



HELP New Mexico Report

Presented to the Northern Area Local Workforce Development Board

January 12, 2021

HELP New Mexico, Inc. has started third quarter of providing Adult, Dislocated Workers and Youth Services in the NALWDB's Ten Northern Counties for PY2020. HELPNM has the opportunity of assisting 500 Adult/Dislocated Workers and 288 youth WIOA eligible participants in making a successful transition to employment and/or further education.

Participants Served by Programs

Adult/Dislocated Worker

REPORT MONTH ENDING:	OVERALL TOTAL	TOTAL	
01/08/21		Adult	DW
GOAL	500	250	250
ACTUAL	116	89	27
CARRY OVER	144	103	41
TOTAL ENROLLMENTS	260	192	68
GOAL BALANCE	240	58	182
% of TOTAL ENROLLMENTS	52%	77%	27%
FOLLOW-UP	403	337	66

Youth

REPORT MONTH ENDING:	OVERALL TOTAL	TOTAL	
01/08/21		ISY	OSY
GOAL	288	98	190
ACTUAL	50	28	22
CARRY OVER	89	39	50
TOTAL ENROLLMENTS	139	67	72
GOAL BALANCE	149	31	118
% of TOTAL ENROLLMENTS	48%	68%	38%
FOLLOW-UP	98	46	52

Updates by Regions

North Central – Santa Fe, Los Alamos, Espanola, Taos,

The North Central Regional Office has been building partnerships with businesses that play a key role in supporting our community of northern New Mexico. These participants are mostly minorities, who are disconnected from both education and the workforce. They are low-income and face numerous barriers that often prevent them from success. Such partnerships that have really taken to working with WIOA are as follows:

- Rio Arriba County Health and Human Services
- Hacienda Home Centers Construction Retail
- Santa Fe Recovery Center
- Habitat for Humanity
- Northern Rec Art Center
- Woodruff Scientific

- NM State Police
 - Taos County Court House
 - Lucero Center
 - NNMC Farm
 - El Centro
 - North Central Solid Waste Authority Solid Waste
- State of New Mexico Environmental Health Bureau
 - Pathway Shelter
 - El Centro Health Department
 - Blue Stone Solutions
 - Los Alamos County Municipal Court

Educational Partnerships that include Northern New Mexico College, UNM Taos, Santa Fe Youth Works and Santa Fe Community College provide referrals weekly to HELPNM. The NM Workforce Connection Offices, DVR, TANIF are entities that serve Adults and youth. They provide HELPNM WIOA programs with an abundance of potential participant prospects. Meetings have been conducted with these entities, educating them on the benefits that the WIOA programs can be for our area. Partnership Committees and meetings, bridging WIOA programs to the community need and establishing pathways for exploration and direction by these partnerships.

Generally, all entities approached have agreed to partner and have collaborated, resulting in establishing themselves as work sites and in most cases creating TJT/WE training positions or OJT/CT contracts in order to keep participants on as employees of their respective business. Outreach to local social service and welfare agencies as well as Adult/ Juvenile or criminal justice entities continue to be a key source of locating and identifying individuals. Building rapport with administrators and employees who have direct contact with these individuals creates the referral system and keeps community entities and WIOA staff in continued communication regarding the status and needs of potential participants.

North West – San Juan, McKinley, Cibola

The North West area of San Juan, McKinley, and Cibola has been creative in engaging participants, training providers, and businesses during the trying times of Covid-19. In addition to serving carry-over participants, we have created the following partnerships and have been able to provide an overview of our services and receive referrals, whether it be via Zoom, telephone or in-person when safely possible.

- JTIP
- Job Corps
- TANF
- SJC Center for Workforce Development
- SJC ACE Center
- Future Foundation
- Farmington Chamber of Commerce
- Aztec Chamber of Commerce
- Bloomfield Chamber of Commerce
- Cibola-Grants Chamber of Commerce
- McKinley-Gallup Chamber of Commerce
- Central Consolidated School District
- Farmington Municipal School District
- Aztec Municipal School District
- 4 Corners Economic Development
- SoloWorks
- UNM-Gallup
- San Juan College
- CNM
- Gallup CDL
- Native Nations CDL
- CES LEAP

We have been successful in providing the following services throughout the area-ITAs, various Supportive Services, Work Experience, Transitional Job Training, Customized Training, Basic Career Services, and On-the-Job Training. In addition to these services, the WIOA NW Regional Coordinator has been working closely on a 4 Corners Economic Development (4CED) team to interview focus groups

leading to the developing of programs to close the local workforce gap. The WIOA NW Regional Coordinator and 4CED is also putting together virtual and traditional business resource guides to be disseminated across the Four Corners and has forged a partnership with the Southwest Colorado Accelerator Program for Entrepreneurs (SCAPE) to create a San Juan County leg of the program. SCAPE works with start-up companies to provide education, mentoring, and access to funding. With this, I am happy to report that HELPNM and WIOA are coming in on the ground level of new and upcoming businesses and programs.

Greater Gallup Industrial Workforce Program- Greater Gallup Economic Development Corporation with its Industrial Workforce Program has a certification program that was created in response to the needs of industrial employers in McKinley County. Five participants are participating with a new cohort of students being referred for enrollment. Goal is to serve 45 students in this program. Cohort two will be starting this month, with anticipated enrollments of 20.

Like the County of Farmington Fire Department, the COF Police Department and SJC Sheriff's office has also expressed this urgent need for new deputies and skill upgrades. We are currently providing an estimated \$200,000 in services between these Municipalities through Customized Training. Again, as funding allows, staff will continue to assist every step of the way.

NW Youth Services

The North West area has received several referrals for both In-school and Out-of-school youth participants. Numerous participants, including Summer Youth Academy participants and new enrollments, participated in the Winter Youth Academy, with most of them continuing participation once holiday break was over.

In addition to the youth referrals coming in from various school districts, the Work Liaison with Farmington Municipal Schools has partnered with the San Juan WIOA team to further develop a Work-Based Learning Program. This program run through an internship class that takes High School Juniors and Seniors from the classroom to the workforce. There are 21 local businesses in high-demand occupations that have agreed to host these students, which will either lead to permanent employment or be the stepping stone into their career. San Juan College has developed Career Pathways that are in-line with these in-demand occupations so participants can graduate and move right into these programs/fields. WIOA is projecting a pilot of 50 eligible students for enrollment into this program. These students will not only complete a paid Work Experience beginning in March (pending Covid-19), but will also complete a variety of Workforce Preparation activities either before the beginning of their Work Experience, or simultaneously.

NW Business Services

The North West area continues to demonstrate success in providing business services to our local workforce. Our Community Engagement Specialist has done a superb job in creating and follow-up with these businesses to actively participate in Customized Training and/or On-the-Job Training.

- Major Market Inc.
- BeeHive Homes (Farmington/Gallup)
- Knopf Law Firm
- Jack's Plastic Welding
- Casa Hermosa Furniture
- DB Auto Sales
- Pocketstone Bakery
- Highway 64 Auto & Salvage
- Power Sports
- ABC Canvas
- Guardian Angel Home Health
- Antelope Sales & Services
- Fred Cadrain Plumbing
- San Juan County Sheriff's Department
- City of Farmington Police Department
- City of Farmington Fire Department

North East – San Miguel, Mora, Colfax

The Northeast area of San Miguel, Mora and Colfax has been busy the last couple of months. Staff have been going out into the communities to determine community needs as it pertains to their local workforce. New partnerships created are:

- Collins Lake Ranch
- Electric Co-op
- Tapetes De Lana
- La Jicarrita
- Samaritan House
- Best Western
- Hacha's Café
- Herrera Automotive
- Tojo Distributing
- Luna Library
- Avery Construction
- Roybal's Phillip 66
- Old Wood
- Mora Chamber of Commerce
- Luna Community College

North East staff have been busy with the Winter Youth Academy, enrollments and implementation. Our newly named NE WIOA Coordinator Floyd Lovato was successful in enrolling 24 youth participants in both Mora and San Miguel counties. He has been meeting with the local school boards in all three counties' and with the adult basic education in Colfax. Just this week a new employee has been hired to

provide WIOA services in Mora and San Miguel county. We plan on being fully staff with the hiring of one additional full time employee to assist in recruitments efforts in Colfax county.

Success Stories

Amiera

Amiera is a 16-year-old pregnant teen who did obtain her HiSet and has successfully completed her work experience at the Espanola WIC office. Her Supervisor has already asked for her to be extended for additional training as two positions will be opening up following her due date. She has been asked to apply upon her return. Community Support Advocate (CSA) Lesley will work with Amiera to update her resume, and prep her with skill building exercises involving interviews. Also her being placed at the WIC office has allowed her to provide word of mouth referrals to other pregnant and parenting youth.

Lucas

Lucas is a 19-year-old young man with disabilities; he aspires to work in law enforcement not allowing his disabilities to hinder his potential success. Upon applying for youth services, his CSA worked closely with him to discuss a career path along his interest. He disclosed his passion in the judicial system so Lucas along with his CSA Javier established a partnership with Taos District Court where he acquired a position as the Court Covid Screener. This experience tests the limits of this young man's drive and determination. His supervisors continue to report that he is excelling during his scheduled hours and would like him to be extended for additional training. He is still in school and training at the District Court, even as the Winter Youth Academy finishes. Our team will continue to work with Lucas to assist him in potentially being hired on fulltime at his current or another position at the Taos District Court House.

Keonna and Craig

The City of Farmington Fire Department recently graduated two participants that went through Customized Training to complete the Fire Cadet program; Keonna and Craig. Since graduation, the participants have continued employment and are now participating in On-the-Job training. In addition to these contracts, we are preparing to begin Customized Training for 7 participants completing skill upgrades and receiving promotions into the Fire Service Instructor 1 course. It has been shared with us that over 50% of the entire Department's Workforce is retiring out within the next couple of years. That being said, they are quickly moving cadets up the ranks to fill the impending workforce gap. As funding allows, WIOA will assist every step of the way.

The Community Engagement Specialist and NW WIOA Regional Coordinator have received invitations from these municipalities to attend the graduation and promotion ceremony for these candidates. The ceremony will be largely publicized and used to not only celebrate the participants, but express gratitude to our local WIOA team.

Mariah

HELPM received an SL Start referral for WIOA Services; Mariah is a 21-year-old female with one dependent. From the beginning, Mariah was eager to start a Work Experience activity through our program. She made a conscious effort to meet with her Community Support Advocate (CSA) and talked extensively on what she wanted her future to look like in Business Administration. The CSA assisted Mariah in navigating through her current and potential barriers, and completed Workforce Preparation activities, including resume writing, interview skills, and professionalism. In partnership with the Community Engagement Specialist, it was determined that the best placement for Mariah was at Casa Hermosa Furniture. This business had an opening for an Office Assistant, giving Mariah the opportunity to learn duties such as payroll reconciliation, accounting procedures, telephone collections calls, and an array of other administration responsibilities. During this time, WIOA has been able to assist in providing Supportive Services for transportation costs as well. As Mariah enters her final hours of Work Experience, both the business and the participant have expressed interest in continued employment. James, the owner of Casa Hermosa Furniture has stated numerous times that they have really enjoyed Mariah's work ethic and positive attitude. Beginning January 25th, Mariah will be co-enrolled and move out of her Work Experience and into On-the-Job Training. Additionally, there has been talk with her CSA that she would like to go back to school at San Juan College for her Associate's Degree in Business Administration, which we would could potentially help assist with.

