

Northern Area Local
**WORKFORCE
DEVELOPMENT
BOARD**



2020

Annual Report

Henry Roybal, Lead CEO
Joseph Weathers, Board Chair
Lisa Ortiz, Board Administrative Entity
*525 Camino De Los Marquez
Santa Fe, NM 87505
505 986-0363 www.northernboard.org*

Summary of service delivery

PY 2019 ANNUAL REPORT BUDGET SUMMARY				
EXPENDITURES	Total By Program			Overall Total
	ADULT	DISLOCATED WORKER	YOUTH	
Total Expenditures	2,515,058.44	784,614.69	1,100,155.01	4,399,828.14
Total Admin Expenditures	224,065.33	255,514.41	163,125.90	642,705.64
Support Services Expenditures				
Transportation Assistance	1,315.00	215	6,710.00	8,240.00
Child and Dependent Care				
Housing Assistance				
Educational Testing Assistance				
Legal Aid Services				
Reasonable Accommodations				
Referrals to Healthcare				
Community Service Linkage				
Work Attire and Work Related Tools				
Books, Fees and School Supplies				
Employment and Training Related Fees				
Needs Related Payments	17,529.32	1,250.54	67,141.72	85,921.58
Total Support Services Expenditures	18,844.32	1,465.54	73,851.72	94,161.58
Training Services Expenditures				
Individual Training Accounts	759,987.98	172,656.80	-	932,644.78
Customized Training	41,065.92	-	1,204.68	42,270.60
Incumbent Worker Training				
On-the-Job Training	440,124.31	18,690.56		458,814.87
Work Experience	38,592.85	2,652.00	371,638.87	412,883.72
Basic Career Services	63,098.20	7,939.00	23,061.70	94,098.90
Participant Incentives			5,600.00	5,600.00
Total Training Services Expenditures	1,342,869.26	201,938.36	401,505.25	1,946,312.87

Adult / Dislocated Worker and Youth

The Northern Area Adult and Dislocated worker program offers employment and training services, such as job search assistance, counseling, and occupational training. The NALWDB workforce system addresses issues such as skills shortages by engaging employers and industry to prepare workers for available jobs. These overall roles and structures remain in place under WIOA, as do the services that are available; however, the approach to providing services has significantly shifted, allowing more local flexibility, requiring more cross-agency collaboration, and providing more emphasis on services that will improve skills.

Even with the COVID-19 Pandemic the NALWDB administered services, WIOA Orientations were held through the use of ZOOM and Facetime. Our participants continued their training; and some have now fully transitioned to online training. Throughout the PY 19 year the NALWDB required its provider to maintain regular and on-going contact with WIOA participants.

The NALWDB has always maintained a successful approach serving adults in the region as we have unfortunately had to revert funds intended for dislocated worker in order to not turn away adults who meet and are in need of WIOA services.

Dislocated worker funding has historically been a challenge in the northern area due to the limited eligible business experiencing permanent shutdown. This program year we were able to help the Dept. of Workforce Solutions in coordinating services in the Grants area due to the shutdown of a mine of Tristate Generation and Transmission Association.

The NALWDB also collaborated and coordinated with partners on how to better serve customers with barriers to employment and improve current practices. Our focus is shared with that of the State of NM, to develop innovative programs or practices that assist eligible adults and youth to evolve in the workforce system.

The NALWDB has built strong relationships with Economic Development, Chamber of Commerce, and Higher Education institutions throughout the northern region. With these strong relationships we have been able to leverage WIOA funding increase awareness of the mission and responsibility of the NALWDB.

The One-Stop Operator role has assisted the NALWDB in coordinating the service delivery of required partners and service providers. The networking, communications and coming together as teams in the comprehensive center, as well as in our smaller offices, has been met with encouraging engagement of included partners that attend partner meetings to discuss ideas, issues and solutions.

Additionally, the NALWDB and its Youth Committee are resolute in the provision of traditional employment and youth development programs that teach participants how to maintain positive relationships with responsible adults and peers, explore opportunities for community service, and

develop leadership skills. As part of the WIOA program, each young person assesses their skills and participate in a program that’s designed to address their individual needs. The NALWDB’s youth program works with schools, businesses, community organizations, and other local partners to provide support and leverage funding for our youth program.

Challenges

For the PY 19 program year the NALWDB had regrettably had to return a portion of unused youth funding; however, prior to the transfer of the funding the NALWDB embarked upon an ambitious task of developing a summer youth program.

The NALWDB was able to utilize WIOA youth funding to develop and implement a summer jobs program. Although this particular type program has been a daunting task to implement for many years, the need was imperative and an RFP for such was awarded to HELP-NM to provide WIOA youth services to eligible participants through the ten Northern Area counties.

County	In School Planned Enrollments	Out of School Planned Enrollments	ISY Actual	OSY Actual	Completion Rate
Colfax	1	5	1	0	16%
San Miguel	5	20	4	8	48%
Mora	4	16	16	14	150%
McKinley	1	3	8	18	650%
San Juan	3	12	0	1	6.67%
Cibola	2	8	0	1	10%
Santa Fe	5	20	2	4	24%
Rio Arriba	5	20	5	11	64%
Los Alamos	1	5	0	0	0%
Taos	2	10	4	3	58%
Totals:	29	121	40	60	66%

Although it was a challenge due to the timeliness of spending program funds, and the COVID 19 dilemma, NALWDB provided services to 106 youth participants. In the end, the program was able to engage students, provide some work experience and provide multiple supports to increase positive outcomes. Sixty-four (64) participants will receive 12 months follow-up services and 42 participants will be carried over into the year-round program participating in paid activities.

The program focused on promoting the development of good work habits and basic work skills in areas where participants indicated career interests. The program enabled participants to complete the program with basic transferable skills that could be used in future employment opportunities.

Worksites such as Avery Construction, David Cargo Library, Taos News, Kit Carson Electric Co-Op, Rio Arriba County, Navajo Tribal Utility Authority, Gallup McKinley Schools, Creative Workforce Solutions, and food box distribution/summer meal sites were some of the participating worksites. Training related supportive services were provided as necessary.

Some challenges noted were not having the face-to-face contact with youth, parents concern with the COVID pandemic and worksites, limited staff travel, and the inability to provide online services due to lack of internet services.

PY 19 Successes:

- RFPs were issued and awarded for Summer Youth Academy, Adult/Dislocated Worker, Youth, One Stop Operator, Fiscal Agent and Legal Services
- Set-up of LaserFische as the NALWDB fiscal control system
- Training and implementation of LaserFische software with service provider(s) to ensure for fiscal accountability
- 2019 LANL Hiring event over 30 employers and 500 attendees
- Establishment in NALWDB by-laws of a standing committee for Sector Strategies and ETPL, which previously were only ad hoc committees
- Continued education on Workforce GPS subjects available
- Development of NALWDB ETPL training provider guide re: links to policies and processes, data needed, etc.
- Approval of over 150 ETPL programs in coordination with NALWDB ETPL Committee
- Provision of a Sector Strategy event re: IT
- Transition from previous SER service provider to HELP-NM new service provider
- Partner collaboration for COVID-19 requirements, and provision of supplies needed thereto
- NMWCOS training provided to new service provider staff

Upcoming Year

During the upcoming year the NALWDB has the ability to focus in on dislocated worker and youth services. The Board has a new strategic plan that will drive the ability from board level to administrative staff, one stop operator, and provider with safe and responsible fiscal practices and keeping the CEO's engaged to real have impact on the local area.

Business Engagement Strategies

The NALWDB service delivery plan hinges on strengthening strategic partnerships with business, education, and economic development efforts to collaboratively craft the most effective response to the current and future needs of regional business and their demand for hard and soft skills.

The NALWDB continues determined to create a demand-driven climate that engages with business to assess their needs and develop sector-based talent pipeline partnerships that lead to systemic solutions for those needs. These partnerships with business enable the development of career pathways that meet employers' skills needs today, while offering individuals clear opportunities to build and upgrade their skills and advance their career over time. Therefore, NALWDB has taken steps to improve Business Engagement at all levels and throughout the entire region.

Sector Strategies

While work on Sector Strategies began in 2019, the on-site visit on January 16, 2020 kicked off the NALWDB's targeted work. Following that meeting, the four priority sectors – Information Technology, Healthcare, Education and Hospitality – were identified primarily based on regional LMI with other factors. An inaugural Sector Strategies Convening Event focusing on Information Technology was initially planned for March. Information Technology was chosen as the first priority due to the overwhelming LMI information coupled with the sector's overreaching role in other sectors/areas as well.

Greater Gallup Economic Development, The NALWDB collaborated with Greater Gallup Economic Development Corporation and the NMDWS to pave the way for an innovative community pilot program designed by GGEDC to meet the specific workforce needs of local employers. Many employers had reported that the Gallup community did not have the skilled workforce needed for expansion or to attract new employers to the community. In response, GGEDC developed a plan to meet the identified needs by providing the training program.

The Pilot Program, titled, The Workforce Industrial Program used the National Center for Construction Education and Research (NCCER) curriculum. The NCCER curriculum consisted of two parts – core and specialized training. The core curriculum provided flexibility as it did not immediately lock a student into a career path, but developed foundation skills. Further specialized curriculum was developed in association with local employers based on respective sectors and needs. This customization of training helped to ensure a well-trained pool of applicants by catering to the specific skills needed by economic base employers.

The GGEDC Workforce Manager, is an NCCER certified trainer and was able to teach the course. With his assistance, the course was enhanced to include the specific skills identified by local employers. SER Staff assisted with outreach and recruitment and conducted all eligibility and enrollment into the program to assist with training costs as well as a starter set of tools to assist in procuring employment. The second phase, following classroom training included a work experience component. The trainees were placed at various participating businesses in the Gallup

area where they were exposed to a work environment that was within their identified career pathway. At the completion of the program, all 27 participants obtained an NCCER certification and the work experience which was included on their resumes moved them into phase three for placement. The program was a huge success and true depiction of collaboration to enable economic growth.

Los Alamos National Laboratory

The Northern area has actively taken to part in supporting and implementing an apprenticeship and training component pipeline program providing Los Alamos National Laboratory with Radiation Control Technicians graduating from Northern New Mexico college. We anticipate formalization of a similar program with Santa Fe community college providing machinists to the Laboratory. Ideally, we will be able replicate these models of partnership and collaboration in the northern region

Rhino Health Inc

Rhino Health, Inc. is a new manufacturer, recently opting to open a facility in the United States. It is one of the first in the country. The company originated in South Korea and manufactures nitrile gloves used in both medical and industrial capacity. Its products are used in hospitals, medical offices, food service, dental offices, automotive and janitorial facilities.

Rhino Health has recently increased operation to 24 hours per day to meet the enormous need now during the COVID-19 pandemic. The company is also working to develop an expansion of its production line. Rhino Health is a much-needed boost to the local economy and has brought many jobs to the McKinley County area. It is a perfect match and participating employer of the Workforce Industrial Program. This all amounts to an increased need for employees.

The NALWDB service provider reached out to this new company to offer assistance and provided information on the various services available the Workforce System and the WIOA funded OJT program designed to offset initial training costs for new employees. Proving value and earning trust was a challenge with this new company, but by providing assistance with the development of job descriptions and screening of job applicants a bond of trust was formed between the company, the NALWDB and its providers. NALWDB has gone on the assist with the interview process and collaborated with our partners at DWS to host a hiring event to help Rhino Health get its new workforce in place. Rhino has gone on to hire a number of Workforce Industrial Program graduates!

Other Highlights

Also, The Northern Region Workforce Connection Centers have worked closely with local businesses to assess the needs of their workforce and provide them with the tools they need to find and hire qualified workers. Some services are available to employers, free of charge:

- Job applicant screening and qualified candidate referrals
- Valuable and current labor market facts and projections, such as wages
- Information on tax credits for hiring particular groups of workers
- Space to conduct job interviews
- Help arranging job fairs
- Workshops on employer-related subjects
- Employee training resources
- Layoff/closure prevention services for employers

We are proud of the strides we have made toward putting people back to work and providing employers with a talented pool of workers. More businesses than ever are using their local New Mexico Workforce Connection Northern Area centers to train and grow their workforces. Our workforce and education partners will carry on to find new ways to serve.

Challenges

Regardless of the various challenges that are faced in each community, the NALWDB—along with its WIOA service providers and partners—continues to work to address the challenges and adapt to meet the different needs that each community faces.

The analysis of employment needs for the major employers in northern New Mexico reflect the in-demand industries and sectors that are prevalent in the region. The industries that have the biggest workforce need in northern New Mexico are highlighted by two (2) specific industries and occupations. Not only is there a current need within these industries, there is projected growth in the upcoming years.

Upcoming Year

The NALWDB is proud of the business engagement it has started, and now has the ability to make even more strides in partnership with economic development, employers, and institutions of higher education to truly serve the needs of business. For the first time in NALWDB history the northern area has built strong relationships with partners all the across the northern area and this will lead to great results for individuals and business.

Performance Metrics

Performance management policies and procedures impact levels of performance. Appropriate performance management approaches can encourage services to disparately impacted groups which are over-represented among the low-income and basic-skills deficient.

Accomplishments

While under complete transition and state oversight, in the PY 19 program year the NALWDB was able to meet credentialing for Adult, Dislocated Worker and Youth 4th quarter end of year.

Challenges

All areas did not meet the Credential Attainment goal, but an increased understanding of how the indicator is calculated has already had a positive impact on the accuracy of reported data.

Room for Improvement

The NALWDB has a goal for PY 20 to not only meet but exceed expectations in all credentialing. With a new service provider and a stronger administrative understanding better training and input methods the Northern region will improve as a whole to better serve clients and align itself with the state of New Mexico and its vision and strategic mission.

Negotiated PY 2019 Primary Indicators of Performance

	Adult	Dislocated Worker	Wagner-Pyser	Youth
Employment Rate 2nd Quarter After Exit	78%	71.5%	62.7%	46%
Employment Rate 4th Quarter After Exit	70%	64%	62.4%	53.0%
Median Earnings 2nd Quarter After Exit	\$7,500	\$7,500	\$4,831	
Credential Attainment 4th Quarter After Exit	67%	78%		42.5%

Actual 2019 Indicators of Performance

	Adult	Dislocated	Wagner Peyser	Youth
Employment Rate 2 nd Quarter after exit	73.1%	63.6%	62.7%	59.4%
Employment Rate 4 th Quarter after exit	74.9%	66.9%	61.5%	59.6%
Median Earnings Rate 2 nd Quarter after exit	\$6,327	\$9,069	\$5,202	
Credential Attainment 4 th Quarter after exit	47.8%	46.8%		12.5%

Number of Clients Served in the Northern Area Workforce Connections Offices

PY 2019 Actual	Adult	Dislocated	Wagner Peyser	Youth
Quarter 1	509	53	1,997	111
Quarter 2	518	74	1,749	115
Quarter 3	571	125	1,881	137
Quarter 4	518	74	1,749	115
Total	2,116	326	7,376	478

Northern region workforce connection offices have long had a history of serving individuals in need of services, the Number of clients reflected in the chart above indicate those served for the program year PY 19.

Number of Clients Served in the Northern Area Partner Programs Title I-IV

PY 2019	Title I	Title II	Title III	Title IV
Quarter 1	106	643	1,997	324
Quarter 2	707	530	1,749	1,488
Quarter 3	817	1,489	1,881	198
Quarter 4	707	530	1,749	1,488
Total	2,337	3,192	7,376	3,498

The Impact of the NALWB region locally reaches across all partners and the graph above illustrates how many clients received services in Titles I – IV.

Performance throughout the Northern Region steadily increases year after year PY 19 is no different. As we progress into PY20 the NALWDB is expecting an uptick in those seeking services and the ability of the NALWD to provide effective services at a local level is crucial.

Success Stories

Adult - Dionne Paul is a 27-year-old female that came in to attend a WIOA orientation and inquire more about the opportunity to be in training as an EMT. Dionne had an Associate's degree in Industrial Processing and was not able to use her degree because of the downturn in the energy sector here in San Juan County and lack of employment opportunity. At the time Dionne enrolled into the WIOA program, she was receiving SNAP benefits and unemployment benefits as she had not worked since May of 2018. Dionne began her EMT training at the end of May 2019.



Dionne requested support services with transportation as she was living in Shiprock and had to rely on another person to get her to and from training. Dionne checked-in with her CDS in June and noted that she was having doing well with her training and had received an A in her Basic Life Support CPR class.

Dionne had a setback in July regarding her training due to a lack of transportation as the previously established transportation arrangements had fallen through and she had to withdraw from class. That did not deter Dionne! She enrolled in the EMT class in the Fall of 2019 and passed the class with a 3.0. She was able to receive her Emergency Medical Technician Certificate on December 18th, 2019.

Dionne began working at Northern Navajo Medical Center as an EMT in February and is happy to have had this opportunity.

N3B Apprentice – 1st Cohort - At the time of enrollment, Ernest was a 27-year old, Veteran of the Army National Guard, who had only recently been hired by N3B as a Nuclear Waste Processor Operator Apprentice. With true dedication and intent, Ernest commuted daily from Albuquerque to his new job in Los Alamos. The mornings were early; evenings short, and the commute even longer as the days wore on. He was able to find housing and moved to Los Alamos to be closer to the job. This made life much easier, as it allowed him more time for study.



Ernest was able to complete a BS in Chemistry as a recipient of the GI Bill, but unable to find employment utilizing his degree without additional certifications. He was hired as a Nuclear Waste Processing Operator Apprentice for N3B in Los Alamos. He was part of a group of apprentices who started out earning \$18.90 an hour. Upon completion of his training, he has potential to be reclassified as a Certified Nuclear Waste Processing Operator, with an hourly rate to be determined. The Nuclear Waste Processing Operator Apprenticeship Boot Camp was available through the University of New Mexico-Los Alamos Branch Campus. The program began November 3, 2019, straddled the Winter Break and extended into

the Spring 2020 semester. Ernest continues to engage in online learning to enhance the live instruction.

Ernest celebrated his first day out on the field, which was to observe current Operators conducting 'Liner Pulls,' which he describes as "The process of removing the liner from an old drum and putting it into a new drum." This is only one task learned, with many more to come. Until he actually becomes certified, Ernest only wears safety goggles and safety boots. Once he becomes certified to do hands-on work, he will be forced to wear higher levels of personal protection equipment (PPE) to perform his job. The COVID-19 pandemic has drastically affected the method of delivery for his ongoing studies and has increased the length of time it will take to obtain his certification. He is very anxious to get started and looks forward to diving into the actual job.

Ernest is grateful for the additional training received through WIOA Title I support and through the Apprenticeship Boot Camp. In comparison to previous employment as a Signal Support Systems Specialist, Verizon Mobile Expert and AT&T Expert, his skills have been redirected to an occupation which will be far more meaningful. It also will provide a living wage to support his future wife, as he has recently become engaged to be married. He sees a solid future created by an acquired skillset, with a company in dire need of trained, certified employees.



Power-Up -The NALWDB youth service provider continued to partner with the Adult Education Program located at Luna Community College to implement the Power-Up program to assist youth in San Miguel County. The service provider Career Development Specialist conducted a presentation to a new group of students with the Adult Education Program at Luna Community College. Through the presentation, Jasmin became interested and was referred to the WIOA Title I youth program by the Adult Education Program at LCC. During that time, an appointment was set up with Jasmin to come into the office, with the required documentation to begin the eligibility process. Initially, she was shy, quiet and reserved and wanted more information on the available opportunities the Youth and Power-Up program had to offer; what

she learned during the presentation sparked more questions. She was told how the NALWDB youth program could help her work toward achieving her goals and aspirations and the services available to do so. At the end of the orientation process, Jasmin was excited to become a youth work experience participant in the Power-Up program. Jasmin was a determined young lady and her career pathway of choice and goals in life were very clear despite barriers in her life.

Despite those barriers and coordination with NALWDB WIOA field staff, she was able to complete her hours. Jasmine was hired into a permanent position with CNA certification pending and Vida Encantada Nursing and Rehabilitation Center hired her full-time at \$9.00 dollars an hour until she is able to attain her CNA Certification. Jasmin is appreciative for all the assistance she's received from the youth program and the services that the WIOA youth program provided for her.

Labor Market Summary

The NALWDB has taken extensive measures to ensure that the Northern Area is increasingly in sync with in-demand issues of employers and skills needed for competitive occupations. In that same vein, the NALWDB reviews labor market information in other workforce development areas to make certain that they are consistent with what information the NALWDB has derived and that skills related to approved training programs are transferable.

While work on Sector Strategies began in 2019, Four priority sectors – Information Technology, Healthcare, Education and Hospitality – were identified primarily based on regional LMI with other factors.

In program year 2019 an ETPL committee was established by the NALWDB and within that year has recommended and sent to the state for final approval of an estimated 150 programs for all institutes in the Northern region.

When an ETPL program is being approved by the committee there are many factors to take into consideration, as in is there an established relationship with an employer? Is program an in-demand occupation in the Northern area according to Labor Market Information? If not in demand, Is there any letters of support from regional employers including numbers of positions they will be hiring in the next 3-5 years?

Institute must also provide a summary of how the identified training program meets a need for a high demand occupation including relevant Labor Market Information. Specific programs must also show relation to a NALWDB sector strategy.

For example, The Northern Area Local Workforce Development Board collaborated with Greater Gallup Economic Development Corporation and the NMDWS to pave the way for an innovative community pilot program designed by GGEDC to meet the specific workforce needs of local employers. Many employers had reported that the Gallup community did not have the skilled workforce needed for expansion or to attract new employers to the community. In response, GGEDC developed a plan to meet the identified needs by providing the training program.

The Pilot Program, titled, The Workforce Industrial Program used the National Center for Construction Education and Research (NCCER) curriculum. The NCCER curriculum consisted of two parts – core and specialized training. The core curriculum provided flexibility as it did not immediately lock a student into a career path, but developed foundation skills. Further specialized curriculum was developed in association with local employers based on respective sectors and needs. This customization of training helped to ensure a well-trained pool of applicants by catering to the specific skills needed by economic base employers. Partnership at the local level using LMI, ETPL, and WIOA Funds, the NALWDB now was able to provide the Gallup community job training and job placement for individuals in the area and bring success to the program.

In the fall of 2019, NALWDB collaborated with the NMDWS and the Penitentiary of New Mexico for a training project. The training project was designed to take soon-to-be released inmates and enroll them in a 1- week Boots to Construction training program conducted by the Association of Contractors. The inmates would earn an industry recognized certificate which would enable them to be job-ready upon release and eventually placing the participants in an On-the-Job (OJT) contract to aid in their entry back into the workforce. The initial plan was to assist no more than 15 inmates. All inmates were subject to the required WIOA eligibility criteria. Following eligibility determination, only 9 inmates were eligible to participate in the project. The project was divided into different stages. The first stage of this project was to provide training by the Association of Contractors and upon completion, they would grant certificates to the inmates who participated in and completed the training. December 2019 was the target start date. The second stage was to transition the released inmates to an OJT. The last stage was to try and transition the inmates who successfully completed the OJT to permanent employment.

All 9 individuals completed. Of the nine, three are currently employed within the construction or related industry. NM Corrections Dept. has been kind enough to provide us with most current data available.

The Grants office is working with Soloworks-Cibola to obtain certification for April class attendees. Participants experience during a rural online Initiative program: Candidates started by submitting an application that collects information about career experience and goals. Participants went thru the master remote work professional certification course, which teaches participants about virtual job options and how to work remotely. For PY 19 there were 22 participants.

Focus on upcoming year

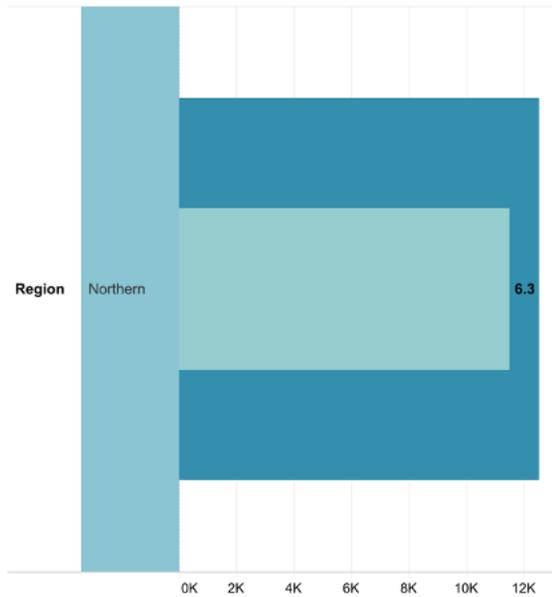
The Northern area has nearly 25,000 people of unemployed individuals making that a priority for the region to be able to reach out and assist those in need of services. The NALWDB views its labor market as the place where the supply and the demand for jobs meet, with the workers or labor providing the services that employers demand. In short, the NALWDB ensure workers can find work that suits their skills and qualifications, and where both agree on the wages, benefits.

Projected Employment Growth & Job Openings SUMMARY

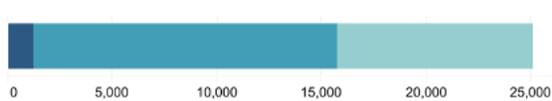
SELECT an area below to see occupations with the largest and fastest growth and most job openings.

? Help

Total Employment Growth (Numeric & Percent)

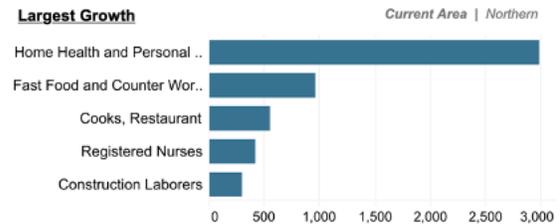


Total Annual Job Openings

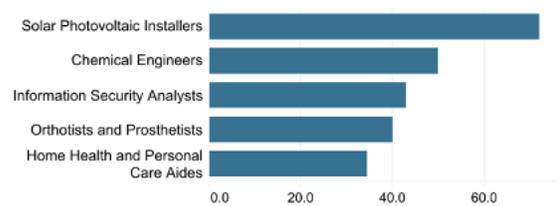


Occupations with the...

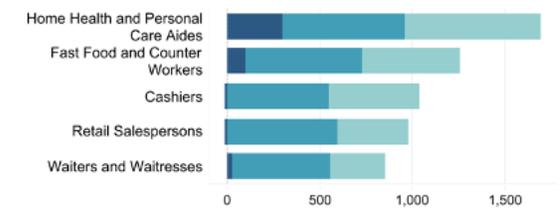
Largest Growth



Fastest Growth (%)



Most Annual Job Openings



*Growth openings can be negative, representing job losses.

Labor Force, Employment and Unemployment Distribution Table

The table below shows the workforce development regions with the highest preliminary unemployment rate in New Mexico for August 2020. These figures are not seasonally adjusted.

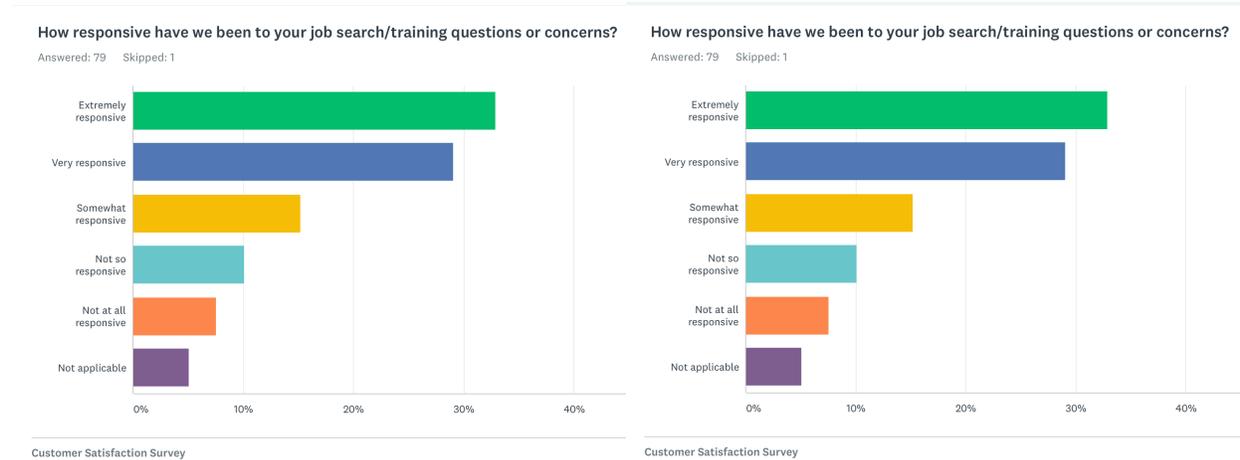
Rank	Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Preliminary
1	Northern	204,072	179,203	24,869	12.2%	Yes
2	Southwestern	122,424	108,278	14,146	11.6%	Yes
3	Eastern	157,829	139,803	18,026	11.4%	Yes
4	Central	408,966	363,125	45,841	11.2%	Yes

Source: NMDWS, Local Area Unemployment Statistics program in conjunction with U.S. Bureau of Labor Statistics.

Quality Improvement

DATA COLLECTION

To collect feedback, The Northern region has developed a customer satisfaction survey for job seekers through SurveyMonkey. A link to each survey will be emailed to New Mexico Workforce Connection Job Link customer accounts accordingly. This job seeker survey will be sent to WIOA Title I and Title III (Wagner-Peyser) after services are rendered.



RESULTS

In addition to annual performance reports and One-Stop certification, results data will be used throughout the program year to improve services to better meet the needs of businesses and job seekers. Responses and data will be exported from SurveyMonkey or QUIA by the NALWDB One Stop operator

The summary data for the survey will be filtered to show the proper reporting periods and sent all applicable Northern region Workforce Connection Managers. Managers will share the information with their entire staff and use it to improve service delivery performance. Staff are asked to share with their management and site manager issues and ideas. Managers are then asked to provide a summary of suggestions and issues to the One Stop Operator. Both summary data and individual Workforce Center data will be presented to the NALWDB.

The One Stop Operator notifies Site Managers of any unsatisfactory results. The Site Manager will be responsible for contacting the participant regarding the survey. The One Stop Operator and all managers meet monthly for a review of customer survey data, discuss how to address issues and to share best practices. The monthly review of customer surveys, as well as staff input is designed to provide continual improvements to the customer experience and outcome. The Site Manager identify the reason for the unsatisfactory review and will document what immediate changes can be made at their level. If the issue requires more attention it should be escalated to the OSO.

Direction

The NALWDB uses customer satisfaction surveys to provide better program delivery to the region and to give specific information about positive and negative perceptions, which could improve direct system workforce efforts. These perceptions are especially important because of the increased use of social media by people of all ages and gives the NALWDB ability to serve clients of all ages.

Partnership Engagement

During the PY 19 program year the NALWDB has built strong relationships with partners across the region this has led to collaboration in the region. During the COVID-19 Pandemic the NALWDB reach out to Economic Development entities in the region and shared views and strategies on how business could effectively reopen.

The Northern area continues to collaborate with its partners in the region and will continue to seek awards for funding streams in and out of WIOA.

UNM-Taos branch initiative included collaboration with NALWDB ADULT CAREER PATHWAY CHALLENGE Proud winner of a \$100,000 prize.

“HIVE”- Hub of Internet-based Vocations and Education. It is a shared office for online workers (coders,IT, etc.) who are co-housed with the training courses needed to gain the credentials for employment, along with an office for student/workers to access supportive services. This model is designed to support entry level workers to gain and succeed in online vocational careers that offer life sustaining wages

HIVE is an inclusive co-working office and small business incubator with onsite UNM-Taos adult education and college classes. HIVE offers wrap-around supports to our students and clients, providing access to resources and shared professional development. HIVE answers the question of how-to bring life-sustaining wages to a rural economy with few in-demand occupations and allows adults to gain digital literacy and high wage careers in a supportive environment.

The CLEAR Program is designed for students who have intellectual disabilities, but who, with occupational training, are able to obtain gainful employment in competitive, high-demand occupations. Students are provided the opportunity to obtain a Certificate of Occupational Training (COT) as well as industry-recognized credentials such as Skills USA, Food Handler, and Microsoft certifications. Since the purpose of CLEAR is to prepare individuals for the workforce, it does so holistically by including four classifications of learning outcomes: Personal, wellbeing, technical, and occupational skills. Each category supports significant and essential learning in both personal and professional settings. The CLEAR program consists of four semesters.

Semester one is Career Interest Discovery which sets the stage for student success as it helps learners develop and augment their ability to navigate autonomously through society regardless of their intellectual barriers. It also empowers them to establish themselves professionally and earn industry-recognized certifications.

Semester two is Career Exploration which solidifies student success by helping learners strengthen and augment their ability to navigate autonomously through society regardless of

their intellectual barriers. It empowers them to establish themselves professionally and prepares them to earn industry-recognized certifications

Semester Three is Job Shadowing which provides students an opportunity to demonstrate their independent efficacy in both personal and professional environments.

Semester four is On the Job Training which provides students an opportunity to exhibit consistently constructive behaviors in both personal and professional domains.

Conclusion

In closing, the NALWDB for PY 19 had numerous obstacles and challenges but has persevered and was able to serve clients, engage business, and develop strong partnerships in the region. The NALWDB now has the resources with a new provider and improved fiscal practices to thrive and looks at becoming the most effective Local Area in the State of New Mexico.