



PY2021 ANNUAL REPORT

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

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New Mexico
Workforce Connection

A Proud Partner of the American Job Center Network

Executive Summary

The Southwestern Area Workforce Development Board is providing an overview of the workforce employment services for the seven-county workforce region of Southwestern New Mexico. Although there were challenges with the recovery from the pandemic, this report highlights those challenges along with numerous accomplishments for Program Year 2021. The SAWDB continues to strive to provide essential services to our region to assist in the growth of our workforce and economy. The Board, Administrative Staff, One-Stop Operator, and service providers promote collaboration with workforce partners to align efforts and work together to provide consistent, professional services to all participants.

During Program Year 2021, the SAWDB has positively contributed to stabilizing our local economies and supporting economic growth by providing stability and continuity with vital employment services. This Board uses reliable labor market information provided by the New Mexico Department of Workforce Solutions to cost-effectively administer faster services to participants by reacting to changes in the regional job market and economy. The following is an outline of the information contained in this report.

- Summaries of challenges and accomplishments of service delivery and business services as well as opportunities for improvements for the upcoming year.
- Performance metrics to highlight overall performance.
- Success stories, per funding stream, detailing services, and outcomes for participants.
- Labor market information highlighting how the SAWDB has affected the local economy.
- Quality improvement activities implemented throughout the program year with a description of customer and business surveys and how these surveys changed program delivery.
- Examples of partnership engagement and their outcomes with required and nonrequired partners highlighting opportunities for improvement as well as improvement for participants and businesses.

The SAWDB is looking forward to building upon our accomplishments and learning from our challenges over the last year. We appreciate the support and work of all the people who contribute to delivering our vision to build, support and maintain a ready workforce for New Mexico.

Respectfully,



Alisa Estrada
SAWDB Board Chair



Glory Juarez
WIOA Administrator

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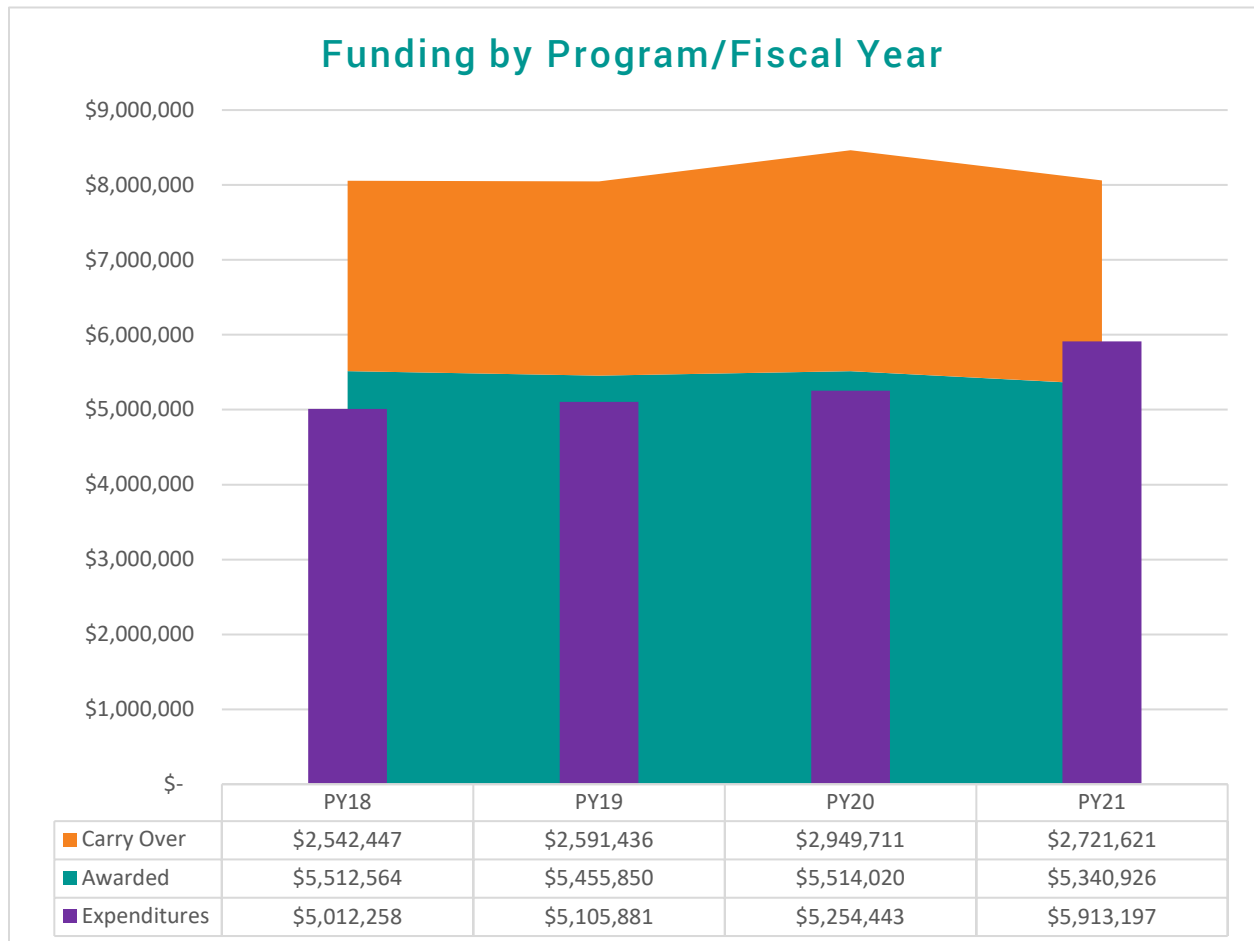
Budget Summary

The Workforce Innovation and Opportunity Act provides state Governors with funding that supports the needs of employers, job seekers, and youth through various funding streams. According to 20 CFR § 683.710, the local Chief Elected Officials in the Southwestern area of New Mexico are the grant recipients of the funds and work with the Southwestern Area Workforce Development Board to develop a budget to allocate funds for use in the seven counties of Southwestern New Mexico.

WIOA grants are awarded annually on two-year terms. Any funds not spent in the first year are carried over and must be spent in year two of the contract. The WIOA Funding by Program/Fiscal Year graph shows the annual formula fund allocations provided by the New Mexico Department of Workforce Solutions to the Chief Elected Officials. The workforce funds decreased from \$5,514,020 in PY20/FY21 to \$5,340,926 in PY21/FY22. A decrease in awards was shared with the other workforce regions across the state. Although the award amount decreased by 3.24% from PY21/FY22, expenditures increased by 8.56%. For the first time in years, carry-over funds exceeded \$3,000,000 and expenditures exceeded the award amount.

Budget vs. Actuals

The Southwestern Area Workforce Development Board had an overall budget of \$8,634,818. As of the end of PY21, the Board expended \$5,913,197. The unexpended amount of \$2,721,621 has been allocated for PY22 and will be invested in various programs to benefit employers, job seekers, and youth. Types of costs include, but are not limited to, Youth Work Experience, On-the-Job Training, Supportive Services, Customized Training, and Career Services.



| PY 2021 BUDGET SUMMARY | | | | |
|---|------------------|-------------------|-----------------|-----------------|
| EXPENDITURES | TOTAL BY PROGRAM | | | Total |
| | Adult | Dislocated Worker | Youth | |
| Total Expenditures | \$ 1,949,174.85 | \$ 1,295,021.68 | \$ 2,141,376.00 | \$ 5,385,572.53 |
| Total Admin Expenditures | \$ 634,819.64 | \$ 537,572.49 | \$ 1,258,896.02 | \$ 2,431,288.15 |
| SUPPORTIVE SERVICE EXPENDITURES | | | | |
| Total SSE | \$ 21,911.81 | \$ 27,248.06 | \$ 18,804.51 | \$ 67,964.38 |
| PARTICIPANT TRAINING SERVICE EXPENDITURES | | | | |
| Individual Training Accounts | \$ 234,438.12 | \$ 158,950.64 | \$ 71,100.00 | \$ 464,488.76 |
| Customized Training | \$ - 0 - | \$ - 0 - | \$ - 0 - | \$ - 0 - |
| Incumbent Worker Training | \$ - 0 - | \$ - 0 - | \$ - 0 - | \$ - 0 - |
| On-the-Job Training | \$ 714,556.50 | \$ 323,860.89 | \$ 54,702.40 | \$ 1,093,119.79 |
| Work Experience | \$ - 0 - | \$ - 0 - | \$ 721,448.07 | \$ 721,448.07 |
| Transitional Jobs | \$ 59,871.76 | \$ 37,728.00 | | \$ 97,599.76 |
| Career Services | \$ 283,577.02 | \$ 209,661.60 | \$ - 0 - | \$ 493,238.62 |
| Other | \$ - 0 - | \$ - 0 - | \$ 16,425.00 | \$ 16,425.00 |
| Total Training Expenditures | \$ 1,292,443.40 | \$ 730,201.13 | \$ 863,675.47 | \$ 2,886,320.00 |

Participant Training Service Expenditures in PY21 exceeded those of PY20. In PY21, the training expenditures for the Adult, Dislocated Worker, and Youth programs were 33.42% of the total budget, compared to 32.22% in PY20 with a difference of 1.20% or \$159,282.98.

Summary of Service Delivery

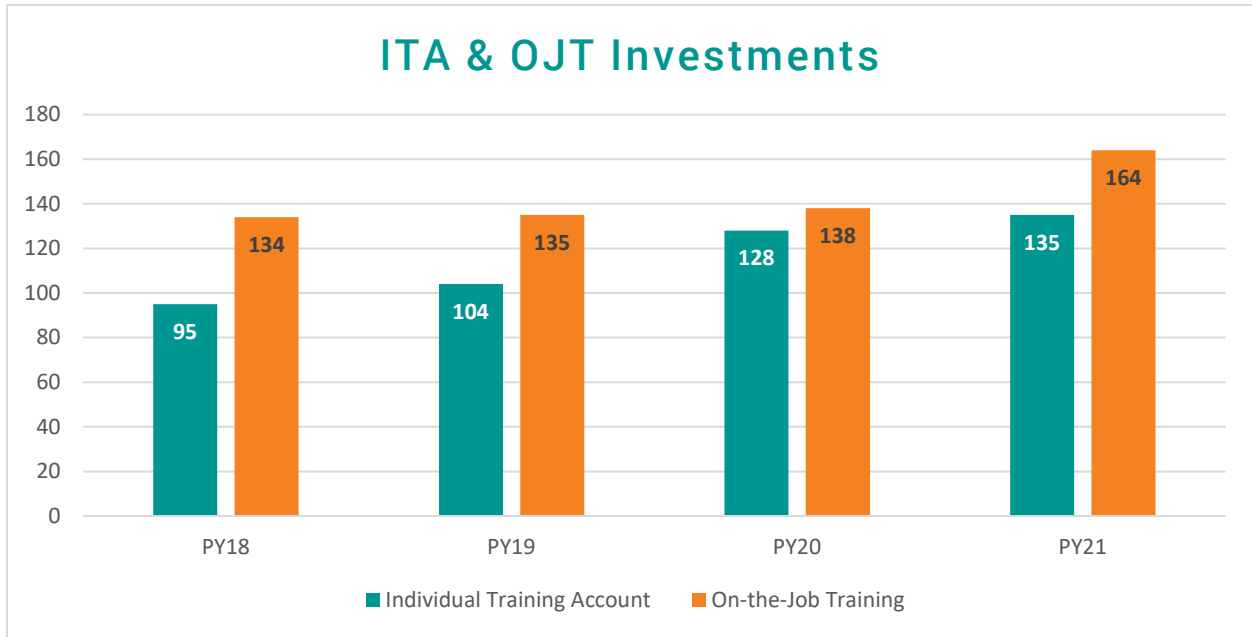
Summary of service delivery to adult, dislocated worker, and youth: major accomplishments, major challenges, and opportunities for improvement for upcoming year.

Adult and Dislocated Worker Programs – Equus Workforce Solutions

The Adult and Dislocated Worker service provider, Equus Workforce Solutions, provides services throughout the entire seven-county region. Including rollovers, they served 534 participants in PY21 and fulfilled 135 Individual Training Account (ITA) contracts: 85 for Adults and 50 for Dislocated Workers, and 164 On-the-Job Training (OJT) contracts: 108 for Adults and 56 Dislocated workers. The graph on the following page shows how the number of investments increased over four years.

The greatest occupations of interest for the region's ITA contracts were in the medical field with 35 contracts in nursing-related programs such as Certified Nursing Assistant, Registered Nurse, and Bachelor of Science in Nursing. Other occupations of interest include Phlebotomist with 9 ITA contracts, 8 for Dental Assistant, and 7 for Pharmacy Technician. The program helped participants interested in Commercial Driver's License training by fulfilling 14 contracts for CDL credentials.

The Adult and Dislocated Worker programs created new and enforced existing community partnerships that paved the way to providing training programs to participants that met occupational demands in the Southwestern region. Newly implemented initiatives include an alternative licensure program with LEAP



and Las Cruces Public Schools, a partnership with Doña Ana Community College for CDL and pharmacy technician licensures, New Mexico Dental Institute, and Pinnacle Institute of Dentistry for dental assistant certifications. Equus also implemented a pilot program with the New Mexico Department of Corrections to certify soon-to-be-released inmates as Heavy Equipment Operators.

With all these successes, the Dislocated Worker program is not without its challenges. The Southwestern region has a high population of migrant seasonal farmworkers receiving unemployment benefits. These recipients are most likely to return to the same occupation making it difficult to classify them as dislocated workers. Recognizing a need to increase enrollments, especially in rural areas, Equus implemented a plan that includes more face-to-face outreach activities, a more robust collaboration between partners, and weekly budget reviews with leadership staff.

Looking ahead to PY22, Equus plans to increase the co-enrollment process between the Adult and Dislocated Worker programs and the Youth program, as well as co-enrollments with the Division of Vocational Rehabilitation. They also want to implement new partnerships with the New Mexico Rural Water Association Apprenticeship program, and local Boys and Girls Clubs, and implement a CNA Work Experience Pathway.

Youth Services Program – Youth Development, Inc.

PY21 was Youth Development, Inc.’s (YDI) third year as the region’s WIOA Youth Service provider meeting 75% of their enrollment goal with 275 new enrollments and 80% of their placement goal placing 298 youth into paid work experience, online training, individual training accounts, and on-the-job training. Including rollover participants from PY20, YDI served a total of 501 youth in PY21. Youth participants received work experience in a variety of industries, including production & film, construction, childcare, animal shelters, landscaping, food pantries, government offices, auto centers, financial services, realty services, physical therapy, psychiatry and counseling services, libraries, law offices, medical offices, chamber offices, universities, schools, senior centers, warehouse distributions centers, and hospitality services. On-the-Job training contracts prepared youth for careers as Child Care Workers, Customer Service Representatives, Administrative Assistants, Landscape Designers, and Social & Human Services Technicians. Youth earned wages comparable to those in their community such as \$12.24 an hour in a Childcare position, \$11.93 per hour for a landscape laborer, a Customer Service Representative position at \$12.01 an hour, and a Reception Clerk position at \$11.50 an hour.

The mentoring component was successful in recruiting 60 mentors (providing mentoring services to 69 participants), focusing primarily on career goals and planning, employability skills, and job readiness.

Outreach including business and partner development continued to be a focus in all communities resulting in 377 outreach connections that led to increased referrals and partner collaborations. Successful outreach activities comprised of worksite development by individually approaching businesses, door-to-door outreach in poverty-targeted neighborhoods, as well as participating in high school events, career fairs, resource fairs, and more.

The continued effects of the COVID-19 pandemic still created some challenges for the program. As communities, schools, and businesses gradually returned to in-person services and operations, full engagement and participation were unyielding. The youth program adjusted by making appropriate transitions to meet the needs of its customers. Staff had to be flexible with providing in-person and remote visits. With the health and safety of youth participants a priority, staff contributed additional efforts to find worksite placements that satisfied requested social distancing and comfort levels.

Youth work experience wage rates were increased in PY21 from \$11.50 to \$13.00 per hour to compete with higher wages offered by local businesses, assist with more placements, and provide additional funds to youth. YDI had officially launched *14 Elements*, an online training software developed and maintained by the Success Training Institute. *14 Elements* provides four tracks of essential soft skills training courses to improve work skills and expand career opportunities. The program also contains a virtual internship component that provides training in six technical areas: basic coding, social media marketing, web design, data entry and administration, video editing, and online video production. Participants worked with an online mentor to complete courses and assignments and learned how to work independently and in a remote setting. Stipends were provided for 81 youths who increased their skills through *14 Elements*.

Youth Services Program – Alamo Navajo School Board, Inc.

Alamo Navajo School Board, Inc. (ANSBI) is another youth service provider serving the Alamo Chapter of the Navajo Nation in Socorro County. They experienced a high number of COVID-19 cases in PY20, causing stricter guidelines to be enacted by the Navajo Nation compared to most of New Mexico, and those guidelines carried through PY21. The school was closed to in-person learning the entire school year. The WIOA Youth Services program office is located inside the Division of Community Services building and the building was closed to the public through June 2022. Staff was permitted to visit with individuals by appointment only, following a strict, multi-step COVID check process before each admission. With much of the community concerned for their health, staff had very few office visits.

Recruiting for the youth program was very challenging for ANSBI and they did not meet their PY21 enrollment goals. With an in-school youth enrollment goal of 11, they enrolled 10 participants. For out-of-school youth, their goal was to enroll 21 and they were only able to enroll 7. For the participants in the Youth Services program, education, training, and tutoring were available virtually. All participants received tutoring and study skills as well as comprehensive guidance and counseling. With the COVID-19 restrictions in place, worksite opportunities were provided for 8 participants and limited to outdoor locations which included landscaping/groundskeeping at the local Wellness Center and the Community Services Center.

ANSBI did not allow COVID to dampen their spirits. Although they had to cancel their bi-annual College/Career Fair scheduled for October 2021 because this was always an in-person event, they inquired about hosting it virtually in April 2022. With assistance from the Administrative Entity and access to Equus's subscription to a virtual fair platform, the first-ever Alamo Navajo Virtual College Career Fair took place on April 13, 2022. New to all involved, this experience was not without its

glitches, but many enjoyed it. The event took place from 10:00 a.m. to 2:00 p.m. and vendors/exhibitors were required to register in advance to reserve their virtual booth. With five different pavilions to choose from: Colleges, Community Resources, Employment, Military Recruitment, and Training Institutions, a total of 33 exhibitors registered as well as 81 visitors.

With COVID restrictions in place, ANSBI hosted a Youth Summer Employment Program in June 2022 at the Division of Community Services building and enrolled 4 in-school youth. Outdoor work experience took place Monday, Tuesday, Wednesday, and Thursday mornings with enrichment activities on Thursday afternoons. These activities included financial literacy, CPR and First Aid training, and Food Handlers training.

In the coming year, the Southwestern Area Workforce Development Board will identify and work with distressed communities, create access points and enhance outreach services to rural areas. Plans also include collaborating with local businesses to establish methods of implementing Career Pathway strategies.

Summary of Business Services

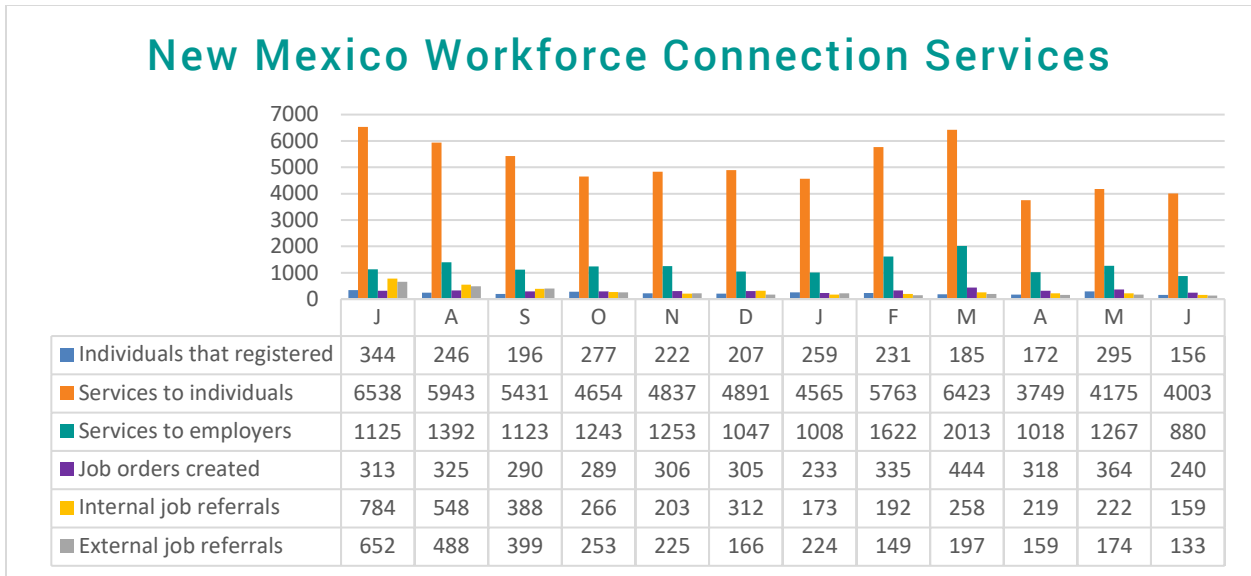
Summary of Business Services, major accomplishments, major challenges, and opportunities for improvement for upcoming year.

Returning from the COVID pandemic was nearly as challenging as entering it. As we bid farewell to PY20 and entered the door to PY21, staff gradually returned, preparing to provide in-person services. Workforce centers across the region slowly opened in phases with a cautious governor putting a stipulation in place. The pandemic sparked many layoffs, and not only did we see an alarming number of unemployed Americans across the country, but we also saw many unhappy New Mexicans; frustrated with the overwhelmed unemployment system. Although unemployment insurance is managed by the New Mexico Department of Workforce Solutions through a call center headquartered in Albuquerque, much of the public blamed New Mexico Workforce Connection.

Incidents ranging from threats of violence to property destruction were reported across the state. Concerned for the safety of staff, the Governor stated that New Mexico Workforce Connection centers could only open if a security guard were in place. The Department of Workforce Solutions contacted the Southwestern Area Workforce Development Board and asked to help fund the region's temporary security guards. Due to the time-sensitive nature of the request, the Executive Committee convened and approved the action in July 2021. Committee members did not want to delay opening doors to in-person services. The total amount approved by the Board was not to exceed \$58,000. Security guard services started by mid-August.

New Mexico Workforce Connection centers opened their doors in larger communities first; Las Cruces, Deming, and Silver City leaving the remaining offices to operate by appointment only for several months. Customers trickled in, mostly to file for unemployment insurance or use socially-distanced computers to perform work searches. Staff knew communities needed to know they were open, and they began planning events to attract the attention of employers and job seekers.

The graph below shows the number of New Mexico Workforce Connection services provided in PY21. All unemployment compensation programs authorized by the CARES Act of 2020 ended on September 4, 2021. New Mexico Workforce Connection staff anticipated providing an increasing number of services to individuals after that date. However, services declined in September and October with the greatest number of services to individuals reported in July 2021 and March 2022.



As businesses reopened throughout the year, employers found it difficult to keep up with customer demand. A confetti of *Now Hiring* signs were posted in cities and towns across the country. Some employers who were eager to fill positions lowered or removed educational requirements from job descriptions and added hiring bonuses, giving themselves a competitive edge and providing job seekers with many employment options without them needing to perform an online job search.

In-Person Events

Business services were an area of focus during PY21. With Doña Ana County being the most populated county in the Southwestern region, New Mexico Workforce Connection partnered with the City of Las Cruces Economic Development Department to host quarterly in-person job fairs at the Las Cruces Convention Center in Las Cruces. This partnership provided a long-awaited connection between employers and job seekers. On November 4, 2021, the job fair welcomed 55 employers and 70 job seekers. On February 10, 2022, staff reported 60 employers and 270 job seekers. On May 12, 2022, the job fair was given a theme and title, “Spring into a Job at the Career Fair.” This event welcomed 50 employers and 91 job seekers. All in all, New Mexico Workforce Connection hosted and partnered in approximately 40 events including mini job fairs, recruitment, rapid hire events, and employer workshops/forums. In addition to these events, New Mexico Workforce Connection in Las Cruces started conducting Reemployment Services and Eligibility Assessments (RESEA) orientations. Employers were invited to the RESEA orientations to present their job vacancies. This provided job seekers the opportunity to directly engage with employers, learn about available positions and company benefits, and complete the application process.

Foreign Labor Certification (FLC)

Businesses with seasonal and temporary positions to fill, such as seasonal agricultural workers, can file applications to hire guest workers from foreign countries under the H2A visa program. To protect U.S workers, businesses must prove that qualified and interested U.S. workers are not available for these positions before they can be granted certification and apply for visas. In PY21, the Southwestern region received a total of 43 H2A job orders requesting a total of 1,031 workers. Some of the communities that benefitted from H2A workers include Animas, Columbus, Deming, Hatch, and Las Cruces. The NM FLC Coordinator educates employers about the programs including providing information about terms and conditions of employment, housing accommodations, worksite locations, wages, fees, and more, and assists employers with the applications process, WCOS registrations, and USDOL FLAG portal.

Rapid Response

With PY20 labeled as the “COVID Year,” graduating to a new norm sends the message things will only get better. Businesses opened like a new sunrise and the Southwestern region is happy to report they hosted no Rapid Response activities in PY21.

New Mexico Workforce Connection – Sunland Park

To meet the needs of the growing job seeker and employer population in southern Doña Ana County, New Mexico Workforce Connection will have an official grand opening of a new location in Sunland Park, NM in PY22. This 2,100-square-foot location will host staff representing the Adult and Dislocated Workers programs, Youth Services program, Wagner-Peyser employment services, and the National Farmworker Jobs Program (NFJP) as provided by workforce partner Motivation, Education & Training, Inc. (MET). Staff are cross-trained with information about other workforce partners’ services and will provide referrals. Job seekers are welcome to search for jobs using one of five workstations and employers are invited to use the conference room for recruitment events and conduct on-the-spot interviews. When the conference room is not in use, it is available to mobile workforce partners as a temporary workspace.

Performance Metrics



Inclusion of performance metrics to highlight overall performance accountability, major accomplishments, major challenges, and opportunities for improvement in upcoming year.






The goals of the Southwestern Area Workforce Development Board are to increase employment, retention, and earnings to improve the skills of the region’s workforce; reduce dependency on social services; enhance the productivity of our workforce, and help businesses compete. These goals, and their associated performance outcomes, aid the local workforce board in shaping their programs to place more participants in jobs and prepare them for their future careers.






The following are informational blocks showing how the region performed against expected performance metrics negotiated with the New Mexico Department of Workforce Solutions.


Adult Program

The Adult program met the PY21 Credential Attainment goal and exceeded the other goals set for PY21. The Q2 Employment number of 105.02% increased from the 100.3% reported last year.

| PY21 - Adult | Employment Q2 | | |
|----------------------|---------------|---|----------|
| All Workforce Boards | 101.39% |  | Exceeded |
| Central WDB | 101.31% |  | Exceeded |
| Southwestern WDB | 105.02% |  | Exceeded |
| Northern WDB | 90.07% |  | Met |
| Eastern WDB | 100.15% |  | Exceeded |

| PY21 - Adult | Employment Q4 | | |
|----------------------|---------------|---|----------|
| All Workforce Boards | 101.23% |  | Exceeded |
| Central WDB | 98.05% |  | Met |
| Southwestern WDB | 104.73% |  | Exceeded |
| Northern WDB | 100.54% |  | Exceeded |
| Eastern WDB | 109.06% |  | Exceeded |

| PY21 - Adult | Credential | | |
|----------------------|------------|---|----------|
| All Workforce Boards | 104.60% |  | Exceeded |
| Central WDB | 111.42% |  | Exceeded |
| Southwestern WDB | 94.64% |  | Met |
| Northern WDB | 94.75% |  | Met |
| Eastern WDB | 98.67% |  | Met |

| PY21 - Adult | Skills Gain | | |
|----------------------|-------------|---|----------|
| All Workforce Boards | 104.50% |  | Exceeded |
| Central WDB | 101.46% |  | Exceeded |
| Southwestern WDB | 108.94% |  | Exceeded |
| Northern WDB | 126.20% |  | Exceeded |
| Eastern WDB | 104.36% |  | Exceeded |

Dislocated Worker Program

Near the end of PY20, the Adult and Dislocated Workers service provider, Equus Workforce Solutions, learned staff entered an incorrect activity code in WCOS that affected the credential attainment numbers. Staff training was conducted immediately to correct this issue. They are still working to bring up the credential attainment numbers but exceeded all other Dislocated Workers metrics in PY21.

| PY21 - DW | | Employment Q2 | |
|----------------------|---------|---------------|--|
| All Workforce Boards | 88.94% | Not Met | |
| Central WDB | 88.53% | Not Met | |
| Southwestern WDB | 110.86% | Exceeded | |
| Northern WDB | 86.27% | Not Met | |
| Eastern WDB | 90.63% | Met | |

| PY21 - DW | | Employment Q4 | |
|----------------------|---------|---------------|--|
| All Workforce Boards | 94.89% | Met | |
| Central WDB | 90.52% | Met | |
| Southwestern WDB | 108.55% | Exceeded | |
| Northern WDB | 105.94% | Exceeded | |
| Eastern WDB | 81.61% | Not Met | |

| PY21 - DW | | Credential | |
|----------------------|---------|------------|--|
| All Workforce Boards | 115.33% | Met | |
| Central WDB | 126.66% | Exceeded | |
| Southwestern WDB | 57.04% | Not Met | |
| Northern WDB | 101.69% | Exceeded | |
| Eastern WDB | 83.92% | Not Met | |

| PY21 - DW | | Skills Gain | |
|----------------------|---------|-------------|--|
| All Workforce Boards | 118.66% | Exceeded | |
| Central WDB | 115.73% | Exceeded | |
| Southwestern WDB | 118.81% | Exceeded | |
| Northern WDB | 124.11% | Exceeded | |
| Eastern WDB | 112.04% | Exceeded | |

Youth Program

The Youth Services program metrics combine results from both service providers, the Alamo Navajo School Board, Inc. and Youth Development, Inc. While Skills Gain is an area of concern, they exceeded performance metrics for the other three areas. ANSBI plans to address areas that require attention and seek additional training from the Program Manager and other resources.

| PY21 - Youth | | Employment Q2 | |
|----------------------|---------|---------------|--|
| All Workforce Boards | 107.84% | Exceeded | |
| Central WDB | 108.89% | Exceeded | |
| Southwestern WDB | 105.10% | Exceeded | |
| Northern WDB | 113.38% | Exceeded | |
| Eastern WDB | 110.81% | Exceeded | |

| PY21 - Youth | | Employment Q4 | |
|----------------------|---------|---------------|--|
| All Workforce Boards | 110.75% | Exceeded | |
| Central WDB | 118.67% | Exceeded | |
| Southwestern WDB | 101.25% | Exceeded | |
| Northern WDB | 108.53% | Exceeded | |
| Eastern WDB | 98.61% | Met | |

| PY21 - Youth | | Credential | |
|----------------------|---------|------------|--|
| All Workforce Boards | 105.22% | Exceeded | |
| Central WDB | 125.00% | Exceeded | |
| Southwestern WDB | 102.10% | Exceeded | |
| Northern WDB | 96.62% | Met | |
| Eastern WDB | 64.23% | Not Met | |

| PY21 - Youth | | Skills Gain | |
|----------------------|---------|-------------|--|
| All Workforce Boards | 83.20% | Not Met | |
| Central WDB | 88.25% | Not Met | |
| Southwestern WDB | 45.20% | Not Met | |
| Northern WDB | 116.86% | Exceeded | |
| Eastern WDB | 96.58% | Met | |

Performance Indicators

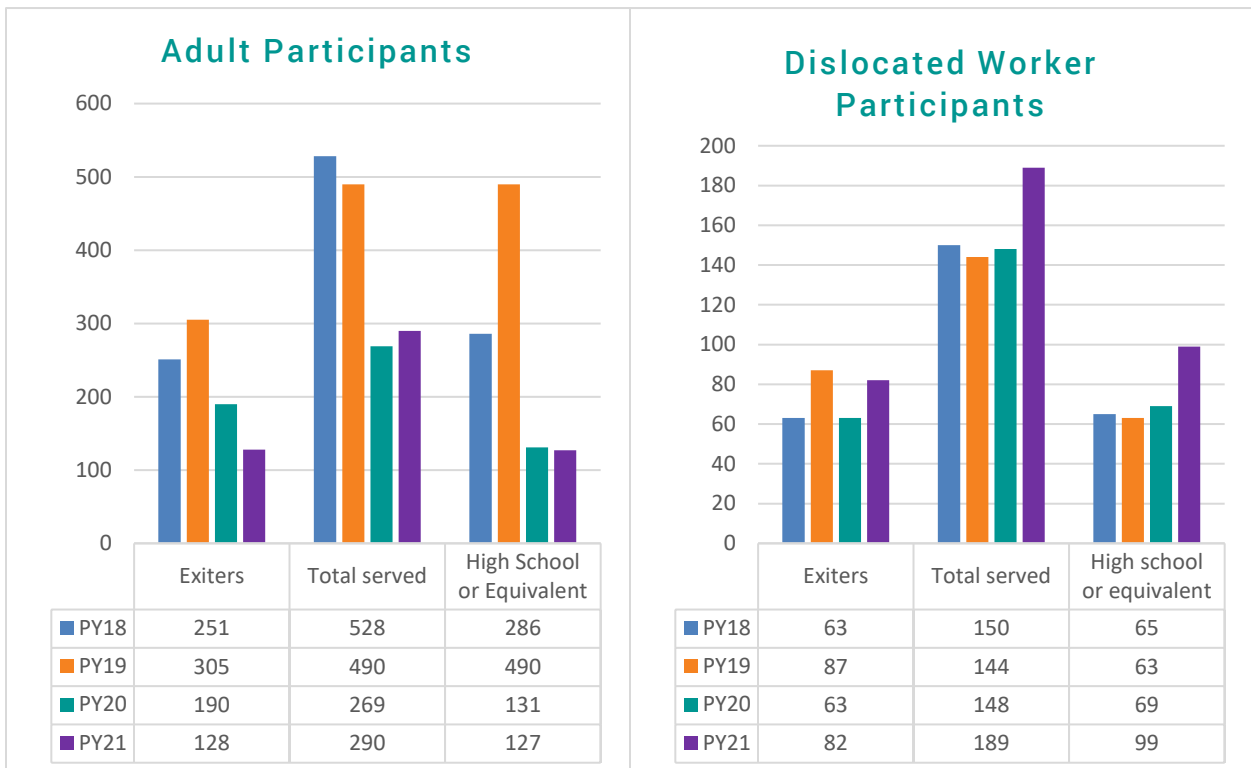
Performance indicators are a key measure of performance within the public workforce system for local boards and their service providers. They show the rate of employment after exiting for the 2nd and 4th quarters, as well as the median earnings, credential attainment rates, and measurable skills gain.

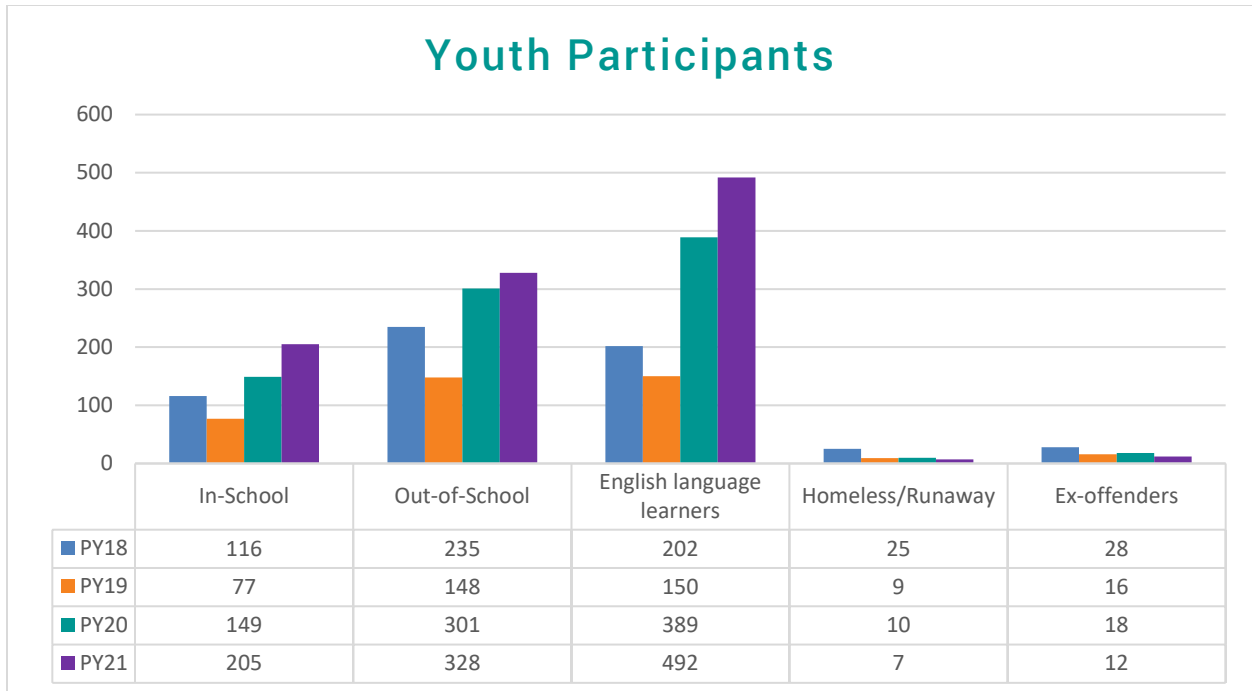
The following table shows the results of those who exited the Adult, Dislocated Workers, and Youth Programs. Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system.

| PY21 Performance Indicators | Adult | DW | Youth |
|-------------------------------|---------|---------|---------|
| Entered Employment (2nd Qtr.) | 80.9% | 75.4% | 67.3% |
| Entered Employment (4th Qtr.) | 77.5% | 74.4% | 62.8% |
| Median Earnings | \$8,076 | \$7,118 | \$3,585 |
| Credential Attainment | 47.4% | 30.2% | 45.9% |
| Measured Skills Gain | 65.2% | 66.9% | 20.3% |

The SAWDB reported an increase in Median Earnings for participants in all three programs. The Adult program reports median earnings of \$8,076 up from \$6,364 in PY20. The Dislocated Workers program increased median earnings to \$7,118 compared to last year’s \$ 5,658, and the Youth program reports an increase from \$2,323 in PY20 to \$3,585 in PY21. For Measurable Skills Gain, the Youth program saw the greatest increase putting them at 45.9%, up a full 16% from last year’s 29.9%.

Businesses were on their way to re-opening at the beginning of PY21 and participant services increased at New Mexico Workforce Connection locations over time. Many individuals were ready to get to work or attend post-secondary education. The following graphs show data from the last four years and how the total number of individuals receiving services in the Adult, Dislocated Workers, and Youth programs increased from PY20.





Adult Education – Western New Mexico University

Western New Mexico University’s Adult Education Services are provided at Watts Hall. In PY21, all classes were conducted entirely via Zoom due to the pandemic. However, retention rates were low. At the beginning of the program year, 84 students had enrolled, but only 14 continued through the program. Staff speculates a variety of reasons such as perhaps participants entered employment, perhaps they did not like or could not attend virtually. WNMU partnered with local libraries to provide internet access to their students. Watts Hall computers were available for use but saw very few visitors. Perhaps having Watts Hall as a rapid testing site for COVID-19 deterred people from visiting. One challenge the program faced was the resignation of its long-time director in late PY21. After that position is filled, they will review retention and consider in-person classes.

Job Corps

Distinction, LLC is the Job Corps service provider for eastern and southwestern New Mexico with their campus located in Roswell, NM. The pandemic had a significant impact on their partnerships and engagements. Returning from the COVID shutdown started at a slow pace. In January 2022, Job Corps worked with DVR and La Casas to start recruiting participants. Campus doors opened in March/April to students with masking, temperature checks, and social distancing labels in place. Unvaccinated students were quarantined upon arrival, and dormitory room occupancy changed from four students to two students per room. Pre-COVID enrollment numbers exceeded goals. With a current population of 80 students, their first goal is to reach a COVID-safe onboard strength of 153 students, then their contract goal of 178 students. For placements, they want to encourage apprenticeship, military, or employment.

Job Corps opened an office in Las Cruces and currently has an actively-engaged Employment Specialist with a couple more positions to fill. Staff from this office will travel throughout the Southwestern region to perform outreach activities to increase community awareness of its program and recruit. Job Corps connected with New Mexico Workforce Connection in the spring of PY21. That relationship helped them increase their reach with invitations to recruitment and community resource events. In PY22, Job Corps is planning outreach activities and presentations to high schools, local agencies, employers, and more.

Success Story

Inclusion of a maximum of one success story per funding stream, detailing exception outcomes for the participant, relevance to LWDB goals and objectives as stated in local plan.

Adult Success Story

A resident of Bayard, NM, Marcus Salas worked as a Warehouse Technician but always dreamed of working in law enforcement. Western New Mexico University in Silver City, NM has a Law Enforcement Training Program. This five-month-long certificate program meets the State of New Mexico's requirements for police officer training. After a friend told Mr. Salas about WIOA's Tuition Assistance program, he contacted New Mexico Workforce Connection for more information.

Mr. Salas graduated from the WNMU's Police Academy in June 2022 and is now a Deputy with the Grant County Sheriff's Office. WIOA's Tuition Assistance program provided Mr. Salas with \$990.74 in assistance.

"Thank you so much for all of your help. It made a huge impact. I will forever be grateful for all your help." - M. Salas

Dislocated Worker Success Story

Katherine Convery worked a full-time position while attending Western New Mexico University in Silver City, NM. She was required to complete an internship before graduating in December 2021 with a bachelor's degree in Chemical Dependency Counseling. Ms. Convery was accepted at Winborn Wellness and Counseling in Deming, NM for her internship. She helped Winborn Wellness & Recovery successfully obtain approval as a student loan forgiveness site and helped organize their programs with other agencies.

In November 2021, Ms. Convery was laid off from her full-time position and inquired about staying on with Winborn Wellness & Counseling as an employee. Unfortunately, they did not have any paid positions for unlicensed professionals and only employed individuals with a master's degree.

A friend told Ms. Convery about New Mexico Workforce Connection and the WIOA On-the-Job Training program. After Ms. Convery graduated from Western New Mexico University, Ms. Convery was hired by Winborn Wellness & Recovery under the On-the-Job Training program and WIOA reimbursed the employer 90% of the employee's wages, \$12,960.00 during the training period. Supportive Services provided mileage reimbursement to Ms. Convery of \$1,055.75 because she commuted from Silver City to Deming. She is now a Licensed Substance Abuse Associate, with clients, and obtained certification for a prevention program called Rainbow Days.

"The best part of this, is that in helping myself, WIOA and Winborn Wellness has helped other students and future interns yet to be determined. For me, that is the best part. This has truly been a journey and I look forward to what the future holds for me on this path. Thank you for everything."

Employer Success Story: On-the-Job Training

Winborn Wellness & Counseling in Deming, NM utilized the WIOA On-the-Job Training (OJT) program for two employees in the 2021 program year. Company Owner Waldo Winborn stated that not only did the OJT program help their participants with completing the learning objectives, but they have also been invaluable in bringing student loan forgiveness and revamping the intake process for incoming clients.

The OJT participants continue to have valuable experiences while in the program. In addition to achieving a new level of financial independence, each participant reached independent milestones in becoming a professional helper. One participant was able to finish her undergraduate degree and obtain an introductory drug and alcohol counselor license. The second OJT participant was able to complete all

her graduate coursework for a master-level social work degree. She is scheduled to graduate in December 2022. Thanks to the WIOA program, both participants had constant access to professional counselors, clinical staffing, and training; they have a considerable head start on their peers.

By participating in WIOA's On-the-Job-Training program, Winborn Wellness & Counseling was reimbursed 90% of two employees' wages during their training period. The total reimbursement amount was \$27,769.50.

Not only has Winborn Wellness & Counseling and the participants benefited from the WIOA program, but so has their community. The savings in employee wages allowed Winborn Wellness & Counseling to increase counseling services and preventative treatment to local youth without consideration of payment. They are thankful for the opportunity WIOA has given Them.

"I wanted to take a moment and express a thank you for including Winborn Wellness & Counseling (WWC) in the WIOA program. We are hopeful to continue this collaboration and develop pathways for a new generation of helpers." - W. Winborn

Youth Success Stories

In-School Youth -

When Ashia Kee was a senior at Alamo Navajo High School, she struggled with meeting the requirements to graduate. Her older brother was employed with the Alamo Navajo School Board and was familiar with the WIOA Youth Services program. He had helped the case manager with recruiting students and he encouraged Ms. Kee to apply.

Ms. Kee was placed in Activity 406 Youth Tutoring/Study Skills Training and Instruction to assist with meeting the high school's requirements to successfully graduate. To help her with planning her future, she was enrolled in Activity 417 for Youth Comprehensive Guidance and Counseling. Activity 417 is designed to allow participants to explore careers and plan their futures.

After graduating from high school, Ms. Kee enrolled in the Summer Youth Employment Program that began in June 2022. She received work experience at the Alamo Community Wellness Center as a Student Assistant and received positive feedback from her supervisor. Upon completion of the program, Ms. Kee earned three certificates: CPR/First Aid training, Food Handler training, and Financial Literacy.

Ms. Kee knows she wants to attend Central New Mexico College to obtain an associate degree but is uncertain about what degree program to pursue.

"It was an honor to be a part of the WIOA program because it helped me while I was going through school. The reason I say this is: the program helped me pay for school supplies as well as help me with my high school requirements to graduate. I would say I was guided step by step to understand everything I needed to learn. So, if you're thinking about joining the WIOA program it's a good choice. They will help you fulfill your future goals." – A. Kee

Out-of-School Youth -

At age 23, Denicia Provencio was an expecting mother and homeless in Hidalgo County. She enrolled in the WIOA Youth Services program in August 2021 with an expected due date of November 2021. She was placed at the Lordsburg/Hidalgo County Chamber of Commerce for her worksite work experience. As a Supportive Service, the Youth Program helped Ms. Provencio get a New Mexico identification card from the Motor Vehicle Division. Ms. Provencio was co-enrolled with the WIOA Adult Program and will be participating in the Transitional Jobs training program.

The WIOA Youth Services program invested \$3,178.50 in Ms. Provencio.

“Absolutely the most that I’ve been helped with since joining this program has been my morale and self-confidence. Where there was no hope left for me in a sense, within my self- I was given hope. More than a job or experience. With the opportunity presented to me I have since made and stabilized a life for me and my family. Once homeless, without an identity, I am now happily residing in a new to me apartment with my fiancé and daughter and son.” – D. Provencio

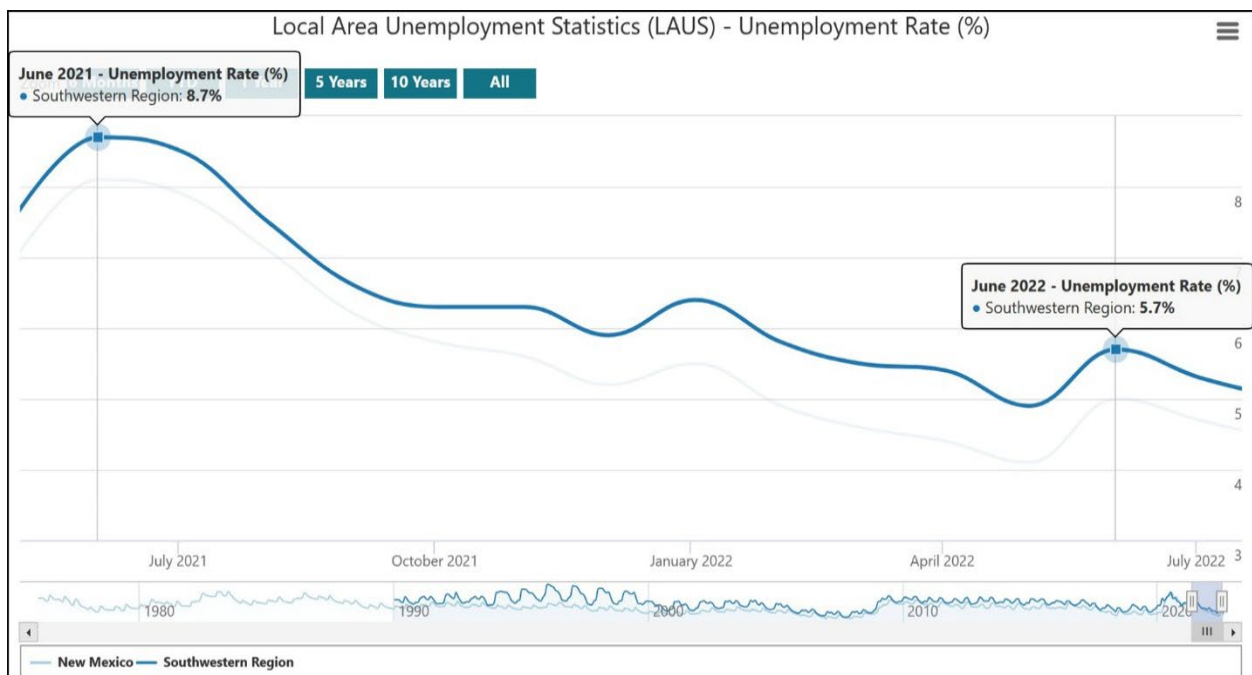
Labor Market Summary

Labor market summary highlighting how reported activities impacted local regional economy, business sectors, or career pathway outcomes; opportunities for improvement or focus for upcoming year.

Employment and Unemployment

In June 2022, the total civilian labor force for New Mexico was 950,425. With 903,031 employed and 47,394 unemployed, the state’s unemployment rate was 5.0%. In the Southwestern region, the total civilian labor force at the same time was 134,709. With 126,971 reported as employed and 7,738 unemployed, the employment rate was 5.7%, very comparable with all of New Mexico.

Going back one year to June 2021, New Mexico’s total civilian labor force was 948,858 with 871,776 employed. The number of unemployed reported for New Mexico was 77,082 at an employment rate of 8.1%. The Southwestern region’s unemployment statistics were once again very close. In June 2021, The Southwestern region had a total civilian labor force of 135,176 with 123,370 employed, and 11,806 unemployed, giving an unemployment rate of 8.7%. New Mexico’s unemployment rate decreased by 3.1% and the Southwestern region’s unemployment rate fell by 3.0% in 12 months. Although New Mexico’s labor force increased by 1,567 and the number of employed increased by 31,255 in the reported 12 months, the Southwestern region saw a slightly different wave of numbers. The labor force was down in June 2022 by 467 individuals and the number of employed was up by 3,601. Continuing with the comparisons, in June 2020, four months into the pandemic, both New Mexico and the Southwestern region shared an unemployment rate of 9.9%. The unemployment rate fell faster from PY20 to PY21 than from PY19 to PY20.



Unemployment rate data are from the Local Area Unemployment Statistics, WCOS.

Industry Snapshot

Location quotient (LQ) is a measurement of concentration in comparison to the nation. An LQ of 1.00 indicates a region has the same concentration of an industry (or occupation) as the nation. An LQ of 2.00 would indicate the region has twice the expected employment compared to the nation and an LQ of 0.50 is defined as the region having half the expected employment in comparison to the nation. The following graph shows an industry snapshot for the Southwestern region obtained from JobsEQ in their 2022 Q1 reporting period. Q1 for JobsEQ is defined as January 1, 2022, through March 31, 2022.

| SW Region, 2022Q1 ¹ | | | | | | | | | | | | |
|--------------------------------|--|----------------|-----------------|-------------|----------------|-------|-------------|-----------------|--------------|--------------|-------------|--------------|
| NAICS | Industry | CURRENT | | | 1-YEAR HISTORY | | | 1-YEAR FORECAST | | | | |
| | | Empl | Avg Ann Wages | LQ | Empl Change | Trend | Ann % | Total Demand | Exits | Transfers | Empl Growth | Ann % Growth |
| 62 | Health Care and Social Assistance | 21,521 | \$40,409 | 1.38 | 484 | | 2.3% | 2,334 | 931 | 1,130 | 273 | 1.3% |
| 61 | Educational Services | 14,182 | \$51,876 | 1.64 | 718 | | 5.3% | 1,321 | 596 | 738 | -13 | -0.1% |
| 44 | Retail Trade | 11,309 | \$30,996 | 1.01 | 639 | | 6.0% | 1,332 | 607 | 896 | -172 | -1.5% |
| 72 | Accommodation and Food Services | 10,330 | \$19,100 | 1.16 | 1,969 | | 23.5% | 1,895 | 739 | 1,006 | 150 | 1.5% |
| 92 | Public Administration | 8,663 | \$73,629 | 1.71 | -124 | | -1.4% | 748 | 311 | 498 | -61 | -0.7% |
| 23 | Construction | 6,832 | \$43,758 | 1.08 | 195 | | 2.9% | 629 | 208 | 446 | -25 | -0.4% |
| 11 | Agriculture, Forestry, Fishing and Hunting | 5,425 | \$33,390 | 3.73 | -186 | | -3.3% | 666 | 262 | 396 | 8 | 0.1% |
| 54 | Professional, Scientific, and Technical Services | 4,819 | \$61,717 | 0.62 | -87 | | -1.8% | 429 | 145 | 274 | 9 | 0.2% |
| 56 | Administrative and Support and Waste Management and Remediation Services | 4,623 | \$39,717 | 0.66 | 397 | | 9.4% | 535 | 205 | 329 | 1 | 0.0% |
| 31 | Manufacturing | 4,393 | \$42,956 | 0.50 | 253 | | 6.1% | 430 | 155 | 297 | -22 | -0.5% |
| 48 | Transportation and Warehousing | 3,534 | \$52,697 | 0.65 | 102 | | 3.0% | 407 | 150 | 239 | 18 | 0.5% |
| 81 | Other Services (except Public Administration) | 3,170 | \$26,688 | 0.68 | 197 | | 6.6% | 364 | 144 | 208 | 11 | 0.4% |
| 52 | Finance and Insurance | 1,881 | \$58,475 | 0.43 | -2 | | -0.1% | 155 | 58 | 110 | -14 | -0.7% |
| 42 | Wholesale Trade | 1,712 | \$49,153 | 0.42 | 28 | | 1.7% | 171 | 62 | 117 | -9 | -0.5% |
| 53 | Real Estate and Rental and Leasing | 1,262 | \$40,349 | 0.67 | 25 | | 2.0% | 120 | 52 | 73 | -4 | -0.3% |
| 71 | Arts, Entertainment, and Recreation | 1,261 | \$22,764 | 0.65 | 213 | | 20.3% | 204 | 72 | 102 | 30 | 2.4% |
| 21 | Mining, Quarrying, and Oil and Gas Extraction | 1,073 | \$112,634 | 2.90 | -75 | | -6.6% | 97 | 31 | 77 | -11 | -1.0% |
| 22 | Utilities | 904 | \$67,054 | 1.63 | -9 | | -1.0% | 71 | 27 | 56 | -12 | -1.3% |
| 51 | Information | 812 | \$44,268 | 0.37 | 26 | | 3.3% | 81 | 26 | 52 | 4 | 0.5% |
| 55 | Management of Companies and Enterprises | 194 | \$66,320 | 0.12 | -1 | | -0.4% | 15 | 6 | 11 | -2 | -1.2% |
| | Total - All Industries | 107,900 | \$43,598 | 1.00 | 4,762 | | 4.6% | 11,967 | 4,630 | 7,132 | 205 | 0.2% |

Source: JobsEQ®
Data as of 2022Q1
Note: Figures may not sum due to rounding.
1. All data based upon a four-quarter moving average
Exits and transfers are approximate estimates based upon occupation separation rates.

The largest sector in the Southwestern region is Health Care and Social Assistance, employing 21,521 workers. The next-largest sectors in the region are Educational Services (14,182 workers) and Retail Trade (11,309). The sectors with the largest LQ in the Southwestern region are Agriculture, Forestry, Fishing and Hunting (LQ = 3.73), Mining, Quarrying, and Oil and Gas Extraction (2.90), and Public Administration (1.71).

Sectors in the Southwestern region with the highest average wages per worker are Mining, Quarrying, and Oil and Gas Extraction (\$112,634), Public Administration (\$73,629), and Utilities (\$67,054). Regional sectors with the greatest job growth over the last year are Accommodation and Food Services (+1,969 jobs), Educational Services (+718), and Retail Trade (+639).

Over the next year, the fastest growing sector in the region is expected to be Arts, Entertainment, and Recreation with a +2.4% year-over-year rate of growth. The strongest forecast by the number of jobs over this period is expected for Health Care and Social Assistance (+273 jobs), Accommodation and Food Services (+150), and Arts, Entertainment, and Recreation (+30). The Southwestern region continues to utilize labor market data to discover where the job market had a shortage of skilled labor and works with network partners to educate participants about these occupations.

The Southwestern region fulfilled a total of 135 Individual Training Accounts (ITA). Nearly 50% of those contracts (65) provided participants with training in the healthcare industry, with nearly 50% (23) of those contracts specifically for a Bachelor of Science in Nursing. Other ITA contracts for the healthcare industry include registered nurses, dental assistants, and pharmacy technicians. In the area of education, 8% of the ITA participants trained in the education industry.

To address the demand for individuals seeking to enter the healthcare industry, the Adult and Dislocated Workers programs worked with training providers to implement an alternative licensure program with LEAP and Las Cruces Public Schools. Working with Doña Ana Community College provided participants with pharmacy technician licensures. Partnerships with New Mexico Dental Institute and Pinnacle Institute of Dentistry opened the door for dental assistant certifications.

Focus for Next Program Year

The public workforce system adapted quickly to meet the needs of its customers with the onset of the pandemic, and again with the return from the pandemic. While still adjusting to the new normal, New Mexico Workforce Connection will continue to work with its partners to provide positive outcomes to those served in alignment with the SAWDB's Local Four-Year Plan. Although New Mexico Workforce Connection locations are open to in-person services, some individuals prefer to receive assistance closer to home. The Southwestern region will continue to explore methods of effectively delivering services to those who choose to not visit with a representative in-person, and to those in rural communities who are unable to visit a workforce center.

For PY22, Equus plans to improve the co-enrollment process and implement a hybrid enrollment case management process to aid in post-COVID strategies. They want to review and modify digital efforts to reflect changing customer expectations and develop a CNA Work Experience Pathway. Despite a decrease in program funding for PY22, the contracted participant enrollment goal will stay the same as PY21's goals: 398 total participants; 191 adults, and 207 dislocated workers.

The Youth program service providers are devising strategies for improving performance metrics to include effective planning and assessments. They will strengthen partnerships with core partners like Adult Education, Wagner-Peyser, and the Division of Vocational Rehabilitation. Equus Workforce Solutions' total contracted enrollment goal for the Youth program is 300 participants: 223 in-school and 77 out-of-school youth. ANSBI's total enrollment goal for PY22 decreased by 2 participants. Their goal is to enroll 10 in-school youth and 20 out-of-school youth for a total of 30 participants.

The Southwestern Area Workforce Development Board understands that people and businesses create healthy economies. The mission of the Board is to build a workforce system in the Southwestern region that encourages people, businesses, and other trade and labor groups to work together to sustain economic growth and success through economic self-sufficiency. The Board's vision and mission align with the mission of New Mexico's Governor to keep New Mexicans working by using an "all hands" approach to connect New Mexican workers with New Mexico businesses. The goal of this approach is to keep our economy competitive while providing good-paying jobs for people so they can support themselves and their families.

Continuous Quality Improvements

Continuous quality improvement activities: specifically, outcomes of customer/business surveys and how input is reflected in direct changes to system and/or program delivery.

Job Seeker & Employer Satisfaction Surveys

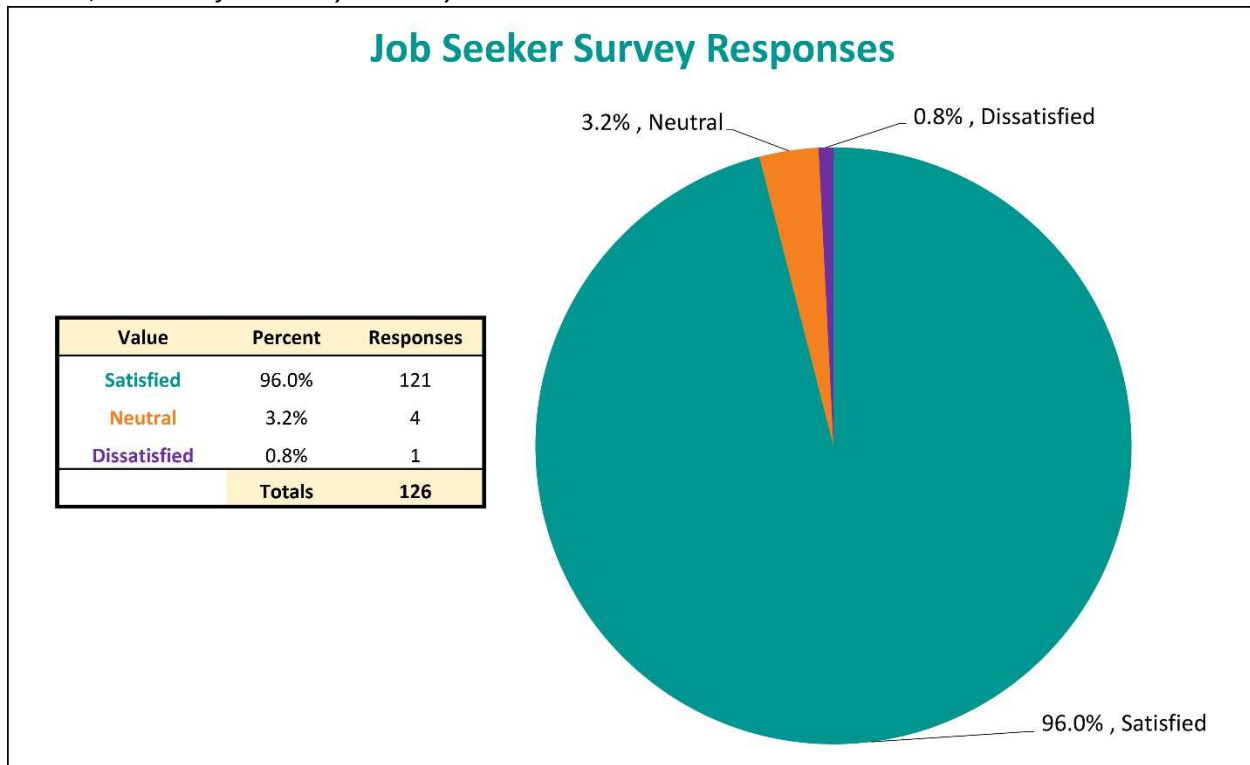
New Mexico Workforce Connection utilizes job seeker and employer satisfaction surveys to assess the quality and effectiveness of services rendered to both job seekers and employers. Specific questions for job seekers inquire about the quality of services, customer service, wait times, and reason for seeking services. Employer survey questions gather information about customer service, reasons for engaging with New Mexico Workforce Connection, and overall satisfaction. Job Seeker Satisfaction surveys and Employer Satisfaction surveys are reviewed regularly, and results are shared with workforce partners to identify areas of improvement.

Additional surveys have been created throughout the year for different events and tailored with specific questions related to their experience. For example, job seeker and employer surveys were created for each job fair New Mexico Workforce Connection co-hosted in Las Cruces. Job seeker questions include how they heard about the event and their thoughts about the variety of employers available. Employer questions ask for thoughts about the venue, results of their attendance, and if interested in attending another New Mexico Workforce Connection job fair, what times they prefer.

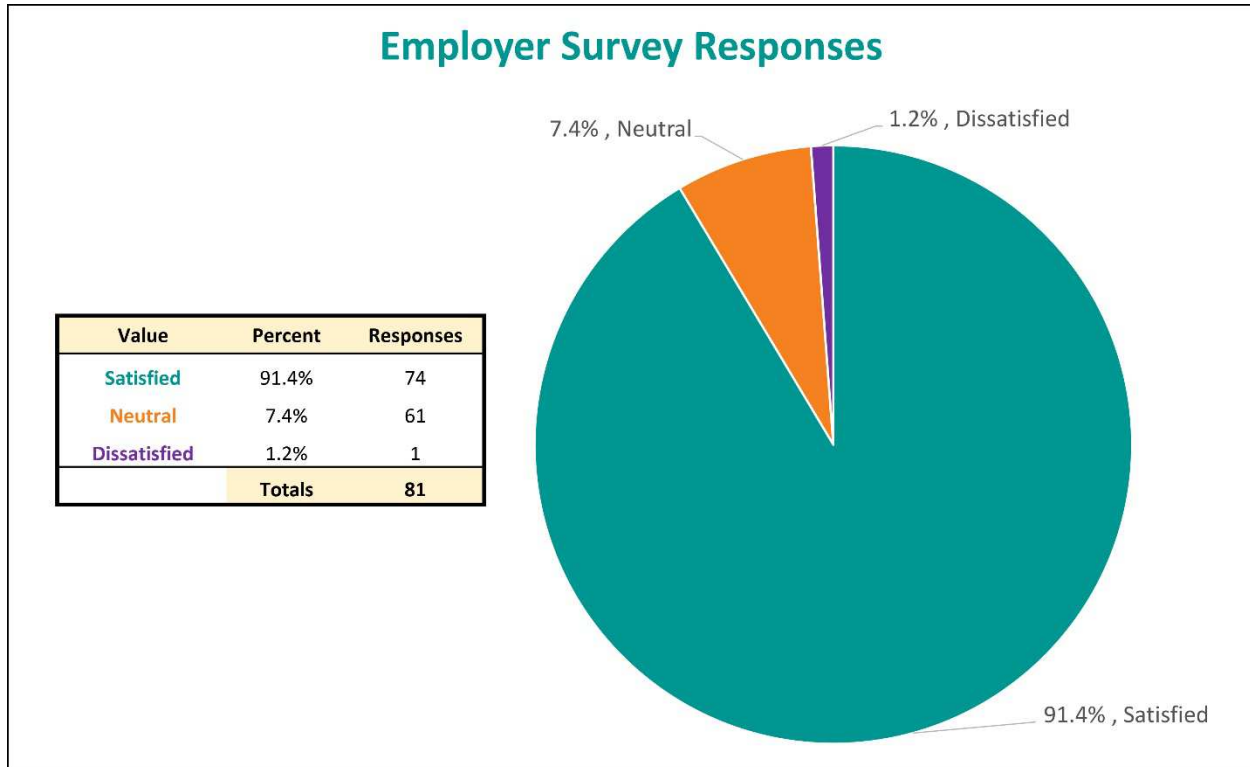
The following graphs and tables show results for overall satisfaction for both job seekers and employers. These surveys are provided to all job seekers and employers upon receipt of virtual and in-person services. New Mexico Workforce Connection in the Southwestern region received 126 job seeker surveys and 81 employer surveys in PY21. Both surveys show more than 90% of each population reported having a satisfying experience with New Mexico Workforce Connection staff and services.

Graph 1. Job Seeker Survey

Overall, how satisfied were you with your service?



Graph 2. Employer Survey
Overall, how satisfied were you with your service?



In addition to collecting satisfaction surveys, the One-Stop Operator utilizes a Continuous Quality Improvement (CQI) tool to assess physical/programmatic accessibility and effectiveness. Each month, the One-Stop Operator or a designated staff member assesses each of the job centers in the Southwestern region to ensure operations are effective, efficient, and accessible. The data collected via the CQI tool assists in identifying areas of improvement and allows system partners to make sure services are both effective and efficient for job seekers and employers. The CQI tool has assisted in identifying areas of improvement and has allowed New Mexico Workforce Connection to make improvements in the areas of Grievance and Complaint Policy postings as well as enhancing services to individuals with disabilities.

Partnership Engagement

Examples of partnership engagement strategies and outcomes; specifically, with required partners such as vocational rehabilitation, adult education, Wagner-Peyser programs. Highlight examples of partnership engagement that improved or enhanced the experience for customers and businesses, opportunities for improvement for upcoming year.

The Southwest New Mexico Workforce Partner meetings are held monthly. Partner meetings allow workforce partners to educate one another on programmatic information, discuss respective workforce initiatives, and identify opportunities for collaboration and outreach. Core Partner meetings are also held monthly to enhance service coordination and delivery. To encourage high-quality services to businesses, various partners are working together to create a unified business team approach. Business team members, as represented by various workforce partners, meet once a week to review labor market information and devise outreach plans to best serve local businesses.

ANSBI and Adult Education

With COVID restrictions in place through PY21 for the Alamo Navajo Reservation, ANSBI needed an institution to provide high school equivalency classes virtually. They partnered with SIPI, Southwestern Indian Polytechnic Institute, who provided virtual instruction because they were not open to in-person learning.

Division of Vocational Rehabilitation

The pandemic caused much disruption in services for many agencies and the Division of Vocational Rehabilitation (DVR) was no exception. With the return to regular business hours, New Mexico Workforce Connection and DVR are working to strengthen their relationship which includes two-way referrals. With 15% of their funds required to be utilized on youth services, DVR plans to increase youth engagement. In Socorro, DVR is planning to provide work-based learning to its youth participants and reconnect with the Alamo Navajo Community.

Luna County Workforce and Economic Collaborative

New Mexico Workforce Connection partnered with the State of New Mexico, the City of Deming, Deming Luna County Economic Development, and Deming Public Schools to strategically address unemployment rates in Luna County, which has the highest unemployment rate in the region. Specific strategies within this collaboration include increasing exposure to in-demand jobs for middle and high school students, conducting labor market information workshops for individuals receiving unemployment benefits to educate them on in-demand occupations and industries with the most growth potential, having Employer Roundtables to discuss business needs, working with Western New Mexico University to align certification programs with industry skills needs, and hosting job fairs.

Mock It Till You Rock It

Developed by the NM Department of Workforce Solutions as a statewide initiative, the third annual “Mock It Till You Rock It” event took place in the Southwestern region with the Las Cruces Public Schools. This virtual event was held on a Friday, March 11, 2022, at the Las Cruces Home Builders Association. The event welcomed 29 community members who volunteered to help conduct the mock interviews.

NM Commission for the Deaf and Hard of Hearing – Sign Language Interpreter Request

When New Mexico Workforce Connection and the City of Las Cruces publicized a job fair taking place in November 2021 at the Las Cruces Convention Center, Ms. Santillan, Community Advocacy Specialist with the New Mexico Commission for the Deaf and Hard of Hearing in Las Cruces and member of the SAWDB’s Disabilities Committee, contacted the Administrative Entity to inform them that some deaf consumers expressed an interest in attending and wanted to know if a sign language interpreter would be available. With only a couple of days’ notice, the AE and One-Stop Operator worked together to secure an interpreter. They also discussed how to better prepare for the next job fair. Materials promoting the event had been modified to include an email address and phone number with a direct connection to the One-Stop Operator to request special accommodations. A partnership with the Division of Vocational Rehabilitation allows for a sign language interpreter to be present at such events as soon as the date is announced.

NM Commission for the Deaf and Hard of Hearing – Unemployment Assistance

Ms. Santillan with the NM Commission for the Deaf and Hard of Hearing asked for help when a deaf consumer needed assistance with searching for jobs as part of the Unemployment Insurance requirements. The consumer had a friend who would assist her at home, but her friend was no longer available to help, and the consumer didn’t know what to do. Ms. Santillan was connected with the local New Mexico Workforce Connection and staff assisted with getting the consumer set up on a computer.

ReadyNM Website

The State of New Mexico launched the Ready.NM.gov website and helpline on June 30, 2021. New Mexico Workforce Connection partnered with the New Mexico Department of Workforce Solutions and the New Mexico Department of Higher Education to increase access to gainful employment opportunities throughout New Mexico. Wagner-Peyser staff helped manage the helpline by assisting callers with employment, training, and educational goals.

Youth Summer Work Academy

In late May 2022, YDI started a Summer Work Academy aimed at assisting high school seniors with making a successful transition to post-secondary education or the workforce following graduation. The program met 65% of its goal, enrolling 65 youth in the program. Participants were placed for paid work experience at \$15.00 an hour for 300 hours.

Youth Summer Dental Program

In collaboration with the New Mexico Dental Institute, YDI enrolled seven youth participants from Socorro and Luna counties in occupational skills training in the dental assistant program. The collaboration encouraged high school seniors to begin their career pathway in an emerging field upon graduation leading to credentials and entering internships for employment placement.

Additional Information

As with many businesses, New Mexico Workforce Connection's co-located partners experienced staff turnover. There are many new faces providing services of various levels at New Mexico Workforce Connection centers in the region, including employment services, veteran services, case managers, supervisors, managers, and beyond. The region also welcomed a new One-Stop Operator, One-Stop Coordinator, a new Program Director for the Adult and Dislocated Worker programs, and a new WIOA Administrator.

Developing and executing an integrated service delivery model is a goal for the upcoming program year. Through cross-training events, partner meetings, and strategic planning, the Southwestern Area Workforce Development Board will enhance the level of service integration, resulting in increased co-enrollments, an increase in referrals across partners, reduce duplication of services, and ultimately provide more effective services to job seekers and employers. In PY22, more workforce partner engagement activities are planned.

Achieving the State's Strategic Vision and Goals

Progress made in achieving the state's strategic vision and goals, as described in the state's unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.

For the past several years, the film industry has seen tremendous growth in New Mexico. New Mexico Workforce Connection in the Southwestern region partnered with Film Las Cruces, New Mexico State University, and Doña Ana Community College (DACC) to train those interested in pursuing a high-paying career in the film industry. For those who would like to start on a new career path toward the film industry, degrees and certificates are available at DACC. Individuals skilled in various trades are required to be certified to work in the film industry. Such certifications are also available at DACC.

Film Las Cruces promotes WIOA programs beneficial to the film industry including the Tuition Assistance program, On-the-Job Training program, and how to provide work experience for youth.

Implementing Sector Strategies and Career Pathways

Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experience for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Sector Strategies

In August 2021, the second Health Care Sector Partnership meeting was held virtually, led by the WIOA Administrator, Mr. Duran, and Ms. Wilger with the Center for Health Innovation. With the departure of Mr. Duran shortly after, no further steps or meetings took place.

In the third quarter of PY21, the new WIOA Administrator, Ms. Juarez, met with Deming Public Schools Director of Grant and Public Relations to discuss current and future partnerships. The One-Stop Operator met with Las Cruces Public Schools (LCPS) staff to reengage with LCPS and to create stronger partnerships. The plan is to meet with all the school districts in the Southwestern region to improve partnerships with the education industry leaders. The two meetings are initial steps in strengthening the region's relationships in preparation for future discussion and sector strategy focus sessions.

Career Pathways

Because it has been two years since the Career Pathways Plan has been approved, the Planning Committee is planning to bring it back to the table for review and revisions in PY22. Equus is planning to implement a Certified Nursing Assistant Work Experience Pathway. The Bridge of Southern New Mexico led the efforts in creating career pathways for Healthcare, Education, Digital Media, Manufacturing, Transportation and Logistics, Energy, Aerospace, Defense, and Value Added Agriculture targeted for Doña Ana County. Although SAWDB had a seat at the table in the development of such pathways, the primary focus of the AE is to focus on the targeted industries of Education and Healthcare for every county in our region.

Ms. Juarez added a new Project Manager, Mr. Perea to the region's team in August 2022 and he is making plans to revive Sector Strategies meetings.

Financials

The Southwestern Area Workforce Development Board had total expenditures of \$5,385,572.53. For the Adult program, the total expenditures were \$1,949,174.85. Of the \$1,949,174.85, the total amount expended on Training services (OJT, ITA, TJ, etc.) was \$1,292,443.40.

For the Dislocated Workers program, the total expenditure amount was \$1,295,021.68. Of the \$1,295,021.68, the total amount expended on Training services was \$730,201.13.

Balance Sheet

On June 30, 2022, the Southwestern Area Workforce Development Board held assets of \$623,605.

Balance Sheet 6/30/2022 – Non-Close-Out

| | <u>WIOA</u> |
|--|-----------------------------|
| ASSETS: | |
| Cash and cash equivalents | \$ - |
| Accounts Receivable-Grants | <u>623,605</u> |
| Total assets | \$ <u><u>623,605</u></u> |
| LIABILITIES AND FUND BALANCE: | |
| Accounts payable | \$ 623,605 |
| Deferred Revenue | <u>-</u> |
| Total liabilities | <u>623,605</u> |
| Fund Balance | |
| Unreserved and designated for future expenditures | <u>-</u> |
| Total fund balance | <u> </u> |
| Total liabilities and fund balance | \$ <u><u>623,605</u></u> |

Budget vs. Actuals

The Southwestern Area Workforce Development Board had an overall budget of \$8,634,818. As of the end of PY21, the Board expended \$5,913,198. The unexpended amount of \$2,721,620 has been allocated for PY22 and will be invested in various programs to benefit employers, job seekers, and youth. Types of costs include, but are not limited to, Youth Work Experience, On-the-Job Training, Supportive Services, Customized Training, and Career Services.

**Southwestern Area Workforce Development Board
Workforce Innovation & Opportunity Act
Statement of Revenues, Expenditures, and
Changes in Fund Balances - Budget (GAAP BASIS) and Actual
For the Fiscal Year Ended June 30, 2022, Non-Close-Out**

| | <u>Budget</u> | <u>Actual</u> | <u>Variance</u> |
|---|--------------------|------------------|------------------|
| Revenues: | | | |
| Federal grants | \$ 8,634,818 | 5,913,198 | 2,721,620 |
| Expenditures: | | | |
| Employment services: | | | |
| Program Year 21/Fiscal Year 22 | | | |
| Adult | 1,458,454 | 831,948 | 626,506 |
| Dislocated Worker | 1,449,639 | 911,332 | 538,307 |
| Youth | 1,898,741 | 828,966 | 1,069,775 |
| Administration | 534,092 | 47,060 | 487,032 |
| Program Year 20/Fiscal Year 21 | | | |
| Adult | 1,120,839 | 1,120,839 | 0 |
| Dislocated Worker | 383,890 | 383,890 | 0 |
| Youth | 1,312,410 | 1,312,410 | - |
| Administration | 476,753 | 476,753 | - |
| Total general governmental | <u>8,634,818</u> | <u>5,913,198</u> | <u>2,721,620</u> |
| Excess (deficiency) of revenues over expenditures | - | - | - |
| Fund balance, beginning of year | <u>-</u> | <u>-</u> | <u>-</u> |
| Fund balance, end of year | \$ <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> |

Southwestern Area Workforce Development Board

PY21 Annual Report

Contact Information

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