



Workforce Connection

of Central New Mexico

Performance & Monitoring Committee

Wednesday, March 10, 2021

2:30 pm

809 Copper Avenue NW

AGENDA

1. SER Jobs for Progress, Inc. and YDI Activity Reports Q&A
2. Dash Board
3. Performance
4. TechHire Performance Update
5. New Mexico Workforce Connection - Central Region Update
6. Next Steps
7. Adjourn

The Performance and Monitoring Committee will develop performance standards for each program, monitor their progress, and provide oversight to the tracking collections systems. The Performance and Monitoring Committee will make its recommendations to the Executive Committee/Full Board.

Next Meeting: May 12, 2021 at 2:30 pm

PY20 WIOA A/DW Report February 2021

	January Totals:	Adult	Dislocated Worker	DWG
Total Enrollments/IEP created	46	6	29	11
By County: Bernalillo	30	4	19	7
Sandoval	6	0	4	2
Valencia	7	1	5	1
Torrance	3	1	1	1
Attended LMI Workshop	96	NA	NA	NA
Attended WIOA Orientation	109	NA	NA	NA
Assigned & Completed Assessments	96	NA	NA	NA
ITA's Issued	33	2	21	10
ICS's Issued	0	0	0	0
New OJT Contracts Written	10	4	6	NA
OJT Participants Placed	10	4	6	NA
New CT Contracts Written	1	1	NA	NA
CT Participants	1	1	NA	NA
Unsubsidized Job Placements	20	NA	NA	NA
Co-enrollments WIOA Youth	1	1	0	NA
Co-enrollments TechHire NM	NA	NA	NA	NA
Internship Agreements	1	0	1	NA
Internship Participants Placed	1	0	1	NA
Transitional Job Agreements	2	0	0	2
Transitional Job Participants Placed	2	0	0	2
Apprenticeship Participants	0	0	0	NA

Dislocated Worker Outreach:

We have been reaching out to dislocated workers thorough referrals, social media, phone and email. We continue to use the Bridge report as a main source to recruit the dislocated worker.

We have a new method to try and garner more dislocated workers, we will work with RESEA appointments and have staff available to join the virtual RESEA appointment if the RESEA representative after discussion with the claimant feels there is interest in training, we will join the meeting live to offer preliminary information on WIOA and make the connection to follow-up with an enrollment.

We are working on another project with DWS to contact dislocated workers. Through PED and state wide training providers, DWS is making contact with those claimants whom have bachelor degree and speaking with them about alternative teacher licensure for STEM fields and the trades. Once interest is expressed we are given contact information for the claimants and we are calling them to offer WIOA services and give instruction application process to local training providers for the alternative licensure which includes a job placement within the school system.

Job Seeker and Business Outreach:

We have been working with CNMI to fund boot camps for February, March and April; we have many DWG applicants for these boot camps and enrolled 8 in February for upcoming camps. We still see new referrals coming in from from, Cultivating Coders, CNMI, Pima Medical, Brookline College, Carrington College, UNMCE, UNM Valencia, and CNM Main. These requests are mostly in the Healthcare and Information Technology fields that are sector strategy areas.

The Business Team is always focusing on outreach to new businesses and recruitment of dislocated workers thru virtual methods or over the telephone.

We are working with Facebook's Career Connections Fellowship program for recruitment of employers and students for the summer 2021 internship program. Our goal is for 100 student intern enrollments for this summer. We are currently vetting student and business applicants for WIOA eligibility to see how many more of each might need to be still recruited. The original deadline for submittal was 03/12/2020 but it will most likely be extended for another week to 03/19/2021. We continue to outreach and market the program in hopes we come up with 100 qualified students and businesses.

We have been focusing business outreach to those employers that can accept workers with criminal backgrounds for our DWG grant program. We have had two ex-offender DWG placements in February and have more in the works.

We have made contact with the following organizations/individuals to assist us with locating the ex-offender population who are ready to tackle a transitional position:

La Pasada, MDC re-entry program, Dearson Charities, Womens Empowerment Group, Theresa Trujillo, Wings for Ilife, Local Probation, NMDC, Dismas House, Crossroads for Women, etc.

We conducted outreach to the following businesses during February: Jim's Fine Cars, Duke City CPA, Homewise, Bosque Prep High School, NM Capital Partners, Pretty Little Picnic, Ceasar's Mexican and Greek, Goodwill, Csa De Salud, High Tide Marketing, First Rate Plumbing, Escuela de Sol Montessori, Adeleante Diverse IT, Homemade Culture, Jade Rabbit Valley, Blue Halo and Sunny 505.

WIOA A/DW Success Stories February 2021

Bernalillo County



Vanessa is a married and a stay at home mother of four children. Vanessa's husband was in the military so the family moved around a lot. Vanessa held a few odd jobs here and there but they were only for a few months at a time. Vanessa knows that her hard working mentality allows her to achieve goals both long term and short term. After working on and off for a few years she saw how competitive the job market was and wanted to truly enhance her current skills. She knew that with an advancement in her current abilities and skill set she could find a career that leads her to long-term employment and self-sufficiency.

Vanessa's husband graduated from Pima Medical Institute and was her motivator, so Vanessa enrolled herself at Pima Medical Institute in the Radiography Program. Vanessa excelled in school and maintained very high grades all while maintaining her home life. While Vanessa was performing her clinical rotation at Renal Medical Associates, they liked her so much that they offered her a position as a Radiography Technician earning \$24.00 per hour. Vanessa is thrilled and thankful for the assistance of the WIOA Program and loves her new job!

Bernalillo County



Christina has been employed in the Retail Industry for the past 12 years and felt that she had exhausted her efforts in hopes of a promotion in the retail field. Christina began to look at other options and opportunities when she was laid off from her place of employment due to a sudden closure. Christina learned of the WIOA program while she was looking at job opportunities on the NM Workforce Website. She also recalled a conversation with a friend a few years ago about school and options for funding, she inquired about the program after calling a former co-worker who was now working for the NM Workforce Connection. She was excited to learn about this new opportunity and took her time to look at schools that had a Medical Assistant Program that would allow her to complete training in a short period. After looking at several schools she decided to

attend Carrington College, the school felt comfortable to her and seemed like a good fit for her needs. Christina began the Medical Assistant Program and successfully completed in 9 months after studying a majority of the time from home due to the pandemic! She was able to complete her clinical externship at Success Weight Loss Systems and was hired on as a full time Medical Assistant earning \$16.00 per hour and working 40 hours per week. This was a big change for Christina who was a mother of one and who was formerly making \$10.00 per hour and receiving public assistance. She was able to accomplish her goal in a short period, taking a positive approach at advancement and setting her mind to better her earning potential and job security. She is grateful for the WIOA staff for the support and shared success in helping her to meet her goal! She has also referred other friends who have wanted to advance in the same manner, in essence helping them to grow their lives the way she did.

WIOA A/DW Success Stories February 2021

Bernalillo County



Tiffany enrolled into WIOA last summer as a Social Media Digital Marketing intern for the Facebook Career Connections program. At the time, she was attending UNM to earn a Bachelor's degree in Business. Tiffany completed her Facebook Career Connections training and was selected by Sabio Systems LLC, where she worked as their intern completing 290 hours of learning and earning \$12.00/hr. When her Facebook Internship ended in August. After her stellar performance as an intern, Tiffany received an offer for full time employment with Sabio Systems LLC. Tiffany was placed on an OJT (on-the-job training) contract with the employer for an additional 570 hours to complete filling in her skill gaps as the company's Social Media /Sales Marketing/Recruiter

earning \$16.00/hr. Tiffany has recently received her Bachelor's degree in Business from UNM and hopes to eventually achieve her goal of obtaining her MBA.

Sandoval County



Cristina had been working in the real estate business for the past year. Unfortunately, due to the pandemic, her business has dropped off and she felt the need to switch careers. She had been looking for an Administrative Assistant position but was having no success, she felt even if she were to find an administrative position, the salaries were low and she could not see herself being self-sufficiency. Cristina needed to upgrade her current work skills to find employment that had a career pathway and would lead to self-sufficiency. Cristina

enjoys helping people and has always had an interest in the healthcare industry. Cristina decided to attend PIMA Medical Institute to pursue her Medical Assistant Certification. After 9 months, Cristina successfully graduated from her program, obtained her Certified Clinical Medical Assistant credential, and obtained employment with Presbyterian Medical Services making \$16.00 an hour.

WIOA Youth Report – February 2021

	Totals:	Cumulative:
Enrollments	32	134
Itinerant Enrollments	20	93
Bernalillo County Enrollments	12	41
Sandoval County Enrollments	13	44
Torrance County Enrollments	3	22
Valencia County Enrollments	4	27
Completed Program and Follow-ups	14	214
Youth Placed in Work Experience Activity	12	80
Bernalillo County	4	14
Sandoval County	5	28
Torrance County	1	20
Valencia County	2	18
Youth Receiving ITA's	1	39

Total YDI Caseload: **646**

Incentives:	Totals:	Cumulative:
Basic Skills Increase (2 grade levels)	4	20
Attainment of GED or HS Diploma	5	28
Post-Secondary ("C" average first semester)	7	18

Presentations and Outreach:

All presentations and outreach are detailed on the WIOA Youth Program Goals attached.

Staff announcements:

- One resignations were received in the month of February 2021. Jennifer Luna YDP in Sandoval County.
- Effective February 1st, Misty Anaya transitioned to the vacant WIOA Specialist position in Torrance County. Effective February 15th, Tammy Chavez transitioned to the WIOA Trainer position in Bernalillo County.
- The program current has 3 vacancies: WIOA will have 2 YDP vacancies and 1 QA vacancy.
- Staff continued working 28/12 schedules in February 2021.

Issues Affecting Operations:

Ongoing recruitment continues for the program. YDI continues to outreach to existing and new partners on a weekly basis. Details of presentations and partners are included in the Projects section.

Although business closures have proposed a challenge during the year, YDI is starting to see movement in this area. As businesses are opening up or operating at higher capacities, and as participants/parents are more open with placement, work experience placements are starting to increase. Business development is priority now in all counties. The program has placed a total of 108 participants to work and is seeing an average of 38 timesheets per pay period. Online tutoring continues for participants that have not been able to resume or start work experience. In the month, 5 participants were engaged in online training. Online training has also started with participants that are awaiting start dates of their training or pre-apprenticeship classes.

YDI staff continue to work through performance measure corrections. Training held on February 3, 2021 for Measurable Skills Gain, Activity Linking and Q2 Employment.

Working with MRCOG on annual PDS training and training for Tammy Chavez and Windy Halloway on scanning into PDS.

Staff are still reporting the inability to enter certain activities in WCOS due to activity codes missing. It was also noticed by staff that not all YDP's and/or counties have access to the same activity codes. This issue has been reported to AE with a suggestion for DWS to perform a detailed review of all activity codes in WCOS and granting all staff and counties access. Please note: not all activities are being entered into the system due to lack of activity code with some of these more than 30 days' old which will require technical assistance.

A training has also been requested of the AE for training by DWS regarding the proper use of F-codes in WCOS. Information provided at the WIOA Youth Summit caused confusion as to current practices that staff are following provided at a previous training.

No other issues affecting operations at this time.

Projects:

The pre-apprenticeship/HSE pilot project with ABC and ALC ended recruitment on February 26th. The project currently has 15 participants enrolled. Anticipated start date is March 15th, 2021. Due to interest from youth that already had their HSE, the project will run two cohorts: one is a pre-apprenticeship cohort only and the other is the integrated pre-apprenticeship and HSE cohort. YDI is working with ABC and ALC to co-enroll participants and finalize any last minute details.

Planning meetings continue with Associated General Contractors to plan a pre-apprenticeship program focused on in-school youth. A proposal has been submitted by AGC that will be discussed with WIOA AE for further planning and possible implementation.

YDP's continue to work through the referral lists provided by Joy from the UI system. Some have resulted in enrollments and many are pending with paperwork. YDI is tracking the outcome of this referral list and is utilizing the 3/3/3 approach: 3 contacts at 3 different times/days utilizing 3 different contact methods.

Success Stories:

Bernalillo County:

In November 2019 Jasmine Gutierrez was a walk in at the New Mexico Workforce office seeking support with education and employment. Jasmine was 23 years old at intake and has two small children. Jasmine and her family lived with her mother in Albuquerque while she was getting her diploma and seeking employment. Jasmine wanted support with obtaining her High School Diploma and finding full time work. Jasmine had just found out that she did not obtain her high school diploma and was upset because she wanted to start college. Jasmine worked at the Downs and other fast food positions before she started to think of her future. Jasmine enrolled at Gordon Bernell Charter School soon after enrolling in the WIOA program to obtain the last few credits she needed for her diploma. Jasmine did not have her own transportation and was getting rides to school and work. Jasmine completed the BEST training and tutoring and got placed at Beehive Homes. Jasmine completed her 400 hours of work experience through WIOA and got hired on full time at Beehive Homes as a caregiver.

Jasmine saved money and purchased a car for her family and was working on saving for her own place. Jasmine's support system helped with child care while she worked and attended school. Jasmine enjoyed working with the elderly and decided that she wanted to make it her career. Jasmine started school at Carrington for her nursing assistant certificate while she completed her last test for her diploma. Jasmine received Financial aid from Carrington and did not need support from WIOA for the cost. Jasmine received her High School Diploma in March of 2020 and felt like she completed a milestone. Jasmine was excited to start the next chapter in her life and start building for the future. When Jasmine completed the WIOA Youth Program she felt like she could master anything and was grateful for the program and her support system. Jasmine continued to work full time at Beehive Homes and was working hard on completing her education at Carrington.

Valencia County:

On March 20th of 2020, Flor Fernandez came into the Workforce Connection Valencia County office, she was seeking assistance in finding a job to obtain professional skills. She spoke with WIOA staff and learned that she could be placed at the Los Lunas Police Department. Upon in-take she was a senior at Valencia High, unemployed, and she was Basic Skills Deficient in reading.

Flor completed 5 hours of tutoring, BEST Training, and a resume. Once completed she was placed at Los Lunas PD. During the course of the program, Flor worked very hard and stayed focused on her goals to complete High School. She continued to maintain a "C" average and above in all her classes. In May of 2020 she completed High School and obtain her diploma. Flor received an incentive for obtaining her diploma.

Flor also completed the Post TABE test, she went up two grade levels in math and reading. She received an incentive for \$200.00. Flor does want to get into college, but is taking a break from school. When Flor completed her work experience hours, she was recommended to apply for a permanent position at Los Lunas PD.

Flor is thankful for the help that the WIOA Youth Program provided for her, from assistance with work experience, transportation assistance, tutoring, and the guidance that the Youth Practitioner provided for her. She is grateful to have had the support to push her in the right direction. With the help of the program she was able to obtain professional skills and a permanent position at Los Lunas Police Department.

WIOA Youth Program Goals – Report February 2021



Events attended this month for outreach/recruitment purposes (i.e., job fairs, career fairs)

County	Location	Hosted By	Result/estimated # reached
Bernalillo	Referrals (12) Pre-Apprenticeship Program	Audrianna Vega	5 enrolled
Bernalillo	Project Hire	Audrianna Vega	Provided Information
Sandoval	Email/Phone – Bernalillo HS	Lisa Hunt	Received two referrals
Sandoval	Email – Frances Blea	Lisa Hunt	Received three referrals
Sandoval	In Person – Stephanie Lovato	Lisa Hunt	Provided Information
Valencia	In Person Conference	Marcelina Vargas	Provided Information
Valencia	Isleta	Nat Lujan/Library Director	Recruitment
Valencia	Isleta	Charlene Lucero	Recruitment
Valencia	Los Lunas	Mike Ogas	Referrals
Valencia	Belen	H2 Academics	Referrals
Valencia	Online Referral Process	NMWFC, UNM VC	Re-established
Valencia	Facebook	Monique Marquez	Shared Recruitment Flyer
Torrance	Workforce Center Calls	Avery Anaya	Provided Information

Work Site Development:

County	Name of Business	Location	Result/# in attendance-type of business
Bernalillo	Explora	Bernalillo County	Re-established
Bernalillo	West Gate Community Center	Bernalillo County	Re-establishing

Valencia	Quick Wrench	Valencia County	New
Valencia	Senior Living Systems	Valencia County	Re-established
Valencia	Tierra Del Sol Golf Club	Belen	New
Valencia	Isleta Parks/Rec. Department	Isleta	Re-established
Valencia	H2 Academics	Belen	Placement
Torrance	Joes Coffee Shop	Torrance County	New

Presentations conducted this month

County	Location	Audience	Result/estimated # reached
Bernalillo	Online Zoom	Head Start Parents (Pedro Baca, Mary Ann Binford, Alameda and Chico)	Provided Information
Bernalillo	In Person – Candelaria Office to City of Albuquerque VIP Program	Andrea and Tammy	Provided Information
Valencia	Belen	H2 Academics	Provided Information

List ITA's and YSA's submitted this month

County	Name of Training Provider	Amount Paid	Occupational –Career Field
Bernalillo	Carrington College	\$4,000.00	Medical Assistant

Workforce Connection of Central NM
WIOA Dashboard - PARTICPANT SERVICES
PY20
Month of :

Feb 21

66.67%

TRAINING Budget				Total Exp & Oblig		Budget Balance		# Clients Served		AVG COST PER PARTICIPANT		
To 6-30-21	%Training to Total WCCNM Budget				% to Training Budget		% to Training Budget		% to All Categories			
FORMULA	59.75%	\$	8,779,561	\$	4,092,157	46.61%	\$	4,687,404	53.39%	1,306		
\$69,526 From PY19	ADULT / DW		6,733,600		3,630,383	53.91%		3,144,606	46.70%	827	63.32%	\$4,390
	INDIVIDUAL CAREER SEVICES (Formerly -INTENSIVE SERVICES)				2,000	0.03%				2	0.15%	\$1,000
	INDIVIDUAL TRAINING ACCOUNTS				2,162,384	32.11%				371	28.41%	\$5,829
	ON THE JOB TRAININGS				1,077,664	16.00%				321	24.58%	\$3,357
	CUSTOMIZED TRAINING				10,360	0.15%				15	1.15%	\$691
	INCUMBENT WORKER TRAINING			Max 20% Yr =\$1,298,335	155,613	2.31%				117	8.96%	\$1,330
	TRAINING OBLIGATED CURRENT YR PAID NEXT YR			0								
	Adult / DW Internship				180,972	2.69%				1	0.08%	
	SUPPORTIVE SERVICES ADULT / DW			90,000	41,389	45.99%		48,611	54.01%	241	18.45%	\$172
	YOUTH TRAINING ITA's & Work Exp			1,830,961	411,883	22.50%		1,419,078	77.50%	122	9.34%	\$3,376
	SUPPORTIVE SERVICES YOUTH			125,000	49,892	39.91%		75,108	60.09%	116	8.88%	\$430
	TOTAL			\$ 8,779,561	\$ 4,092,157	46.61%	\$ 4,687,404	53.39%	\$ 1,306	100.00%	\$3,133	

CERTIFICATIONS

On the Job Training

Administration Director
 Apprentice 2
 Assistant Business Manager
 Assistant Project Manager
 Assistant to Operations Manager
 Assistant Winemaker
 B2B Sales Representative
 Brand Manager
 Business Development Marketing Lead
 Cabinet Maker
 Carpenter Helper
 Certificate Processor & Commercial Lines CSR
 Chief Financial Officer
 Chief Marketing & Technology Officer
 Cleaning and Production Supervisor
 Clinical Social Worker
 Clinician
 Collections Manager

OJT Cont.

Commercial Insurance Producer
 Communications & Engagement Manager
 Construction Carpenter
 Construction Superintendent
 Corporate Data Administrator
 Cost Estimator
 Counter Sales Representative
 Commercial Insurance Producer
 Database and Marketing Strategy Specialist
 Diagnostic Technician
 Digital Marketing and Content Manager
 Electrician Apprentice II
 Electrode Scientist
 Electronics Technician
 Human Resources Specialists
 HVAC Apprentice 1
 Low Voltage Service Technician
 Machinists

OJT Cont.

Network and Computer Systems Admin
 Networking Engineer
 Nursing Assistant
 Paralegals & Legal Assistants
 Pipelayer Helper
 Police Detective
 Police Patrol Officer
 Social Media Organizer
 Software Engineer
 Superintendent
 Technician Apprentice 1
 Telecommunication and Technology
 Training Coordinator and Administrator
 Web Developer

Customized Training

ABC New Mexico Chapter - Electrical Apprenticeship
 ABC NM Apprenticeship Program
 ABC NM Project Management
 ABC Plumbing Apprenticeship program-trade skills/Construct
 AGC - Project Manager Development Program
 Basic Plus Automotive Locksmithing
 Building Operator Certification (BOC)
 Certified Paraoptometric (CPO)
 Class A Commercial Driver's License Training
 COVID-19 Rapid Response Training
 Custom Wilderness & Mountain Rescue Course
 Info Visualization 1-day workshop "Information is Beautiful"
 Masters of Science Accounting
 NCCER National Crane Operator Course
 P.E.A.C.E Investigative Interviewing
 Project Management
 Squarespace Website Development
 Vistage Emerging Leader Program

ITA

Bachelor of Science in Nursing
 Dental Assistant - Certificate Program
 Medical Assistant
 Nursing (R. N. Training) Associates Degree
 Practical Nursing
 Radiologic Technology
 Veterinary Assistant
 Welding Technology Certificate
 Paralegal Study
 Photovaic
 Practical Nursing
 Radiologic Technician
 Registered Nurse
 Respiratory Therapist
 Security IT
 Social Worker
 Sociology

ITA Cont.

Sterile Processing Tech
 Surgical Technician
 Treating Practitioner
 Veterinary Assistant
 Welding

On the Job Training (OJT)	# of Contracts	# of Participants	\$ Paid To Date
Bernalillo	136	195	\$467,883
Sandoval	39	59	\$133,395
Torrance	15	21	\$10,580
Valencia	26	46	\$70,472
Encumbered Mixed Ctys	0	0	\$395,334
Total	216	321	\$1,077,664

Custom Trng & Encumb	# of Contracts	# of Incumbent Workers	# of CT Participants	\$ Paid To Date
Bernalillo	36	89	8	\$68,642
Sandoval	3	18	7	\$8,100
Torrance	0	0	0	\$0
Valencia	3	10	0	\$2,380
Encumbered Mixed Ctys	0	0	0	\$86,852
Total	42	117	15	\$165,973

Individual Training Accounts - Adult / DW (ITA)	\$ Paid To Date	Career Services	\$ Paid To Date
Bernalillo	\$1,281,639	Bernalillo	\$2,000
Sandoval	\$335,233	Sandoval	\$0
Torrance	\$153,365	Torrance	\$0
Valencia	\$317,147	Valencia	\$0
Encumbered Mixed Ctys	\$75,000		\$0
Total	\$2,162,384		\$2,000

Youth ITA's	\$ Paid To Date
Bernalillo	\$69,997
Sandoval	\$17,967
Torrance	\$36,994
Valencia	\$5,340
Encumbered Mixed Ctys	\$25,000
Total	\$155,298

Adult / DW Work Experience	\$ Paid To Date	Adult / DW Supp Serv	\$ Paid To Date
Bernalillo	\$106,948	Bernalillo	\$18,924
Sandoval	\$20,646	Sandoval	\$6,701
Torrance	\$0	Torrance	\$3,344
Valencia	\$16,907	Valencia	\$10,919
Encumbered Mixed Ctys	\$36,471	Encumbered Mixed Cty	\$1,500
Total	\$180,972	Total	\$41,389

Youth Work Experience	\$ Paid To Date
Bernalillo	\$48,039
Sandoval	\$55,307
Torrance	\$50,435
Valencia	\$53,323
Encumbered Mixed Ctys	\$49,481
Total	\$256,584

WC Refund

Youth Supp Services	\$ Paid To Date
Bernalillo	\$7,026
Sandoval	\$13,834
Torrance	\$5,854
Valencia	\$20,677
Encumbered Mixed Ctys	\$2,500
Total	\$49,892

WCCNM

Performance PY2020 – 2nd Quarter

	Adult			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	77.8%	77.5%	100%	Exceeds
Median Wages in Q2:	\$8,708.25	\$7,359.00	118%	Exceeds
Employed in Q4 Rate:	80.4%	76.00%	106%%	Exceeds
Credential Attainment Rate:	77.6%	63.50%	122%	Exceeds
Measurable Skills Gains Rate:	34.0%	64.00%	53%	Failed

WCOS data extracted 2/12/2021.

	Dislocated Worker			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	75.07%	73.00%	103%	Exceeds
Median Wages in Q2:	\$8,153.88	\$8,000.00	102%	Exceeds
Employed in Q4 Rate:	81.0%	73.00%	111%	Exceeds
Credential Attainment Rate:	78.8%	60.00%	131%	Exceeds
Measurable Skills Gains Rate:	37.8%	62.00%	61%	Failed

	Youth			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	51.1%	63.00%	81%	Failed
Median Wages in Q2:	\$3,068.81	\$3,200.00	96%	Meets
Employed in Q4 Rate:	67.1%	62.00%	108%	Exceeds
Credential Attainment Rate:	60.2%	45.00%	134%	Exceeds
Measurable Skills Gains Rate:	3.6%	48.00%	.08%	Failed

WCOS data extracted 2/12/2021.

MONTHLY REPORT January 2021

Presented to the



February 17, 2021

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Last Month's Activities

COVID-19 Response

As of March 2020, as a precautionary measure to mitigate the spread of coronavirus disease (COVID-19), the WCCNM suspended all in-person services in the New Mexico Workforce Connection (NMWC) centers across the four-county region. The region continues to deliver services virtually, and the Operations Team is revisiting and building on the re-open plan (the Service Delivery Plan-Fall 2020).

The Operations Team continues to stay informed of all guidance and public health orders from federal, state, local, tribal, and/or territorial health agencies and will incorporate those recommendations and resources into the Service Delivery Plan as needed. The four NM Workforce Connection Centers in the Central Region will continue to abide by the maximum occupancy and staffing limits in accordance with current public health orders.

The New Mexico Workforce Connection partners are increasing the services that can be delivered effectively in a remote and virtual mode to the greatest extent possible. WCCNM is incorporating all available technologies and tools, in addition to investing and developing much needed tech upgrades including:

- a cloud-based communications system for phone, text, and video conferencing;
- a new WCCNM website (www.wccnm.org) with a UX design that provides robust information about all services and programs available in the New Mexico Workforce Connection centers in the Central Region;
- an online partner referral system that is embedded in the WCCNM intranet; and
- an employer/business services inquiry tool on the new website that allows for businesses to quickly submit their workforce needs to business team representatives with a define process, workflow, and tracking database on the backend.



Virtual services highlights include:

- Program orientations for Title I.B Adult & Dislocated Worker program and TAA program, labor market information sessions, one-on-one career counseling appointments, youth program intakes, and other services performed over the phone, through video recordings, via video conference, and through email.
- Virtual recruitment events recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque (APD, Admiral Beverage, Unity BPO, Corus Health, National Roofing, ARCA, and more)
- Weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings.

- All program teams are working on developing improved electronic fillable PDF forms for customers to use. The Title I.B Adult & Dislocated Worker team finalized new labor market information and WIOA application forms that have had a very positive response from participants.
- Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.
- WIOA Title I.B Adult & Dislocated Worker program, TechHire, and other programs are working to better support students through digital learning challenges.
- All staff throughout the region help answer general Unemployment Insurance questions and help direct individuals to information that individuals can find in their online accounts, updates from NMDWS website, and the Unemployment Insurance Operations Center. The Operations Team also provides direct assistance to all individual calling about unemployment through the 505-843-1900 number. The Operations Team have been invited to be a part of the "Toolbox Talks" on Fridays, and this has been a great source of information and updates for them to help better serve individuals looking for unemployment assistance. They have directly assisted and resolved close to 6,000 unemployment inquires in the referral system.

There is a marketing emphasis on promoting available services for unemployed individuals/dislocated workers to prepare now for re-employment with better opportunities by:

- building their skills;
- engaging in career prep activities such as resume writing and interview skills;
- exploring short-term training programs that lead to in-demand careers;
- considering all types of training opportunities include apprenticeship and apprenticeship pathway programs; and
- taking advantage of New Mexico Workforce Connection virtual webinars, workshops, and videos that they can attend from anywhere and view on their phone, tablet, or PC.

All outreach includes the various ways that an individual can contact the New Mexico Workforce Connection including:

- By email: nmworkforceconnection@wccnm.org (account managed by the Operations Team and then referrals to all programs tracked in the referral and inquiry system in the WCCNM intranet)
- By phone: (505) 843-1900 (Operations Team answers main phone number and then refers to programs in same way as email account. Once RingCentral launches, Operations Team will answer phone inquiries for all five New Mexico Workforce Connection Centers in the Central Region)
- By private message on Instagram and Facebook sites (social media is monitored closely by Operations Manager, and all private messages are answered within 24 hours)

As the WCCNM has adapted the marketing mix to the COVID-19 crisis, e-blasts and social media have been invaluable modes of communication, with social media presence growing an average of close to 1,000 page views every 30 days, and an average of 11,000 people who saw content from posts, news feeds, and stories over a 30-day period. WCCNM will continue increase social media activity while also continuing to use traditional modes like email marketing to ensure that we are reaching all of our target audiences in a variety of ways.

- Facebook (Workforce Connection of Central New Mexico)
- Twitter (@NMWorkforce)
- Instagram (nmworkforce)
- You Tube (Workforce Connection of Central New Mexico)



Individual Services

The Individual Services section includes summary data and performance of all co-located and core partners.

- In January, 1,460 new clients registered in the NMWC online system (www.jobs.state.nm.us), compared to 1,872 individuals in December.
- In-person center visits are not being tracked at this time due to the centers being closed to the public as a precautionary measure.

The WCCNM Annual Report – Program Year 2019 is posted at www.wccnm.org on the "WCCNM Board" page.



WIOA Title 1.B Adult and Dislocated Worker Programs

The Adult & Dislocated Worker (DW) Programs:

- enrolled 53 participants in January 2020, compared to 44 last month;
 - Bernalillo: 24 participants
 - Sandoval: 9 participants
 - Torrance: 7 participant
 - Valencia: 13 participants
- facilitated Labor Market Information (LMI) Workshops for 118 potential participants, compared to 61 last month;
- provided WIOA Title 1.B Adult & Dislocated Worker Orientation to 131 potential participants, compared to 87 last month;
- developed 53 Individual Employment Plans (IEP), compared to 44 last month;
- created 12 customized training (CT) contracts, compared to 0 last month;
- established 88 Individual Training Accounts (ITA), compared to 65 last month;
- developed 11 On-the-Job Training (OJT) contracts for 11 clients, compared to 10 contracts for 12 clients last month; and
- created 12 apprenticeship contracts for 39 clients, compared to 0 contracts for 0 clients last month.

Dislocated Worker Outreach:

The Title 1.B Adult & DW program has been continuing to reach out to dislocated workers thorough referrals, social media, phone and email. A short-term training one page flyer has been developed to target those on Unemployment Insurance (UI) or exhausted UI that could attend a short-term training to change career paths. The "bridge report" from the UI system continues to be a main source for recruiting dislocated workers.

Job Seeker and Business Outreach:

The Adult & DW Program is working with CNM Ingenuity to fund upcoming boot camps for January, February, and March, and they have many Emergency Dislocated Worker Grant (DWG) applicants for these boot camps. The program also has many returning students for CNM and UNM, for whom grades were collected and Spring 2021 ITAs were issued in January. Referrals have been processed from Cultivating Coders, CNMI, Pima Medical, Brookline College, Carrington College, UNMCE, UNM Valencia, and CNM Main Campus. The majority of these requests are in the sector strategy industries of healthcare and information technology.

The Adult Program has also been focusing business outreach to employers that can accept workers with criminal backgrounds for the DWG grant program. They are vetting dislocated workers to match with possible employers. The

program has met with a variety of community-based organizations across all four counties with whom they could collaborate to support transitional job placements. Eight local businesses are in the process of working with the DWG program to fill 15+ open positions with transitional workers. Program staff are also working on placing 5 individuals in transitional positions and are developing relationships (i.e. with probation and parole officers) that will help them obtain more referrals. They have also conducted outreach to nine additional local employers to determine whether they are interested in offering transitional jobs.

Staff have recorded the WIOA orientation and Labor Market information workshops, which have been posted to YouTube so applicants can attend the workshops virtually. This will save significant staff time trying to offer orientation and LMI guidance on a one to one basis and is more convenient for customers to view and refer back to the detailed program information.

WIOA Title 1.B Youth Program

The Youth Program:

- enrolled 24 new clients with 13 as Itinerant Enrollments in January 2020, compared to 12 new clients with 6 Itinerant Enrollments last month;
 - Bernalillo: 11 enrollments
 - Sandoval: 9 enrollments
 - Torrance: 2 enrollments
 - Valencia: 2 enrollments
- Placed 5 in Work Experience, compared to 8 last month;
 - Bernalillo: 1 youth in work experience
 - Sandoval: 1 youth in work experience
 - Torrance: 2 youth in work experience
 - Valencia: 1 youth in work experience
- Established 12 Individual Training Account (ITA), compared to 7 last month.

The total caseload for the Youth Program is 628, compared to 625 last month.

Business closures and operation at low capacity, due to the governor's COVID19 public health order, remain a challenge for the program in regards to placements; however, placements are starting to increase as businesses slowly begin to reopen. The program anticipates seeing more placements in the next few months. The program has placed a total of 96 participants to work but is seeing an average of 36 timesheets per pay period. Online tutoring continues for participants who have not been able to resume or start work experience. This month, eight participants were engaged in online training.

A list of over 600 possible youth referrals were provided by the Operations Manager in December of 2020, and staff continued to work through this list throughout January. Some of these contacts have resulted in enrollments, and many are pending with paperwork. The Youth Program is tracking the outcome of this referral list and is utilizing the 3/3/3 approach: 3 contacts at 3 different times/days utilizing 3 different contact methods.

The pre-apprenticeship/HSE pilot project with Associated Builders and Contractors, Inc. (ABC) and ABQ Adult Learning Center (ALC) recruitment period began on January 19th. The program flyer was circulated among many



partners and media outlets. The project is gaining a lot of interest, and referrals are being filtered to the Youth Development Practitioners (YDPs) to check eligibility and began enrollment. Meetings continue with ABC and ALC to answer questions and determine a start date. The registration deadline is February 5th but has been extended to February 26th. The anticipated start date for classes is March 1st, 2021.

A planning meeting was held with Associated General Contractors on January 5th to begin discussions on another pre-apprenticeship program with them. Since AGC is partners with ACE Leadership High School and Future Focused Education, the idea of piloting a pre-apprenticeship program for in-school youth was discussed. Another planning meeting with ACE Leadership HS and FFE will be held to continue discussions.

WIOA Title III Wagner-Peyser Employment & Career Services

The Employment & Career Services Team

- provided one-on-one counseling services to approximately 427 individuals, compared to 449 last month;
- assisted 178 individuals with developing their resume and/or employment plans, compared to 149 last month;
- provided reemployment services to 75 unemployed individuals through the Reemployment Services and Eligibility Assessments (RESEA) program, compared to 53 last month;
- placed 1 job seekers (staff assisted) with employment opportunities in January 2020, compared to 5 last month; and,
- pre-screened 10 individuals for employment, compared to 6 last month.

Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.

Outreach and Partnership Opportunities - Target Populations

The Workforce Innovation and Opportunity Act (WIOA) has a focus on helping low-income and disadvantaged populations. The workforce development professionals in Central Region NM Workforce Connection centers operate within the integrated system, complete with co-located partners, procured service providers, and shared resource leveraging. However, funding and available public resources are still finite and limited, so populations with significant or multiple barriers to employment should receive priority for services. Sometimes these populations will be referred to as "hard-to-serve" or "hard-to-employ" clients.

Some special populations the workforce system serves include but are not limited to:

- Veterans and eligible spouses
- Individuals with disabilities, both youth and adults
- English language learners (limited English proficient)
- Migrant and seasonal farmworkers
- Out-of-school youth
- Adult and youth ex-offenders (justice-involved)
- Public assistance recipients (TANF, SNAP, SSI, Medicaid, etc.)
- Youth in, or previously in, foster care
- Homeless individuals, both youth and adults
- Runaway youth
- Pregnant and parenting youth
- The long-term unemployed

- Low-income workers earning wages below self-sufficiency
- Basic skills deficient individuals
- The over 55 age group

Business Services

The Business Services section includes summary data and performance of all co-located, core partners.

- In January 2020, there were 237 outreach activities with employers, compared to 180 last month.
- There were 1,698 jobs posted in the NM Workforce Connection system (www.jobs.state.nm.us) by NMWC staff (job orders taken) in January, compared to 1,577 in December.
- Qualified candidates were referred to 245 employers, compared to 283 last month.

The Title I.B Adult & DW Program is currently working with Facebook's Elevate Career Connections Fellowship program for recruitment of employers and students for the summer 2021 internship program. They have been providing information to WIOA representatives from Texas, California, and Nevada about the Facebook pilot project that was launched last year. The goal for this year's summer internship program is 100 enrollments. They currently have over 100 student applicants and 60 employers that have completed the preliminary application. Deadline for submissions is 03/12/2020. The team will continue to conduct outreach and market the program in order to meet its goal of 100 qualified students and businesses.

The team conducted outreach to the following businesses during January: All Around Plumbing, M&M Body LLC, o-Brien & Padilla PC, Get A Grip, Monarch Properties, Alizana Family Services, Motus Marketing, Modlus Architecture, Paramount Roofing, Desert Roots Landscaping, WAJD Insurance Group, Body & Mind Wellness, Waterstone Mortgage, Burt & Company CPA, Chi Massage Therapy, TGS Web Design, Fiber Works, Daniels Insurance, Capital Strategies, State of the Heart Recovery, Peaceful Habitations NMDC, New Mexico Dental Clinics, Zia Recovery, Town of Bernalillo, Sun Zia, and Sugar Skull Coffee.

The Title III Employment & Career Services team records a weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings. Virtual recruitment events are recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque and have created a lot of interest from employers across industries.



The Employment & Career Services Team is helping businesses connect with a skilled workforce during the pandemic through #AllHandsNewMexico. If businesses need to hire workers to meet a surge in demand, they can submit information at www.dws.state.nm.us/COVID-19-Post-Jobs, and a business representative will connect the business with qualified job seekers.

Employment Events and Career Fairs (Organized by NMWC or NMWC Participated)

- 1/5/2020 US Department of Homeland Security Live Virtual Recruitment Event
- 1/7/2020 APD Live Virtual Recruitment Event

- 1/11/2020 NM Corrections Department Live Virtual Recruitment Event
- 1/21/2020 White Horse Ranch Live Virtual Recruitment Event
- 1/26/2020 Geo Group, Inc. Live Virtual Recruitment Event
- 1/27/2020 Evergreen Contractors, LLC Live Virtual Recruitment Event

Sector Strategies

In December, Board Chair Jerry Schalow organized and launched a series of joint WCCNM and Perkins Region E business meetings. The goal of these meetings is to improve the ability of the local workforce system to meet county-specific business needs in the fastest-growing industries in each of the Central Region's four counties. Staff met virtually with business leaders in the healthcare, manufacturing, trades, and information technology industries in Sandoval County, with the goal of identifying common business needs within each industry and developing education and training programs to meet those needs. These conversations were incredibly productive, and breakout groups for each industry were able to identify several focus areas that the WCCNM could support in the future.

Staff also met with educational leaders – with a focus on those involved in technical education – from Sandoval County. During this meeting, staff shared what they had learned from Sandoval County business leaders and what skills and experiences employers are seeking, and focus groups brainstormed ways that the K-12 and postsecondary education systems could prepare students to meet those needs and launch successful careers in those industries. Chairman Schalow and WCCNM staff will continue these conversations in Sandoval County and will also conduct similar meetings in Bernalillo, Torrance, and Valencia Counties in order to strengthen the WCCNM's ability to meet county-specific local business needs.

The ***Moving the Needle*** report is close to being finalized. While the document includes baseline data and activity across the workforce system and partners, it is also considered an active document, with ongoing updates and revisions. The finalized version will be presented to the WCCNM board and all workforce partners in the Central Region for review and input.

Data collection for the WCCNM Career Pathways Project, a strategy included in the Moving the Needle report, is also near completion, with the majority of the research completed. The initial mapping of career pathways, highlighting IT/tech and healthcare, has been completed. Pathways mapping identifies the industry demand, salary expectations, knowledge, skills and abilities, competencies, credentials required, work experience, and required education and training. Next steps will involve having industry experts and educators validate the data and confirm the alignment of pathways with actual job requirements. The WCCNM will leverage employer relationships it has established through other sector work, including with the TechHire Advisory Council, to validate this data. While COVID-19 has proved challenging due to individuals working remotely with alternative schedules, the WCCNM is committed to securing industry experts who can validate the identified pathways and how they align to the requirements and needs of the business community.

The initial mapping is a start to the overall Career Pathways Project, which aims to provide jobseekers with clearer, easier way to understand information on pathways to different careers, as well as career progression. Continuous conversation with industry experts is critical to ensuring alignment of this information with the needs of all workforce partners and the region's education/training partners. Once the initial mapping is validated by industry experts and educators, WCCNM will explore next steps toward a formal and more expansive work plan for weaving career pathways throughout the workforce system.

Apprenticeship and Apprenticeship Pathways

Outreach to employers and potential new apprenticeship sponsors continues, with a goal of a minimum of two outreach activities per week to promote the apprenticeship model to businesses. As a result of the outreach activity, apprenticeship program discussions qualified the needs and challenges of businesses, and provided information relative to the design of apprenticeship models. Notably, two outreach discussions moved closer to potential apprenticeship opportunities:

- Village of Los Ranchos – qualifying meetings were held to determine how apprenticeships could be of value, specifically in the farming arena. There is a high level of interest to develop an apprenticeship program; however, it will be a longer term project for 2021-2022.
- Beehive Homes – there is a high level of interest to pursue an apprenticeship program targeted for Health Support Specialists (Caregivers). Resources including Sample Program Standards, Work Process Schedules (Health Support Specialists) and industry success stories were provided. Follow-up meetings will be scheduled in early February due to Beehive Homes' yearend closing.

Outreach to HR professionals and consultants continues, as this group is exposed to employers with talent shortages and/or hiring challenges. This will open the bridge to discuss the value of apprenticeship programs, and/or referrals to other resources that WCCNM business partners can assist with.

Virtual training held with the DVR-Area 7 staff on Apprenticeships and Apprenticeship Career Paths, resulted in five individuals and one employer interested in apprenticeship programs in Q4. A similar presentation was provided to the NMDWS new hires in the Central Region. Feedback continues to be favorable and the team will continue to offer trainings on apprenticeships and career pathways for other interested partners.

With COVID-19 altering traditional methods of job search and use of related resources, WCCNM's use of communicating on social media platforms (Facebook, Instagram, Twitter, and YouTube) has ramped up in recent months with notable results. Outreach has expanded to include information on apprenticeship and apprenticeship pathway opportunities in the Central Region.

TechHire - Grant Closeout

- As of December 31, 2020, TechHire New Mexico has enrolled 439 participants, of whom 432 received training.
- 346 participants have completed education and training activities, and 315 of these participants received a degree or credential.
- 328 unemployed or underemployed individuals gained new employment; 234 unemployed participants gained employment, and 93 incumbent workers advanced into a new position.
- Of the 439 enrolled participants, 83% are Bernalillo County residents, 12% are Sandoval County residents, 5% are Valencia County residents, and < 1% are Torrance County residents.



Success Stories

WIOA Title 1.B, Adult and Dislocated Worker Programs

Bernalillo County



Dante was employed with a local car dealership as a lube technician for roughly a year when he experienced a medical emergency that left him hospitalized for six weeks. He returned to work after he was released, but he struggled to perform his daily duties to do ongoing weakness. This also occurred around the time that the COVID-19 pandemic hit. Dante's hours were reduced, and he was eventually let go from his position.

During his layoff, he decided that this would be a perfect time to upgrade his skillset. Dante was advised to look into the crane operator training at Paradise Crane Consultants LLC. After touring the facility and learning more about career opportunities within the field, Dante felt it was a good fit and signed up for the next 4-week training. Paradise Crane suggested he seek funding assistance from WIOA, since they do not offer any financial aid. Dante was assigned a Career Development Specialist and sought eligibility into the program as a Dislocated Worker. Dante was accepted and approved for WIOA funding, which covered his full tuition cost for the mobile hydraulic introduction crane course. Dante successfully completed his training course and was awarded a Crawler Mount: Lattice Boom, Hydraulic Machinery Certification on 10/13/2020, issued by the National Center for Construction Education and Research (NCCER). After several months of job shadowing, networking, and joining an Iron Worker Union, Dante was offered employment in December 2020 with Moninger Steel as a Crane Operator. He will earn \$16.80 an hour to start and will receive a \$2.00 increase in pay every 6 months. Dante is extremely happy with his choice in training and sees a bright future ahead of him. Dante is grateful for the WIOA program, his CDS's assistance, and for the opportunity to find a new career path that will provide him advancement opportunities and self-sufficiency.

Manuel is the loving father of a baby boy. He came to WIOA because, after unexpectedly becoming a single father, he knew he needed a job that would provide a good life for him and his son. Manuel's cousin told him about WIOA and how the Adult and Dislocated Worker program had provided him with funding to receive his CDL.

Manuel reached out to the WIOA program and started the approval process. He enrolled with Phoenix Truck Driving School, completed the WIOA enrollment process, and qualified as a low-income participant. Manuel graduated from Phoenix with his CDL and found employment three days after graduation with Albuquerque Gravel Company. He works full-time Monday through Friday and earns 19.00 an hour. After a year's employment with the company, he will be eligible for a pay raise. Manuel is so grateful to WIOA for all the assistance and support that he received.



Founded by Joseph and John Armijo in 1997, Four Winds Mechanical takes its name from the Four Winds Messengers, a Native American legend of spirit beings placed at the four corners of Earth to keep watchful eyes on the four seasons of

the year. They provide heating, ventilating, air conditioning, refrigeration and general construction services. Four Winds Mechanical has had success working with the WIOA program to train new employees.

Four Winds Mechanical wanted to hire Elizabeth, who was laid off from her previous position due to the pandemic. Elizabeth stated, "the unfortunate events going on in the world caused my position to be eliminated, leaving me without a job. I experienced the fear of how I was going to care for my family and responsibilities." Elizabeth had been in her previous position for 15 years and, while Four Winds Mechanical was excited to hire her, they knew she would require training to prepare for her new position. Thankfully, Elizabeth was eligible for a Dislocated Worker on-the-job training opportunity for her new position.



Elizabeth is grateful for the opportunity to train for her new position that WIOA provided her. She is excited about her new job and enjoys that Four Winds Mechanical has the "small business family feeling." She stated, "everyone gets along great and works together to make the business successful. I enjoy the challenge of learning something new every day and working on perfecting my skills." Elizabeth is currently earning \$25.00 an hour with benefits.

The WIOA Adult & Dislocated Worker (DW) Program contacted Ally through the Dislocated Worker Bridge report in October 2020. Although Ally had filed for unemployment, she had been determined ineligible and had no form of income besides SNAP benefits since January 2020 when she lost her retail job. As a student at UNM, Ally was struggling to stay afloat financially and continue her studies in the midst of a pandemic. In October, the program contacted Ally to see if she would be interested in a clerk position at the Department of Health (DOH) as one of the program's first transitional workers. Ally was interested and quickly submitted all of her paperwork. She interviewed with the DOH, and they offered her a position at a COVID-19 testing site.

After a few weeks of training, Ally was already succeeding in her role; her nurse manager consistently spoke highly of her work ethic and never had a negative thing to say about her. In January, her nurse manager wrote, "Ally has learned the new registration system for the COVID-19 vaccination and willingly took on administrative duties. She trained community members and DOH staff in the use of the new program and was a huge reason for the success of our first vaccination event with the new system," and on her next evaluation, they described her as an "invaluable asset to our team and the community." Ally has also expressed to the team how much she loves her position, and was thrilled when program staff suggested turning her temporary part-time employment into a full-time position through the OJT program. DOH has also been pushing to put Ally on full-time employment, and program staff are hopeful that Ally will be able to transition to full-time employment and continue serving her community as a front line employee.

Sandoval County

Zoe became part of the WIOA program in July of 2020. Zoe had been working at Cheddars Scratch Kitchen in the bar area since 2018. Prior to that, she had worked at several other food establishments, a movie theater, and as a key holder in a retail position, but she did not feel like she was using her Certificate of Culinary Arts to its full potential. Zoe hoped that the WIOA Adult & DW program would be able to help her find a position with a restaurant where she could utilize the skills she learned in culinary school.

Program staff were able to find Zoe a Kitchen Manager position with Bosque Brewing, LLC, which she states has been an incredible journey. She is thoroughly enjoying her new job and now feels excited about the future. She has learned so much at Bosque Brewing already. Zoe is now in charge of a huge kitchen, which has fulfilled her dream and allowed her to

use her education. She loves her job and her team at Bosque, and she is grateful that she was able to find such an incredible fit. She is also making a significantly higher salary than in her previous position and is thankful for that!

Valencia County

Tommy is a big believer in education, something that he tries to instill in his children and staff daily. He wanted to lead by example by obtaining his Associates Degree in Business Administration, knowing that this would come in handy for advancing his career within the Fire Department, as well as leading to other employment opportunities when he is ready to retire from the department.

Tommy is currently an Assistant Fire Chief with the Village of Los Lunas Fire Department. Tommy began as an EMT with the department in 2004 and has worked his way up to his current position, becoming Assistant Chief in 2015. He also knew that, to eventually become Chief and effectively run the department, he needed the skills and experience that an Associates in Business would provide him. Tommy saw an opportunity when WIOA approached the department to share services available to them from the New Mexico Workforce Connection.



Tommy started the Fast Track Business Administration program at CNM in September in 2019 and completed in December of 2020 with honors. Tommy has already been able to apply what he has learned in the program to his current position, and he will be ready when the next opportunity to apply for the Chief position appears. He has dedicated 17 years to protecting his community and looks forward to more years with the department.

WIOA Title 1.B Youth Program

Bernalillo County



Sixteen-year-old John was referred to the WIOA Youth Program in October 2020 by YDI's Project Adelante, where he was enrolled in the HSE preparation program and was hoping to find employment opportunities.

During his time in the WIOA program, John has shared with his Youth Development Practitioner (YDP) the obstacles he continues to overcome. John is raised by his elderly grandmother. He and his grandmother also both battled COVID-19 and are happy to report they are now in good health. More recently, the family lost a loved one to age and illness and have been keeping John's great-aunt company. John also discussed his difficulties during his time attending public schools and a charter school,

where he felt that his needs as a student were being overlooked. John knew he needed to find an alternative for his education that worked for him, believing that he could succeed if provided the right opportunities.

John's positive attitude and perseverance have paid off. In November, he was placed for work experience with Art Carrasco at Creative Foods USA aka Creative Lending as an administrative assistant. John receives excellent reviews on each of his biweekly timesheets. On January 11, 2021, John completed his final HiSET exam and is now a high school graduate. John called his YDP immediately after his exam to share the news and proudly shared that in school he would have been "lost

among the crowd but instead graduated two years ahead of his class.” John has also mentioned many times that he is grateful to the WIOA Youth Program for all of their support.

Valencia County

Keilani was referred to the WIOA Youth Program by PIMA Medical Institute. She needed assistance pursuing a certificate in Medical Assisting. Keilani was motivated and excited to begin her career in the medical field. Keilani completed a career inventory and labor market information packet, and she applied for FAFSA.

Keilani enrolled at PIMA and began attending classes daily. She lives a one-hour drive both ways from her school, so the WIOA Youth Program assisted her with this transportation barrier by providing \$15.00 a day in transportation reimbursements.

Halfway through her program, the COVID-19 pandemic closed down her school, and she was forced to take a month off. When the school reopened with virtual courses, Keilani was worried, as she is a hands-on student. However, she persisted through the challenges of virtual courses and passed all of her classes.

Keilani completed her internship at UNMH, where she was offered a full-time position after volunteering to assist with COVID testing. On the day she was supposed to start her full-time employment, Keilani tested positive for the virus. She was devastated and worried about her bills and the possibility of losing her new job. Youth program staff offered her the chance to complete online training for stipend pay as she recovered from COVID. Keilani was relieved that she was able to earn some income while recovering.

She recovered and was able to attend another first day on the job. The WIOA Youth Program then assisted her with purchasing scrubs for her new career. Keilani is scheduled to complete her state certifications and will receive reimbursement for those costs. She is thankful for all the help, guidance, and support the Youth program offered her, including weekly phone calls with her YDP, guidance, ITA, LMI, transportation assistance, supportive services, and online training.

Trade Adjustment Assistance Program

The Trade Adjustment Assistance (TAA) program received the below letter from Jacob, who recently graduated with a Master's Degree after receiving assistance from the program:



January 27, 2021

Jacob Lance Munoz
767 Meadow Lake Road
Los Lunas, NM 87031

To Whom it May Concern,

The Trade Readjustment Allowance (TRA) program was a true blessing after I was laid off from one of New Mexico's largest Medicaid Managed Care Organization (MCO), after 4 years of employment. The TRA program offered me the opportunity to advance my degree and increase my ability to gain meaningful employment in a position that would better serve the New Mexico population. I am happy to say that since New Mexico invested in me, my personal goal is to continue to work in New Mexico in the health care field; I truly want to give back to the land of enchantment.

Through the program, I was able to obtain my Masters Degree in Nursing with a concentration on Health Administration. I have to admit, I was nervous about pursuing an advanced degree; however, Ceanna Pettis-Smith, Career Consultant and Michelle Sotelo, the TRA Coordinator/UI Specialist at the NM Workforce Solutions office were extremely supportive and helpful at each step. Anytime I had a problem or question, Mrs. Pettis-Smith offered a supportive response and encouraged me to continue. They both shared my excitement when I graduated in December 2020, with a 3.8 GPA from the University of St. Francis.

The program provided me with the much-needed support to complete the final 1 ½ years of my master's degree; especially during the height of the pandemic. I believe the new degree allowed me to reach my full potential and developed my leadership skills, self-confidence and communication skills. The program has improved my marketability and I feel that it secures my ability to maintain job security. This could not have been possible without the TRA benefit of the program.

I am truly thankful for the help and look forward to accepting a leadership opportunity that will take me out of my comfort zone.

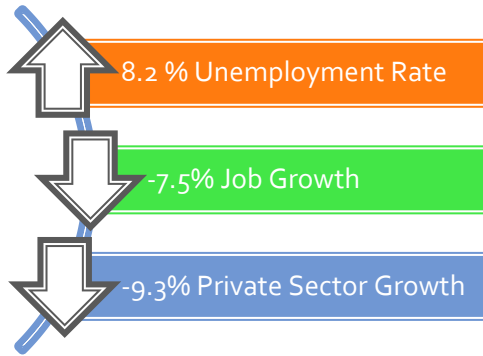
Sincerely,

Jacob Munoz

Labor Market Information & Economic Update

Latest Employment News

Statewide



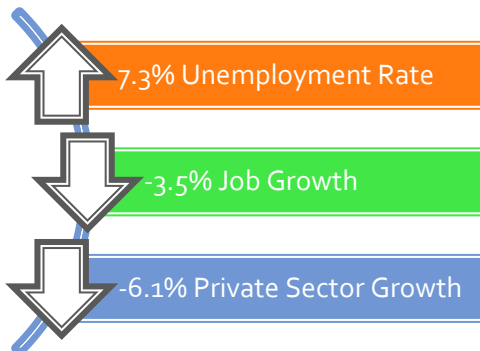
New Mexico's seasonally adjusted unemployment rate (based on the Current Population Survey, also known as the household survey) was 8.2 percent in December 2020, up from 7.2 percent in November 2020 and up from 4.8 percent in December 2019. The national unemployment rate in December was 6.7 percent, unchanged from the rate in November and up from 3.6 percent last year.

Over the year, New Mexico's total nonagricultural employment decreased by 65,100 jobs, or 7.5 percent. Most of these losses were in the private sector (down 62,600 jobs or 9.3 percent), while the public sector was down 2,500 jobs (or 1.3 percent). All major industry sectors reported employment decreases over the year.

(Labor Market Review, Volume 49 No. 12 Published February, 2021. NMDWS, Economic Research & Analysis)

Albuquerque MSA (Bernalillo, Sandoval, Torrance, and Valencia Counties)

The non-seasonally adjusted unemployment rate for the Albuquerque MSA was 7.3 percent in December 2020, up from 6.4 percent in November and up from 4.1 percent in December 2019.



Over the year, the Albuquerque MSA shed 13,900 jobs in total nonfarm employment, representing a loss of 3.5 percent. The following private sector industries lost jobs: leisure and hospitality, down 10,600 jobs (or 24.7 percent); manufacturing, down 2,700 jobs (or 15.6 percent); education and health services, down 2,200 jobs (or 3.3 percent); financial activities, down 1,900 jobs (or 9.5 percent); miscellaneous other services, down 1,200 jobs (or 10.0 percent); trade, transportation, and utilities, down 600 jobs (or 0.9 percent); information, down 400 jobs (or 6.9 percent); and mining and construction, down 100 jobs (or 0.4 percent). Professional and business services was up 300 jobs (or 0.5 percent).

In the public sector, state government was up 8,300 jobs, or 31.6 percent; local government was down 2,700 jobs, or 6.6 percent; and federal government employment was down 100 jobs, or 0.7 percent.

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