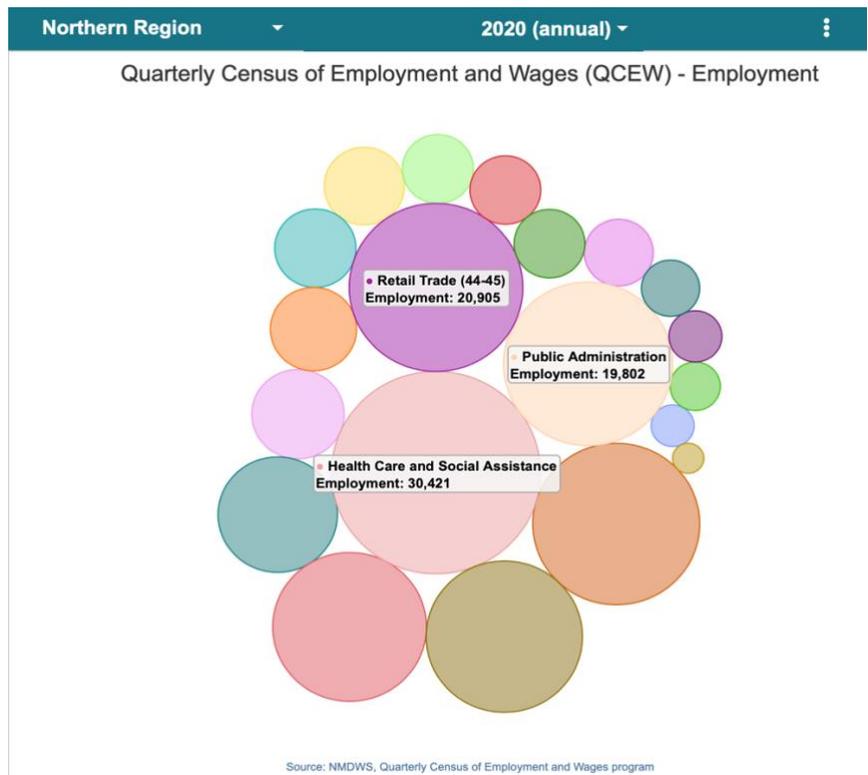
In the private sector, leisure and hospitality reported a gain of 1,400 jobs, or 18.2 percent. Education and health services was up 400 jobs, or 4.3 percent. Professional and business services was up 200 jobs, or 3.8 percent. Trade, transportation, and utilities was up 200 jobs, or 2.1 percent. Information (up 14.3 percent) and miscellaneous other services (up 3.1 percent) each added 100 jobs. Mining and construction was down 100 jobs, or 3.3 percent.

In the public sector, State government was down 500 jobs, or 7.0 percent, and local government was down 300 jobs, or 5.0 percent. Federal government employment was unchanged from the level in August 2020.

The Farmington MSA’s total nonfarm employment was up 1,100 jobs, or 2.6 percent. All gains were in the private sector which was up 1,100 jobs, or 3.5 percent. In the public sector, a gain of 100 jobs, or 1.3 percent, in local government, was offset by a loss of 100 jobs, or 6.3 percent, in federal government. State government was unchanged from its level in August 2020.

The Santa Fe MSA had the lowest not seasonally adjusted unemployment rate among the State’s MSAs at 5.9 percent.

The unemployment rate for the Farmington MSA had the largest decrease, dropping 3.7 percentage points since August 2020. The Santa Fe MSA had an unemployment rate decrease of 3.5 percentage points



Largest Industries by County

- ◇ Accommodation & Food Services- Colfax
- ◇ Professional & Scientific Services- Los Alamos
- ◇ Health Care & Social Assistance- McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos

Los Alamos County had the lowest unemployment rate in the state, at 2.7 percent.

McKinley County lands in 3rd highest unemployment rate at 8.5 percent

The top ten occupations with fastest projected growth in the Northern region along with projected job openings:

	Occupation	Projected Growth	Projected Annual Job Openings
1	Solar Photovoltaic Installers	72.2%	9
2	Information Security Analysts	42.9%	32
3	Home Health & Personal Care Aids	34.4%	1,694
4	Computer & Information Researcher	30.4%	45
5	Physician Assistant	29.6%	16
6	Speech- Language Pathologists	29.3%	10
7	Nurse Practitioners	28.7%	28
8	Health Specialties Teachers, Postsecondary	24.2%	11
9	Physical Therapists	24.1%	21
10	Nursing Instructors & Teachers, Postsecondary	22.5%	5

Employers with the highest amount of job openings who WIOA staff continue to coordinate with for upcoming program participation:

- ◇ Los Alamos National Laboratory (573 Job Openings)
- ◇ The state of New Mexico (295 Job Openings)
- ◇ CHRISTUS St. Vincent (290 Job Openings)
- ◇ Santa Fe Public schools (286 Job Openings)

And:

In Santa Fe County, the movie, "Dead for a Dollar", will employ 80 New Mexico crew members, 20 local actors, and 40 local background performers.

In San Miguel County, Harbor Freight Tools will open a new location in Las Vegas this fall. The retail store will employ 25 to 30 workers.

In McKinley County, Maverik is opening two gas station convenience stores in Gallup. The stores will employ 15-20 employees each and will open in late 2021.

Additionally:

At its August meeting, the New Mexico Economic Development Department's Job Training Incentive Program (JTIP) board approved \$2,260,407 in funding to support the creation of 143 jobs and 11 interns with 17 New Mexico companies, including:

- Santa Fe Brewing Company, Santa Fe (3 jobs)
- Earth Traveler Teardrop Trailers, Santa Fe (6 jobs)
- UbiQD, Los Alamos (4 jobs)
- Specifica, Los Alamos (4 jobs)
- Solstar Space Company, Santa Fe (4 jobs)
- Dee Dee's Finest Beef Jerky, Espanola (8 jobs)
- BMR Corporation, Santa Fe (1 job)

Job Losses-

In McKinley County, Rehoboth McKinley Christian Health Care Services announced that it would be eliminating 78 positions in Gallup. There will be 33 layoffs, 18 contracts with temporary or traveling workers ended, and 27 vacant positions that won't be filled.

In San Juan County, the San Juan Mine plans to lay off at least 115 workers on July 31. The mine currently employs about 200 workers.

CONTINUOUS QUALITY IMPROVEMENT

Survey Outcomes

Continuous quality improvement activities were implemented throughout PY20 and continued to focus on workforce system improvements. This included developing a summary description of customer/business surveys activities, and how data from these surveys is reflected in direct changes to system and/or program delivery.

The Workforce Connection offices conducted several customer and business surveys across multiple core WIOA programs for PY 20 to capture service delivery feedback and opportunities for improvement for the upcoming year. For the Title I.B Adult & Dislocated Worker Program, 703 surveys were sent to participants, and 109 responses were received (15.5% response rate) and these were the results:

- **83.3%** of participants were satisfied with the program's services in Quarter 3
- **66.7%** of participants were satisfied with the program's services in Quarter 4.

- **83.3%** of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff in Quarter 3.
50% of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff in Quarter 4.
- **75%** of participants responded that the program either met or exceeded their expectations in Quarter 3.
- **80%** of participants responded that the program either met or exceeded their expectations in Quarter 4.
- **2,000 – 3,500 Surveys** for DWS, several hundred for WIOA.
- **53.8%** of participants felt the services met their needs very well or extremely well, and **19.2%** reported that the services met their needs somewhat well.
- **27.3%** of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
- **66.9%** of participants responded that the program either met or exceeded their expectations.
- Businesses completed 61 surveys in the Northern Region in PY20.

CHANGES TO SYSTEM AND PROGRAM DELIVERY

The Northern Region will use the customer survey results on an ongoing basis to gauge the service delivery areas in each of the New Mexico Workforce Connection Centers that need improvement. There are many changes that will be made to the flow of resource room activities and pre-screening efforts based on the feedback from customers and the frequency that they reported needing these services. There will also be improvement to the survey process itself with the Youth Program survey, and the new Northern Workforce Connections website www.nnmworkforceconnection.com that provides improved information to the entire customer base, including the business community and encourage a higher response rate. The business survey will be instrumental in developing more impactful marketing material and information, as well as in maintenance of the new, user-friendly website.

Dislocated Worker (DW) Program Continuous Quality Improvements will continue to promote efforts to identify and enroll participants that are not engaged in a career pathway consistent with acquiring meaningful employment that leads to economic self-sufficiency. These efforts include:

- Continued collaboration with RESEA;
- Developed an additional targeted outreach efforts and products to feature benefits of the DW training program;

- Promote short-term training and credential programs for in-demand occupations such as IT Bootcamps, Apprenticeships, Fast-track Associate Degree Programs, etc.
- Provide needs related payments for DW clients that exhaust UI benefits to ensure successful completion of approved training.

PARTNERSHIP ENGAGEMENT AND SYSTEM-WIDE APPROACHES

- ◇ The NALWDB One Stop Operator established quarterly meetings for ALL Title I, III, and IV staff in each regional office to keep each other informed of their activities and discuss possible collaboration. Quarterly gatherings are 1/2 day to full day sessions that include all partners listed previously (co-located, core, mandatory, and additional) across the Northern Area to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking.
- ◇ The NALWDB has been working closely on a Four Corners Economic Development (4CED) team to interview focus groups leading to the developing of programs to close the local workforce gap.
- ◇ 4CED is also creating virtual and traditional business resource guides to be disseminated across the four corners and has forged a partnership with the Southwest Colorado Accelerator Program for Entrepreneurs (SCAPE) to create a San Juan County leg of the program. SCAPE works with start-up companies to provide education, mentoring, and access to funding.
- ◇ The Greater Gallup Economic Development Corporation with its Industrial Workforce Program has a certification program that was created in response to the needs of industrial employers in McKinley County. Five participants are participating with a new cohort of students being referred for enrollment. Goal is to serve 45 students in this program. Cohort two will be starting this month, with anticipated enrollments of 20.

System-wide Training Strategy

The NALWDB realizes that successful partnerships are the impetus of the WIOA program. To that end, the NALWDB will continue to foster implementation of such partnerships in an effort to bolster cross-training opportunities and ensure consistency in pre-screening and partner referrals.

Communication and Marketing Efforts

The Northern Region has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Northern Area programs, and representation from the comprehensive and affiliate centers. The NALWDB One Stop Operator provided all partners direct assistance in social media efforts, including direct access to a media contractor. Staff also produced multiple Tik-Tok's as part of collaborative promo effort in Santa Fe and Farmington.

The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all operational policies and procedures.

Opportunities for Improvement or focus for the upcoming year

The PY20 target is out-of-school youth and the dislocated worker population. The focus will be OJT, WE and Occupational Skills Training that aligns with the three (3) identified sectors: Information Technology, Healthcare & Education.

Coordination/collaboration activity with the One-Stop-Operator (OSO) and regional partners will be increased on events in the Northern Region to include the following planned goals thereto:

- ◇ Increase enrollments services for OSY and Dislocated Worker.
- ◇ Enroll an additional 117 OSY clients and additional 80 Dislocated Worker.
- ◇ Create/Execute 10 recruitment events in the Northern region in high retail service areas such as malls & Walmarts).
- ◇ Coordinate with the One Stop Operator to lead partners and employers to scheduled outreach events:
September – San Miguel/Mora; October – Farmington/Gallup; November – Taos; December – Colfax; January - Rio Arriba/Los Alamos; February – Santa Fe; March – Farmington/Gallup; April – Cibola; May – Farmington/Gallup.
Follow-up service after each event to collect and determine eligibility.
- ◇ Coordinate with different agencies who work with population clients such as DW Eligible Spouse/Veteran.
- ◇ Increase coordination/collaboration with different entities who work with population clients such as OSY and Dislocated Worker.
- ◇ Coordinate with employers and training institutions to design and implement career pathways leading to employment, such as with Compa, N3b, hospitals, banks, and construction.
- ◇ Improvement in follow-up services
- ◇ Increased collaboration with Wagner-Peyser on Eligibility Explorer intake process and enrollment
- ◇ Develop outreach efforts that are more effective for recruitments.

Partnership Engagement That Improved or Enhanced the WIOA Experience

- Wager-Peyser and WIOA staff jointly participated in several hiring events including in Las Vegas, Farmington and Grants.
- Wager-Peyser and WIOA staff jointly visited Santa Fe Recovery rehabilitation facilities on a biweekly basis to work with clients exiting rehab on finding employment and receiving any appropriate services.
- Multiple partner intake event in Santa Fe (3-day event)
- Wager-Peyser and WIOA partnered with the Public Education Department (PED) to identify candidates, determine eligibility, and enroll them in alternative licensure programs for teaching certification.
- Weekly meetings were held between all Wager-Peyser office managers, OSO, and other partners leadership positions to keep each other informed of activities and collaboration.

First Quarter Report – PY21

	Adult			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	77.8%	78%	99.7%	Meet
Median Wages in Q2:	6,005	7100.00	84.58%	Failed
Employed in Q4 Rate:	85.3%	75%	113.7%	Exceed
Credential Attainment Rate:	68.8%	67%	102.6%	Exceed
Measurable Skills Gains Rate:	56.9%	61.5%	92.5%	Meet

	Dislocated Worker			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	60.0%	75%	80.0%	Failed
Median Wages in Q2:	7,296	7650.00	95.37%	Meet
Employed in Q4 Rate:	64.3%	73%	88.1%	Failed
Credential Attainment Rate:	66.7%	60%	111.1%	Exceed
Measurable Skills Gains Rate:	66.7%	60%	111.1%	Exceed

	Youth			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	79.2%	63%	125.7%	Exceed
Median Wages in Q2:	4,095	3400.00	120.44%	Exceed
Employed in Q4 Rate:	57.1%	63%	90.7%	Meet
Credential Attainment Rate:	25.0%	45%	55.6%	Failed
Measurable Skills Gains Rate:	56.1%	48%	116.6%	Exceed

The 1st quarter of PY21 showed significant improvement in performance for the Northern Area. As noted above, (4) performance measures were met, seven (7) were exceeded, and four (4) failed. It was determined by WIOA staff that in PY20, participants were being served but the required documentation at the case management level was not being conducted and was found to be a training issue. This has been addressed, as well as other aspects of service delivery (i.e., outreach, follow-up, detail of case notes, uploading documents in NMWCOS). This 1st quarter information shows that the Northern Area is on track and moving forward in its efforts to meet performance and provide quality workforce training services to Northern New Mexicans.