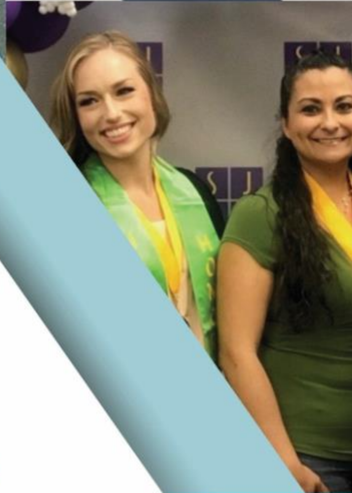


PY21 ANNUAL REPORT



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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 2021 Annual Report. It is outlined to give the public information about our programs, highlight the year's accomplishments and demonstrate the board's key activities and performance accountability.

The focus of the NALWDB is to provide individuals the tools they need to enhance and sustain the skills and abilities to enter the workforce. We are dedicated to supporting workforce and economic development by connecting residents to jobs and ensuring that employers have skilled workers the need to grow and prosper.

Despite the challenges our workforce endured during Covid-19, we have a group of professionals that continued to serve customers, supporting their communities, and establishing services throughout the northern region.

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 partnerships between the education and employers, performance accountability; and assisting people of all backgrounds a career pathway to gain employment and return to the workforce.

Education and workforce development opportunities are critical to a strong economy. To strengthen relationships with Education partners, the NALWDB will continue to collaborate with its partners and coordinate successful training programs that align with our sectors.

Together we can better serve the workforce needs in the northern region

Sincerely,

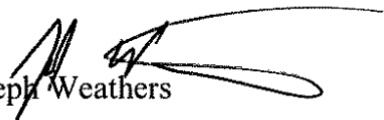

Joseph Weathers



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INTRODUCTION

The Northern Area Local Workforce Board (NALWDB) is designated by the local elected officials and charged with administering workforce development services in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA) in ten counties in Northern New Mexico:

The Northern Area Local Workforce Development Board (NALWDB) was incorporated in 2001 as a nonprofit 501(c)(3) to operate as the Administrative Entity (AE) for workforce funds in the ten (10) northern New Mexico counties: Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel, Santa Fe, and Taos. The Northern Area serves approximately 27.6 percent of New Mexico's total population.

The structure that the NALWDB implemented in anticipation of the Workforce Innovation and Opportunity Act (WIOA) positioned us well for its execution in PY21 the NALWDB successfully continued serving transitioned Workforce Investment Act (WIA) carryover participants, all the while enrolling new WIOA participants, working with new and existing employers, and coordinating with core partners to develop a stronger, more vibrant workforce system in the Northern Area.

This report provides how WIOA funds have been used in the Northern Area in Program Year 2021, July 1, 2021, to June 30, 2022. This report shows the progress made in achieving the states vision of strategic vision and goals as described in the states unified plan.

Partners are working together in the Northern region, now more so than ever. The NALWDB has put itself in a position to be driving workforce collaboration and serve participants and business in the North. Partnership Engagement Strategies drive the NALWDB to be effective with performance and outcomes.

In PY 21 To better serve workforce needs in the northern region, the NALWDB set an objective to increase performance accountability, balance funding expenditures, and begin to solidify regional partnerships. Back in PY20, the NALWDB faced unsatisfactory performance having only met 1 of 15 measures. PY 21 there was an increased focus on performance that resulted in the NALWDB going from the worst performing board in the state of New Mexico to now the one of the better performing boards. PY 21 ended in the NALWDB succeeded in meeting or exceeding 14 of 15 performance measures.

The NALWDB had significant amount of carryover funds in PY 20 & PY 21 The NALWDB worked with the Department of Workforce Solutions to return \$2.5 Million dollars of Dislocated Worker and Youth funds to help support the needs of other Workforce Boards in the state. The return of funds has helped the NALWDB be current with its allocated budget requirements and put the NALWDB on track for further success.

Over the last 2 years The NALWDB has had a complete overhaul on internal administration that has put the board in a place that it now and has many opportunities that it did not in the past. The continued momentum has opened the New Program year of 2022 as the year of Partnerships with Impact.

Profile of the Northern Area

In PY 21, 6,014 Northern New Mexico residents accessed the New Mexico Workforce Services in all Titles, WIOA, AE, Wagner-Peyser, DVR 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.

August 2021	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
North	213,728	198,212	15,516	7.3%

Current Labor Market Information as of September 2022

September 2022	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
North	214,673	204,577	10,096	4.7%

Jobs Available

14,242

job openings advertised online on September 27, 2022

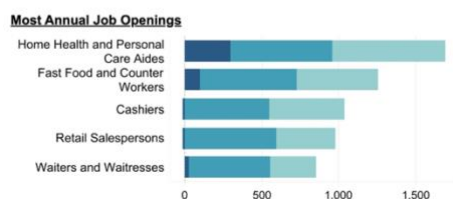
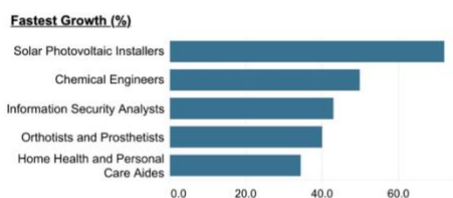
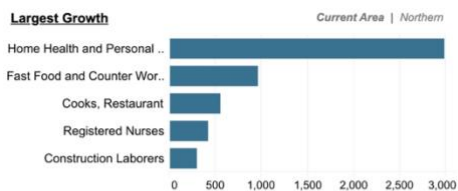
Source: Online advertised jobs data

Candidates Available

3,555

potential candidates in the workforce system on September 27, 2022

Source: Online advertised jobs data



Rank	Employer Name	Job Openings
1	Los Alamos National Laboratory	1,681
2	CHRISTUS Health	1,045
3	The State of New Mexico	273
4	Santa Fe Public Schools	229
5	Gallup-McKinley County Schools	226
6	Presbyterian Healthcare Services	163
7	Spectra Tech, Inc.	145
8	Espanola Public School District	141
9	Presbyterian Medical Services	114
10	Addus HomeCare, Inc.	101

Sector Strategies

The Healthcare Sector is expected to grow through 2028 long term projected employment for Health Care and Social Assistance in Northern Region was 36,343 with an annual average percentage change of 1.57%. In PY 21 The NALWDB identified health care as a priority and continues to host hiring events and refer participants to large employers. In PY 22 the NALWDB will be partnering with Vincent St. Christus Hospital the regions 2 largest employer. Additionally, the Northern Region is working closely with UNM-Taos and Holy Cross Hospital to complete healthcare internships in Emergency Medicine and the local clinics. The Indian Health Services Federal Nursing Program is intending on hiring these participants upon completion of educational and internship experience. The director of this program runs all 10 counties, allowing the region to expand this partnership outside of Taos County. Within several counties, there are also strong partnerships for training and placing individuals in CNA and Home Healthcare positions.

The Education Sector 2028 long term projected employment for Educational Services in Northern Region was 18,251 with an annual average percentage change of 0.39% In PY 21 Due to the high-demand and recovery from Covid-19, there are several outside resources and funding available to our soon-to-be educators. However, the Northern Region is working closely with Early Childhood Education, Secondary, and Post-secondary partners to not only assist in providing referrals and funding as needed, but to also identify the needs of individuals that may have had a change in occupation and need additional skills to confidently work in the classroom. For example, the Alternative Licensure Programs has created new opportunities for laborers and other clients that may not have experience working and communicating with diverse populations in a classroom setting. Furthermore, One-Stop partners are helping clients to identify their interests in the Education Sector outside of teaching, such as administrative and support staff roles.

The Information Technology has quickly risen as a critical determinant of economic growth, national security, and delivery of services has major employers like the Los Alamos national laboratory and the State of New Mexico, and local governments in need of employees that have digital technology abilities. The NALWDB has not only developed partnerships with businesses preparing for fiber optics and cybersecurity but is working closely with local training providers to help develop these programs based on the needs of the employers. These partnerships have led to the creation of stackable credentials and deep dive bootcamps that not only prepare the workforce for the current needs, but also drives the educational value of their certificates for future Information Technology needs.

The Trades Sector Given the ongoing labor shortage affecting this industry in the Northern Region, a career in the trades can provide a stable and lucrative career for those who pursue one. For most of the highest paying trade jobs, their accompanying salaries come in near or above the \$61,937 mark, which is what the median household income in the United States is. in the Northern Region is working to strengthen and develop Apprenticeship Programs to recruit and fill these in-demand, high-wage positions. Because Apprenticeships are often long-term programs, local training providers are also working to develop short-term stackable credentials to get individuals started in this field as they work their way up. There are also several clients that receive supportive services in these occupations, as the tools and equipment can quickly become costly.

The NALWDB sub sectors in In PY 21 Commercial Drivers Certificates continue to be in-demand for participants in the Northern Region. Because of this, the need for additional local Training Providers has

been identified and the Northern Region is working to close this gap throughout the region. There is also a high need for **Hospitality Workers**. The National Restaurant Association business partnership on a national level The Association will help with the development of a Hospitality Boot Camp and will also bring in the Santa Fe restaurant association. We will use WIOA dollars to train in 3 core levels of professional development.

Major Accomplishments

LMI has identified sectors throughout the Northern Area. The gap of workers can't be filled by WIOA alone, the NALWDB is addressing this issue by supporting partnerships, becoming members and by hosting convenings throughout the northern region.

In PY 21 By becoming a member of the **Northern New Mexico Coalition for Work-Based Learning Coalition**, the NALWDB participates with the regions employers and more to provide valuable regional information on the programs vision of developing a high-quality work-based learning opportunities by networking industry to education and establishing private-public partnerships with tribal, state and local governments, unions, employers and education institution major partners are, Christus St. Vincent, Presbyterian Espanola Hospital, LANL Foundation, HELPNM, Make Santa Fe, STEM Santa Fe, North Central NM Economic Development District, Regional Higher Ed. Institutions, Regional Development Corp, Association of General Contractors of NM, NM DWS and several other entities.

Economic Development and Sector Strategies go hand and hand and the NALWDB and its Service Provider, HELPNM, actively participated/convened as a member/speaker of the SFCC Advisory Board, with 4 Corners Economic Development, Chamber Business Expo panel speaker, Farmington Chamber Redcoats, active Chamber member across the Northern 10 counties, 2022 Rural Summit, and keynote speaker for SFCC HSE graduation.

The NALWDB supported the **North Central Economic Development District received a 6.2-million-dollar good jobs Challenge Grant**, Grant funds will be used to create pathways into high-paying jobs in healthcare and construction, with a focus on Latino, indigenous and formerly incarcerated individuals. The NALWDB has committed to host events with the One Stops in the Region.

Greater Gallup Economic Development Corporation, our partnership with GGEDC Industrial Workforce program provided training courses in Welding & Heavy Equipment Operator, We are in the middle of a 3-year pilot program MOU/partnership with GDCC, McKinley County & South West Indian Foundation. The program has been a success has served 30 students a year and now have increased to 60 participants. IN PY 22 The state of NM has recently passed legislation to provide funding to assist the program with additional funding of \$50k

Through these partnerships we have coordinated efforts to assess the local occupations and help bridge the gap in hiring and retention identified Sectors and more in fields of Information Technology, Healthcare, Education and Hospitality, Trades, hospitality, CDL, and Digital Arts and Media.

Northern Area Adult and Dislocated Worker Program

The NALWDB and its adult service provider, HELP NM continue to take an innovative approach to service provision that assures quality customer service and performance achievement while supporting local economies.

The Adult/Dislocated Worker staff worked diligently to continue providing services to their participants while actively recruiting, enrolling, and placing new candidates. Outreach efforts include tabling resource and opportunity events, hosting career and job readiness fairs, individual recruitment, and strengthening partnerships to develop and implement a seamless referral process.

Within our One-stop offices, the Adult/Dislocated Worker teams have continued to work closely with Title II, Title III, and Title IV staff to provide wrap-around services to clients and exchange information regarding participants, training opportunities, and job openings.

The Adult/Dislocated Worker staff has also been working with various partners to identify and engage in opportunities that result in the enrollments of various types of Dislocated Workers, including Transitioning Veterans and Displaced Homemakers.

WIOA Business Partnerships

With over 100 business and resource partners, NALWDB has been successful in the ultimate goal of providing wrap-around services and assuring every participant that walks in our door, leaves empowered. This is not only reflected in our Annual Performance data, but in the success stories that have been shared.

On-the-Job Training and Customized Training

In PY21, the Northern Area achieved success in the development and/or provision of ongoing training services through On-the Job Training and Customized Training.

- **OJT**
 - 74 Adults and 16 Dislocated Workers received OJT services
 - 42 active OJT contracts from the previous program year were carried into PY21
 - 90 individuals, to include those carried over from PY20, were placed in hands-on, occupational-specific training that resulted in the development of new skills
- **Customized Training**
 - 78 individuals received these services as Incumbent Workers (incumbent-worker training)
 - 13 individuals received Customized Training services as new employees to the occupations
 - In total, 91 Adults and 1 Dislocated Worker received CT services

The NALWDB and its service provider HELP New Mexico collaborated with San Juan College and the 4 Corners Economic Development group to survey, assess, and identify occupations and soft-skill gaps with the workforce. Of the 20+ businesses in San Juan County surveyed, 6 businesses shared similar needs and were prepared to send staff for additional training; Basin Coordinated, Cedar Ridge, Guardian Angel Home Health & Hospice, Navajo Preparatory, San Juan Country Club, and the San Juan County Adult Detention Center. While several businesses expressed a need for recruitment and soft skills, the majority

needed more assistance with properly training the individuals that were quickly hired or promoted to fulfill the business needs as the pandemic began to settle.

In addition to the multi-part Customized Trainings received by the businesses above, NALWDB also continued to strengthen partnerships with the City and County Departments and assisted with the referral, hiring, and training supports of new Fire Cadets in Farmington and Las Vegas, and began Motor Grade Training with individuals out of Taos County.

NM Corrections Department Springer Facility Heavy Equipment Operator Training. The Northern board partnered with NM Corrections Department and Safety Zone Credential to provide Heavy equipment operating training to 10 incarcerated individuals. These ladies from the Springer facility have completed their training and will be testing to receive their credential and CDL license. Our goal is to provide a job with a local employer so that they have a career pathway once released.

EMT-B, and Heavy Equipment Operating These training were provided to employers and employees in Taos, San Miguel, Cibola, McKinley, and San Juan. This training served more than 200 participants at San Juan County Detention Center, Cedar Ridge Nursing Home, Guardian Angel Home Health Hospice, San Miguel Fire Department, Farmington Fire Department, Navajo Prep, Basin Coordinated, Taos County, and San Juan Country Club: leading to hirer retention rates and fully skilled employees.

Hospitality – The Northern board has currently partnered with Bishops lodge, Tesuque, Buffalo Thunder to assist with hiring full time staff in hospitality. These resorts have several high paying jobs that must be filled to accommodate the summer months. Our service provider hosted with three hiring events and has plans for an additional hiring event.

Beehive Homes - Home Health Care is one the largest areas of need and the Northern Area’s Business Partnership with Bee Hive Homes is our way of trying to address that critical needed area, Bee Hive homes continue to hire coming out of an ITA’s and are located in 3 of our counties, McKinley, Colfax & San Juan County.

Individual Training Accounts and Basic Career Services

Individual Training Accounts (ITAs) and Basic Career Services (BCSs) result in new skills and credentials, adding to the overall employability of our local workforce and positively impacted Northern Area performance and respective community economic growth.

Individual Training Account

- 251 Adults and 94 Dislocated Workers received ITA services-totaling 345 participants
- 120 of the 345 participants were carry-overs from PY20
- CDL and various Healthcare Occupations were the top enrollments for PY21

Basic Career Services

- 41 Adults and 8 Dislocated Workers received BCS services-totaling 49 participants
- 9 of these participants were carry-overs from PY20
- The majority of our BCS clients we enrolled in partnership with GGEDC to complete Industrial Workforce Training

The NALWDB has worked closely with training providers to not only create a smooth referral process, but to identify further needs of clients that come into our offices. Identifying these gaps and being innovative with use of current training and/or working closely to create new trainings as there is a need, has not only strengthened the relationship between Service Provider and Training Provider, but it has also been a key component to the success of our participants. With these extra steps, we can assure participants are receiving quality services that address all barriers to employment, not just one.

Transitional Job Training

Several of our clients were disconnected from the workforce, leaving them with gaps in their resumes and skills unused. Transitional Job Training (TJTs) has empowered these participants to reconnect with the workforce, learn new skills, and gain employments in in-demand occupations.

- 57 Adults and 10 Dislocated Workers received TJT services-totaling 67 participants
- Of the 67 participants, 21 of them completed their Transitional Job Training through Southwest Indian Foundation, in partnership with GGEDC
- The remaining participants complete TJTs through various businesses and municipalities in the fields of Healthcare, Government, and Hospitality.

Through TJTs, the disconnected workforce gained new skills, new employment, and new successes with the guidance with Title I. These partnerships and strategies led to success in Median Wages and Employment performance measures.

Supportive Services

As participants received educational and employment training, there was a large need for Supportive Services. Without these supports, the participants would not have been successful in their respective trainings, as the hardships of Covid greatly affected those already in need.

- 71 Adults received Supportive Services: totaling \$23,804.12
- 17 Dislocated Workers received Supportive Services: totaling \$4,665.06
- These supportive services assisted 88 individuals with transportations, childcare, testing fees, uniforms, and tools and equipment. However, the most notable need during PY21 was technology, with 20 participants receiving Supportive Services for laptops or tablets to successfully complete their ITAs.

Dislocated Worker Success Story

Shanna Zurface, a 41-year-old from Farmington, was laid-off from Halliburton in October 2019 after 13+ years in the oil and gas industry. Shanna attended the States rapid response meeting in early October and getting a chance to meet a Community Support Advocate from the area and learning about the service that were offered to her through the WIOA program. In December of 2019 Shanna stopped in the Farmington One-Stop office in search of assistance with the cost of the Occupational Therapy Assistant Program (OTAP) at San Juan College. Shanna had to take some pre-requisites before enrolling with program in Fall of 2020. Shanna had not been back to school 2016 and was learning how to adjust to the curriculum. In April of 2020 COVID had hit and a new obstacle had come up from Shanna. Not only was she adjusting to her school work, her classes had been moved to an online format and she was let known by the College that applications for the OTA program were going to be put on hold until June. Shanna notified the service provider in July that she had finally been accepted into the program and that she would start her courses that Fall. Shanna was excited that she would be pursuing a new career path. Through the next several semesters, Shanna would remain a full-time student learning about kinesiology, mental health, pediatrics, and much more. During her last semester Shanna was able to do some field work through her clinical rotations. Shanna began her field work in Albuquerque at UNM Hospital. Shanna continued her check-ins stating that “UNMH is amazing and I am learning so much”. Shanna returned back to Farmington in April and began her Pediatric rotation. Through long hours of studying and dedication Shanna was able to graduate from San Juan College with her AAS in Occupational Therapy Assistant and was able to graduate with Honors on May 10, 2022.



Adult Success Story

Didra Lucero completed HELP NM’s transitional job training like a rock star. She first started the program in January. She began her training with HELP NM on 02/12/2021 she started with Taos Financial Strategies LLC. She successfully completed her program in July 2021. Didra was currently on SSDI as she had some issues with her health and she was not able to work full time. She heard about our program and wanted to get retrained as she had been doing front desk reception for a hotel. She was placed at Taos Financial strategies as an office assistant and was learning how to prepare taxes. Her program ended and she was hired full time as an accountant’s assistant. She states “Thanks to HELP NM I am back to almost working a 40-hour week and making money and doing it on my own. I am so much happier now and working with numbers is something I have always loved.” She started off at \$15.00 an hour and currently has received a \$3 raise, she is making 18.00 an hour with full benefits. She is really enjoying her job and is extremely grateful for going through the program. She is currently studying to become licensed so she will be able to prepare taxes this year.



Northern Area Youth Program

NALWDB's service provider utilizes a "youth development framework" to assess 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.

The NALWDB through its service provider provides a comprehensive youth employment program for eligible youth, ages 16-24, who face a variety of barriers to education, training, and employment. With WIOA funding, the NALWDB through its provider can provide comprehensive youth development services so youth, particularly those most disadvantaged, have the academic, technical, and work-readiness skills they need to successfully transition to adulthood, career pathways and post-secondary education and training.

The NALWDB focuses primarily on out-of-school youth, requiring us to expend a minimum of 75% of WIOA youth funds on OSY but with State Guidance, we were able to serve ISY at 50% through the end of the program year. We are partnering more than ever with all post-secondary institutions. With the recent modification allowing 50% ISY and 50% OSY enrollments, we are now able to enroll ISY at 50%. We had only been able to serve a few ISY allowing us to only collaborate with a few high schools. Along with intake, eligibility, objective assessment, and development of individual service strategy with youth, WIOA Title I Youth Programs are required to provide access to the following 14 program service elements that are required to be made available to youth participants.

Through our service provider, the following elements were made available to all eligible youth participants:

Tutoring, study skills training, instruction, and dropout prevention, providing this service to in school youth identified as having to need these supports by school counselors. All high schools in the Ten Northern Counties have been contacted in regard to WIOA and the our Community Engagement Liaisons worked with all school districts and principals to set up at the school to provide program information to the students and their parents. We are elated we made a new partnership with Chama School District and all the smaller school districts that had not been reached out to.

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 continued in 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. Alternative secondary school services assist youth who have struggled in traditional secondary education.

WIOA Staff met with all alternative high schools in the Ten Northern Counties of service and provided information on WIOA supports. There were 18 youth who were identified as coming from an alternative high school of which 17 completed their high school requirements. Partners are Gallup Central High, Rio Arriba Youth Build, Rosicnate Alternative High School, Youth Works, PLC, Early College High Schools in Grants and Gallup.

Paid and unpaid work experience, summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training. Through our service provider, there were a total of 193 combined work experience and on-the-job training placed, these youth were provided structured learning work experiences that took place in a workplace and provided youth with opportunities for career exploration and skill development. A total of 138 work experience host sites and on the job training businesses were identified for this year.

Occupational skills training is outcome-oriented and focused on an occupational goal specified that leads to proficiency in performing actual tasks and technical functions required by occupational fields like Certified Nursing Assistant, Commercial Driver's License, Dental Assistants, Heavy Equipment Crane Operator, Medical Assistant and Medical Billing and Coding. All occupational skills training opportunities leads to the attainment of a recognized postsecondary credential. A total of 19 youth participated with all receiving their credential.

Leadership development was also offered to participants, this activity allows opportunities to encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. A total of 36 youth participated in leadership with activities in exposure to postsecondary educational possibilities, Community and service-learning projects and other leadership activities that place youth in a leadership role, such as serving on youth leadership committees. Taos City Government and its Council adopted a resolution creating a permanent youth council member position with the goal of bringing in youth voices to help aid the town in policy decisions.

Supportive services enable a youth participant to partake in WIOA youth activities. The assistance offered are with transportation, childcare, housing, healthcare, educational testing, and work-related tools. We served a total of 164 youth for a total of \$10,958.64 spent by WIOA and the balance paid by leveraging with our service providers' in-house programs or its outside partners.

Follow-up services are critical services provided following a youth's exit from the program, a total of 262 youth have received follow up services. The goal of follow-up services is to help ensure that youth are successful in employment, postsecondary education or training. Follow-up services is provided by the service providers Community Support Advocates by regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise or after exit, with employers and educational training institutions.

Financial literacy education provides youth with the knowledge and skills that they need to achieve long-term financial stability and learn about everyday financial topics. Our service provider provides the FDIC's Money Smart financial education program, this can help youth enhance their financial skills and create positive banking relationships. Participant are required to complete and pass 3 modules, they have a selection from Basics of Banking, Checking Accounts, Savings/Spending Plan and Borrowing Money. Along with financial literacy, participants are also participating in Job Readiness activities via the NMDWS's Why I Work and NM Career Solutions. PY 21 youth enrolled of 262 were offered this element.

Services that provide labor market and employment information about in-demand industry sectors or occupations available in our Ten Northern Counties and includes career awareness, career counseling, and

career exploration services. Labor market information also identifies employment opportunities, and provides knowledge of job market expectations, including education and skill requirements and potential earnings, the New Mexico Workforce Connection Online System is a great avenue for youth to explore when discussions are made on LMI. All youth participates in this activity.

Summer Youth Academy

Our service provider again offered summer youth employment opportunities through their successful Summer Youth Academy. NALWDB's service provider implemented its 2022 Summer Youth Career Academy for eligible in school and out of school youth. In the SYA, we served a total of 77 youths - 38 In School and 39 Out School. Project Highlights: Participants completed their online Career Exploration curriculum which included implementation of Career Inventory, had Soft Skills Training, and participated in a leadership activity. They then went through a paid Work Experience/Job Shadowing where they interned up to 40 hours per week at their placement site.

Youth were able to receive incentives after completing a curriculum provided to each youth, a final project was also completed. Participants also completed a Final Project; they had a choice of submitting two-page essay or twelve slides PowerPoint presentation to express their Summer Youth Academy experience using an outline provided. In the Career Development curriculum via virtual platforms/online resources, they completed DWS Why I work, My Next Move O-Net, NM Career Solutions, Soft Skills Training- Job readiness, online resume, STEM field exposure and financial literacy. Each youth also had a chance to complete a Community Service-Learning project where they were allowed to demonstrate the relevance and impact of their volunteering in their communities, their studies, and themselves. This will also help them improve their self-image and self-esteem and not to mention, help them develop valuable study, communication, and job skills; and instill a lifelong ethic of service and good citizenship. Co-enrollment opportunities were also considered for those who would like to receive additional training through the adult funding stream.

Youth Post-Secondary Schools Partnerships

The NALWDB and Help NM once again 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 youth participants worked towards a Certified Nursing Assistant and automotive technician certificates in this collaboration.

We have also been very active with local colleges namely Northern New Mexico College, San Juan College, Luna Community College, UNM Taos, Santa Fe Community College and Highlands, all being our most active. We are on college campuses (when allowed) and have staff that go there on a regular basis to assure student needs are being met.

One example of a successful partnership is our work with UNM Taos. How does UNM-Taos fit into WIOA's priorities? As the local community college, UNM-Taos is a primary provider of many training programs connecting their community members to in-demand career pathways. Additionally, the Taos Education and Career Center (TECC), supports members of our community who are looking to attain their HSE, often a crucial first step towards additional training. WIOA legislation identifies and supports strategies for integrating job training and career development into UNM Taos's educational

programming, including through an increased integration between their Adult Ed and post-secondary offerings.

UNM-Taos programs received WIOA funding are:

- Nursing
- Early Childhood Education
- Certified Nursing Assistant
- Commercial Driver’s License
- Community Health Care Worker
- Construction Technology
- Culinary Arts
- Digital Media Arts
- Emergency Medical Technician

WIOA programming and partnerships connected UNM-Taos students to over \$66,000 in support. In Fall 2021, we enrolled 18 UNM-Taos degree and certificate seeking students in WIOA supports. That semester, WIOA covered \$63,489 in student tuition and materials, which doesn’t include supports offered to these enrolled students that were not billed through UNM-Taos directly, including transportation supports, textbooks, and other materials necessary for their educations.

Additionally, we enrolled seven TECC students in the PowerUp program, which offers direct cash incentives to youth students looking to attain their High School Equivalency. These TECC students were able to earn \$2600 in incentives in late Fall 2021.

SoloWorks in Cibola County to provide Basic Career services to eligible participants. During PY21, 12 individuals received short-term certificate training through Soloworks.

Success Stories Youth

In School Youth

Tatianna Castillo is currently enrolled in the In School Youth work experience program. She is 17 years old and a senior at Farmington High School but was referred to San Juan College ACE center. Her goal is to get her HS diploma and go into a child education program. Tatianna came to HELP NM to gain employment skills that she will need when she is job searching. She was placed at Sycamore Park Community Center as a Program Recreation Leader. Her job duties include working with children of all ages, scheduling use of facilities, directing participants to their areas, record equipment use, monitor the participants, answer phones, assist in coordinating community events with the center.



Out of School Youth

WIOA and UNM Taos have created such a great partnership and we are pleased to announce we both had many graduations this year. WIOA has 12 participants who completed their High School Equivalency with UNM TECC. A handful of these students have also completed some college classes such as math and reading. The partnership that have been created in order to help the young adults has really shown and made them very motivated to complete the HSE.

WIOA participants:

Isabelle Davidson
 Francisco Burns
 Aurora Cantu
 Aubrey'l Cohn
 Michael Fernandez
 Sammy Frank
 (Frank Chokotay)
 Kyle Julinsky
 Crystal Mondragon
 Tenaya Rumold
 Faith Velarde



PY 21 Performance

Performance accountability was a priority for the NALWDB. As noted, in PY21 the Northern Area continued to address several challenges which impacted WIOA service delivery and performance in the region, unlike PY 20 the Northern Area overcame those challenges and met 14 of 15 performance measures.

The NALWDB with its service provider, HELP-NM tackled the continuum of services and will continue to perform at a high level. The table below are Negotiated and actual performance levels for program year for PY21.

Adult

	Actual	Negotiated	% Met	Met/Exceed/Fail
Employed in Q2 Rate:	70.25	78	90.07	Met
Median Wages in Q2:	6802.17	7100	95.81	Met
Employed in Q4 Rate:	75.4	75	100.54	Exceed
Credential Attainment Rate:	63.48	67	94.75	Met
MSG Rate:	77.04	61.5	125.26	Exceed

Dislocated Worker

	Actual	Negotiated	% Met	Met/Exceed/Fail
Employed in Q2 Rate:	64.71	75	86.27	Fail
Median Wages in Q2:	7295.74	7650	95.37	Met
Employed in Q4 Rate:	77.33	73	105.94	Exceed
Credential Attainment Rate:	61.02	60	101.69	Exceed
MSG Rate:	74.47	60	124.11	Exceed

Youth

	Actual	Negotiated	% Met	Met/Exceed/Fail
Employed in Q2 Rate:	71.65	63	113.74	Exceed
Median Wages in Q2:	3278.92	3400	96.44	Met
Employed in Q4 Rate:	68.38	63	108.53	Exceed
Credential Attainment Rate:	43.48	45	96.62	Met
MSG Rate:	56.21	48.1	116.86	Exceed

Monitoring Performance

The NALWDB program monitor has established a culture of accountability when it comes to performance that is directly responsible for the increased monitoring and recording of metrics. The Sub Contractor has taken over the weekly monitoring of performance and is consistently and reliably recording accurate and viable metrics throughout the program year. Continued trainings are planned to increase the quality of case notes and plans with further trainings focused on advanced case noting techniques. These techniques speak directly to the TEGL's that provide the larger framework we operate WIOA services under. It is the opinion of the program monitor and the board that the progress we have made is great but not good enough now. Moving forward expectations will be continuously reinforced and updated to represent a higher level of programming than has been previously documented. The audit of the previous program year has shown that progress is being made across the board while simultaneously identifying new shortcomings that will be addressed in upcoming trainings. It is with great satisfaction that we report achieving 14/15 metrics for WIOA programming across program year 21 with the changes that have been made so far and we look forward to continuing this trend in program year 22.

Workforce Connection Center Partnerships (One Stops)

The NALWDB One Stop Operator has continued to implement one-stop partners in biweekly “Kitchen Sink” meetings for management. All partner leadership, office managers, One Stop Operator staff and other identified key players participate in the bi-weekly Kitchen Sink meeting where One Stop Operator staff share pertinent information and ask for partners feedback on any issues or events. Partners also use the meetings to provide information on their activities, observations, or bring up issues for the partners to work together on resolving. In addition, OSO has organized full staff meetings that include all partner staff and management. These “All Together” meetings have been held via Zoom and divided by office or region. The meetings allow each partner to introduce partners and staff to each other, give briefing about what each partner does, and provide updates relevant to all staff. Plans are underway to resume these meetings in an in-person format with possible potlucks and activities to increase communication and collaboration among partner staff. With the relaxation of covid restriction we have transitioned the altogether meetings to in person format.

In addition, OSO staff have worked with partners to:

- I. Hold regular office hours at Title II partners at SFCC, SJCC, NNMC, and special events at Luna CC, UNM Taos, NMSU Grants, and UNM Gallup
- II. Initiated regular site visits to Santa Fe Recovery to meet with long-term clients. This program was suspended at one point due to staffing uses but we are currently restarting and have met with SF Recovery on coordinating outreach.
- III. Targeted events at high schools in some of the smallest communities in our region
- IV. Direct outreach to target populations to inform them of the availability of services, including social media, newspapers, direct text messages to individuals on UI, direct mail
- V. Hosting events at employer sites, and other events

Hiring Events – During PY 21 the Northern board and its Service Provider, HELP NM for Adult/Dislocated Worker and Youth. The events focused on Dislocated Workers and Out of School Youth. HELP NM hosted several hiring events throughout the 10 counties, which elevated the number of participants serviced and were able to spend additional funds to serve those clients in need. Career events have been placed in areas of high public traffic, including malls and schools.

Northern Regions Hiring Events		
Santa Fe One Stop Center held monthly Job Fairs beginning July 29th with over 10 employers	Santa Fe Place Mall on Aug 20-21 & Aug 27-28 with more than 20 employers	Cibola County Job Fair & Career Expo September 11, 2021 City Hall Park
Luna Community College MEC Atruim Career Fair October 1, 2021	Farmington Dislocated Worker & OSY Outreach at McGee Park Convention Center October 9, 2021 (Employers)	Gallup Dislocated Worker & OSY Outreach Event at Rio West Mall on October 15 & 16, 2021 (21 Employers and over 99 job seekers)
Cibola County Job & Hiring Fair at NMSU-Fidel Gym on November 13, 2021	Las Vegas Rec Center Youth Career Fair January 28, 2022	Santa Fe Place Mall Resource & Opportunity Event at Santa Fe Place Mall February 11 & 12, 2022 & March 11 & 12, 2022; March 25th 2022 (12 Employers)
Santa Fe Community College Job Career Fair for Students on March 31, 2022	Cumbres & Toletec/Escalante High School on April 5, 2022	Colfax County Career Days on April 18, 2022
Cimmaron Youth Fair on April 19, 2022	McCurdy High School Career Day on April 19, 2022	Espanola High School Career Day on April 20, 2022
Expo Business & Career Resource Fair April 21, 2022	Abiquiu Inn Hiring Event on April 23, 2022	Tesuque Casino Hiring Event on April 26, 2022
Youth Opportunity Fair on April 27, 2022	New Collar Summit on May 2, 2022	San Juan College Job Fair on May 4, 2022 @ McGee Park (30 employers)
Penasco High School Trades and College Fair on May 4, 2022	Taos Cinco de Mayo Event Youth Center on May 5, 2022	San Juan Center Youth Transitional Fair on May 5, 2022
Crownpoint High School Senior Day on May 11, 2022	New Mexico State Capital NM Rural Community Summit on May 12 & 13, 2022	Santa Fe High & Capital High School Career Day on May 13, 2022
Chama Summer Youth Academy Hiring event on May 23, 2022	NMSU Grants Career & College Fair on June 3, 2022	Bishops Lodge Hiring Event on June 17, 2022
National Guard/Veteran Transition Fair at World College Las Vegas on June 15, 2022		

The NALWDB also has worked with its Service Provider to expanded staff in Cibola, Mora, and Colfax Counties to assure boots on the ground for local services in areas that may be limited in local resources. In some of the larger counties, efforts have also been made to serve the more rural areas such as Chama, Shiprock, and Penasco.

On May 4th, the Farmington One-Stop hosted approximately 100 businesses and resources for a massive hiring event; "May the Workforce Be With You". This event was held at the McGee Park Fairgrounds

and sponsored by San Juan County. With more than 300 job seekers in attendance, including 2 busloads of seniors, the event was extremely successful. Employers, local resources, and training providers included, but were not limited to, City and County Municipalities, San Juan College, Blake's Lotaburger, Sonic, San Juan Regional, Military Recruiters, and NAPI. Additional vendors included 3 food trucks, Navajo Nation, and live simulations/visuals of tools, equipment, and vehicles used for different occupations. Of the job seekers in attendance, roughly 50 received formal or contingent offers on the spot, with several following the event. Furthermore, San Juan County has committed to continuing with this event annually.

NALWDB has been active in their partnering efforts with core and partner programs including Title III Wagner-Peyser Act, Title II Adult Education and Family Literacy Act and Title IV Vocational Rehabilitation. Additional partner programs include TANF and Community Services Block Grant, Career and Technical Education programs, Employment and Training programs and Work programs under SNAP, Trade Adjustment Assistance for Workers programs and Jobs for Veterans State Grants.

The Norths Workforce Connection Centers offer a full range of individualized employment and training services for veterans and eligible spouses who are unable to obtain employment through basic career services. Emphasis is placed on meeting the employment needs of veterans who are economically or educationally disadvantaged, including priority service to disabled veterans and those with significant barriers to employment.

We have also made strides with our service provider in expanding partnerships across the Ten Northern Counties, in total we have created partners this last program year.

CONTINUOUS QUALITY IMPROVEMENT

SURVEY OUTCOMES

Continuous quality improvement activities were implemented throughout PY21 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 customer and business surveys quarterly across multiple core WIOA programs for PY 21 to capture service delivery feedback and opportunities for improvement for the upcoming year. For the Title I.B Adult & Dislocated Worker Program, 986 surveys were sent to participants, and 25 responses were received (2.5% response rate) and these were the results:

- Quarter 1 – 66% Title I participants were extremely or very satisfied with the program's services
- Quarter 2 – 50% Title I participants were extremely or very satisfied with the program's services
- Quarter 3 – 60% Title I participants were extremely or very satisfied with the program's services
- Quarter 4 – 43% Title I participants were extremely or very satisfied with the program's services

- Annually 52.04% of Title I participants were extremely or very satisfied with the program’s

Services.

For the Title III Wagner Peyser Service Program, 13524 surveys were sent to participants, including UI recipients and 286 responses were received (1.54% response rate) and these were the results:

- Quarter 1 – 39.29% Title III participants were extremely or very satisfied with the program’s services
- Quarter 2 – 34.61% Title III participants were extremely or very satisfied with the program’s services
- Quarter 3 – 37.7% Title III participants were extremely or very satisfied with the program’s services
- Quarter 4 – 47.22% Title III participants were extremely or very satisfied with the program’s services
- Annually 38.1% Title III participants were extremely or very satisfied with the program’s

Services.

- 60% of participants in Quarter 1 responded “Staff had a genuine interest in serving you”.
- 71% of participants in Quarter 4 responded “Staff was accessible when you had questions or needed assistance”.
- Overall for the entire program year, 71% of Title I participants answered “Yes” to the question “Will you recommend NM Workforce Services to others with similar needs?”.

Comments from Participants

Title I client quote on the survey from Q 1 survey

Great program will tell everybody I no(sic) about it , it saved me thank you
5/23/2022 10:59 AM

Title I client quote on the survey from Q 4 survey

Staff was good but the website was difficult to get around.
8/17/2022 06:54 PM

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.

Service Delivery Challenges

The Northern Region typically has a trouble hiring and turnover of staff in all our offices. To help combat this the Service Provider, HELP NM, pays its community support advocates beginning at \$24 an hour.

The lack of having a common intake, referral and data system across the workforce system partners creates an additional burden for both the customer and staff. The Workforce Connection Centers face significant challenges and issues related to the utilization of the New Mexico Workforce Connection online system (www.jobs.state.nm.us) and consistency in the application of function, activity, and service codes.

The NALWDB through its OSO will continue to explore a centralized intake process and system. Different referral systems have been reviewed along with the possibility of implementing a WCOS based referral system. Discussions are underway with NMDVR, NMDWS, and our Title 1 provider on implementing a shared referral system for core partners. NMDVR has begun the process of acquiring WCOS access and training for all DVR staff.

Also, the loss of ITAs due to no unmet need (Ready NM and NM Opportunity Scholarships). Working to enroll individuals for supportive services, but difficult to gain traction and build relationships with these participants only receiving SS

Increasing number of employers using e-verify or other verification programs that we do not have access to when the participant is unable or unwilling to provide employment verification. Training providers not being available on campus to collect billing signatures or assist with supporting documentation
Enrollments that occur then for whatever reason are unable to start training, therefore locking them into a performance period.

Finally, Many One Stop Centers are old State of New Mexico buildings and lack proper maintenance, as well as lack of WIFI connectivity for partners and customers.