

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
EASTERN AREA WORKFORCE DEVELOPMENT BOARD  
LOCAL PLAN  
PROGRAM YEAR 2022 UPDATE FOR THE 2020-2023 PLAN

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## OVERVIEW

The Workforce Innovation and Opportunity Act (WIOA) requires that local workforce development boards develop and submit to the state a comprehensive four-year plan (Local Plan) that aligns with the New Mexico combined state plan. This plan must be developed openly and in collaboration between the local board, its Chief Elected Officials (CEOs) and WIOA system partners. Local plans are required to include strategic planning elements such as analyses of economic conditions, employer needs, and skills gaps as well as information on the local workforce system structure and activities. This information is utilized to develop strategies to move the public workforce system forward with more intentional and planned coordination to ensure the businesses of New Mexico can compete in the global economy.

WIOA requires local plans to align with the State's vision as set forth in the Combined State plan. The plan serves to develop, align, and integrate service delivery strategies and to support the State's vision and strategic and operational goals. The plan sets forth strategies to:

- 1) Direct investments in economic, education and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills necessary to compete in the job market and that employers have a ready supply of skilled workers;
- 2) Apply job driven strategies in the one stop delivery system; and
- 3) Enable economic, education, and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training, and education programs.

This plan identifies the Eastern Area Workforce Development Board's (EAWDB) vision for the workforce development system and is a tool to foster a more seamless workforce system for both businesses and job seekers. It is the foundation for the establishment and growth of an integrated workforce system that aligns resources to minimize or eliminate duplication of workforce system partner services and leverage resources and expertise to improve the skills of the workforce while focusing on demand occupations or emerging industries with career ladders, lattices, and pathways.

The plan must be available for public comment for thirty days and public comments must be provided to the New Mexico Department of Workforce Solutions (NMDWS) as State Administrative Entity (SAE). To accomplish this, the local plan was posted at the EAWDB.org website and distributed to local partners and CEOs.

The EAWDB plan was developed utilizing data and partner input to establish goals and objectives to improve services to employers, job seekers and communities that upskill the existing and emerging workforce. The EAWDB has strong collaborative relationships with system partners that meet quarterly in local communities for cross training and coordination of services. The

updated plan incorporates strategies based on lessons learned to maintain a system of innovative approaches for expanded and enhanced services available within the system.

## STRATEGIC PLANNING ELEMENTS

### A. Economic and Workforce Analysis

#### I. Economic Conditions

Include a regional analysis of economic conditions including existing and emerging in-demand industry sectors and occupations

#### II. Employment Needs of Employers

Include a regional analysis of employment needs of employers in existing and emerging in-demand industry sectors and occupations

#### III. Knowledge and Skills Needed

Describe the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations

#### IV. Regional Workforce Information

Include an analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

### Strategic Planning

The Eastern Area Workforce Development Board (EAWDB) area is comprised of twelve counties and approximately forty-four thousand square miles. The population of the area based on 2021 census estimates is 368,817 and equates to approximately 17.65% the New Mexico population. The population density of the area is 8 people per square mile compared to 17.3 for New Mexico and 92.9 for the U.S. Ten of New Mexico's thirty-three counties showed growth between 2010 and 2019 with four of those falling in the southeastern area of the state. The state's pre-pandemic estimated growth over the nine-year period is 37,650 or 2.5% with 9,935 or 26% of that growth occurring in the east. These predictions showed Otero, Eddy, and Lea with a population expansion of 9%, and 10% respectively and was largely due to the oil and gas industry. However, from 2020 to 2021, nine of the twelve counties in the area reflect a population decline as did the state. These declines range from .1% in Guadalupe County (3 individuals) to 2.7% in Harding County (18 individuals). The largest loss of population occurred in Lea and Eddy Counties which lost 1,451 (1.9%) and 1,403 (2.3%) respectively. The data also reflects double digit decreases in the area's most rural counties of De Baca, Harding and Union ranging from 10% to 14% with Quay County not far behind at a decrease of 9%. New Mexico reflects a decline over

this period of .1% and 1,645 individuals compared to 3,221 in the region. This could indicate that individuals are relocating to other areas in the state. This would further indicate a loss of workforce and talent for those communities which could hinder future economic development activities. This would also increase the challenges for employers in the region to hire a qualified workforce and could result in a decrease in services available due to lack of workforce. This has and will continue to be an area of concern for the EAWDB.

Regional specific data available are projecting decreased employment opportunities through 2024 in most industries. Based on this information the EAWDB has identified three key areas of employment to concentrate strategic efforts. They are Healthcare, Education, and Information Technology. These industries provide areas of employment to a wide variety of jobseekers with opportunities for both skilled, work-ready participants and transitional job seeker. Moreover, employment opportunities in these industries allow for advancement through identified career pathways. The EAWDB seeks to work with education, economic development, and industry partners to develop both increased awareness of existing career ladders and design of career pathways not currently used in the eastern area.

Over the next 2 years, the three occupation groups predicting the highest numbers of employment growth in the east are expected to be: health care and support; mining, quarrying and oil and gas extraction; and accommodation and food services. Arts and Entertainment represents the highest percent change at 2.6% increase but only represents 101 new jobs. Accommodation and food services is projecting 470 new jobs over the next two years and mining, quarrying, and oil and gas extraction is projected to increase by 1.9 and 453 jobs. Healthcare and Support Occupations represents the third highest projected number of new positions with a .3% increase and 346 new jobs. These industries consistently have a shortage of skilled workforce. Real time openings indicate an increase in information technology related jobs which is not reflected in any of the labor market projections and is possibly tied to an increase in self-employment over the last two-year period.

EAWDB area, 2022Q1 <sup>1</sup>										
Industry	Current			2-Year History		2-Year Forecast				
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Health Care and Social Assistance	18,253	\$47,165	0.90	-171	-0.5%	3,852	1,584	1,323	346	0.3%
Retail Trade	17,275	\$33,076	1.19	125	0.4%	4,102	1,844	2,722	-464	-1.4%
Accommodation and Food Services	15,634	\$22,404	1.35	-1,525	-4.5%	5,791	2,253	3,068	470	1.5%
Mining, Quarrying, and Oil and Gas Extraction	12,108	\$83,544	25.07	-4,668	-15.1%	2,339	721	1,765	453	1.9%
Educational Services	11,777	\$43,694	1.05	-182	-0.8%	2,169	388	1,224	-43	-0.2%
Construction	10,531	\$52,680	1.28	-2,454	-9.3%	1,978	644	1,383	-49	-0.2%
Public Administration	7,765	\$63,830	1.17	-111	-0.7%	1,384	558	832	-66	-0.4%
Agriculture, Forestry, Fishing and Hunting	6,302	\$53,634	3.64	-47	-0.3%	1,473	659	936	-182	-1.3%
Administrative and Support and Waste Management and Remediation Services	6,516	\$52,291	0.72	291	2.3%	1,533	578	930	25	0.2%
Transportation and Warehousing	6,332	\$66,445	0.90	-814	-5.9%	1,381	537	853	-9	-0.1%
Other Services (except Public Administration)	5,791	\$31,357	0.95	-395	-3.2%	1,339	528	762	48	0.4%
Professional, Scientific, and Technical Services	4,446	\$62,154	0.44	-40	-0.4%	784	267	506	11	0.1%
Manufacturing	4,251	\$64,554	0.37	68	0.8%	826	299	572	-46	-0.5%
Wholesale Trade	2,914	\$57,314	0.55	-457	-7.0%	570	212	338	-40	-0.7%
Finance and Insurance	2,882	\$57,929	0.50	-225	-3.7%	468	178	337	-46	-0.8%
Real Estate and Rental and Leasing	1,972	\$51,258	0.80	-230	-5.4%	376	161	227	-12	-0.3%
Arts, Entertainment, and Recreation	1,930	\$28,602	0.76	-183	-4.4%	642	223	317	101	2.6%
Utilities	1,628	\$76,544	2.25	112	3.6%	263	96	200	-34	-1.0%
Information	1,070	\$46,351	0.38	-147	-6.2%	212	68	136	8	0.4%
Management of Companies and Enterprises	714	\$80,775	0.34	-6	-0.4%	117	44	84	-10	-0.7%
Total - All Industries	140,754	\$50,557	1.00	-11,087	-3.7%	31,304	12,090	18,627	587	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.										
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With increased emphasis placed on skilled apprenticeships in WIOA, the EAWDB will be working with the Bureau of Apprenticeship and Training, the regional apprenticeship coordinator, educational partners and employers in the eastern area and throughout the state to facilitate increased participation in established apprenticeships, as well as, development of apprenticeships to support our efforts in Education and, as opportunities are identified, in other areas such as Information Technology and Healthcare.

As depicted below in data obtained from the American Community Survey, 18.4% of the population in the area are living in poverty. While this is 0.7% lower than the N.M. figure it is 5% higher than the national average. 17.0% of households are receiving public assistance from the Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP). This percentage is 0.2% lower than the state and 5.3% higher than the national percentage of 11.7%. In line with this are the numbers of disconnected youth at 4.6% or 960 youth, ahead of the state figures by 0.3% and national figures of 2.1%. The area is also higher than state and national figures for individuals “18-64 with a disability” and individuals that “speak English less than very well”.

Social						
Poverty Level (of all people)	18.4%	19.1%	13.4%	65,030	392,065	42,510,843
Households Receiving Food Stamps/SNAP	17.0%	17.2%	11.7%	22,174	133,873	14,171,567
Enrolled in Grade 12 (% of total population)	1.5%	1.4%	1.4%	5,591	29,063	4,422,344
Disconnected Youth <sup>3</sup>	4.6%	4.3%	2.5%	960	4,877	423,273
Children in Single Parent Families (% of all children)	39.3%	42.0%	34.1%	34,794	191,950	23,790,005
Uninsured	10.2%	9.6%	8.8%	36,079	197,607	28,248,613
With a Disability, Age 18-64	13.6%	13.0%	10.3%	27,631	159,341	20,187,604
With a Disability, Age 18-64, Labor Force Participation Rate and Size	38.2%	38.3%	42.2%	10,543	61,056	8,509,463
Foreign Born	11.0%	9.4%	13.6%	40,493	197,164	44,011,870
Speak English Less Than Very Well (population 5 yrs and over)	9.5%	8.7%	8.4%	32,344	171,528	25,615,365

Source: [JobsEQ®](#)

1. American Community Survey 2015-2019, unless noted otherwise

2. Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties.

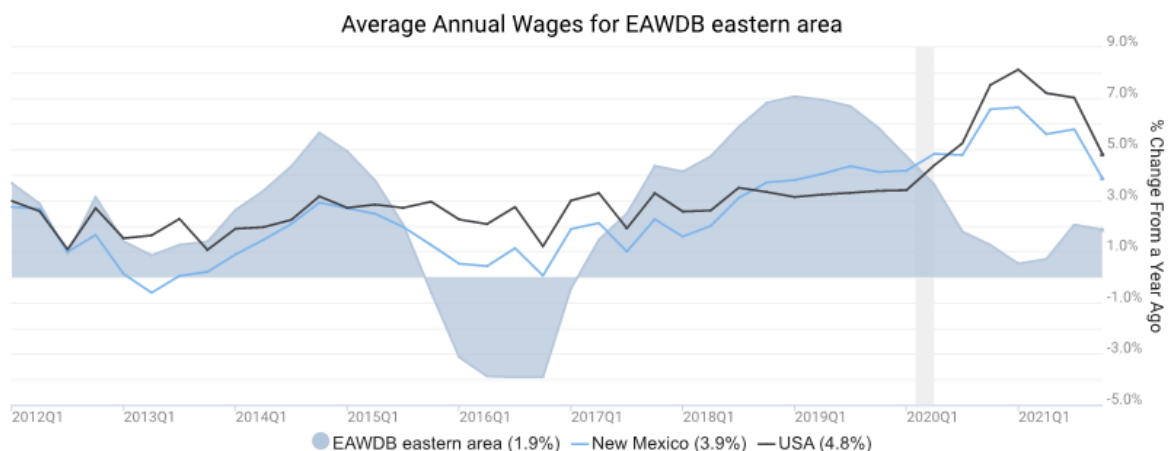
3. Disconnected Youth are 16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

4. Census Population Estimate for 2020, annual average growth rate since 2010.

The average annual wage growth for the area was 1.9% over the preceding four quarters. The average annual wages in the region at the end of the 1<sup>st</sup> quarter of 2021 were \$49,132, which is down \$633 over the last two years. The average wage is approximately \$1,790 lower than NM averages and \$15,923 below national averages. Hand in hand with that are the cost-of-living index in the east being 3.2 points lower than New Mexico and 11.8 points below the nation. The changes in data reflect a decrease in higher paying jobs and workforce participation and increased cost of living.

## Wage Trends

The average worker in the EAWDB eastern area earned annual wages of \$49,132 as of 2021Q4. Average annual wages per worker increased 1.9% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$65,055 in the nation as of 2021Q4.



Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q3 with preliminary estimates updated to 2021Q4.



Cost of Living Information			
	Annual Average Salary	Cost of Living Index (Base US)	US Purchasing Power
EAWDB eastern area	\$49,132	88.2	\$55,708
New Mexico	\$50,922	91.4	\$55,718
USA	\$65,055	100.0	\$65,055

Source: [JobsEQ®](#)  
Data as of 2021Q4  
Cost of Living per [COLI](#), data as of 2021Q4, imputed by Chmura where necessary.

The table below represent the population data projections by county as well as the estimates for increases and decreases previously discussed as compiled and calculated from the U.S. Census data.

Annual Estimates of the Resident Population for Counties in New Mexico: April 1, 2020 to July 1, 2021					
Geographic Area	April 1, 2020 Estimates Base	Population Estimate (as of July 1, 2021)		Difference	% Change
		2020	2021		
<b>New Mexico</b>	<b>2,117,522</b>	<b>2,117,566</b>	<b>2,115,877</b>	<b>-1,645</b>	<b>-0.1</b>
Chaves County, New Mexico	65,157	65,168	64,629	-528	-0.8
Curry County, New Mexico	48,430	48,325	47,999	-431	-0.9
De Baca County, New Mexico	1,698	1,678	1,680	-18	-1.1
Eddy County, New Mexico	62,314	62,257	60,911	-1,403	-2.3
Guadalupe County, New Mexico	4,452	4,447	4,449	-3	-0.1
Harding County, New Mexico	657	660	639	-18	-2.7
Lea County, New Mexico	74,455	74,586	73,004	-1,451	-1.9
Lincoln County, New Mexico	20,269	20,296	20,436	167	0.8
Otero County, New Mexico	67,839	67,861	68,537	698	1.0
Quay County, New Mexico	8,746	8,721	8,656	-90	-1.0
Roosevelt County, New Mexico	19,191	19,118	19,019	-172	-0.9
Union County, New Mexico	4,079	4,067	4,107	28	0.7

Source: [U.S. Census Bureau, Population Division, Annual Estimates of the Resident Population for Counties in New Mexico: April 1, 2020 to July 1, 2021](#)

The table below reflects the labor force, employment, and unemployment data for the area, by county, from largest to smallest. As reflected in the table below the area's total labor force as of January 2022 is 157,979 with 8,670 unemployed or a 4.8% overall unemployment rate for the area. The counties range in civilian labor force. Eddy county represents the largest labor force at 31,976 and Harding County the smallest at 270. Those larger counties of Eddy, Lea Chaves, Otero, and Curry have a combined civilian labor force of 134,632, 81% of the area's total labor force and unemployment rate of 5.5%. The remaining seven counties contain a combined workforce of 23,347 and unemployment rate of 5.5%-with county workforce numbers ranging from 8,709 in Lincoln to 270 in Harding County. The data from 2020 to January 2022 represents a decrease in workforce participation of 7,277 or roughly a loss of 3,639 people per year.

January 2022 Employment Data				
County	Labor Force	Employed	Unemp.	Unemp. %
Eddy	31,976	30,442	1,534	4.8%
Lea	28,520	26,463	2,057	7.2%
Chaves	27,505	25,877	1,628	5.9%
Otero	24,986	23,677	1,309	5.2%
Curry	21,645	20,781	864	4.0%
Lincoln	8,709	8,180	529	6.1%
Roosevelt	7,491	7,145	346	4.6%
Quay	2,987	2,804	183	6.1%
Guadalupe	1,672	1,553	119	7.1%
Union	1,548	1,489	59	3.8%
De Baca	670	641	29	4.3%
Harding	270	257	13	4.8%
Totals	157,979	149,309	8,670	5.8%

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

The composition of the workforce as detailed in the table below reflects that 56.8% of the civilian population 16 years of age or older are engaged in the workforce. This compares to 57.6% for New Mexico and 63.2% in the USA. For prime age workers ages 25-54 the region reflects a 73.2% participation rate, compared to 76.6% for New Mexico and 82.1% for the U.S.A. Armed forces labor comprises 2.0% or 5,672 people with New Mexico at .6% and the U.S.A at .4% indicating the area's high economic dependency on its bases.

Economic						
Labor Force Participation Rate and Size (civilian population 16 years and over)	56.8%	57.6%	63.2%	157,235	952,104	163,555,585
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	73.2%	76.6%	82.1%	96,223	590,778	104,634,905
Armed Forces Labor Force	2.0%	0.6%	0.4%	5,672	9,895	1,073,907
Veterans, Age 18-64	6.7%	5.8%	4.6%	14,161	72,591	9,143,042
Veterans Labor Force Participation Rate and Size, Age 18-64	77.5%	72.3%	76.6%	10,975	52,447	7,003,778
Median Household Income <sup>2</sup>	—	—	—	\$49,347	\$49,754	\$62,843
Per Capita Income	—	—	—	\$24,421	\$27,230	\$34,103
Mean Commute Time (minutes)	—	—	—	18.7	22.3	26.9
Commute via Public Transportation	0.5%	1.1%	5.0%	827	9,654	7,641,160

The area's total employment spotlight from JobsEQ as shown below, based on the 4<sup>th</sup> quarter of 2021, indicates a regional employment number of 138,793 with average wages of \$49,132. These figures reflect an increase in employment of 4.6 over the last two years. Top employment sectors are:

- Restaurants and other eating places up 0.6%,
- Elementary and secondary schools down 0.6%; and
- Support activities for mining, down 0.1%,

## EMPLOYMENT



**138,793**

Regional employment / 155,135,630 in the nation

## WAGES



**\$49,132**

Avg Wages per Worker / \$65,055 in the nation

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>

## TOP INDUSTRIES

Avg Ann % Change in Employment, Last 10 Years

**0.6 %** ↑



Restaurants and Other Eating Places

**-0.6 %** ↓



Elementary and Secondary Schools

**-0.1 %** ↓



Support Activities for Mining

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>



	Empl	%
Private	103,965	74.9%
Self-Employment	8,349	6.0%
Local Government	16,161	11.6%
State Government	4,317	3.1%
Federal Government	3,894	2.8%
Other Non-Covered	2,107	1.5%

Source: JobsEQ®



Strong entrepreneurial activity is indicative of growing industries. Using self-employment as a proxy for entrepreneurs, a higher share of self-employed individuals within a regional industry points to future growth.

The breakdown of employment and percentage of change is:

- 74.9% private - 3.7% ,
- 6.0% self employment, +1.0%,
- 11.6% local government, + 1.2%
- 3.1% state government, + .3%
- 2.8% federal government, +1.2% and
- 1.5% other non-covered which showed no change.

Employment in the five years preceding the pandemic had been inconsistent across the industries, however wages were climbing at a mostly steady rate. In the two years since the pandemic, wages and employment were declining early on but are recovering in most sectors though slowly. Currently the area is forecasted to have negative growth in most of the top ten industries. The highest demand is projected to be in the food service sector, which is also projected to grow at 1.5% annually. Crude petroleum extraction continues to generate the highest average wages at \$121,269 annually but is expected to contract by 0.4% annually. However, support activities for mining are forecast to have the highest percentage of growth (2.8%), an annual demand of 1,070, and average annual wages of \$71,273. The location quotients for the mining, dairy, and oil and gas industries, indicate the region's heavy dependence on sectors. The decline in many of the higher skilled/higher and increase in low skill/lower wage jobs will present a workforce challenge both now and in the future in regard to strategies. The system will need to prioritize upskilling the existing workforce with micro badges, stackable credentials and career pathways in order to provide economic development the workforce resources it needs to recruit new opportunities for workers in the region.













## EMPLOYMENT



## WAGES



Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>  
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5-Digit Industry	Empl	Avg Ann Wages	LQ	5yr History	Annual Demand	Forecast Ann Growth
Restaurants and Other Eating Places	10,679	\$19,384	1.22		2,026	1.5%
Elementary and Secondary Schools	8,720	\$47,329	1.24		795	-0.1%
Support Activities for Mining	7,994	\$71,273	39.12		1,070	2.8%
General Medical and Surgical Hospitals	4,247	\$57,440	0.79		336	0.0%
General Merchandise Stores, including Warehouse Clubs and Supercenters	3,641	\$30,904	1.90		468	-1.5%
Dairy Cattle and Milk Production	2,913	\$38,665	30.87		322	-2.1%
Supermarkets and Other Grocery (except Convenience) Stores	2,783	\$24,915	1.20		370	-1.6%
Home Health Care Services	2,676	\$20,870	1.81		338	1.6%
Crude Petroleum Extraction	2,465	\$121,269	30.03		211	-0.4%
Services for the Elderly and Persons with Disabilities	2,192	\$18,907	1.18		334	3.0%
Remaining Component Industries	90,470	\$41,537	1.16		9,651	-0.4%
<b>Total - All Industries</b>	<b>138,793</b>	<b>\$49,132</b>	<b>1.00</b>		<b>15,501</b>	<b>0.3%</b>



Employment is one of the broadest and most timely measures of a region's economy. Fluctuations in the number of jobs shed light on the health of an industry. A growing employment base creates more opportunities for regional residents and helps a region grow its population.



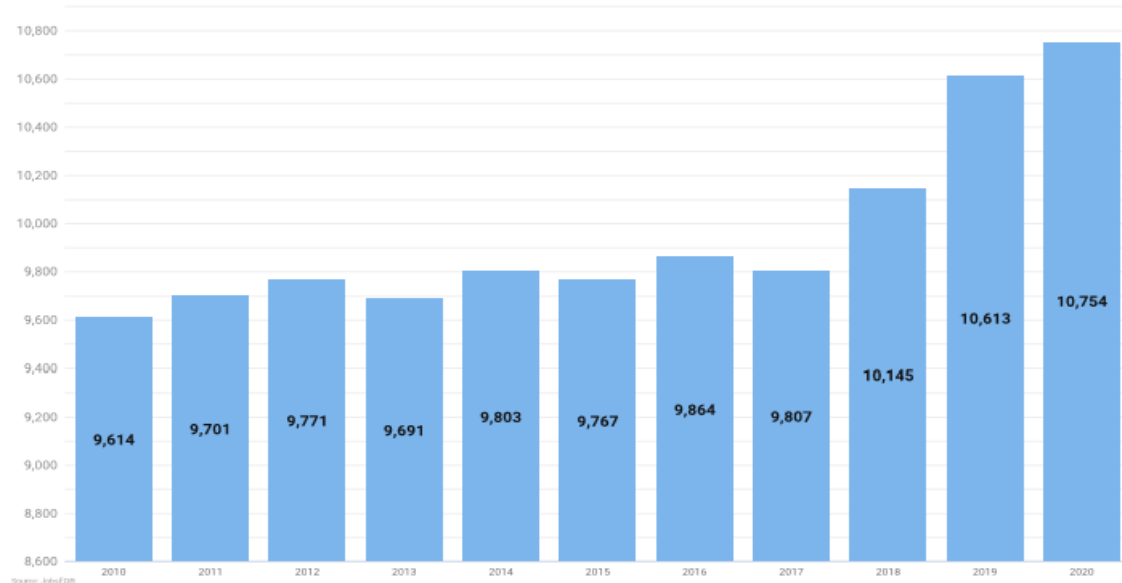
Since wages and salaries generally compose the majority of a household's income, the annual average wages of a region affect its average household income, housing market, quality of life, and other socioeconomic indicators.

The number of All Industries establishments in the area in 2018 was 8,957 an increase of 724 from 2008. This growth was mostly consistent over the ten-year period with small declines between 2012/2013 and 2016/2017 and a significant increase of 295 from 2017-2018. The overall industry growth resulted in an increase of 4.7% of the GDP over the same timeframe reflecting a \$258,000 output per worker as compared to \$232,000 national average making the eastern area significant to the economic productivity of the state. The majority of this is of course from the sector of mining, quarrying, and oil and gas extraction, however real estate was strong as well.

In 2020 the number of all industries was 10,754, an increase of 1827 from 2018. The 2021 data reflected a 5.8% increase which followed a 7.1% contraction in 2020 indicating some economic recovery. The majority of GDP continues to result from the mining, quarrying, and oil and gas production industries though the GDP in that industry is down from 2019 by \$2,566 million. In 2019 the second highest GDP contributor was real estate, and this has changed to unclassified in 2021 with real estate moving to the third highest contributor. Healthcare also increased in its percentage of contribution to fourth position up from sixth.

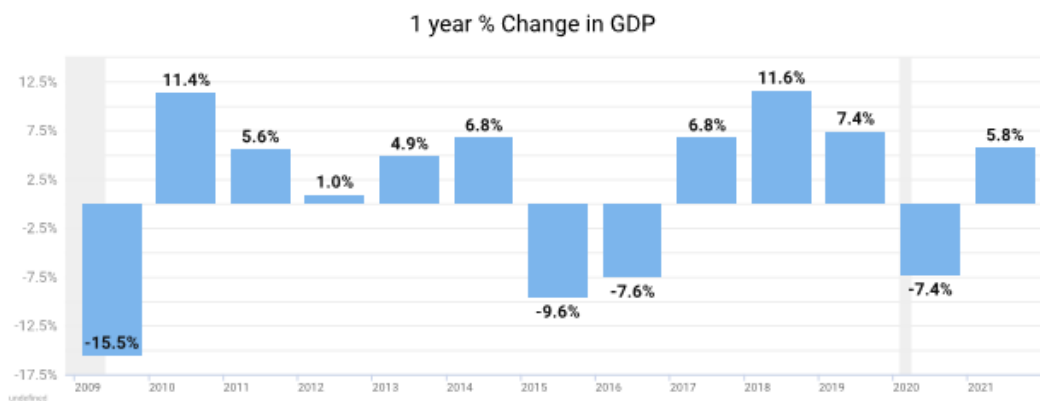
## Establishments

In 2020, there were 10,754 Total - All Industries establishments in the EAWDB eastern area (per covered employment establishment counts), an increase from 9,614 establishments ten years earlier in 2010.



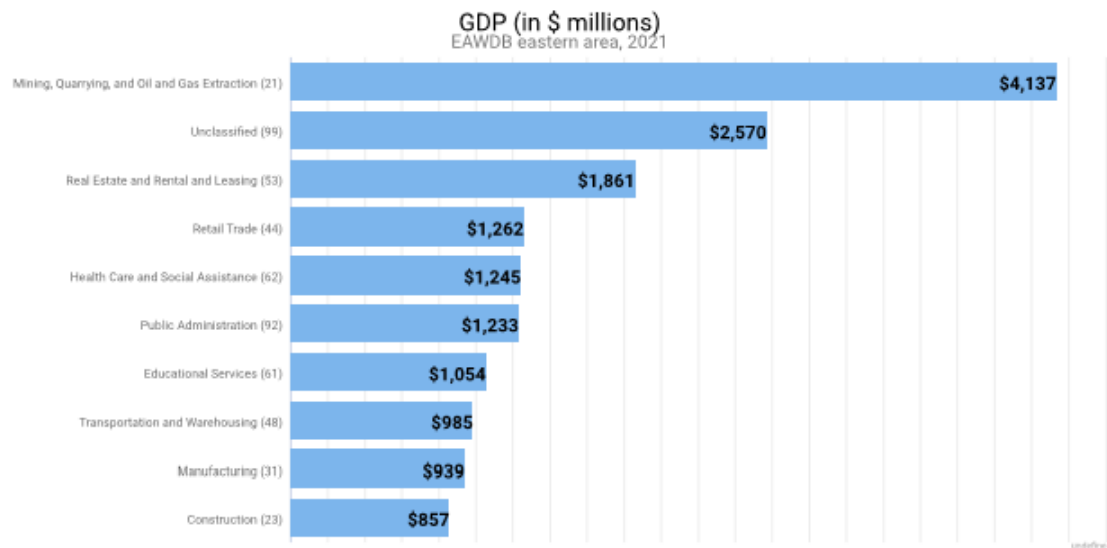
## Gross Domestic Product

Gross Domestic Product (GDP) is the total value of goods and services produced by a region. In 2021, nominal GDP in the EAWDB eastern area expanded 5.8%. This follows a contraction of 7.4% in 2020. As of 2021, total GDP in the EAWDB eastern area was \$20,880,783,000.



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

Of the sectors in the EAWDB eastern area, Mining, Quarrying, and Oil and Gas Extraction contributed the largest portion of GDP in 2021, \$4,137,482,000. The next-largest contributions came from Unclassified (\$2,569,910,000); Real Estate and Rental and Leasing (\$1,860,880,000); and Retail Trade (\$1,261,747,000).



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

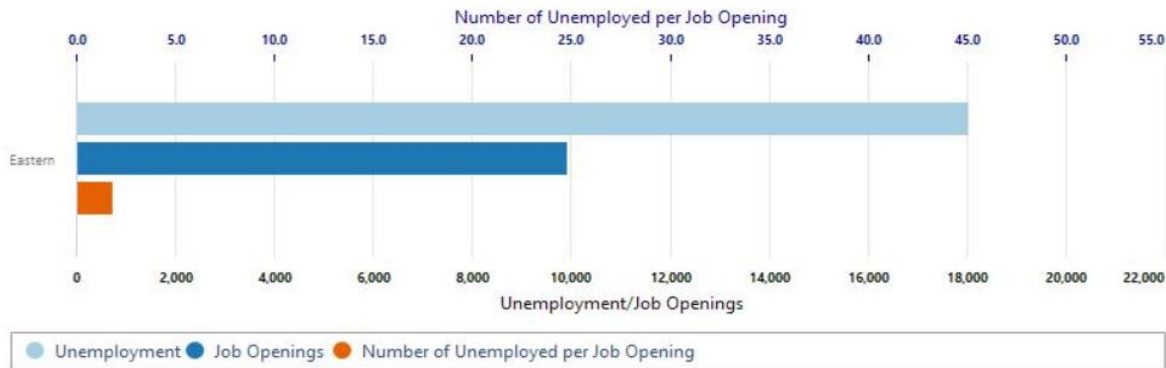
## Skill Needs

Covid-19 has had a significant impact on the number of individuals unemployed in the Eastern area. The graph below shows the non-seasonally adjusted number of individuals unemployed, the number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in the Eastern area in August 2020. The estimated total number of individuals unemployed in August 2020 in the Eastern area was approximately 18,026. The total number of job openings advertised online was 9,936. There were 1.81 unemployed persons per job opening advertised online in August 2020. Due to the increased number of unemployed individuals, the amount of people selected to participate in the RESEA program will also significantly increase.

## Supply and Demand for Eastern in August, 2020

### Supply and Demand Graph

The graph below shows the non-seasonally adjusted number of unemployed, number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in Eastern in August, 2020.

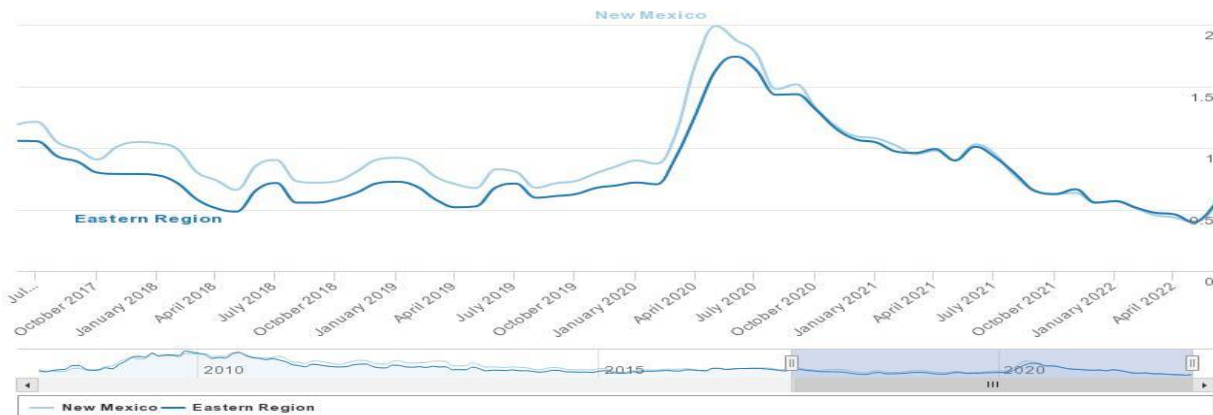


Source: NMDWS, Local Area Unemployment Statistics program in conjunction with the U.S. Bureau of Labor Statistics and Online advertised jobs data <https://www.jobs.state.nm.us/vosnet/analyzer/results.aspx?enc=yXACq8IaxhcMaihhLcxBD5PtwB1f4tgdTbBf2/YGek=>

In terms of recovery, the current number of unemployed individuals has dropped but the number of individuals working has also dropped. The current ratio of unemployed individuals to openings is .54 persons per job opening. This represents the number of individuals receiving unemployment per job opening and is not representative of the disengaged workforce.

The graph below shows the non-seasonally adjusted number of unemployed, number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in the areas selected in June 2022.

### Number of Unemployed per Job Opening



Source: NMDWS, Local Area Unemployment Statistics program in conjunction with U.S. Bureau of Labor Statistics and Online advertised jobs data  
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Area	Time Period	Unemployed	Job Openings	Number of Unemployed per Job Opening
Eastern Region	June 2022	7,905	14,611	0.54
New Mexico	June 2022	47,229	91,787	0.51

Five-year pre-Covid projections for the area showed strong labor surpluses in food preparation, sales and office and administrative support industries with surplus ranging from more than 1,000 to slightly over 400. This is an industry that, based on Covid Recovery models will remain in



negative growth for more than three years. There are smaller surpluses in the transportation and material moving and farming, fishing, and forestry industries of more than 200 for each occupational group. These occupations were indicated either surpluses based on 2020 1<sup>st</sup> quarter data or negative growth. Individuals working in these areas of declining need or surplus are prime candidates for targeted outreach for upskilling to meet the needs of emerging and growing employment areas. The greatest projected shortage is in the health practitioners and technical as well as management occupations with shortages estimated to be over 330. Shortages in the: architecture and engineering; installation, maintenance and repair, construction and extraction occupations are all projected to be more than 100 persons each. Additionally, the education sector saw a significant increase in turnover during the pandemic increasing the already high need for teachers in the region. This is also reflected directly within the Title II AEL partner and their need for qualified instructors to provide these services.

The employment numbers from the 1<sup>st</sup> quarter of 2022 reflect a decrease in the number of individuals employed in most industries compared to the 1<sup>st</sup> quarter of 2020. Unemployment information reflects fewer individuals unemployed currently than in 2020, which further supports the information on decreased workforce participation. In the 1<sup>st</sup> quarter of 2020, the majority of employment was in construction and extraction occupations with 17,762 persons employed in those occupations. This decreased to 12,965 in the 1<sup>st</sup> quarter of 2022. Office and administrative support are projected to be the largest employment occupation in 2032 but with negative growth. While food service is anticipated to have the highest annual demand and highest annual growth. None of the current top employment occupations is projected to have a significant increase in percentage of growth.

The percentage of people participating in the workforce that do not have a high school diploma for the area is 18.3% or 32,549 individuals. This percentage is significantly higher than the state and US percentages of 13.6% and 10.9%. The percentage of the workforce with a bachelor's degree or higher (17.0%) is significantly lower than state (26.2%) and U.S (33.5%) percentages.

	Percent			Value		
	EAWDB eastern area	New Mexico	USA	EAWDB eastern area	New Mexico	USA
<b>Educational Attainment, Age 25-64</b>						
No High School Diploma	18.3%	13.6%	10.9%	32,549	142,682	18,550,150
High School Graduate	30.6%	26.9%	25.7%	54,504	282,498	43,627,868
Some College, No Degree	24.6%	24.0%	20.7%	43,840	252,456	35,174,790
<u>Associate's Degree</u>	9.5%	9.3%	9.1%	17,016	97,735	15,526,064
<u>Bachelor's Degree</u>	11.2%	15.4%	21.2%	19,964	162,128	35,997,848
Postgraduate Degree	5.8%	10.8%	12.3%	10,369	113,185	20,961,560

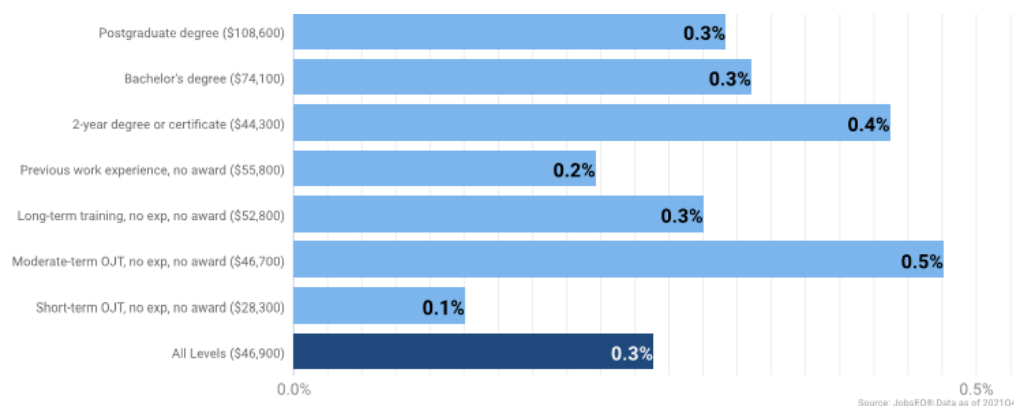
Source: JobsEQ Economic Overview

This presents an opportunity for the board to partner with local communities, employers, and partners to develop “earn and learn” models for upskilling the existing workforce such as OJT and apprenticeship.

## Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in the EAWDB area is projected to grow 0.3% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 0.3% per year, those requiring a bachelor's degree are forecast to grow 0.3%, and occupations typically needing a 2-year degree or certificate are expected to grow 0.4% per year.

Annual Average Projected Job Growth by Training Required for EAWDB Eastern Area



Employment by occupation data are estimates as of 2021Q4. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

## The area's sub-regions

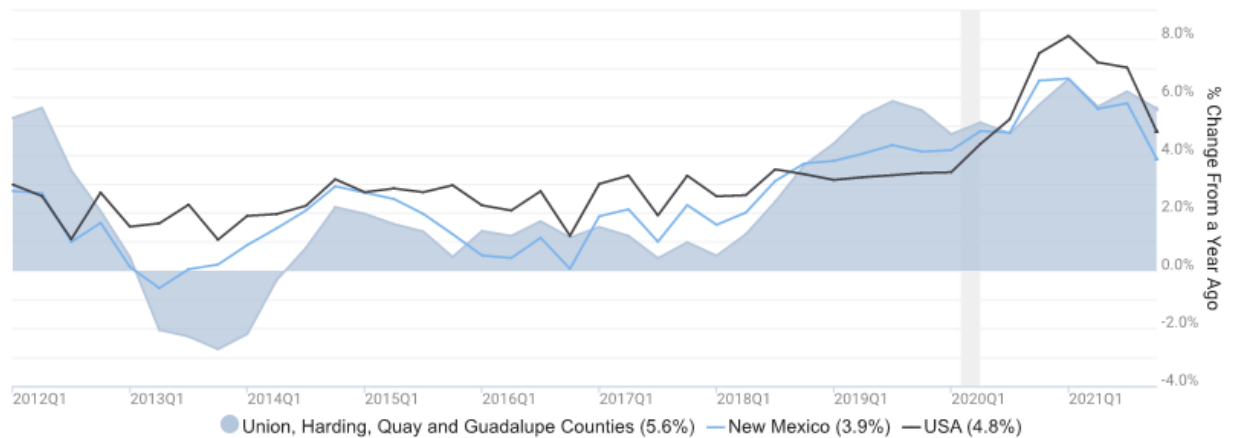
Driving strategy in the region cannot be done without drilling down to the sub-regions within the eastern boundaries. There are four of these within the area and some of these share economic regions with the surrounding Texas counties. They are grouped by geographic, economic and employment market similarities. The areas are comprised of the following county groupings:

- ☐ Union, Harding, Quay, and Guadalupe;
- ☐ Curry, Roosevelt, and De Baca;
- ☐ Lea, Chaves, and Eddy;
- ☐ Lincoln and Otero counties.

## Union, Harding, Quay, and Guadalupe Counties

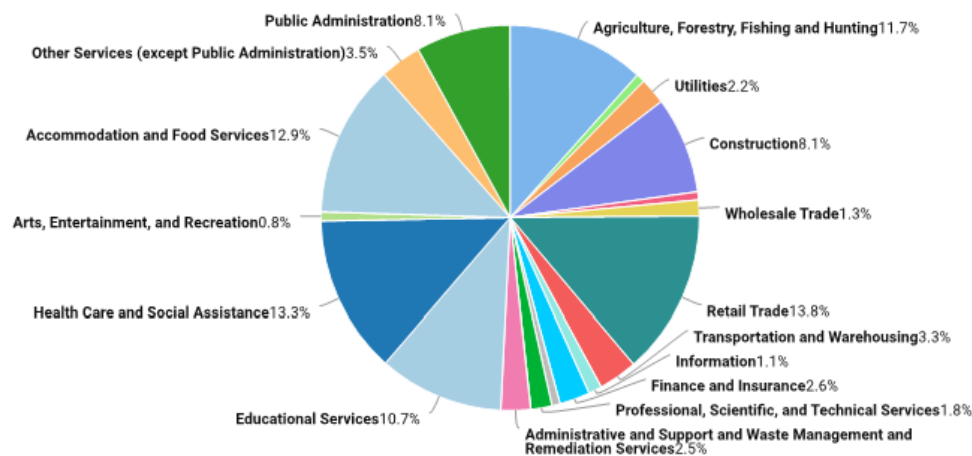
These four counties represent the northeast portion of the region with a combined population of 17,136 based on the American Community Survey data for 2015-2019. The civilian labor force is 6,222 with a participation rate of 44.7%. 13.7% of individuals 25-64 possess a bachelor's degree or higher compared to 33.5% of the nation. The average annual wages in the 4<sup>th</sup> quarter of 2021 increased 5.6% over the previous 4 quarters making average annual wages for these counties \$37,737.

## Average Annual Wages for Union, Harding, Quay, and Guadalupe Counties



The largest employment sector for this area is Retail Trade, employing 848 workers. The next largest sector is Health Care and Social Assistance at 813 workers, followed by Accommodation and Food Services employing 792. Agriculture, Forestry, Fishing and Hunting, Utilities, and Mining, Quarrying, and Oil and Gas Extraction make up the lion share of remaining employment opportunities.

## Total Workers for Union, Harding, Quay, and Guadalupe Counties by Industry



Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q3 with preliminary estimates updated to 2021Q4.

Source: JobsEQ, <http://www.chmuraecon.com/jobseq>

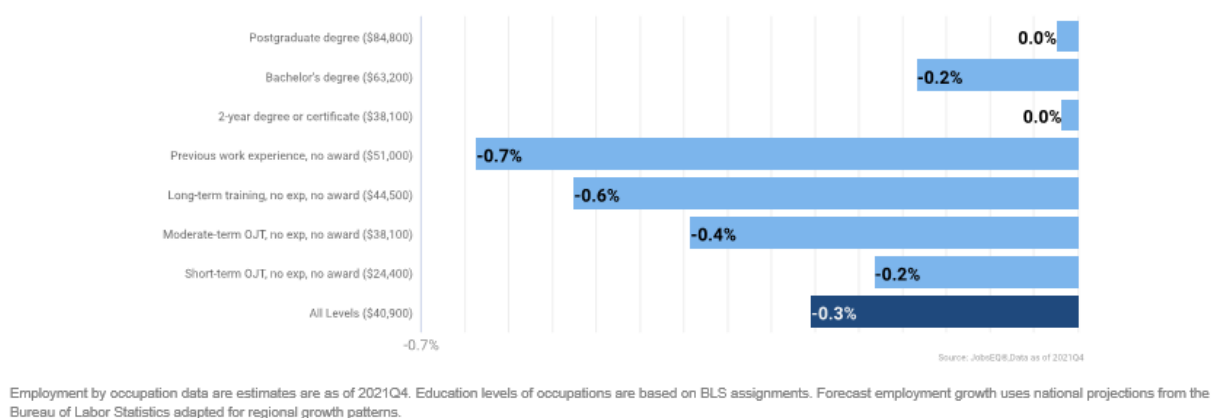
The sectors with the highest average wages per worker are:

- Management of companies and enterprises \$75,470,
- Utilities \$62,201, and
- Health Care and Social Assistance \$46,486

Jobs EQ indicates the regional sectors with the best job growth (or most moderate job losses) over the last 5 years are Administrative and support and waste management and remediation.

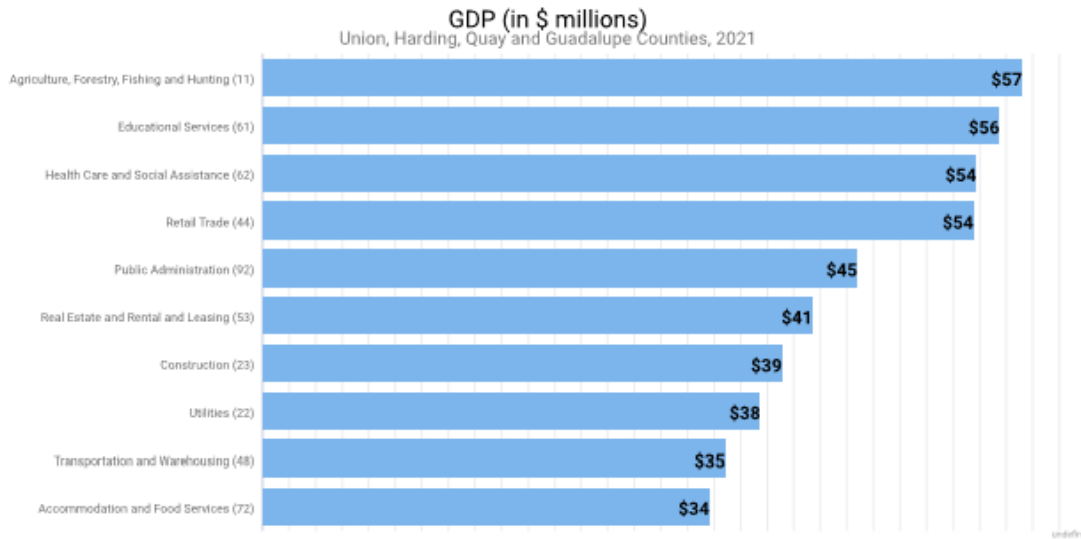
Expected growth rates for occupations vary by the education and training required. While all employment in Union, Harding, Quay, and Guadalupe Counties is projected to contract 0.3% over the next ten years, occupations typically requiring a postgraduate degree are expected to see no change per year, those requiring a bachelor's degree are forecast to contract 0.2% per year and occupations typically needing a 2-year degree or certificate are not expected to change.

#### Annual Average Projected Job Growth by Training Required for Union, Harding, Quay, and Guadalupe Counties



The nominal GDP expanded 14.2% in 2021 for a total of \$543,746,000 with primary contributors in the area being agriculture, forestry, fishing, and hunting. This follows a contraction of 5.8% in 2020.

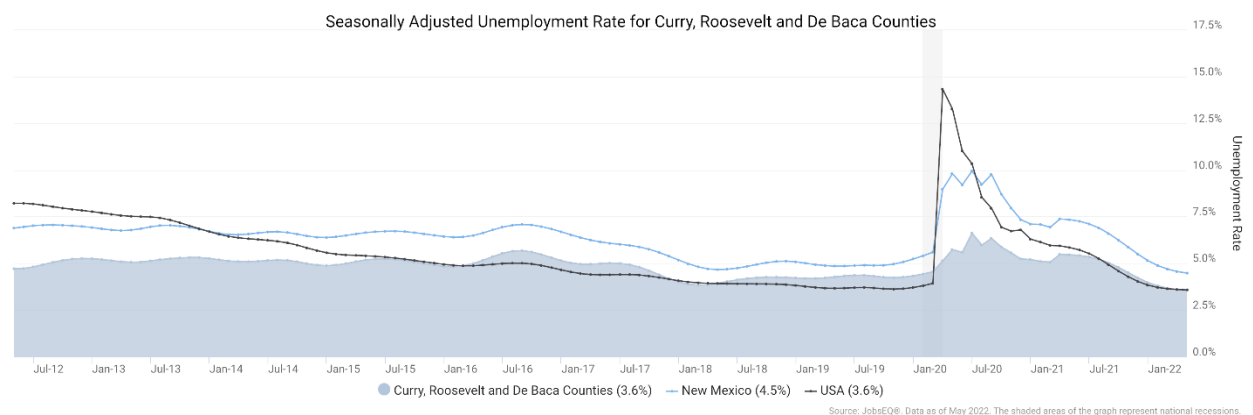
Of the sectors in the Union, Harding, Quay and Guadalupe Counties, Agriculture, Forestry, Fishing and Hunting contributed the largest portion of GDP in 2021, \$57,231,000. The next-largest contributions came from Educational Services (\$55,507,000); Health Care and Social Assistance (\$53,764,000); and Retail Trade (\$53,556,000).



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

### Curry, Roosevelt, and De Baca Counties

These three counties, based on data from the American Community Survey have a combined population of 68,816, a decrease of 2,560 over the last 2 years. The civilian labor force is 30,984 which declined by 724 and a labor force participation rate of 60.1% which was a minimal change. 20.3% of individuals 25 to 64 have a bachelor's degree or higher compared to 17.0% for the local workforce development area. In May of 2022 the seasonally adjusted unemployment rate for the counties was 3.1%, down 1.9% from March of 2020.



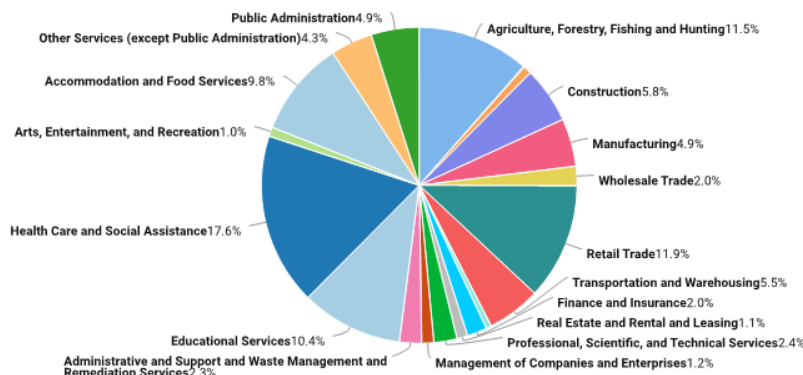
The average annual wages for the area are \$43,455 as of the 4th quarter of 2021 representing a 33.1% increase over the preceding four quarters. These figures are approximately \$5,600 and 0.9% lower than the averages for the Eastern area averages respectively.

For the three counties, the largest employment sectors and employment numbers are:

- Health care and social assistance (17.6%) 4,549;
- Retail trade (11.9%) 3,076; and
- Agriculture, forestry, fishing, and hunting (11.6%) 2,969.

Educational services and accommodation and food services both employ around 10% of the workforce.

Total Workers for Curry, Roosevelt, and De Baca Counties by Industry



Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q4 with preliminary estimates updated to 2022Q1.

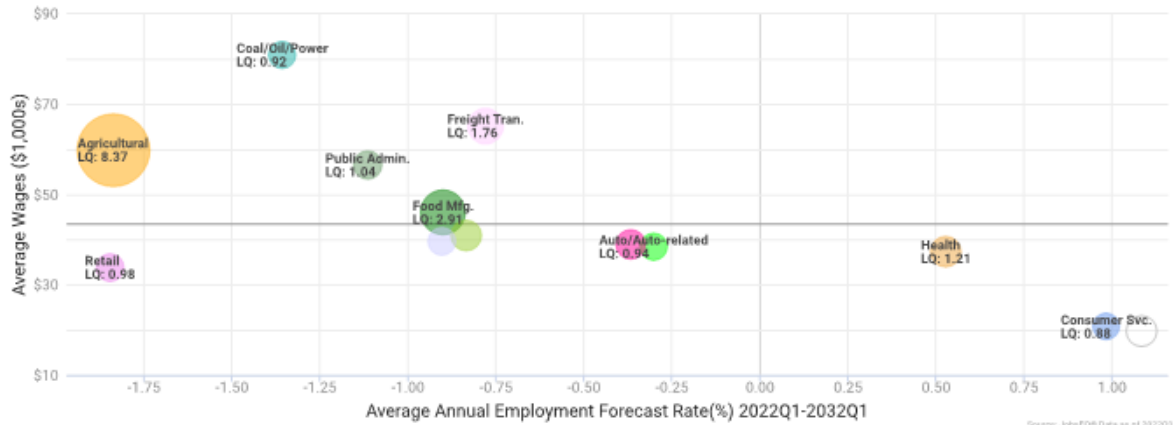
The sector of employment for the counties with the highest average wages are:

- Management of Companies and Enterprises \$76,351,
- Utilities \$73,146, and
- Transportation and Warehousing \$62,092

The employment sectors with the best job growth over the last 2 years are healthcare and social assistance (+456), manufacturing (+130) and accommodation and food service (+127). Prior to the pandemic the area was projected to lose 104 jobs with the highest growth in the health care and social assistance industry with accommodation and food services and construction remaining almost flat.

The industry cluster in the Curry, Roosevelt, and De Baca Counties with the highest relative concentration is Agricultural with a location quotient of 8.37. This cluster employs 3,047 workers in the region with an average wage of \$59,848. Employment in the Agricultural cluster is projected to contract in the region about 1.8% per year over the next ten years.

## Industry Clusters for Curry, Roosevelt ,and De Baca Counties as of 2022Q1



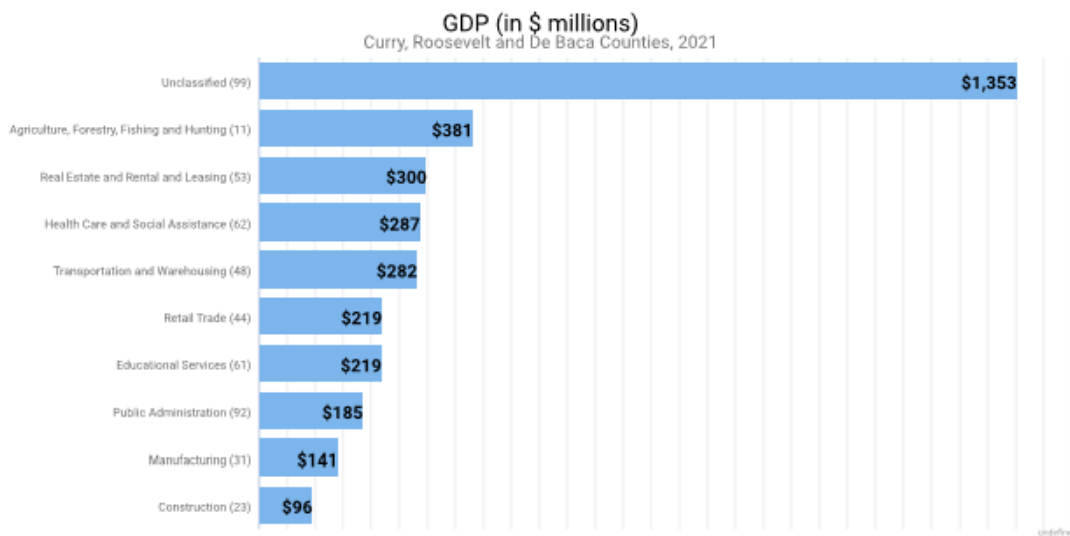
Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2021Q4 with preliminary estimates updated to 2022Q1. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

The GDP for this area expanded 8.1% and is slightly down from 2011.



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

The largest classified GDP contributor was agriculture, followed by real estate, and healthcare and social assistance.



### Lea, Chaves, and Eddy Counties

The Permian basin is an area that covers approximately 86,000 square miles in west Texas and eastern New Mexico, which is the single largest oil producing basin in the United States. Three counties of the area fall within that basin: Lea, Eddy, and Chaves. In 2021 the Mining, quarrying, and oil and gas extraction in New Mexico employed 19,276 down 7,207 individuals from 2020. Sixty two percent (62%) of those jobs or 11,965 were in the eastern area and primarily in the counties included in the Permian basin. Employment in the Oil & Gas industry declined dramatically during the recession of 2008 then recovered in 2019 and was booming and has declined again in 2021. This generated significant revenue for the local communities as well as the state's overall budget. The boom in this industry was creating massive increases in wages, employment, and growth in the region across several industries such as construction, and transportation and material moving. However, at the end of 2019 oil prices began plummeting resulting in layoffs in this industry. This has a trickle effect that creates decreases in the construction, hospitality and leisure, retail and transportation, and material moving industries since oil and gas is the primary economic driver for this area.

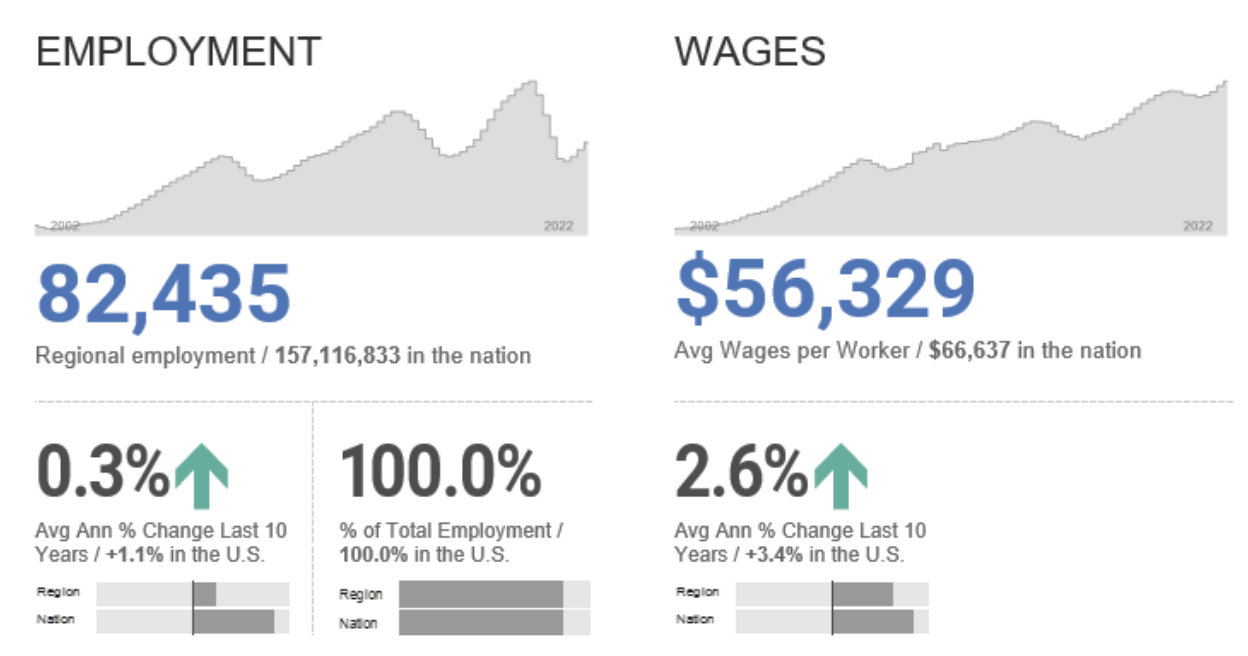
The layoff numbers began increasing more rapidly at the end of February 2020 and in March, New Mexico began experiencing the impacts of the COVID 19 pandemic. The stay-at-home requirements further impacted oil prices resulting in a massive decline of oil operations within the Permian basin. As of September 2020, the New Mexico Oil and Gas Association (NMOGA) is predicting a small uptick in operations for October 2020, hopefully marking the beginning of recovery for this industry.

Based on 1<sup>st</sup> quarter 2022 employment data, this region employed over 82,000 people, a decline of 11,000 from the 1<sup>st</sup> quarter of 2020, with averages wages of \$56,329. This accounts for most of the employment within the local area. Support activities for mining had an average annual change in employment over the last ten years of 8.6%. The largest sector in the region is mining,



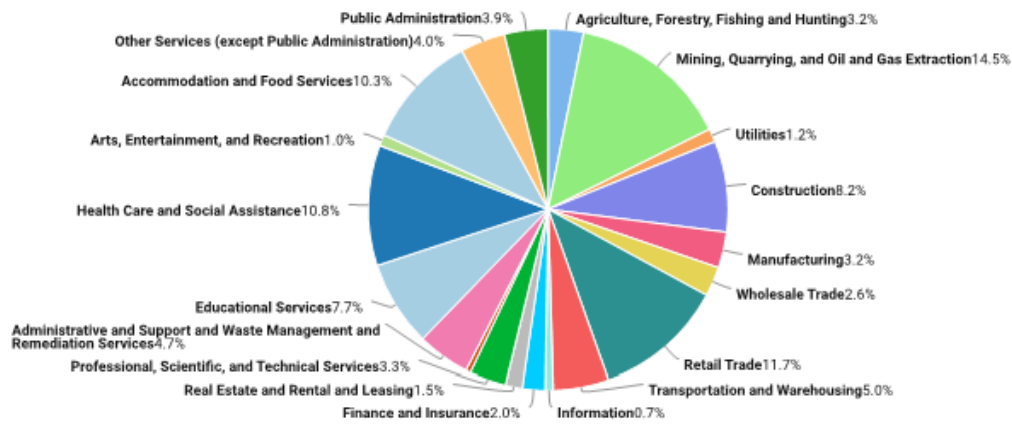
quarrying, and oil and gas extraction at 14.5% employing a total of 11,965, representing 45% of the decline in employment from 2020 to 2022. This is followed by construction retail trades at 11.7% with 9,625 workers. The retail trade Healthcare and social assistance employed almost as many people as construction retail trades at 10.8% with 8,896 individuals working in the sector.

### Employment and Wages



## Industry Snapshot

### Total Workers for Lea, Chaves, and Eddy Counties by Industry

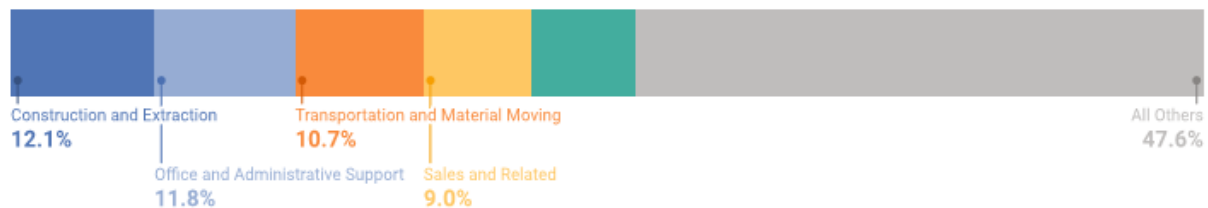


Source: JobsEQ Data as of 2022Q1

Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q4 with preliminary estimates updated to 2022Q1.

Over the last ten years ending in 2019, employment over all industries for this area added 15,484 jobs.

### TOP OCCUPATION GROUPS



### TOP INDUSTRIES

Avg Ann % Change in Employment, Last 10 Years

**-0.3 %** ↓



Support Activities for Mining

**1.8 %** ↑



Restaurants and Other Eating Places

**0.3 %** ↑



Elementary and Secondary Schools

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics

# Industry Snapshot

## EMPLOYMENT



## WAGES



5-Digit Industry	Empl	Avg Ann Wages	LQ	5yr History	Annual Demand	Forecast Ann Growth
Support Activities for Mining	8,244	\$75,771	66.32		1,095	2.7%
Restaurants and Other Eating Places	6,550	\$21,012	1.23		1,243	1.5%
Elementary and Secondary Schools	5,006	\$50,876	1.20		459	0.0%
Crude Petroleum Extraction	2,564	\$124,260	53.08		218	-0.4%
General Merchandise Stores, including Warehouse Clubs and Supercenters	2,009	\$32,820	1.77		259	-1.4%
General Medical and Surgical Hospitals	1,727	\$68,603	0.55		139	0.2%
Supermarkets and Other Grocery (except Convenience) Stores	1,585	\$26,661	1.18		211	-1.6%
Oil and Gas Pipeline and Related Structures Construction	1,555	\$61,147	22.66		152	-0.2%
Specialized Freight (except Used Goods) Trucking, Local	1,444	\$78,986	12.01		154	-0.2%
Home Health Care Services	1,444	\$23,617	1.66		183	1.6%
Remaining Component Industries	50,296	\$45,714	1.30		5,435	-0.4%
<b>Total - All Industries</b>	<b>82,435</b>	<b>\$56,329</b>	<b>1.00</b>		<b>9,333</b>	<b>0.4%</b>

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics, All Rights Reserved.

Private sector jobs make up 80.6% of employment in this area and 4.4% are self-employed. The percentage of self-employed increased +0.7% from 2020. The number of establishments increased by 1,011 to 6,101 from 2011 to 2021. New business formation is a large source of the increase in employment numbers. The largest sector pathways for the region include food and beverage; secretaries and administrative assistants, except legal, medical, and executive; and heavy and tractor trailer truck drivers. All these sectors are driven primarily by the mining and oil and gas extraction industries.

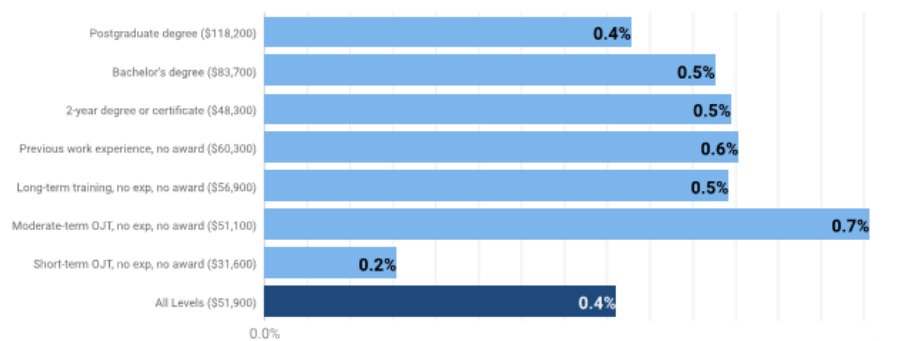


	Empl	%
Private	65,237	80.5%
Self-Employment	3,599	4.4%
Local Government	8,239	10.2%
State Government	2,057	2.5%
Federal Government	1,027	1.3%
Other Non-Covered	926	1.1%

Source: JobsEQ®

The expected growth rates for occupations vary by the education and training required. Overall employment is projected to grow 0.4% over the next ten years, However, occupations requiring a bachelor's degree or higher are projected at 0.5%. The highest growth is within jobs that require little or no experience.

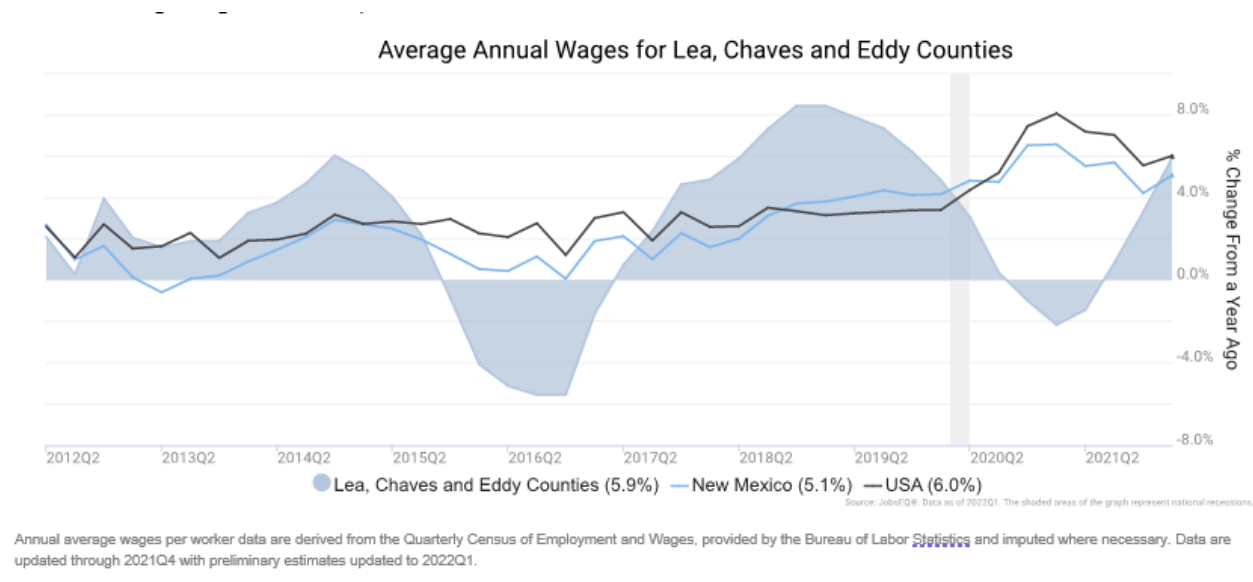
#### Annual Average Projected Job Growth by Training Required for Lea, Chaves, and Eddy Counties



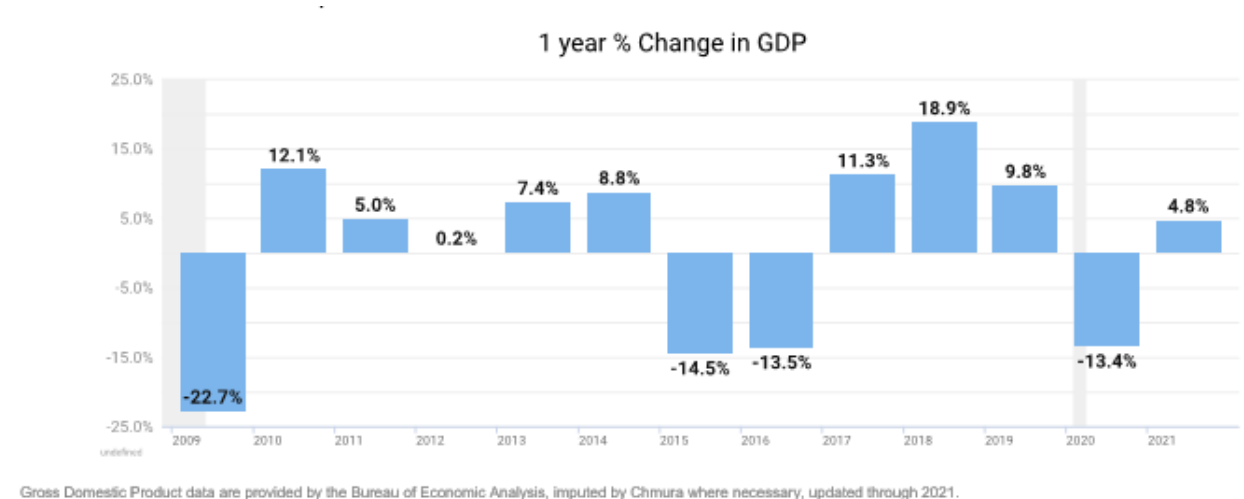
Source: JobsEQ® Data as of 2022Q1

Employment by occupation data are estimates as of 2022Q1. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Wage trends for this area over the last ten years have mostly exceeded the state and national averages except for short periods in 2016 and 2020.



The GDP for these counties for 2021 was \$12 billion dollars, an increase of 4.8% in the last 10 years. This follows a contraction of 13.4% in 2020. In 2019 the output per worker was \$301,000 compared to \$232,000 annually.



Source: JobsEQ

### Lincoln and Otero Counties

The counties of Lincoln and Otero are the region's 2 southwestern counties. Economic drivers for these counties are primarily military facilities and tourism. Otero county is home to both White Sands Missile Range (WSMR) and Holloman Airforce Base (HAB). WSMR attracts many visitors with its bright white "sands" that are gypsum for its historical significance to World War II nuclear testing. Lincoln county is popular with tourists as the "stomping grounds" of both Billy the Kid and Smokey Bear. Lincoln county is a scenic mountainous area with several creeks, rivers and lakes attracting tourists as a popular vacation spot. The county is also home to the Mescalero

Apache and the Inn of the Mountain Gods which includes Ski Apache that provides several recreational activities year-round.

Based on the 4<sup>th</sup> quarter of 2021 employment data, this region employed more than 25,000 people with average wages of \$41,501. The largest major occupation group in Lincoln and Otero Counties is Office and Administrative Support, employing 3,301 workers. The next-largest group in this region is Food Preparation and Serving Related Occupations (2,795 workers) followed by Sales and Related Occupations (2,713)

Over the twelve months ending in the 1<sup>st</sup> quarter of 2022, employment increased 5.3% in these counties while the restaurants and other eating places and elementary and secondary schools, two of the top industries declined. The general medical and surgical hospitals industry increased by 1.6%, which is higher than the national average.

### Employment and Wages

Total - All Industries  
Lincoln and Otero Counties – 2021Q4

#### EMPLOYMENT



**25,884**

Regional employment / 155,135,630 in the nation

**-0.2%** ↓

Avg Ann % Change Last 10 Years / +1.0% in the U.S.



**100.0%**

% of Total Employment / 100.0% in the U.S.



#### WAGES



**\$41,501**

Avg Wages per Worker / \$65,055 in the nation

**3.0%** ↑

Avg Ann % Change Last 10 Years / +3.3% in the U.S.

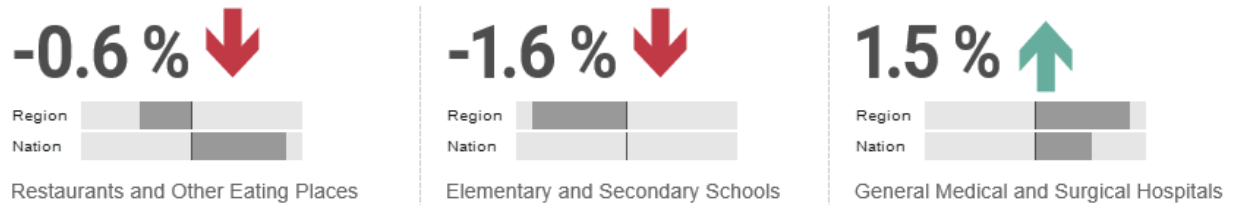


## TOP OCCUPATION GROUPS



## TOP INDUSTRIES

Avg Ann % Change in Employment, Last 10 Years

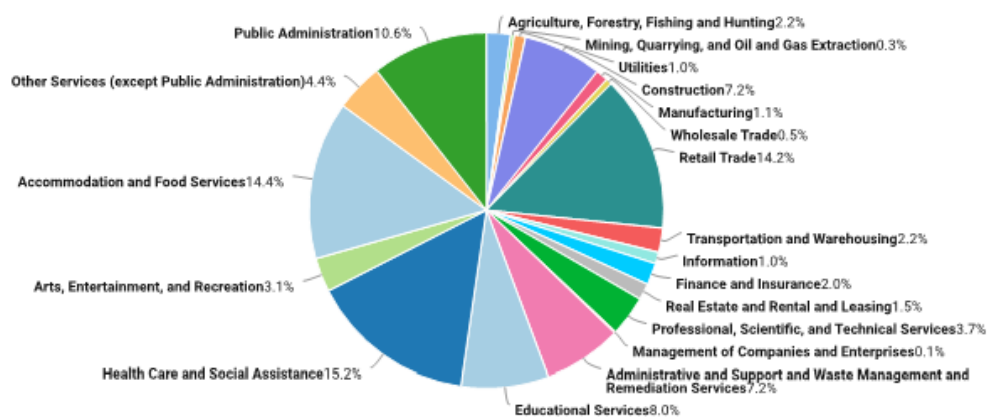


Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics

JobsEQ data reflects that healthcare and social assistance account for 15.2% of employment, accommodation and food services follows at 14.4%. The next three significant occupations are retail trade at 14.2%, public administration at 10.6%, educational services at 8.0%, and administrative and support and waste management at 7.2%. The remaining occupations all represent less than 5% of total employment each.

## Industry Snapshot

### Total Workers for Lincoln and Otero Counties by Industry





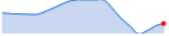






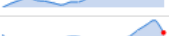


Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q4 with preliminary estimates updated to 2022Q1.

The industry with the highest wages is Public Administration with average annual wages of \$61,736, followed by Management of Companies and Enterprises at \$60,944. The five-year history shows only 3 industries have had consistent increases. Those are:

- Individual and family services - \$25,478 and annual demand of 100
- National security and international affairs - \$70,554 and annual demand of 80
- General medical & surgical hospitals - \$52,657 and annual demand of 87.

While elementary and secondary schools have not shown consistent increase that does not mean there is no demand. This industry has an annual demand of 172 and average annual wages of \$40,259 and shows a current forecast of annual growth of 0.5%.

### Employment and Wages Total Workers for Lincoln and Otero Counties

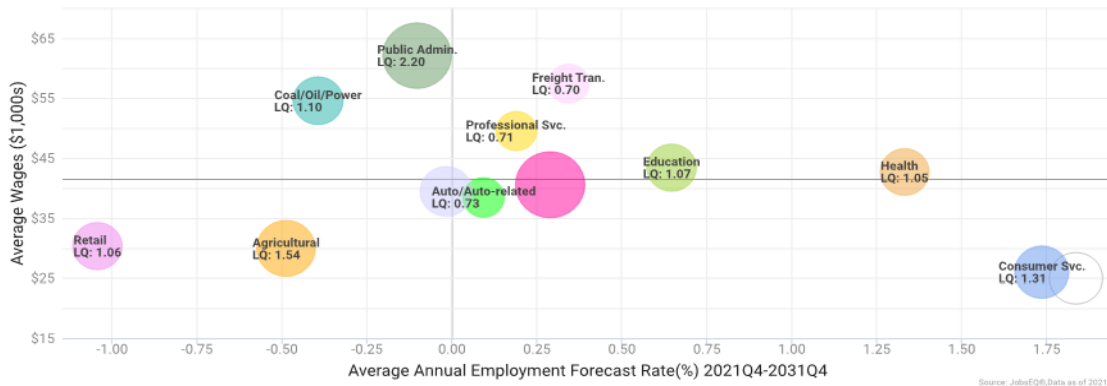
4-Digit Industry	Empl	Avg Ann Wages	LQ	5yr History	Annual Demand	Forecast Ann Growth
Restaurants and Other Eating Places	1,962	\$20,966	1.20		376	1.7%
Elementary and Secondary Schools	1,763	\$40,259	1.34		172	0.5%
Traveler Accommodation	1,388	\$30,002	5.47		226	2.2%
General Medical and Surgical Hospitals	1,057	\$52,657	1.06		87	0.3%
National Security and International Affairs	972	\$70,554	9.39		80	-0.2%
Facilities Support Services	881	\$57,094	30.22		100	0.2%
General Merchandise Stores, including Warehouse Clubs and Supercenters	873	\$27,817	2.44		114	-1.3%
Executive, Legislative, and Other General Government Support	711	\$43,172	1.41		71	0.3%
Individual and Family Services	660	\$25,478	1.35		100	3.2%
Justice, Public Order, and Safety Activities	651	\$68,415	2.08		60	-0.1%
Remaining Component Industries	14,961	\$35,614	0.98		1,666	-0.1%
<b>Total - All Industries</b>	<b>25,884</b>	<b>\$41,501</b>	<b>1.00</b>		<b>2,951</b>	<b>0.5%</b>

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics

The industry cluster in the Lincoln and Otero Counties with the highest relative concentration is Utilities with a location quotient of 2.21. This cluster employs 261 workers in the region with an average wage of \$40,571. Employment in the Utilities cluster is projected to contract in the region by about 0.3% per year over the next ten years.



Industry Clusters for Lincoln and Otero Counties as of 2021Q4



Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2021Q3 with preliminary estimates updated to 2021Q4. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics

The table below shows the employment distribution for all Industries for the Lincoln and Otero Counties. Private sector jobs make up 64.5% of employment in this area and 8.9% are self-employed. The largest sector pathway for the sub-region is healthcare and social assistance with 15.2% total workers.



	Empl	%
Private	16,702	64.5%
Self-Employment	2,296	8.9%
Local Government	3,740	14.4%
State Government	840	3.2%
Federal Government	1,859	7.2%
Other Non-Covered	448	1.7%

Source: JobsEQ®

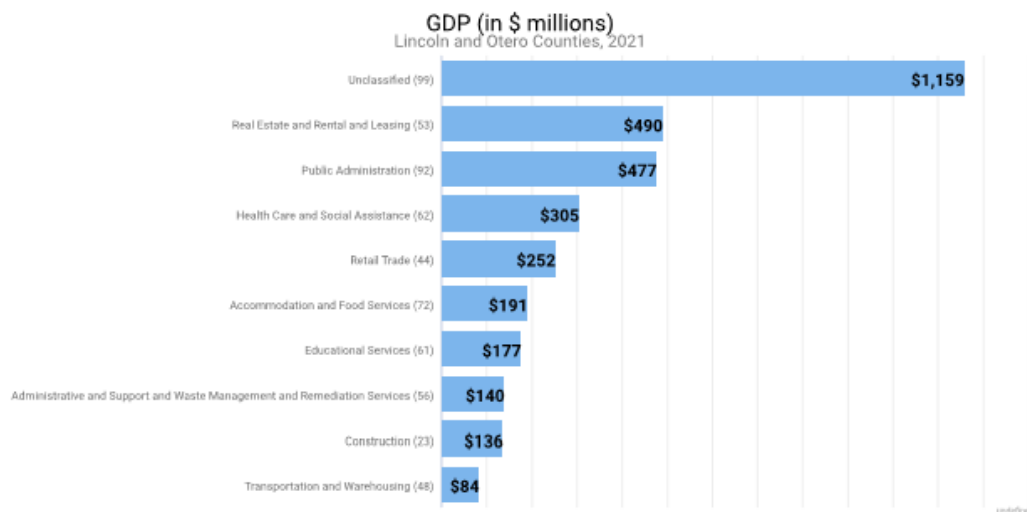
In 2021 the GDP in Lincoln and Otero Counties expanded by 5.6% and is 2.0% higher than it was in 2019.



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

The largest classified GDP contributor in 2021, was real estate, followed by public administration and health care and social assistance. Of the sectors in the Lincoln and Otero Counties, Unclassified contributed the largest portion of GDP in 2021, \$1,159,216,000. The next-largest contributions came from Real Estate and Leasing (\$489,553,000) Public Administration (\$477,360,000); and Health Care and Social Assistance (\$304,633,000).

Of the sectors in the Lincoln and Otero Counties, Unclassified contributed the largest portion of GDP in 2021, \$1,159,216,000 The next-largest contributions came from Real Estate and Rental and Leasing (\$489,553,000); Public Administration (\$477,360,000); and Health Care and Social Assistance (\$304,633,000).



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

Source: JobsEQ®, <http://www.chmuraecon.com/jobseq>, Copyright © 2020 Chmura Economics & Analytics

## Post pandemic (COVID 19) Information

Most data included in this analysis has been based on information prior to the Covid 19 Pandemic. Unemployment for the Region based on July 2020 data shows unemployment rates for the Region and subregions are as follows:

□ Eastern Region	9.7%
□ Union, Harding, Quay and Guadalupe	7.6%
□ Lea, Chaves, and Eddy	10.1%
□ Lincoln & Otero	11.3%
□ Curry, Roosevelt and De Baca	6.9%

As post-pandemic figures from May and June 2022 timeframe are:

• Eastern Region	4.1%
• Union, Harding, Quay, and Guadalupe	4.1%
• Lea, Chaves and Eddy	4.5%
• Lincoln & Otero	5.1%
• Curry, Roosevelt, and De Baca	4.0%

This indicated employment has improved from two years ago, but labor force participation and employment figures have not fully recovered.

Economic forecasts from 2020 showed the Eastern region will be largely recovered in three years. Recovery and upswing in mining and oil and gas extraction area will impact this recovery significantly. Based on 5-year history Chmura economists predict for the year following the 1<sup>st</sup> quarter of 2020 all job growth will be in negative numbers. The most impacted industries are accommodation and food services showing employment growth of -4,281 and health care and social assistance with employment growth of -872. If these projections prove accurate this will mean a loss of wages over the next year of over \$470 million dollars for eastern area workers.

The employment figures in the 1<sup>st</sup> quarter of 2020 reflect 151,708 jobs. The projections for the one year following this timeframe indicate a negative employment growth of 9,733.

The timeframe of the 1<sup>st</sup> quarter of 2021 through the 1<sup>st</sup> quarter of 2022 reflected a 3.8% increase in demand. There were 140,754 people working and a total demand of 15,638 which is an increase of over 10,000 over the 2020 timeframe. This would further support the disengagement of the workforce.

EAWDB eastern area, 2022Q1 <sup>1</sup>										
Industry	Current			1-Year History		Total Demand	1-Year Forecast			Ann % Growth
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %		Exits	Transfers	Empl Growth	
Health Care and Social Assistance	18,253	\$47,165	0.90	204	1.1%	1,917	788	957	172	0.9%
Retail Trade	17,275	\$33,076	1.19	446	2.6%	2,065	928	1,370	-234	-1.4%
Accommodation and Food Services	15,634	\$22,404	1.35	2,470	18.8%	2,874	1,118	1,523	233	1.5%
Mining, Quarrying, and Oil and Gas Extraction	12,108	\$89,544	25.07	466	4.0%	1,456	358	874	224	1.9%
Educational Services	11,777	\$49,694	1.05	755	6.9%	1,086	494	613	-22	-0.2%
Construction	10,591	\$52,680	1.28	-11	-0.1%	990	323	692	-25	-0.2%
Public Administration	7,765	\$63,830	1.17	-135	-1.7%	693	280	447	-33	-0.4%
Agriculture, Forestry, Fishing and Hunting	6,902	\$53,634	3.64	-138	-2.0%	742	332	501	-91	-1.3%
Administrative and Support and Waste Management and Remediation Services	6,516	\$52,291	0.72	306	4.9%	766	289	465	13	0.2%
Transportation and Warehousing	6,332	\$66,445	0.90	-11	-0.2%	691	268	427	-4	-0.1%
Other Services (except Public Administration)	5,791	\$31,357	0.95	264	4.8%	668	264	380	24	0.4%
Professional, Scientific, and Technical Services	4,446	\$62,154	0.44	196	4.6%	392	134	253	5	0.1%
Manufacturing	4,251	\$64,554	0.37	144	3.5%	414	150	287	-23	-0.5%
Wholesale Trade	2,914	\$57,914	0.55	-77	-2.6%	286	106	200	-20	-0.7%
Finance and Insurance	2,882	\$57,929	0.50	-74	-2.5%	235	89	169	-23	-0.8%
Real Estate and Rental and Leasing	1,972	\$51,258	0.80	19	1.0%	188	81	114	-6	-0.3%
Arts, Entertainment, and Recreation	1,930	\$28,602	0.76	243	14.4%	317	110	157	50	2.6%
Utilities	1,628	\$76,544	2.25	100	6.5%	132	49	101	-17	-1.0%
Information	1,070	\$46,951	0.38	54	5.3%	106	34	68	4	0.4%
Management of Companies and Enterprises	714	\$80,775	0.34	-10	-1.4%	59	22	42	-5	-0.7%
Total - All Industries	140,754	\$50,557	1.00	5,211	3.8%	15,638	6,041	9,305	293	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 2020 two-year post COVID projections estimated that health care and social assistance; mining, quarrying, and oil and gas extraction; and construction will be recovered with combined growth of 644 jobs. The overall employment growth will have increased to a -597 or -0.2% across the region. The most significant negative growth will remain in accommodation and food services at -451 positions.

The data from the 1<sup>st</sup> quarter of 2021 show health care and social assistance mostly recovered with 18,253 individuals employed vs 18,401 at the 1<sup>st</sup> quarter of 2020 indicating the predications were on target for this industry. However, the predictions were also that mining, quarrying and extraction would also be recovered. The 1<sup>st</sup> quarter of 2022 reflects employment in that industry at 12,108 vs 17,127 in the 1<sup>st</sup> quarter of 2020 showing that industry has not yet recovered. Accommodations and Food services employed 17,094 pre-Covid and is currently employing 15,634 and trending higher indicating slow recover in that industry.

## 2020 COVID Two-Year Projections

EAWDB eastern area - COVID, 2020Q1<sup>1</sup>

Industry	Current			2-Year History		2-Year Forecast				
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Health Care and Social Assistance	18,401	\$44,091	0.84	383	1.1%	3,456	1,654	1,697	105	0.3%
Mining, Quarrying, and Oil and Gas Extraction	17,127	\$84,345	26.34	3,505	12.1%	3,837	1,124	2,313	400	1.2%
Retail Trade	17,094	\$30,425	1.10	108	0.3%	4,219	1,971	2,475	-227	-0.7%
Accommodation and Food Services	17,094	\$19,333	1.25	1,161	3.6%	4,288	2,127	2,612	-451	-1.3%
Construction	13,129	\$55,150	1.51	2,912	13.4%	2,658	908	1,611	139	0.5%
Educational Services	11,824	\$44,801	0.96	-169	-0.7%	1,924	1,015	1,089	-180	-0.8%
Public Administration	7,869	\$58,291	1.10	271	1.8%	1,371	605	821	-55	-0.3%
Transportation and Warehousing	7,092	\$66,968	1.02	744	5.7%	1,428	624	845	-41	-0.3%
Agriculture, Forestry, Fishing and Hunting	6,787	\$47,517	3.41	-490	-3.4%	1,336	615	830	-109	-0.8%
Other Services (except Public Administration)	6,159	\$29,699	0.91	129	1.1%	1,264	612	725	-73	-0.6%
Administrative and Support and Waste Management and Remediation Services	6,087	\$45,549	0.63	-113	-0.9%	1,352	578	785	-12	-0.1%
Professional, Scientific, and Technical Services	4,451	\$61,174	0.43	717	9.2%	786	280	472	34	0.4%
Manufacturing	4,190	\$58,925	0.34	202	2.5%	817	318	543	-44	-0.5%
Wholesale Trade	3,563	\$56,598	0.62	342	5.2%	712	279	461	-27	-0.4%
Finance and Insurance	3,167	\$51,503	0.53	48	0.8%	555	222	364	-32	-0.5%
Real Estate and Rental and Leasing	2,232	\$51,393	0.85	370	9.5%	436	200	237	-1	0.0%
Arts, Entertainment, and Recreation	2,019	\$24,800	0.66	7	0.2%	405	216	256	-67	-1.7%
Utilities	1,503	\$73,018	1.94	68	2.4%	259	98	172	-11	-0.4%
Information	1,191	\$39,934	0.40	-218	-8.1%	187	78	140	-31	-1.3%
Management of Companies and Enterprises	728	\$58,383	0.32	29	2.0%	130	48	82	0	0.0%
Total - All Industries	151,708	\$48,299	1.00	10,006	3.5%	30,920	13,530	17,988	-597	-0.2%

Source: JobsEQ®. Data as of 2020Q1. All data based upon a four-quarter moving average. Exits and transfers are approximate estimates based upon occupation separation rates.

## 1<sup>st</sup> quarter 2022 employment data and projections

EAWDB eastern area, 2022Q1<sup>1</sup>

Industry	Current			2-Year History		2-Year Forecast				
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Health Care and Social Assistance	18,253	\$47,165	0.90	-171	-0.5%	3,852	1,584	1,923	346	0.9%
Retail Trade	17,275	\$33,076	1.19	125	0.4%	4,102	1,844	2,722	-464	-1.4%
Accommodation and Food Services	15,634	\$22,404	1.35	-1,525	-4.5%	5,791	2,253	3,068	470	1.5%
Mining, Quarrying, and Oil and Gas Extraction	12,108	\$89,544	25.07	-4,688	-15.1%	2,939	721	1,765	453	1.9%
Educational Services	11,777	\$49,694	1.05	-192	-0.8%	2,169	988	1,224	-43	-0.2%
Construction	10,591	\$52,680	1.28	-2,454	-9.9%	1,978	644	1,383	-49	-0.2%
Public Administration	7,765	\$63,830	1.17	-111	-0.7%	1,384	558	892	-66	-0.4%
Agriculture, Forestry, Fishing and Hunting	6,902	\$53,634	3.64	-47	-0.3%	1,473	659	996	-182	-1.3%
Administrative and Support and Waste Management and Remediation Services	6,516	\$52,291	0.72	291	2.3%	1,533	578	930	25	0.2%
Transportation and Warehousing	6,332	\$66,445	0.90	-814	-5.9%	1,381	537	853	-9	-0.1%
Other Services (except Public Administration)	5,791	\$31,357	0.95	-395	-3.2%	1,339	528	762	48	0.4%
Professional, Scientific, and Technical Services	4,446	\$62,154	0.44	-40	-0.4%	784	267	506	11	0.1%
Manufacturing	4,251	\$64,554	0.37	68	0.8%	826	299	572	-46	-0.5%
Wholesale Trade	2,914	\$57,914	0.55	-457	-7.0%	570	212	398	-40	-0.7%
Finance and Insurance	2,882	\$57,929	0.50	-225	-3.7%	468	178	337	-46	-0.8%
Real Estate and Rental and Leasing	1,972	\$51,258	0.80	-230	-5.4%	376	161	227	-12	-0.3%
Arts, Entertainment, and Recreation	1,930	\$28,602	0.76	-183	-4.4%	642	223	317	101	2.6%
Utilities	1,628	\$76,544	2.25	112	3.6%	263	96	200	-34	-1.0%
Information	1,070	\$46,951	0.38	-147	-6.2%	212	68	136	8	0.4%
Management of Companies and Enterprises	714	\$80,775	0.34	-6	-0.4%	117	44	84	-10	-0.7%
Total - All Industries	140,754	\$50,557	1.00	-11,087	-3.7%	31,304	12,090	18,627	587	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 2020 three-year projections indicate overall positive employment growth for the region of 0.4% or 1,791 jobs. Mining, quarrying and oil and gas extraction reflects the highest employment growth of 871 followed by health care and social assistance with employment growth of 623 and construction at 485 employment growth. Industries continuing to reflect negative employment growth include:

- Retail Trade -193 employment growth
- Educational services -158 employment growth
- Agriculture, forestry -165 employment growth

The 2022 employment and projection data only predict positive growth for the region of +.2% and 881 jobs mining, quarrying and extraction +1.9% with 686 jobs; and health care and social assistance at +.9% and 521 jobs. This would indicate a slower recovery than what was originally predicted.

### OVID Three-Year Projections

EAWDB eastern area - COVID, 2020Q1 <sup>1</sup>										
Industry	Current			3-Year History		3-Year Forecast				
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
Health Care and Social Assistance	18,401	\$44,091	0.84	158	0.3%	5,743	2,525	2,595	623	1.1%
Mining, Quarrying, and Oil and Gas Extraction	17,127	\$84,345	26.34	5,593	14.1%	6,117	1,713	3,533	871	1.7%
Retail Trade	17,094	\$30,425	1.10	-54	-0.1%	6,511	2,968	3,735	-193	-0.4%
Accommodation and Food Services	17,094	\$19,333	1.25	1,224	2.5%	7,782	3,360	4,163	259	0.5%
Construction	13,129	\$55,150	1.51	3,371	10.4%	4,324	1,382	2,457	485	1.2%
Educational Services	11,824	\$44,801	0.96	-306	-0.8%	3,026	1,535	1,649	-158	-0.4%
Public Administration	7,869	\$58,291	1.10	140	0.6%	2,079	908	1,233	-62	-0.3%
Transportation and Warehousing	7,092	\$66,968	1.02	1,004	5.2%	2,245	945	1,279	21	0.1%
Agriculture, Forestry, Fishing and Hunting	6,787	\$47,517	3.41	-598	-2.8%	2,000	922	1,243	-165	-0.8%
Other Services (except Public Administration)	6,159	\$29,699	0.91	239	1.3%	2,029	931	1,106	-8	0.0%
Administrative and Support and Waste Management and Remediation Services	6,087	\$45,549	0.63	-277	-1.5%	2,102	876	1,191	35	0.2%
Professional, Scientific, and Technical Services	4,451	\$61,174	0.43	868	7.5%	1,232	423	714	94	0.7%
Manufacturing	4,190	\$58,925	0.34	251	2.1%	1,241	477	816	-52	-0.4%
Wholesale Trade	3,563	\$56,598	0.62	313	3.1%	1,069	418	692	-41	-0.4%
Finance and Insurance	3,167	\$51,503	0.53	59	0.6%	871	333	546	-9	-0.1%
Real Estate and Rental and Leasing	2,232	\$51,393	0.85	424	7.3%	687	304	361	22	0.3%
Arts, Entertainment, and Recreation	2,019	\$24,800	0.66	76	1.3%	753	342	412	-1	0.0%
Utilities	1,503	\$73,018	1.94	55	1.3%	394	146	258	-10	-0.2%
Information	1,191	\$39,934	0.40	-246	-6.1%	293	118	212	-37	-1.1%
Management of Companies and Enterprises	728	\$58,383	0.32	13	0.6%	200	73	124	4	0.2%
Total - All Industries	151,708	\$48,299	1.00	12,306	2.9%	49,938	20,641	27,507	1,791	0.4%
<a href="#">Source: JobsEQ®</a>										
Data as of 2020Q1. 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.										

EAWDB eastern area, 2022Q1 <sup>1</sup>											
Industry	Current			3-Year History		3-Year Forecast					
	Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth	
Health Care and Social Assistance	18,253	\$47,165	0.90	37	0.1%	5,805	2,386	2,898	521	0.9%	
Retail Trade	17,275	\$33,076	1.19	268	0.5%	6,110	2,746	4,056	-691	-1.4%	
Accommodation and Food Services	15,634	\$22,404	1.35	-1,269	-2.6%	8,750	3,403	4,636	710	1.5%	
Mining, Quarrying, and Oil and Gas Extraction	12,108	\$89,544	25.07	-4,090	-9.2%	4,449	1,092	2,672	686	1.9%	
Educational Services	11,777	\$49,694	1.05	-26	-0.1%	3,250	1,480	1,835	-65	-0.2%	
Construction	10,591	\$52,680	1.28	-844	-2.5%	2,963	965	2,072	-74	-0.2%	
Public Administration	7,765	\$63,830	1.17	89	0.4%	2,071	834	1,335	-98	-0.4%	
Agriculture, Forestry, Fishing and Hunting	6,902	\$53,634	3.64	-147	-0.7%	2,195	982	1,484	-271	-1.3%	
Administrative and Support and Waste Management and Remediation Services	6,516	\$52,291	0.72	481	2.6%	2,302	868	1,396	38	0.2%	
Transportation and Warehousing	6,332	\$66,445	0.90	-682	-3.4%	2,071	805	1,279	-13	-0.1%	
Other Services (except Public Administration)	5,791	\$31,357	0.95	-375	-2.1%	2,012	794	1,146	72	0.4%	
Professional, Scientific, and Technical Services	4,446	\$62,154	0.44	292	2.3%	1,176	401	760	16	0.1%	
Manufacturing	4,251	\$64,554	0.37	148	1.2%	1,235	448	856	-69	-0.5%	
Wholesale Trade	2,914	\$57,914	0.55	-372	-3.9%	852	316	595	-59	-0.7%	
Finance and Insurance	2,882	\$57,929	0.50	-220	-2.4%	699	266	503	-69	-0.8%	
Real Estate and Rental and Leasing	1,972	\$51,258	0.80	-55	-0.9%	563	242	340	-18	-0.3%	
Arts, Entertainment, and Recreation	1,930	\$28,602	0.76	-68	-1.1%	975	339	482	153	2.6%	
Utilities	1,628	\$76,544	2.25	163	3.6%	392	144	299	-51	-1.0%	
Information	1,070	\$46,951	0.38	-278	-7.4%	319	102	204	12	0.4%	
Management of Companies and Enterprises	714	\$80,775	0.34	4	0.2%	175	65	125	-15	-0.7%	
Total - All Industries	140,754	\$50,557	1.00	-6,944	-1.6%	46,997	18,149	27,967	881	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.											

## B. Analysis of Workforce Development Activities

- I. Include an analysis of workforce development activities, including education and training in the region. This analysis must include the strengths and weaknesses of workforce development activities and capacity to provide workforce development activities to address the education and skills needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.

### Regional Analysis of Workforce Development Activities

The workforce connection centers' systems are designed to provide a full range of services and assistance to job seekers. Assessment of activities and services in the region is an ongoing process. The workforce development partners in the region include but are not limited to:

- ☐ DWS operated workforce programs including but not limited to; Wagner Peyser, Trade Adjustment Act (TAA), Veterans programs, Worker Opportunity Tax Credit, Unemployment Insurance, and Migrant Seasonal Farmworkers;
- ☐ Eight postsecondary education institutions made up of 1 four-year university and 7 community; colleges as well as a few private institutions;
- ☐ Department of Vocational Rehabilitation and the New Mexico School for the Blind;
- ☐ Adult Education and Literacy programs housed on seven community college campuses;
- ☐ Carl Perkins Career Technical Education Act in the K-12 and post-secondary systems;
- ☐ Job Corps;

- ☐ Senior Community Service Employment Program;
- ☐ TANF; and
- ☐ WIOA Title I adult, dislocated worker and youth programs operated by the board.

The workforce development system in the eastern area provides a wide variety of services to meet the needs of the workforce including services to individuals with disabilities and other barriers to employment. There are basic career services including:

- ☐ Initial assessment;
- ☐ Labor market information;
- ☐ Provision of information on demand sectors and occupations as well as the wages and training requirements for those occupations;
- ☐ Job search and placement assistance;
- ☐ Provision of information regarding the availability of supportive services
- ☐ Referrals for services and assistance with accessing all partner programs
- ☐ Eligibility determination for WIOA adult, dislocated worker, and youth services as well as assistance in establishing eligibility for programs of financial assistance for training not provided by WIOA; and
- ☐ Provision of information and assistance regarding filing unemployment insurance claims.

The various partner programs offer a wide array of individualized career services to targeted populations including:

- ☐ Comprehensive and specialized assessments and needs;
- ☐ Development of employment plans;
- ☐ Tutoring, basic skills training and high school equivalency testing;
- ☐ Supportive services to assist individuals in obtaining or retaining employment or participating in training services;
- ☐ Group and/or individual counseling and mentoring;
- ☐ Career planning and case management;
- ☐ Short term pre-vocational services;
- ☐ Internships and work experience;
- ☐ Workforce Preparation activities;
- ☐ Financial literacy services;
- ☐ Out of area job search assistance; and
- ☐ English language acquisition and integrated education and training programs.

Training services available in the system include:

- ☐ Career technical education programs;
- ☐ Occupational skills training programs including those specialized for individuals with disabilities;



- ☐ On the Job Training (OJT) to provide hands-on, earn while you learn opportunities;
- ☐ Workplace literacy programs;
- ☐ Incumbent Worker Training (IWT) to help avert potential layoffs or increase the skill levels of employees;
- ☐ Customized training designed to increase the skills of workers in emerging technologies or processes; and
- ☐ Linkages to registered apprenticeships.

There are also a variety of services available to meet the needs of employers such as:

- ☐ Job fairs and hiring events;
- ☐ Matching qualified candidates to available jobs;
- ☐ Space for interviews and hiring;
- ☐ Layoff aversion assistance;
- ☐ Pre-screening of candidates;
- ☐ Specialized assessments;
- ☐ Rapid response activities;
- ☐ Assistance with job postings and development of job descriptions;
- ☐ Recruiting candidates;
- ☐ Partnering with training providers and employers for customized or incumbent worker training and reimbursement for portions of the associated costs;
- ☐ Workplace literacy;
- ☐ Tax credits for hiring certain categories of workers;
- ☐ Assistance with employer related tax issues; and
- ☐ On the job training to help offset extraordinary costs associated with training new employees.

Local workforce connection centers provided 75,450 staff assisted services to more than 8,800 job seekers in the period from July 1, 2021, to June 30, 2022. This included services provided to individuals in 2,657 office visits. Additional service information includes: 2,852 uses of resource room equipment by 8,848 job seekers; 3,782 Title I services were provided to 768 individuals receiving training assistance; 518 supportive services to 357 job seekers.

Source: Workforce Connection Online System (WCOS)

2021 Eastern Area NMWC Center Services		
	Numbers Served	
Service	Distinct Users	Total Services
Total served Title III	8,848	61,195
Office Visits	2,657	5,043
Resource Room equipment	1,716	2,852
UI Interview	1,182	1,627
Job Fair Participants	384	433
Title I	1,004	3,782
Supportive Services	357	518

Source: Workforce Connection Online System (WCOS)

- DVR (approx.) 7,177
- AEL 7,157
- Job Corps 135

The Eastern area is fortunate to have a substantial number of postsecondary training institutions. The area has seven (7) community colleges, two (2) private two-year institutions, and one (1) four-year university. The schools offer a wide variety of training options for individuals to pursue. A strength of the postsecondary system is the availability of adult education services that provide tutoring, training, and testing for high school equivalency exams. The programs are accessible to individuals with disabilities and can meet the needs of students with multiple barriers. Some of the facilities also offer career technical education courses that are tied to pathways and sector related training.

Another strength of the education system is that it is well positioned to provide training services and in most cases are able to develop programs quickly to meet the needs of system customers including individuals with disabilities. In fact, ENMU-Roswell has several vocational programs designed specifically for disabled individuals with varying levels of impairment. Most of the community colleges in the area are very adaptable and responsive to the needs of business when identified. They are easily able to create customized training programs or incumbent worker training to fit a specific training need. There is also a four-year institution that is centrally located in the region that can move individuals into a higher level of education offering many baccalaureate degrees as well as several graduate-level training options.

The biggest challenge facing the workforce system is alignment of services. The system from the state level down lacks a uniform brand and vision that aligns the system partners as being the “Workforce System”. This makes uniform messaging to Chief Elected Officials (CEOs), employers, and job seekers significantly more difficult. There is also a lack of coordination between the state-level administrators of the WIOA state administration and Title III programs. The operator and

board staff will work to better coordinate and align the Title I and Title III programs utilizing strategies such as:

- Establishing goals for each office that are tied to co-enrollment and partnership rather than program goals,
- Implementation of customer flow model and service delivery models that require coordination and collaboration to achieve, and
- Working to align and coordinate business outreach and service delivery across partner programs, both internal and external, to create more strategic services to businesses geared toward improving the quality and outcomes of those services.

One challenge with the post-secondary system is scheduling of classes. Many training programs in high demand industries are only available as full-time day courses or only enroll new students once per year. This creates challenges for career ladder advancement of individuals working in the sector that wish to upgrade their certifications and advance to the next level of their career ladder. For example, a person working as a nursing or medical assistant wishing to pursue nursing, radiology or another professional allied health certification in many cases must either stop working or change shifts in or to participate in the training to move them to the professional level. This can create other obstacles such as childcare or transportation for single parents or those with limited access to transportation. Training programs that only enroll new students annually can delay entry of an individual ready to apply for the program, or that needs to re-take a class by almost a full year. If the person is a dislocated worker or displaced homemaker, this delay can cause interested candidates to choose other alternative training or forego training in search of currently open training or full-time employment.

The operator, Title 1 service provider and board staff worked with community college partners to make available a variety of trainings available to help job seekers increase their skills. These were offerings that were made available in short sessions and in the evenings to increase the availability of those services to individuals employed in low-skill or low-wage jobs. Many of these are planned to increase the digital skills of job seekers to provide opportunities for higher wages and promotion.

### C. Strategic Vision and Goals

- I. Provide a description of the local board's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated skilled workforce, and goals relating to the performance accountability measures based on performance indicators.
- II. Based on the economic and workforce analysis describe the board's overall strategy for working with the entities that carry out the core programs and

required partners to align resources available to the local area to achieve the strategic vision and goals.

### Strategic Vision and Goals

The Eastern Area Workforce Development Board's (EAWDB) strategic vision is to create a better prepared, more highly qualified workforce to support economic growth, diversity, and self-sufficiency. The EAWDB believes the best way to achieve this is by focusing on employers as the primary customer and consumer of the system. The availability of a highly skilled, well-developed workforce provides an invaluable resource to employers and economic development professionals alike. The board wants to promote system improvements that encourage business and economic growth in the area by training developing strategies that increase opportunities for upskilling the labor pool and by promoting policies that encourage entrepreneurship, apprenticeship, and business growth.

The American Job Center (AJC) is referenced in federal policy, known as the Workforce Connection Center (WCC) in Eastern New Mexico must function as the central hub for information, resources and services to both employers and job seekers including those with barriers to employment. By integrating all partners in the system into an aligned and coordinated system, customer centered and designed, job seekers receive higher quality more relevant services that are aligned to meet the need of opportunities for self-sufficient and stable employment. Continued strategic meetings with partners will provide for a better customer experience, align with strategies and goals of the state plan, and provide better services for employers, thereby supporting economic development and growth.

To achieve this the One Stop Operator and partners must work together to functionally align staff and services to eliminate duplication and leverage resources in support of the state plan vision. Education and training provider programs must be developed and aligned in a manner that supports career pathways, clusters, and credential attainment - portable and stackable. The development of work-based learning opportunities such as: work experience, internships, on-the-job training (OJT), transitional jobs and registered apprenticeship programs that link academic and occupational learning, earn and learn, will assist job seekers to increase earning potential while helping employers fill positions. Work-based opportunities will be included as appropriate in career pathway trainings and tied directly to the employment sectors and clusters identified across the region.

The primary goals for this planning period all center around coordination and alignment of system partners and their goals to meet the needs of employers. The operator will work with partners to review data projections and indicators for economic recovery, to begin establishing strategies to prioritize workforce partner activities around immediate and future employer needs. By utilizing economic projections for recovery and real-time indicators the partners can

work with their customers and programs to prepare the workforce to be prepared to place individuals as demand for workers increases.

Additional workforce development goals include:

- ☐ Increase communication and participation with local CEOs;
- ☐ Improve the matching of job seekers to compatible long-term employment that will meet their needs through employer involvement, higher levels of engagement and staff development;
- ☐ Increase access to and utilization virtual services through technology that support skill gains, credential attainment and increased employment opportunities;
- ☐ Implementation of a referral model that streamlines processes for customers across partner programs, that includes sharing of among internal partners and those not co-located in the WCCs;
- ☐ Establishment of training programs centered on career pathway models and apprenticeship with heavy employer involvement;
- ☐ Implementation of performance evaluation tools designed to ascertain the quality of services provided in the centers;
- ☐ Review and update of monitoring criteria to evaluate the implementation and effectiveness of system policy and process changes;
- ☐ Work with DWS, training providers and employers to expand training opportunities to increase access to apprenticeship training opportunities;
- ☐ Promote the integration of adult education with occupational education and training that increase an individual's ability to transition to postsecondary education and obtain employment;
- ☐ Increase the effective use of technology, including distance learning, social media, telephone, instant messaging, and video meetings or chat to serve more customers more efficiently; and
- ☐ Increase the access to and use of group services to maximize availability of services.

Achieving all this requires a workforce development system that aligns system partners, education and training providers and programs, economic and small business developers with area employers in demand or growing industries. To accomplish this, the EAWDB must be engaged with Chief Elected Officials (CEOs) or their representatives and local economic development organizations. They will be included in community partner, strategy, and process development. Communication with them must also include information on state board initiatives relevant to the local system. Board staff is planning to begin regular newsletters that provide information on local area initiatives, progress, local events such as recruiting and hiring events, and resources. It is planned to begin the 4th quarter 2020 and will be quarterly unless board members and CEOs determine it should be more frequent.

The operator will provide Title I and III program performance data to program and area supervisors quarterly at a minimum. The information will be discussed and evaluated to help determine impacts of strategies on performance outcomes. This will allow for process and strategy changes to occur before programs experience major decreases in federal performance measures.

#### Strategies for working with core programs and partners to align resources and achieve the strategic vision and goals

The completion of the above reference goals will result in a workforce system that is designed and aligned to provide a full range of services and assistance to job seekers and employers alike. To achieve this, all system partners must be working and operating toward the same end goal of a highly skilled workforce trained that meets the needs of employers.

The board's operator will work with core partners in each WCC location to facilitate maximization of co-location in the centers on a full or part time basis. Options available include desk sharing between part time partners; aligning partner workshops being provided in the community to the extent reasonable; standardizing of tools such as assessments utilized in the system to minimize the number of redundant activities a co-enrolled job seeker must complete. Alignment of job development and business outreach staff services across the partners is also an important component. Core partners will work collaboratively to identify major areas of service delivery overlap, parallel documentation requirements and service duplication. This is necessary in order to: provide simplified access to seamlessly integrated services, streamline paperwork into a unified structure to the extent possible, and create a customer flow in the offices as well as the workforce development system that provides access to services offered by all partners.

The operator will develop communication processes to share local employer needs in the face of Covid recovery. This is likely to occur at different rates in different communities. As previously discussed, recovery of the oil and gas industry would trigger a ripple effect that will accelerate recovery in the Permian Basin counties. Projections are indicating increases starting in October 2020 and progressing slowly through the end of 2020. Expectations for early 2021 are not currently clear but the industry is anticipated to remain in decline of less than 2% at the end of year one and reflect growth for year 2. Recovery in this industry will also drive recovery in accommodations, food service in retail in not only those counties but adjacent counties as well. Real time LMI data and projections will be drilled down to the extent possible to a community level to provide community partners and leaders information on the status of recovery and growth indicators.

WCCs, the operator, employers, and training providers will work jointly to align training strategies across the core partners into career clusters and pathways directly tied to economic growth and economic activities across the region. The targeted clusters and pathways will be

reviewed annually in order to respond to changing economic and employment conditions, changes in the workforce, and new and emerging industries.

Since late 2020 and early 2021, the post-Covid recovery is steady but slow. Employers are having difficulty filling open positions due to low applicant numbers and the board and operator have partnered with NMDWS on various hiring initiatives and rapid hire events. Regular newsletters and updates are submitted to board members and CEOs that include the progress of the system and initiatives in the region. The service provider has also partnered with the Lincoln County detention center to train individuals that are within six months of release in the construction trades. They have developed partnerships with employers that are prepared to hire them at the completion of training and their release. This will help those employers access trained employees though their experience levels will be low. This is currently being funded through a National Dislocated Worker Grant (NDWG) that was received by USDOL.

The Oil and Gas industry has not recovered as quickly as was predicted. For the Permian Basin counties and to a lesser extent the adjacent counties, this has made general recovery in those supporting industries slower as well.

Board staff has been working with some of the AEL programs to align integrated education and training activities with career clusters and pathways connected to demand occupations and sector strategies. The operator and Title I program has been working with the Roosevelt County Community Development Corp., to partner on a local initiative to prepare Curry County residents for remote work opportunities. Remote work is on the rise as well as job seekers that are interested in remote and hybrid work opportunities.

The area has an apprenticeship coordinator that is cost-shared by the Title I service provider and NMDWS. This has dramatically increased individuals being enrolled in apprenticeship training and apprenticeship training models, e.g., attending classroom training while receiving hands-on training through OJT.

The area offices have heavily relied on technology to deliver services since the pandemic. Zooms are utilized for meetings with participants or groups of participants, electronic signatures have been adopted and utilized to facilitate easier access for individuals in rural and outlying areas without a connection center nearby.

## OPERATIONAL ELEMENTS

### A. Local Workforce System Structure

- I. Describe the geographical workforce development area, including the LWDA's major communities, major employers, training and educational institutions, population, diversity of the population and relevant growth trends.
- II. Provide a full board roster including the group each member represents (Attachment B.) Include a list of all standing committees, along with a description of the purpose of each committee.
- III. Provide a description of the workforce development system in the local area that identifies the programs that are included in the system; demonstrating regional alignment with economic, workforce and workforce development analysis. Include a list of one stop centers in the local area (ATTACHMENT C) including address and phone numbers. Indicate the one-stop center for each site and whether it's a comprehensive or satellite center. Include a list of the partners physically located at each center and the services provided by the partners.
- IV. Describe how the LWDB will support the Strategies identified in the state plan and work with entities carrying out core programs and other workforce development programs including Carl Perkins CTE to support service alignment.

### EAWDB Area Information

The EAWDB service area is comprised of twelve counties encompassing over 44,000 square miles which equates to 36.4% of the area of the state. The population centers of the area vary widely. Lea County is the largest of the 12 with an estimated population of over 70,000. Harding County is the smallest with population estimates of less than 700. The total estimated population of the area is 370,085.

The larger communities in the area include:

- Roswell - Chaves county with over 48,000 people,
- Clovis - Curry County with over 39,000 people,
- Hobbs - Lea county with over 38,000 people, and
- Alamogordo - Otero county with over 31,000 people.



Below is a table that reflects population comparisons by county from 2010 to 2019 estimates.

Updated data

Annual Estimates of the Resident Population for Counties in New Mexico: April 1, 2020 to July 1, 2021					
Geographic Area	April 1, 2020 Estimates Base	Population Estimate (as of July 1, 2021)		Difference	% Change
		2020	2021		
<b>New Mexico</b>	<b>2,117,522</b>	<b>2,117,566</b>	<b>2,115,877</b>	<b>-1,645</b>	<b>-0.1</b>
Chaves County, New Mexico	65,157	65,168	64,629	-528	-0.8
Curry County, New Mexico	48,430	48,325	47,999	-431	-0.9
De Baca County, New Mexico	1,698	1,678	1,680	-18	-1.1
Eddy County, New Mexico	62,314	62,257	60,911	-1,403	-2.3
Guadalupe County, New Mexico	4,452	4,447	4,449	-3	-0.1
Harding County, New Mexico	657	660	639	-18	-2.7
Lea County, New Mexico	74,455	74,586	73,004	-1,451	-1.9
Lincoln County, New Mexico	20,269	20,296	20,436	167	0.8
Otero County, New Mexico	67,839	67,861	68,537	698	1.0
Quay County, New Mexico	8,746	8,721	8,656	-90	-1.0
Roosevelt County, New Mexico	19,191	19,118	19,019	-172	-0.9
Union County, New Mexico	4,079	4,067	4,107	28	0.7
Eastern Area Total	377,287	377,184	374,066	-3,221	-9

Source: [https://www.census.gov/data/datasets/time-series/demo/popest/2020s-counties-total.html#par\\_textimage\\_70769902](https://www.census.gov/data/datasets/time-series/demo/popest/2020s-counties-total.html#par_textimage_70769902)

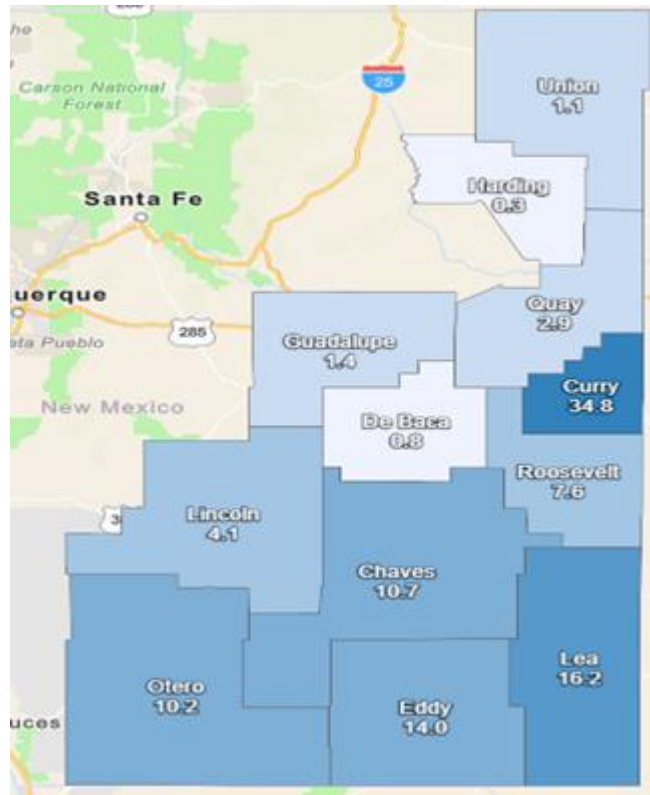
### Demographic data

The following data is reflective of the most recent community survey information from Jobs EQ, which shows the population of the area to be 366,664. The data below reflects the demographic breakdown. The population of the area is 366,664 comprising approximately 17.5% of the total NM population. The area's population of prime workforce age of 25-54 is 96,223 or 26.2% of the total population. There are 14,161 veterans aged 18-64 with 10,975 participating in the workforce. 65,030 individuals are living in poverty with 22,174 households receiving assistance from TANF or SNAP. The area estimates for individuals with disabilities age 18-64 is 27,631 with a labor participation rate of 38.2% leaving approximately 62% of area residents with a disability not employed. There are 32,549 individuals with no high school diploma and 32,344 with English language deficiency. 43,840 individuals have some college and no degree.

	Percent			Value		
	EAWDB eastern area	New Mexico	USA	EAWDB eastern area	New Mexico	USA
<b>Demographics</b>						
Population (ACS)	—	—	—	366,664	2,092,454	324,697,795
Male	51.0%	49.5%	49.2%	187,106	1,036,190	159,886,919
Female	49.0%	50.5%	50.8%	179,558	1,056,264	164,810,876
Median Age <sup>2</sup>	—	—	—	35.2	37.8	38.1
Under 18 Years	25.9%	23.3%	22.6%	95,054	488,476	73,429,392
18 to 24 Years	10.2%	9.6%	9.4%	37,449	200,607	30,646,327
25 to 34 Years	14.1%	13.5%	13.9%	51,810	281,603	45,030,415
35 to 44 Years	11.7%	11.9%	12.6%	42,866	249,432	40,978,831
45 to 54 Years	10.9%	11.8%	13.0%	39,868	246,287	42,072,620
55 to 64 Years	11.9%	13.1%	12.9%	43,698	273,362	41,756,414
65 to 74 Years	8.7%	10.0%	9.1%	31,735	210,124	29,542,266
75 Years, and Over	6.6%	6.8%	6.5%	24,184	142,563	21,241,530
<b>Economic</b>						
Labor Force Participation Rate and Size (civilian population 16 years and over)	56.8%	57.6%	63.2%	157,235	952,104	163,555,585
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	73.2%	76.6%	82.1%	96,223	590,778	104,634,905
Armed Forces Labor Force	2.0%	0.6%	0.4%	5,672	9,895	1,073,907
Veterans, Age 18-64	6.7%	5.8%	4.6%	14,161	72,591	9,143,042
Veterans Labor Force Participation Rate and Size, Age 18-64	77.5%	72.3%	76.6%	10,975	52,447	7,003,778
<b>Educational Attainment, Age 25-64</b>						
No High School Diploma	18.3%	13.6%	10.9%	32,549	142,682	18,550,150
High School Graduate	30.6%	26.9%	25.7%	54,504	282,498	43,627,868
Some College, No Degree	24.6%	24.0%	20.7%	43,840	252,456	35,174,790
<a href="#">Associate's Degree</a>	9.5%	9.3%	9.1%	17,016	97,735	15,526,064
Bachelor's Degree	11.2%	15.4%	21.2%	19,964	162,128	35,997,848
Postgraduate Degree	5.8%	10.8%	12.3%	10,369	113,185	20,961,560
<b>Social</b>						
Poverty Level (of all people)	18.4%	19.1%	13.4%	65,030	392,065	42,510,843
Households Receiving Food Stamps/SNAP	17.0%	17.2%	11.7%	22,174	133,873	14,171,567
Enrolled in Grade 12 (% of total population)	1.5%	1.4%	1.4%	5,591	29,063	4,422,344
Disconnected Youth <sup>3</sup>	4.6%	4.3%	2.5%	960	4,877	423,273
Children in Single Parent Families (% of all children)	39.3%	42.0%	34.1%	34,794	191,950	23,790,005
Uninsured	10.2%	9.6%	8.8%	36,079	197,607	28,248,613
With a Disability, Age 18-64	13.6%	13.0%	10.3%	27,631	159,341	20,187,604
With a Disability, Age 18-64, Labor Force Participation Rate and Size	38.2%	38.3%	42.2%	10,543	61,056	8,509,463
Foreign Born	11.0%	9.4%	13.6%	40,493	197,164	44,011,870
Speak English Less Than Very Well (population 5 yrs and over)	9.5%	8.7%	8.4%	32,344	171,528	25,615,365

Source: JobsEQ

The Eastern area is largely rural with an overall population density of 8.7 people per square mile. The map below from 2020 shows the area counties with the population density for each. Curry County has the highest population density at 34.8 people per square mile and Harding County has the lowest at .3 people per square mile.



According to Econoview, employers in the eastern area include (from largest to smallest): Bam Pizza Management, Inc. In Chaves County, El Cid Land and Cattle, Inc. In Curry County, Mescalero Apache Tribe in Lincoln County, Boarder States Electric Supply of Minnesota, Inc. In Lea County, Alamogordo Board of Education in Otero County, Presbyterian Healthcare Services – Clovis in Curry County, and Presbyterian Healthcare Services – Artesia in Eddy County

2020 Economic forecasts show the Eastern region will be largely recovered in three years. Recovery and upswing in mining and oil and gas extraction area will impact this recovery significantly. Based on 5-year history Chmura economists predict for the year following the 1<sup>st</sup> quarter of 2020 all job growth will be in negative numbers. The most impacted industries are accommodation and food services, showing employment growth of -4,281 and health care and social assistance with employment growth of -872. If these projections prove accurate this will mean a loss of wages over the next year of over \$470 million dollars for eastern area workers. The employment figures in the 1<sup>st</sup> quarter of 2020 reflect 151,708 jobs. The projections for the one year following this timeframe indicate a negative employment growth of 9,733.

Based on employment information from JobsEq and the local area profile in the WCOS the Eastern area had 140,754 employed individuals in the 1<sup>st</sup> quarter of 2022 and in July of 2022 had 18,026 posted open positions for a total of 157,780 jobs which is significantly higher than was anticipated for this timeframe.

## Board and Committee Structure

The Workforce Innovation and Opportunity Act (WIOA) Sec. 107(a)-(c) provides for the requirements for nominating and selecting members in each membership category. WIOA Sec. 107(b)(2)(A) requires that business members constitute the majority of the Workforce Development Board (local board). Per WIOA Sec. 107(b)(3), the chairperson of the local board shall be a business representative.

The board members of the Eastern Area Workforce Development Board were appointed in a manner required by WIOA Sec. 107(b)(2), and the local board chairperson was elected from among the representatives of business on the local board in accordance with WIOA Sec. 107(b)(3).

The Eastern Area Workforce Development Board is comprised of 19 members of whom 53% are private sector (Attachment B) with 4 standing committees. The standing committees are Operations and Finance; One Stop Delivery System; Youth Services; and Individuals with Disabilities.

*The Operations and Finance Committee* shall act in an advisory capacity to the EAWDB in making recommendations related to fiscal oversight and budgeting, technology and automation, grants to enhance program capabilities, requests for proposals for contractors to the EAWDB, Quality Assurance oversight, and such other appropriate matters as the committee may consider.

*The One Stop Delivery System Committee* shall act in the advisory capacity to the EAWDB in making recommendations relating to establishing the number and operating procedures of One-Stop Centers in the area including Business Services, On-the-job training, customized training, and such other appropriate matters as the committee may consider.

*The Youth Services Committee* shall act in an advisory capacity to the EAWDB in making recommendations related to:

- 1) Coordinating youth activities in the area;
- 2) Developing portions of the local plan related to eligible youth;
- 3) Recommending eligible youth providers subject to the approval of the local board;
- 4) Conducting oversight with respect to eligible providers of youth activities in the local area; and
- 5) Carrying out other duties as authorized by the local board.

*The Individuals with Disabilities Committee* shall act in an advisory capacity to the EAWDB in making recommendations related to providing and coordinating services for individuals with disabilities and such other appropriate matters as the committee may consider.

Eastern area Workforce Development System Regional Alignment with Economic Development and Core programs and the State Plan

The EAWDB supports the focus of the state plan to foster a system of partnership, collaboration, and coordination between partners. The plan also emphasizes the need to eliminate duplication and leverage resources focused on alignment with employers and meeting their needs. This focus is designed to improve economic development and growth throughout NM and each of the local workforce development areas. With funding for some of the workforce development programs declining the EAWDB fully recognizes not only the benefits of this level of alignment but the necessity of it. The board and its operator are working with partners to identify opportunities to increase the numbers of partners co-located in the American Job Centers (AJC).

Significant progress has been made toward functional alignment of Titles I & III however this appears to be reverting to a certain extent to programmatic silos within the Title III program. Partnership with Adult Education and Literacy (AEL) programs, the Eastern AJC system at this time has really solidified and is very cooperative, collaborative, and cohesive. There is good communication for co-enrolled Title I youth, but this needs to be expanded to the Title I adult and DW programs. This will be a priority over the upcoming year.

The area still has a need for a framework or infrastructure to allow partners to communicate on co-enrolled customers, schedule appointments, track referrals and share information. In response to this need, EAWDB staff had developed a platform in SharePoint but the access for partners that also utilized SharePoint or Office 365 proved clunky or cumbersome therefore the board and operator are working together to identify alternative solutions for this. One of those for youth partners will be the Career Edge platform discussed in detail further in this plan. The area is also working, based in information gained from the Central area WDB, to bring up an intranet using MyHub that will allow for partner communication and collaboration. This will be launched by January 2021 and will be an ongoing work in progress to continually improve functionality and value to partners and the system.

The operator and staff worked collaboratively to build out and launch the MyHub Intranet platform to facilitate communication and coordination with partners. The intranet was launched March of 2021 and partner input and testing has been completed. Training for partner staff is currently being developed and will be completed by December of 2022.

In order to have a well-developed, collaborative, and cohesive service delivery model, cross-training of partner staff across programs is necessary as discussed in the state plan. This is an ongoing process and has been aided through NMDWS statewide WIOA conferences. The local board operator also works to identify training needs that reach across partners and create opportunities for multi-agency training.

Local economic development and small business development centers have been invited to participate in the board's one stop committee. This is the committee that develops and approves local policy surrounding service delivery, processes, and procedures. Thus far participation has

been minimal and sporadic, however, the development of new relationships with some of the ED individuals will facilitate improvement in this area.

Participation and collaboration with local economic development has increased over the past two years. The board's required economic development representative is currently serving on the Youth committee, the president of the Chaves County economic development corporation has also been brought on board and is serving on the One Stop Services Delivery Committee. We have also had a representative of a local SBDC office begin to engage with the youth committee and the entrepreneurial project and the youth program.

B. Local Workforce Development System Alignment

- I. Describe how the local board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly those with barriers to employment.
- II. Describe how the local board will work with entities carrying out core programs to facilitate the development of career pathways and co-enrollment, as appropriate in core programs.
- III. Describe how the local board will work with entities carrying out core programs to improve access to activities leading to a recognized postsecondary credential (including industry recognized certificates or certification, portable and stackable)

Working with Core Programs to Expand Access to Employment, Training, Education and Supportive Services for Eligible Individuals, Particularly Those with Barriers to Employment

The EAWDB through its One Stop Operator is working with partners to expand access to employment, training, education, and supportive services available throughout the region as identified in the state plan. Contact has been made with partners and entities to develop sites for itinerate and virtual service provision, but this will be largely impacted by community reopening activities. Public entities in areas with limited services will be contacted and where possible will be utilized as an access point to the workforce development system. Public entity staff will be trained on the registration requirements for the NMWCOS and literature provided on the availability of career, training, and supportive services available within the system. EAWDB is working with a development team on a collaborative platform that will be used for all staff and external partners to access and use that is called My Hub. Recently acquired is access to a virtual service delivery platform, "Career Edge," that is directly designed for the ability of Title I youth participant to connect with a career coach from their mobile phone or computer device. Though this is currently for Title I youth participants, this platform can be designed for other programs. The leveraging of resources across programs in an environment of decreasing funds is crucial to the future success of the partners, programs, and the individuals they serve. Co-enrollment of eligible and appropriate individuals into all programs offers the broadest array of services and

the highest potential for success. Provision of supportive services for individuals enrolled in partner programs is a vital component to allowing individuals to participate and fully engage in employment and training-related activities provided by the partners. It is planned that WIOA supportive services will be utilized to augment supportive services provided by partner programs as appropriate.

The collaboratives are also expected to develop strategies to increase outreach to targeted populations, particularly those with barriers to employment. They will also work to facilitate co-enrollment of customers through successful issuing and tracking of referrals and integrated case coordination. Outreach services are being conducted by various partners in workshops and events that are being provided within the system. It is envisioned that quality cross training of partner staff will create a system where staff are knowledgeable and comfortable enough to act as a service ambassador and promote the services of all partners in the system unilaterally. This would also minimize service duplication and promote alignment of services.

Staff from the Clovis office have been partnering with a new Youth Center in Santa Rosa and have been scheduling regular visits to conduct outreach, intake, and to provide case management and service delivery.

#### Working with Core Programs to Develop Career Pathways and Co-enrollment

The Operator and board staff have begun meeting with Carl Perkins Career and Technical Education (CTE), early college programs, secondary and postsecondary institutions. Many of these programs have already created career pathways training and others are realigning programs to better meet upcoming needs. Some of the secondary CTE programs are utilized as part of an early college program. This results in a high school diploma and an associate degree being earned simultaneously within the timeframe of a traditional high school education. It is based on a model that combines academic and occupational learning into a seamless training program that results in stackable credentials. Board staff and the operator are on a CTE advisory group for the Carlsbad school system and are working with them to align new programs with the workforce system and sector strategies. One of the priorities of the next three years is to work with the CTE programs to establish co-enrollment priorities, procedures, and policies.

#### Working with Core Partners to Improve Access to Programs Leading to Recognized Credentials

The board envisions a system with a high level of partner involvement, collaboration, and co-enrollment to facilitate successful training of the labor force. All approved training programs on the eligible training provider list result in recognized credentials. Boards will work with employers and training providers to expand training opportunities and methodologies to serve the widest range of potential customers. Co-enrollment across programs provides the greatest access to these training programs. The board will work with its operator and partners to develop policy and



MOUs that promote expansion of co-enrollment to afford participants the maximum level of support available and the widest access to training.

### Adult Education and Literacy (AEL)

The AEL program in New Mexico is administered under the New Mexico Higher Education Department (NMHED) with oversight being provided by the Adult Education Division of the agency. This agency awards multi-year grants or contracts on a competitive basis to eligible providers within the eastern region to develop, implement and improve adult education and literacy activities within the area. The EAWDB reviews the grant applications to ensure alignment of applications with the board's local plan priorities, goals, and strategies. The current grants were awarded with a grant cycle that began July 1, 2021 and are housed in community colleges throughout the area for services to the twelve-county region.

The adult education program serves individuals 16 years of age and older who need support to strengthen core academic and workplace readiness skills. The 26 AEL programs in the state provide education and training opportunities to help all eligible New Mexicans:

- ☐ Strengthen core literacy, numeracy, digital literacy, and workplace readiness skills;
- ☐ Earn a High School Equivalency Credential (HSE);
- ☐ Learn English as a Second Language (ESL) and Civics;
- ☐ Become college ready and enter a career pathway; and
- ☐ Enhance parent and caregiver ability to effectively support children's learning needs.

Information from the 2019-2020 NM Adult Ed Fact Sheet shows AEL programs across the state served 9,520 individuals for the PY 19-20 year. Of those served 7,593 were individuals 16-44 years old, the primary age range within the exiting workforce. Another important demographic is the number of individuals that were receiving assistance from AEL programs with English Language Acquisition at 3,528 or 37% of the individuals served. This data clearly indicates the necessity of strong partnerships between local boards and offices with the AEL programs.

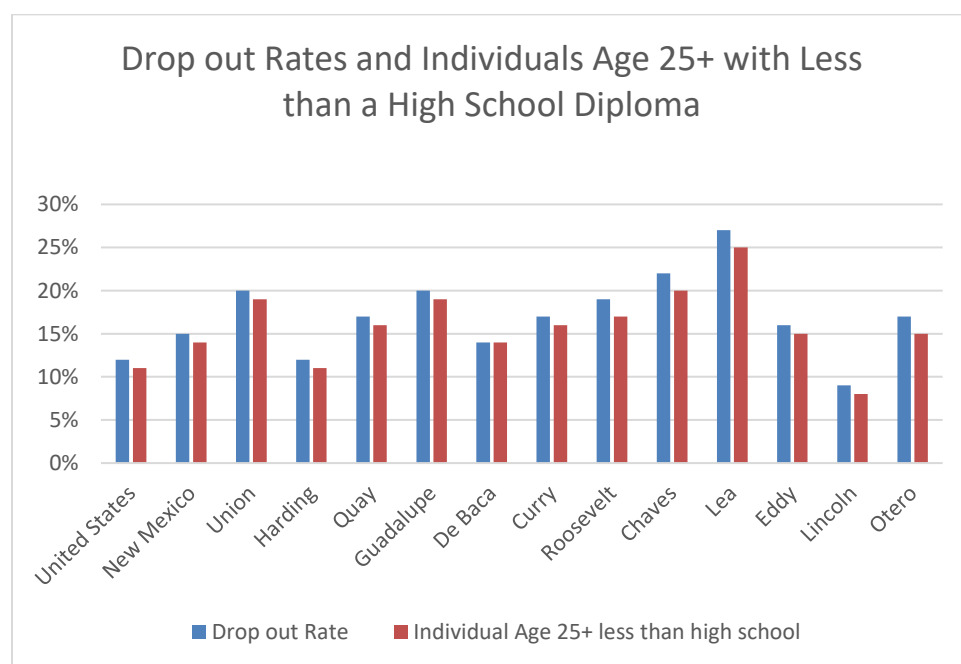
As indicated in the chart below, the individual AEL programs in the area served a total of 2,062 students in PY 19. Based on the fact sheet, this indicates the Eastern AEL programs to be the 2<sup>nd</sup> largest in the state following the Central Region's providers at 2,761 students for the year. ENMU-Roswell has the largest program serving 867 students. The Clovis and Hobbs programs both served close to 400 students, NMSU Carlsbad served 219, while ENMU Ruidoso, Mesalands and NMSU-Alamogordo each served less than 100 students for the year.



<b>Eastern Workforce Region</b>	
Clovis Community College	376
ENMU-Roswell	867
ENMU-Ruidoso	64
Mesalands Community College	29
New Mexico Junior College	413
NMSU-Alamogordo	94
NMSU-Carlsbad	219
<b>Subtotal</b>	<b>2,062</b>

Source: 2019-2020 NM Adult Education Fact Sheet FINAL

The EAWDB recognizes that education is an essential component of expanding and enhancing the skills of the existing and emerging workforce. The establishment and improvement of basic literacy skills is a foundational component of a skilled workforce. The chart below reflects the dropout rates of eastern area counties as compared to U.S. and New Mexico as well as the percentage of individuals 25 years of age and over with less than a high school education as reported based on the 2019 American Community Survey. While the United States and New Mexico overall reflect a dropout rate of 12% and 15% respectively, most of the area's counties are well above that rate. Only Lincoln, Harding and De Baca counties have a dropout rate below 15%. Lea and Chaves counties have the highest rates at 27%, and 22%, Union and Guadalupe are both at 20%, and the remaining 5 counties range between 16% and 19%.



Source: <https://www.towncharts.com/New-Mexico/New-Mexico-county-index-Education-data.html>

The number of individuals that are aged 25 and over with no diploma or its equivalency are also largely above state and national averages. The average for New Mexico is 14% compared to the United States at 11%. Again, most of the counties residing in the eastern workforce development area are higher than the New Mexico averages. Lincoln County is the lowest with 8% followed by Harding County at the National average of 11%. De Baca County is at the state's average 14% and the remaining counties are above the state average ranging from 15% in Eddy and Otero counties to 25% in Lea County. This information reaffirms the need for strong partnership with the AEL program in order to build a robust workforce development system that meets the needs of employers.

The EAWDB continues to envision a system that is functionally aligned with the AEL program to improve and increase the access to services of all individuals in need of this type of upskilling. AEL service providers are voting members of the board's one stop services delivery committee. This offers the partners the ability to provide input and collaboration into the development of local board policies and procedures. Their participation in this capacity plays a strong role in aligning and creating strategies to serve customers within the Eastern area.

Many of the AEL programs in the East have hybrid educational programs that provide opportunities for individuals receiving AEL services to co-enroll with the community college for career pathway training and/or post-secondary coursework while working to improve literacy levels or attain their High School Equivalency. Many programs have worked to increase technology-based learning opportunities to provide access to services for individuals in rural communities. These efforts are ongoing to provide the best success-based models for the consumers of services. Some programs currently have ongoing classes provided collaboratively with employers and provided at the worksite.

Local AEL providers and the board are working together to establish joint outreach activities to encourage individuals with low literacy levels or those that do not possess a high school diploma or a High School Equivalency (HSE), to take advantage of the current opportunities to improve skills or pursue their HSE credential. The Title I program will make supportive services available to Title I eligible individuals to increase the potential for success for individuals enrolled in the Title I program. Supportive services available for youth include but are not limited to:

- ☐ Transportation assistance for individuals attending classes;
- ☐ Assistance with testing fees associated with HSE attainment;
- ☐ Childcare assistance; and
- ☐ Support for technological access as needed e.g. internet service assistance and laptops or notebooks.

The EAWDB and its Title I youth program are currently partnering with five of the AEL programs on a pilot project to provide entrepreneurial training to youth enrolled in the AEL program. This program is available virtually as well as in-person and has a strong foundation in building strong

workforce preparation skills such as teamwork, interpersonal communication, presentations, budgeting and writing skills. The board provided initial funding for facilitator training, curriculum subscriptions, participant equipment and supplies, and the Title I program will be providing career coaching, plan development, case management and supportive services. This is intended to develop into a self-sustained service available to participants in both programs. The board is also working with its local vocational rehabilitation partner to make this service available to individuals with disabilities. The EAWDB expects to have even stronger relationships and partnerships with AEL over the next 4 years.

#### New Mexico Department of Workforce Solutions (NMDWS) programs

EAWDB and the One Stop Operator continue to work together to improve customer access to service through the creation of a cohesive system of workforce services. The area One Stop centers throughout the region have integrated program service under the New Mexico Department of Workforce Solutions (NMDWS) such as Wagner-Peyser (WP), Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grants (JVSG). WIOA services provided to individuals within our one stop centers are basic career services, individualized career services, and training services.

One of the EAWDB's objectives is to provide access to the broadest range of services and resources possible to individuals and to better serve the needs of customers and avoid duplication of services. In doing so, EAWDB and the One Stop Operator's plans to improve the quality of service an individual should receive during their visit at the one stop centers to improve on services provided to individuals. Most of the resource room usage is claimants coming to utilize the computers to submit their UI weekly certification and is blinded by the different services and resources that the one stop centers have within each office. The vision of this plan is to have an individual go through a triage process upon walking into the building. With the purchased iPads from the board, those will be utilized for the triage process and will be used to search for the individual's NMWCOS account then be asked several basic questions to identify the purpose of their visit. Next the customer will then be interviewed in a one-on-one setting with a career coach and the interview will consist of verifying and updating contact information, background history information, and providing information on services and resources needed. Then the individual will be served by a program career coach that matches the reason for their visit. At that time engagement with the career coach and the individual is crucial for the beginning stages of enrollment to a program. This triage process will also be implemented with employers that visit the one stop centers to be able to provide valuable information about the services that the one stop centers have to offer. Most employers utilize the NMWCOS website for job posting and employers are blinded by the different work-based opportunities and resources available. The chart below provides activity details from PY 19 that clearly show that individuals are visiting the offices to utilize the resource rooms. Implementing this triage process will benefit all customers that visit the one stop offices to have knowledge of the services offered and to

improve the enrollment and activity numbers in different programs such as Wagner Peyser, Trade Adjustment Activities, and Jobs for Veterans State Grant Programs.

### **PY 21 Services Provided Individuals**

Program: Title III - Wagner-Peyser (WP)

<b>Activity/Description</b>	<b>Distinct Users</b>	<b>Total Services</b>	<b>% of Total</b>
<a href="#">005 - Self Service Labor Market Research</a>	773	1,051	1.72%
<a href="#">006 - Self Service Job Search VOS</a>	6,194	17,895	29.24%
<a href="#">007 - Self Service Resume &amp;#233;</a>	1,746	2,230	3.64%
<a href="#">008 - Self Service Career Guidance</a>	142	176	0.29%
<a href="#">101 - Orientation</a>	1,027	1,239	2.02%
<a href="#">102 - Initial Assessment</a>	739	769	1.26%
<a href="#">106 - Provided Internet Job Search Support / Training</a>	973	1,335	2.18%
<a href="#">107 - Provision Of Labor Market Research</a>	1,410	2,101	3.43%
<a href="#">108 - Follow-Up Services / Counseling</a>	862	1,463	2.39%
<a href="#">109 - Case Coordinated Services</a>	465	638	1.04%
<a href="#">115 - Resumé Preparation Assistance</a>	954	1,098	1.79%
<a href="#">117 - Office Visit Not Classified</a>	2,657	5,043	8.24%
<a href="#">120 - Use Of One-Stop Resource Room / Equipment</a>	1,716	2,852	4.66%
<a href="#">134 - Referral Pre-Screening</a>	207	244	0.40%
<a href="#">200 - Individual Counseling</a>	2,399	3,281	5.36%

Source: New Mexico Workforce Connection Online System (NMWCOS)

Wagner Peyser provides employment services to individuals delivering basic career services. Whether a job seeker is in the beginning phases of choosing a career or needs assistance to find and keep a better job, Workforce Connection Centers offer an array of online and in-house services. Services found in the Workforce Connection Centers include:

- Career planning
- Job readiness
- Job matching
- Online portal for job search
- Business development
- Labor market information

Wagner Peyser plays a huge role in RESEA; in which the eastern area has implemented a new model that consist of co-enrollment with other partner programs providing valuable services to individuals without duplication of services in addition to meeting Unemployment Insurance eligibility requirements.

EAWDB plans to work more intensely with Wagner Peyser, secondary and post-secondary institutions, businesses, state and local stakeholders, and partners to improve the state's economic vitality by matching career-ready individuals with employers for a quality job referral. The chart below displays Eastern area job order referrals for PY 21. Total job referrals were 266 with only 110 Hires and 156 Negative Referral results. EAWBD see these numbers as alarming from the negative referral results display a higher number as the hires results.

LWIA/Region	Hire Results	% Hire Results	Negative Referral Results	% Negative Referral Results	Total Job Referral Results	% Total Job Referral Results
<a href="#">Eastern Area Workforce Development Board</a>	110	100.00 %	156	100.00 %	266	100.00 %
<b>Total Rows: 1   Report Total:</b>	<b>110</b>	<b>100.00 %</b>	<b>156</b>	<b>100.00 %</b>	<b>266</b>	<b>100.00 %</b>

Source: New Mexico Workforce Connection Online System (NMWCOS)

Negative referrals are from individuals that do not meet the education requirements, job skills, or training experience the employer requires. EAWDB strategies are to focus on a plan for business outreach to highlight work-based opportunities such as apprenticeships, internships, on the job training and work experiences. EAWDB continues to work with secondary and post-secondary institutions for the education components as well as staff introducing the self-paced skill building courses on Alison.com through NMWCOS.

The One-Stop Centers' goal is to provide universal access to basic career services to an array of employers and jobseekers. Delivery of services includes self-service, staff-assisted services, and involves a number of other tools and resources coordinated in partnership with the core partners and combined programs. EAWDB, One Stop Operator, Title I and Title III staff and management work closely in providing quality employer services. The focus is now in setting monthly goals for each office on employer services such as business outreach, employer contact, job fairs, employer presentation, and guidance for employer for the NMWCOS that can be conducted on-

site, by phone, or video conference. The chart below displays low numbers for PY<sup>21</sup> for business outreach which requires improvement.

<b>Services Provided Employer Reports - by Service</b> LWIA/Region: Eastern Area Workforce Development Board		
Service	Total Employer	Total Services
<a href="#">E01 - On-Site Visit</a>	344	651
<a href="#">E02 - Provided Job Fair Services</a>	78	89
<a href="#">E03 - Provided Job Order Assistance</a>	643	7,312
<a href="#">E05 - Provided Detailed Labor Market Study</a>	36	156
<a href="#">E06 - Provided Candidate Pre-Screening</a>	99	340
<a href="#">E07 - Promotional Call</a>	201	529
<a href="#">E08 - Review ed resumé s and referred eligible individuals</a>	124	476
<a href="#">E10 - Veteran Preference File Search</a>	432	2,652
<a href="#">E11 - Job Order Review</a>	440	2,581
<a href="#">E12 - Customized Labor Market Information</a>	6	6
<a href="#">E13 - Develop ing and Implementing Industry Sector Strategies</a>	1	1
<a href="#">E14 - Customized Assistance or Referral in the Development of a Registered Apprenticeship</a>	6	9
<a href="#">E15 - Developing and Delivering Innovative Workforce Investment Services and Strategies</a>	2	2
<a href="#">E17 - Marketing of Business Services to Area Employers</a>	37	43
<a href="#">E18 - Assisting Employers with Accessing Local, State and Federal Tax Credits</a>	1	1
<a href="#">E20 - Customized Screening and Referral of Qualified Participant recieving Training Services</a>	1	1
<a href="#">E21 - Customised Services to Employers on Employment Related Issues</a>	15	15
<a href="#">E22 - Customized Recruitment Events and Related Services</a>	6	6
<a href="#">E29 - HR Consultation -Explaining Labor and Employment Law s</a>	1	1
<a href="#">E30 - Employer Background Research Conducted</a>	10	10
<a href="#">E31 - Employer Presentation</a>	9	9
<a href="#">E35 - Job Development</a>	45	163
<a href="#">E90 - Referred Qualified Applicants</a>	354	2,131
<a href="#">E92 - Notification to employer of potential applicant</a>	34	77
<b>Service</b>	<b>Total</b>	<b>Total</b>
<b>Total Rows: 24</b>	<b>2,925</b>	<b>17,261</b>

Source: New Mexico Workforce Connection Online System (NMWCOS)

The TAA program is a federal program that provides a path for employment growth and opportunity through aid to U.S. workers who have lost their jobs because of foreign trade. The TAA Program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to build skills for future jobs. Individuals that are determined eligible, receive the following benefits and services:

- ☐ Training Services
- ☐ Employment Services
- ☐ Case management services
- ☐ Job search allowances
- ☐ Relocation allowances
- ☐ Income support in the form of Trade Readjustment Allowances (TRA).

TAA individuals may be identified in several ways including but not limited to self-identified, through a rapid response, Unemployment Insurance Bridge report, or RESEA. The chart below shows the active enrollments in the TAA program that are relatively low numbers. With access to the Unemployment Insurance Bridge Report and the implementation of the triage within the one stop centers, EAWDB expects these numbers to consider to accurately improve.

Active Enrollments Summary				
Region #	Region / Office / Staff	Number of Enrollments	Number of Activities	% Total Enrollments
05	Central Area Workforce Development Board	81	1,017	73.64%
10	Southwestern Area Workforce Development Board	72	735	65.45%
15	Northern Area Local Workforce Development Board	1	5	0.91%
20	Eastern Area Workforce Development Board	1	1	0.91%
Manage Active Enrollments - NM		Total New Mexico Regions:		4
		Total New Mexico Enrollments:		110
		Total New Mexico Activities Associated to Enrollments:		1,758

Source: New Mexico Workforce Connection Online System (NMWCOS)

The TAA program serves only individuals that have lost their jobs to companies in other countries. Recipients of TAA receive training assistance through specifically designated funding for this group but when supportive services would be beneficial co-enrolling the individual with the Title I program will be made available to provide assistance with complete wrap-around services.

The TAA program enrollment in the East is still very low. This program was set to expire July 1, 2022 and is currently being phased out. These individuals will now be served under the Title I dislocated worker program.

The Jobs for Veterans State Grants (JVSG) program administers the Disabled Veterans' Outreach Program (DVOP) specialist and Local Veterans' Employment Representative (LVER) Staff that work collaboratively to provide individualized career and Training-Related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. Veteran staff are in our major one stop centers that include Chaves County, Otero County, and Curry County; however, the veteran staff also cover the nearest located office. The active participants for the JSVG program are significantly low in the eastern area. The active participant numbers are 59 veterans in PY19, 35 veterans in PY20 and 48 veterans in PY21. There has been a decrease in the number of veterans' case count in the eastern area over the last five years. Veterans can be identified in many ways including but not limited to referral from different veteran programs, self-identified, Transition Assistance Program

Workshop, Unemployment Insurance bridge report, RESEA. JVSG are limited on supportive services offered however there are tons of different supportive veteran programs and resources that assist veterans and eligible persons that easily be referred. Veterans are priority of service in services with the Workforce Connections Centers.

Projected Veterans Population per County

County, State	2018	2019	2020	2021	2022	2023
Chaves,NM	3,725	3,632	3,547	3,478	3,410	3,333
Curry,NM	5,145	5,024	4,892	4,762	4,627	4,509
De Baca,NM	202	197	195	187	177	170
Eddy,NM	3,734	3,658	3,586	3,525	3,459	3,394
Guadalupe,NM	362	357	353	346	341	333
Harding,NM	54	58	57	57	56	55
Lea,NM	2,317	2,252	2,191	2,144	2,096	2,045
Lincoln,NM	2,081	2,023	1,969	1,922	1,868	1,812
Otero,NM	8,534	8,329	8,098	7,905	7,705	7,494
Quay,NM	735	697	670	640	616	588
Roosevelt,NM	1,289	1,260	1,230	1,200	1,169	1,136
Union,NM	359	348	333	325	313	300
Eastern Area						
Total	28,538	27,834	27,120	26,489	25,836	25,169
<b>Grand Total NM</b>	<b>157,264</b>	<b>154,210</b>	<b>151,279</b>	<b>148,377</b>	<b>145,549</b>	<b>142,809</b>

Source: [https://www.va.gov/vetdata/veteran\\_population.asp](https://www.va.gov/vetdata/veteran_population.asp)

Veteran population for the State of New Mexico was 148,377 in 2021. Our counties with the largest veteran population include Otero County with 7,905; Curry County with 4,762; and Eddy County with 3,525. Both Otero and Curry counties are home to military installations that contribute to the high numbers. According to the projections on the chart above, it appears that the veteran population in the eastern area is expected to slightly decrease over the next two years. The EAWDB with the One Stop Operator and partner program are discussing options and possibilities for targeted outreach events to veterans to increase the number receiving services and connect them with additional resources and support.

The EAWDB continues to envision a universal system that is functionally aligned with Wagner Peyser, TAA, and JVSG programs to improve, increase and continue providing high quality services to individuals in need.

### Department of Vocational Rehabilitation (DVR)

The New Mexico Department of Vocation Rehabilitation (DVR) is the entity tasked with providing services to individuals with disabilities that have a substantial impediment(s) to employment. The primary service provided to participants by them is vocational guidance and counseling. Those services are provided by vocational rehabilitation counselors that are specially trained to work with this population to identify the most appropriate services and vocations for participants in order for them to enter the workforce.



As also discussed in the DVR portion of the state plan they are working on a project to increase accessibility to services in the Northeastern portion of the state. The project is identified to target six counties in Northeastern NM. Three of those counties; Guadalupe, Union, and Harding counties are in the Eastern area. EAWDB staff and its operator will work with our DVR partner to identify methods and strategies to piggyback on this project to increase and improve the availability of partner services in those rural areas as well. The vision is to widely expand the technological footprint in the rural communities to allow for virtual and long-distance services during times when face-to-face service delivery is not possible.

The board and its operators and service providers will work with DVR to identify opportunities for colocation of staff in the offices. This work will continue and will also include the leveraging of resources to provide services such as work readiness, resume development, workshops, and job clubs. The board will seek agreements with the VR contracted job development group to align business services and minimize the number of programs contacting employers. Business services can be provided collaboratively as appropriate allowing for placement of individuals utilizing OJT and WOTC to assist employers in offsetting the cost and risk of hiring individuals who have had barriers to employment.

Further coordination and collaboration will occur to identify methods and opportunities for co-enrollment in WP and WIOA adult or dislocated worker services. As previously identified DVR staff is best trained to drive work with this population to address barriers and provide vocational guidance. Even so, co-enrollment into Wagner Peyser and WIOA adult services provides access to additional services that augment services received through vocational rehabilitation and prevent duplication of effort on the part of DVR staff. In cases where co-enrollment is deemed appropriate to the needs of the customer the DVR vocational counselor will provide the lead case management and be the primary point of contact for services to that customer. The operator will work with DVR partners to establish a process that allows partner programs to coordinate and align their respective employment plans and goals to the vocational rehabilitation goals.

As discussed elsewhere in this plan the Board is partnering with AEL programs for entrepreneurial training provision for co-enrolled youth. It is planned to work with DVR and the special services division of ENMU Roswell to identify possibilities for offering this training to individuals with disabilities as well.

#### Working with Core Programs to Improve Access to Activities Leading to Credentials, Including Industry Recognized, Portable and Stackable

The EAWDB and its operator will utilize information obtained from regional economic projections, historical business data, chambers, and economic developers to identify common skills and competencies necessary to provide high quality training leading to a sustainable wage. The operator will then work closely with core programs and postsecondary institutions to build recognized sector certifications for various skills levels that are relevant and transferrable across

employers in similar industries within the sector. This will pave the way for certificates and credentials that are portable and stackable with higher level credentials becoming more highly skilled and specialized.

Increased co-enrollment between Title I programs with the AEL and UI programs is providing increased access to skills upgrading for customers. While the UI co-enrollment is currently in its infancy it is anticipated that more individuals will be engaging in training that results in credentials.

As co-enrollment across partner programs increases wider access to training and support for the upcoming workforce will also increase. The service options provided to training candidates expand exponentially in a well-developed, non-duplicative, seamless service delivery environment that promotes co-enrollment and collaboration with core partners to meet program objectives. Once developed, partners can then focus on encouraging their customers to participate and enroll in those programs. This will afford partner participants, both unique and co-enrolled, maximum customer choice, information on the most beneficial training options and the highest opportunity for long term sustainable employment.

### C. Local Strategy Implementation

- I. Describe the strategies and services that will be used in the local area to facilitate engagement of employers in the workforce development programs, including small employers and employers in in-demand industry sectors and occupations.
- II. Describe strategies and services that will be used in the local area to support a local workforce development system that meets the needs of businesses in the local area.
- III. Describe the strategies and services that will be used in the local area to better coordinate workforce development programs and economic development.
- IV. Describe the strategies and services that will be used in the local area to strengthen linkages between the one stop delivery system and unemployment insurance programs.
- V. Describe how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and small business services.
- VI. Describe how the local board will develop and implement training across systems for all core partners to ensure a unified approach to service delivery including vocational rehabilitation.

### Local Employer Engagement

The board is currently partnering with NMDWS to target employers struggling to reopen with post-COVID requirements to provide layoff aversion assistance, customized and incumbent worker training for upskilling, and supportive services to individuals ready or preparing to return to the workforce. NMDWS has also developed an “All Hands, New Mexico” quick posting page for employers to post open positions for increased public access to open and available positions. The operator is working to promote these positions through the area’s social media sites and working with the Title I and III programs to increase targeting recruiting for those jobs.

Employers have been targeted and engaged in local area sector strategy discussions to maintain alignment with demand industries and growing sectors. The Title I program has been tasked with increasing the outreach and service delivery to employers including recruiting of employers willing to engage in apprenticeship training opportunities and increased utilization of On the Job, Incumbent Worker, and Customized Training.

The New Mexico MIS system contains a module known as the Customer Relation Management (CRM) module. Employer contact, method of contact, information discussed and provided as well as the results of the contact can be entered and tracked in the CRM for employers that do not currently utilize the WCC system for posting jobs. The module has the capacity to track and provide reports on results of outreach efforts. As part of the board’s sector strategies priorities alignment of business services across partner programs is one of the priorities to creating stronger strategies for sector priorities. While the board through its operator works with partners’ business outreach and job development staff to develop a unified and uniform approach to business outreach and services, this would allow for non-duplication of outreach efforts and/or augmentative better-informed contact.

#### Strategies to Meet the Needs of Employers

The needs of employment cannot be met between EAWDB, workforce connection centers and employers, if employers do not have full knowledge of services offered to employers. EAWDB along with the One Stop Operator will be developing a business services orientation presentation and material to educate employers on all services for employers such as:

- Employee recruitment and screening
- Posting job openings
- Hiring events
- Receiving and forwarding applicant resumes
- Prescreening and referral of qualified job seekers
- Work based opportunities
- Tax credit information
- Labor market information
- Labor law compliance information
- Rapid Response Program

The engagement of local chambers, economic developers, and employers in the eastern area is vital to provide valuable business services. All local Workforce Connection Centers are encouraged to participate in being members of their local Chamber of Commerce and staff are encouraged to stay connected and engage in all business events for outreach. Staff conducting local community partner meetings are also encouraged to invite the chambers for community engagement. New, reopening, and older business seem to seek out to chambers before seeking out to the workforce connection centers for business services as business service offered with the WCCs are unknown or unfamiliar to employers.

## Openings by Occupations





Occupations		Active Job Ads	
SOC	Occupation		
29-1141.00	Registered Nurses	4,186	<div></div>
53-3032.00	Heavy and Tractor-Trailer Truck Drivers	2,306	<div></div>
41-1011.00	First-Line Supervisors of Retail Sales Workers	1,542	<div></div>
41-2031.00	Retail Salespersons	1,347	<div></div>

## Openings by Locations

Locations		Active Job Ads	
Location			
Carlsbad, New Mexico		1,670	<div></div>
Roswell, New Mexico		1,570	<div></div>
Clovis, NM, 88101		1,386	<div></div>
Alamogordo, New Mexico		1,330	<div></div>

Certifications needed were basic life support (BLS), registered nurses (RN), driver's license, and certification in cardiopulmonary resuscitation (CPR). With basic certifications, such as CPR and BLS, the board will start investigating resources that provide the training to be offered at the WCCs quarterly for job seekers and employers.

## Openings by Certifications

Certifications		Active Job Ads
Certificate Name		
Basic Life Support (BLS)	2,380	
Driver's License	1,671	
Registered Nurse (RN)	1,666	
Advanced Cardiac Life Support Certification (ACLS)	1,081	

Hard skills identified were Microsoft programs such as Word and Excel. Soft skills identified are communication, customer service, teamwork, self-motivated. If these hard or soft skills are identified, staff can educate the job seeker or employer of self-paced courses to improve such hard or soft skills by utilizing the online training, Alison.com within the NMWCOS.

## Openings by Hard Skills

Hard Skills		Active Job Ads
Skill Name		
Microsoft Office	2,520	
Microsoft Excel	2,478	
Ability to Lift 41-50 lbs.	2,238	
Ability to Lift 51-100 lbs.	2,018	

## Openings by Soft Skills

Soft Skills		Active Job Ads
Skill Name		
Communication (Verbal and written skills)	16,252	
Customer Service	8,709	
Cooperative/Team Player	7,505	
Adaptability/Flexibility/Tolerance of Change and Uncertainty	4,528	

Education levels show most of the requirements being high school diploma or equivalency followed by the requirement of a bachelor's degree. Once identified the need of an individual needing to obtain high school equivalency (HSE) can be referred to the Title I adult, dislocated worker or youth program for eligibility enrollment as well as be referred to Title II AEL.

# Openings by Education Levels



## Strategies and Services to Better Coordinate Workforce Development Programs and Economic Development

The Economic Development (ED) representative on the local board is directly engaged with organizations across the northern half of the region with a focus on improving the quality of the existing and emerging workforce. State ED partners have been engaged in COVID recovery strategy planning sessions in local communities and with the board. These conversations have included representatives from the community colleges, NMDWS, EAWDB, Title I, and the Operator.

Also, local ED representatives from across the area have been invited to participate in the One Stop Services committee of the board to ensure that the needs of employers throughout the region are being considered and strategies developed to meet those needs.

## Services and Strategies to Strengthen Linkages to UI Programs

One-stop centers in the east are designed to provide a full range of workforce programs within one location. One program offered in our local centers is the Reemployment Services and Eligibility Assessment (RESEA) program. State unemployment Insurance (UI) staff, utilizing specific criteria, identifies individuals most likely to exhaust UI benefits and refers them to the RESEA program. This is intended to provide these individuals with access to staff and services to help them re-engage in employment more quickly.

The Workforce Innovation and Opportunity Act (WIOA) designates the Unemployment Insurance (UI) program as a required one-stop partner. To build on this partnership and enhance services to this population the EAWDB has worked with Title I, Wagner Peyser and UI partners to develop a model that maximizes access to skills development services, aligns partner staff functionally rather than programmatically and ensure those most likely to exhaust have access to services strategically selected by the customer and their career coach, to increase their knowledge and skills to speed their placement in employment and hopefully in occupations with higher levels of job security and/or wages. All title I eligible participants of the RESEA program are being co-enrolled across partner programs. This model guarantees that UI claimants most in need of services are prioritized to receive the highest level of services and support their reemployment

efforts. The new model provides RESEA program participants the access to services to include, but not limited to:

- ☐ targeted workshop participation,
- ☐ upskilling activities such as WorkKeys assessments and curriculum to allow individual to attain or upgrade a National Career Readiness Certification (NCRC),
- ☐ basic skills upgrading through Allison online learning,
- ☐ pre-vocational training and workforce development services provided by local training organizations or partners, to improve basic skills, soft skills, or to develop transferable skills, and digital literacy, and
- ☐ Streamlined enrollment processes to place individuals in OJT or other types of training as appropriate to their needs.

Over the last year the EAWDB and One-stop Operator have worked with: Title I, Title III, UI program staff, and Melanie Arthur Consulting to develop and implement the new RESEA co-enrollment procedures to allow for the new model to be implemented.

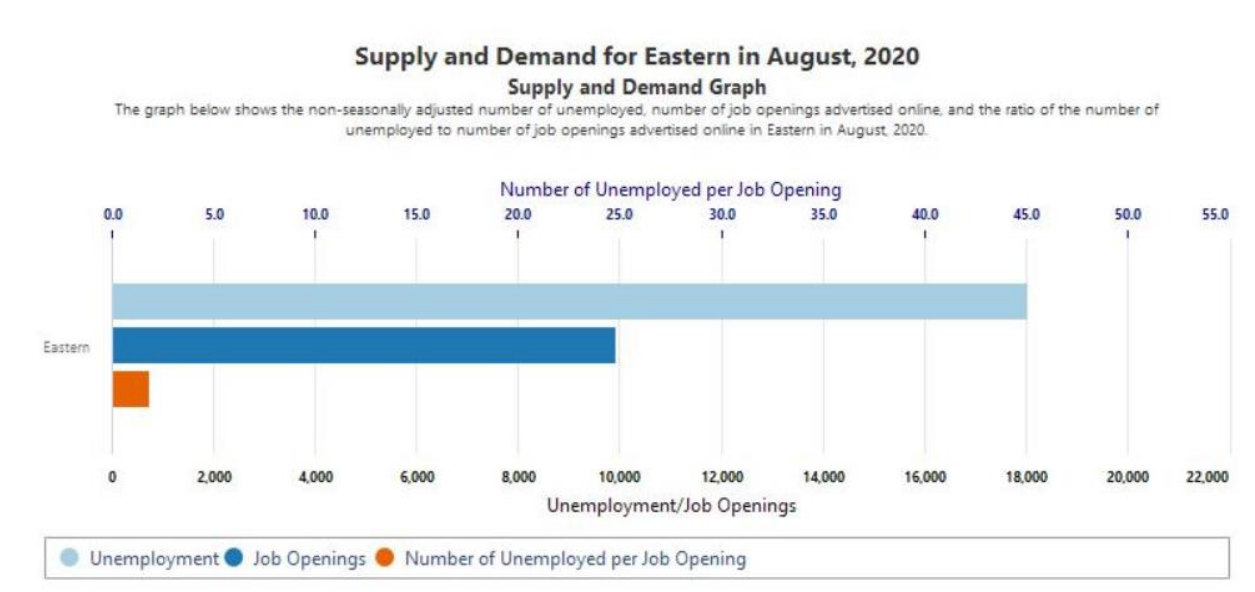
As previously discussed, this model is functionally aligned which allows for the provision of the RESEA program specific services to be provided by both the Title I and Title III staff in the centers. By implementing this model:

- ☐ Program silos are dissolved;
- ☐ Services are provided in a cohesive and collaborative manner that improves the experience of the job seeker within the system;
- ☐ UI claimants with barriers to employment receive increased levels of services;
- ☐ As a result of increasing staff available to provide RESEA services, increased numbers of eligible claimants can be seen to develop strategies to upskill and reengage them in the workforce as quickly as possible;
- ☐ Processes for these customers are streamlined so that any staff in the center can assist with documenting continued eligibility and work search requirements;
- ☐ Co-enrollment of claimants with the Title I program will streamline and facilitate increased access to supportive and training services to assist individuals increase opportunities to engage in career ladders or pathways that can improve their earning potential, job security and economic stability.

This program has been fully implemented and has resulted in over a 500% increase in the number of dislocated workers served in Title I in the last two years.

Covid-19 has resulted in the highest numbers of individuals in the history of the EAWDB, of unemployed individuals in the Eastern area. The graph below shows the non-seasonally adjusted number of individuals unemployed, the number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in the Eastern area

in August 2020. The estimated total number of individuals unemployed in August 2020 in the Eastern area was approximately 18,026. The total number of job openings advertised online was 9,936. There were 1.81 unemployed persons per job opening advertised online in August 2020. As previously discussed, the ratio of individuals to available jobs presents the perfect opportunity to work with local employers, economic development, and training providers to upskill the existing workforce.



Source: NMDWS, Local Area Unemployment Statistics program in conjunction with the U.S. Bureau of Labor Statistics and Online advertised jobs data <https://www.jobs.state.nm.us/vosnet/analyzer/results.aspx?enc=yXACq8IaxhcMaihhLcxBD5PtwB1f4tgdTbBf2/YGek=>

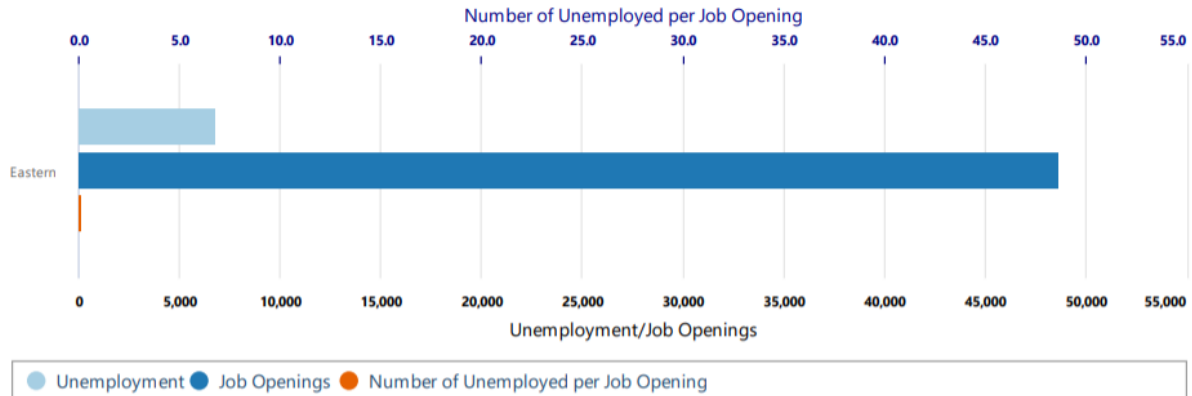
The graph below reflects the same data as the previous graph but from the previous year for comparison. There is a dramatic difference between 2019 and August 2020. The estimated total number of individuals who were unemployed in all of 2019 in the Eastern area was 6,870. The total number of job openings advertised online was 48,731. There were 0.14 unemployed persons per job opening advertised online in 2019 in the Eastern area.



## Supply and Demand for Eastern in 2019

### Supply and Demand Graph

The graph below shows the non-seasonally adjusted number of unemployed, number of job openings advertised online, and the ratio of the number of unemployed to number of job openings advertised online in Eastern in 2019.



Source: Source: NMDWS, Local Area Unemployment Statistics program in conjunction with U.S. Bureau of Labor Statistics and Online advertised jobs data  
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## Coordination of Workforce Investment Activities with Regional Economic Development Activities and Promotion of Entrepreneurial Skills Training and Small Business Services

The board has entered into agreements with the adult education program to provide entrepreneurial training to Title I eligible youth as a pilot project. The board and operator will develop an employer evaluation tool to review and evaluate the work readiness and employability skills of youth enrolled in work experience during or after completing this training as compared to youth that have not participated in this training. We will also be coordinating with the SBDC's and economic development offices in the local community to partner with successful completers that are ready to launch a business to provide additional resources and assistance to them.

It is the intent that this training, if proven effective by the pilot, will be made available to adults and dislocated workers as well. One of the core components of this unique entrepreneurial training program is that upon completion of the training program, a presentation is prepared and must be "pitched" to a panel of judges. The teams compete against other completing teams for a cash award provided by the curriculum developer.

EAWDB is also planning to meet and work with DVR to ascertain the potential and need to provide this training to individuals with disabilities. This meeting is tentatively scheduled for the 1<sup>st</sup> week of October 2020. If this is a viable service strategy for that partner board staff and the operator will work to identify the best method of delivery for this training e.g. postsecondary institutions, AEL providers or an outside training group with specialized skills for training individuals with disabilities. The Eastern New Mexico University – Roswell campus has a training department specifically designed to provide training to individuals with disabilities. This may be the most suitable method to facilitate the training.

## Development and Implementation of Training across Core Partners to Ensure a Unified Approach to Service Delivery

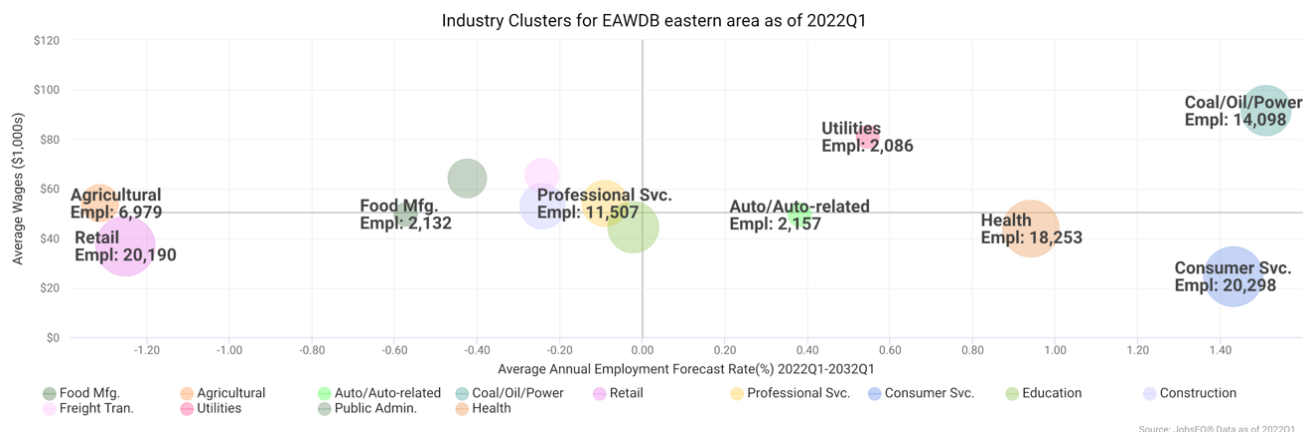
The local board through its operator has contracted for training to be made available across the partners for system related non-programmatic specific training such as conflict mediation, dealing with difficult customers, how to engage employers etc. Partners have also share resources through their various programs to be made available to program staff such as ADA accessibility in the workplace. The operator is currently working with partner leadership to develop standards for a unified business outreach team that spans all the partners. This will also include training to be developed that is inclusive of all partner services available to employers such as OJT, Work Experience, Workplace Literacy, etc. This will be provided to all business services staff regardless of program/partner affiliation. We will also be working on establishing a regular meeting schedule for all partner's business teams to share placement opportunities for job seekers and to address employer needs strategically and systematically. The area will continue to move in a more unified approach to service delivery as appropriate.

### **D. One Stop Delivery System**

- I. Include a description of local employers, and job seekers. Describe how the local board will ensure the continuous improvement of eligible training providers through the system and how such providers will meet the employment needs of employers.
- II. Describe how the local board will facilitate access to services provided through the one delivery system including in remote areas through the use of technology and other means.
- III. Describe how entities within the One Stop delivery system including One Stop Operators and the One Stop Partners will comply with nondiscrimination regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.
- IV. Describe the specific roles and resource contributions of the One Stop Partners to date. Please include the process for updating cooperative agreements, resource sharing agreements and memoranda of understanding relevant to the WIOA. Please include copies (Attachment D)
- V. Describe how entities within the One Stop delivery system, including One Stop Operators and One Stop Partners will provide for the accessibility for English language learners.

## Eastern Area Employers, Workers and Job Seekers and Continuous Improvement of Eligible Training Providers

The employers in the Eastern area encompass a diverse group of employment opportunities. Over ten years, ending in 2019, 14,288 jobs were added in the Eastern area. Industry clusters that employ the most individuals in the Eastern area are: Consumer services, retail, Health Care, coal/oil/power manufacturing, and professional services.



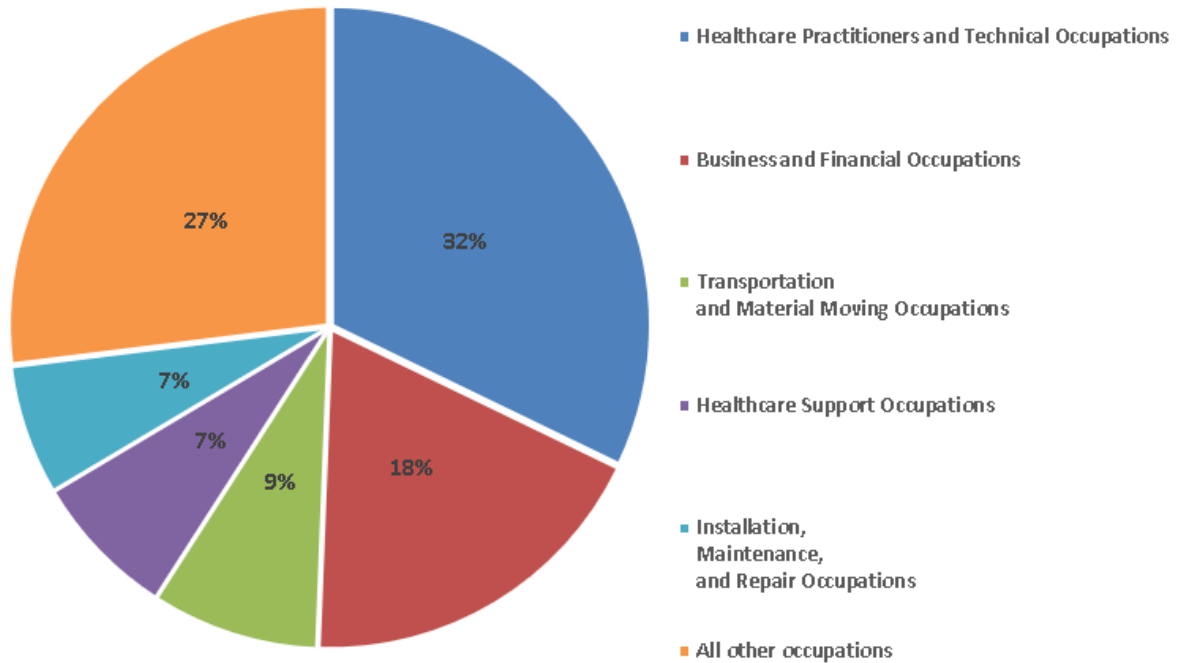
Source: JobsEQ

The two tables below show the largest employers in the Eastern Area in 2020 are not the same employers for 2022 have all changed as has the size. In 2020 Clovis schools was the largest at 1100 and now a private sector pizza management company reflects 2,405.

The chart below reflects the top five training occupations that individuals were trained in the Eastern area in PY 2019. 498 individuals participated in a training service; of those 498: 289 were enrolled in Healthcare Practitioners and Technical Occupations training or 58% of the participants that received occupational skills training. 34 were enrolled in Healthcare Support Occupations training, 32 were enrolled in Transportation Occupations training, 29 were enrolled in Installation, Maintenance, and Repair Occupations training and 22 were enrolled Education Occupations training. The chart below reflects the top five training occupations that individuals were trained in the Eastern area in PY 2021.

Source: New Mexico Workforce Connection Online System (NMWCOS)

### WIOA Participants Enrolled in Training Occupation (Top 5)



Source: New Mexico Workforce Connection Online System (NMWCOS)

The chart below shows job openings in the East by Healthcare Occupation in the first quarter of 2022. Currently, there are 4,470 total registered nursing job ads in the area. Because of the high demand for registered nurses, 44% of individual training accounts are created to provide funding for RN training.

### Openings by Occupations

Occupations		Active Job Ads
SOC	Occupation	
29-1141.00	Registered Nurses	4,470
29-1123.00	Physical Therapists	597
29-2061.00	Licensed Practical and Licensed Vocational Nurses	507
29-1127.00	Speech-Language Pathologists	460
29-2034.00	Radiologic Technologists and Technicians	422
29-1141.03	Critical Care Nurses	411
29-2032.00	Diagnostic Medical Sonographers	375
29-2031.00	Cardiovascular Technologists and Technicians	310
29-1126.00	Respiratory Therapists	254
29-1171.00	Nurse Practitioners	234

Source: JobsEQ

The number of individuals 16 years of age or older that are engaged in the workforce in the Eastern area account for fifty-eight percent (58%) of the total of all people that participate in the labor force. Employed workers and job seekers in the area over the age of 25 are made up largely of individuals with a high school diploma and/or some college. This group accounts for seventy-four percent (74%) of the available workforce. However, only eleven percent (11%) of those individuals possess a bachelor's degree. These populations present a large pool of candidates for the board and its partners to collaboratively provide outreach activities to. Engaging this population in training pathways intended to raise skill levels that result in credentials in demand occupations and provides opportunities to them for entry or advancement in employment. This also increases the skills of the workforce which can be utilized to recruit new employers to the area. The natural result of that process is economic stability and growth for the communities.

Additionally, eighteen percent (18%) of the population 25 years of age or older do not possess a high school diploma. These individuals are not eligible for occupational skills training through a traditional postsecondary model. Targeted outreach to them by WCC offices and AEL programs to enroll them in AEL and WIOA supportive services could provide a mechanism to pointedly increase the number of individuals with a high school diploma or equivalency certification that become eligible for college level courses and assistance. Also, with the creation of training programs that link academic and occupational learning, the timeframe for them to develop skills that increase earning potential can be reduced.

### **Eligible Training Provider (ETP) List**

The Eligible Training Provider list is a mechanism for identifying training programs on which WIOA funds can be spent. All approved training programs on the eligible training provider list lead to recognized credentials. The ETP list is posted on the New Mexico Workforce Online System (NMWCOS). With oversight from the state's Adult/Dislocated Coordinator, local boards monitor and maintain the list and evaluate the quality of programs that are active and approved. Training programs should be developed in a way that allows for receptiveness to the ever-changing needs of in the East and that are vital and necessary to the industry being trained for.

The EAWDB is committed to continuous improvement of training programs to create a list that contains high quality services that promote positive outcomes for job seekers and employers. The Eastern area ensures that there are policies and procedures in place that maximize efforts to monitor programs on the list. To identify issues, career development specialists monitor the progress of all participants enrolled in WIOA throughout the duration of their time in the program. As patterns of strength, weakness or deficiency in training programs are identified, this information is communicated to board staff by Title I service providers. Utilizing all available information, board staff is working with the service provider, Operator, and training provider to help identify areas within the training program that can be improved to create better outcomes for participants and employers.

## Facilitation of Access to Services Through the Use of Technology

The Workforce Connection Online System (WCOS) is the MIS and service delivery platform in use in New Mexico. This online platform allows employers to post jobs, review resumes and conduct candidate searches based on skills needed from any internet connected device e.g. computer, tablet, or phone. This provides increased access to job candidates because it reaches beyond the local community boundary limits. Engaging in this virtual environment also provides employers with an access point to staff. They can request the full array of services available to employers that are in a local community with an office.

The EAWDB has purchased a business Zoom license that provides the One Stop system with 35 individual accounts assigned by the Operator to the various offices based on staffing and usage patterns. The accounts are available for employer use to:

- ☐ Meet with staff to discuss recruiting;
- ☐ Provide access to virtual job fairs;
- ☐ Conduct long distance interviews; and/or
- ☐ Any other virtual service that may be necessary.

Through the WCOS, job seekers can access their UI claim information, update their resumes, conduct job searches, reach out to staff, review information on demand occupations and training providers, or request a referral to a partner or employer. The WCOS system also has a new component coming available that is a “Pre-application.” This provides job seekers the opportunity to apply for Title I services and submit eligibility documents for review and staff contact. This new service is planned for testing by the local boards and field staff in the near future.

This service combined with video conferencing will provide access to the full array of staff assisted services from any internet connected device. All workshops have been revamped for facilitation via video conferencing technology. This allows for breakout rooms for one-on one service provision and staff engagement for those interested in career coaching or in need of specialized attention or access to additional resources. The workshops also have recorded versions for individuals unable to or uninterested in the facilitated workshops. The recorded workshops are available on the area’s YouTube channel located at the URL shown below.  
<https://www.youtube.com/channel/UCKfBnrP0xN7rn4dmQJM1aMQ> .

Additionally, the Title I youth provider has recently acquired access to a virtual service delivery platform, “Career Edge,” that is directly designed to meet the Title I youth program requirements for many of the 14 program elements including applications for services and eligibility document submission. This tool also allows for electronic routing of necessary documents for completion and signature, such as training agreements, timesheets, evaluations etc. Staff training for this system is scheduled for October 6, 2020, with the “soft launch” immediately following that. In

the November-December timeframe, board staff and the operator will work with the Title I program on the development and implementation of strategic outreach campaign promoting access to services.

#### Compliance with Nondiscrimination Regarding Physical and Programmatic Accessibility of Facilities, Programs and Services, Technology and Materials for Individuals with Disabilities, Including Staff Training

The board, its subcontractors and offices strive to meet the highest level of accessibility for facilities, programs, and services for individuals with disabilities. WCC offices strive to meet all accessibility physical and programmatic accessibility requirements specified in the Americans with Disabilities Act (ADA). The EAWDB is responsible for implementing and monitoring compliance with nondiscrimination and equal opportunity provisions of WIOA, ADA and other relevant laws and regulations. As part of this EAWDB and its operator will work with DVR to evaluate the centers and assist with training staff on accessibility requirements. The board will also work with the DVR partners to identify accessibility technologies available to assist individuals seeking employment and training in the centers. Based on center evaluations some have been modified to upgrade physical accessibility such as door and automatic opener changes or replacement.

#### Roles and Resource Contributions of the One Stop Partners to Date, Processes for Updating Cooperative Agreements, Resource Sharing Agreements and Memoranda of Understanding Relevant to WIOA

For the past several years WP and WIOA title I program staff have been collocated in the WC Centers. In addition, AEL is collocated in the Ruidoso center. Their role in the centers is to be an integrated partner in the system and customer flow of the office. The operator is working with additional partners to bring them into the centers where possible. Partner responsibilities are delineated in the office MOUs and costs are allocated across partners in the center through the office resource sharing agreements (RSAs). MOUs are reviewed annually at a minimum or more frequently as partners move in or out of the center or add/subtract staff on a permanent basis and RSAs are reviewed quarterly for verification of actual costs and billing to system partners.

Allocations to collocated partners are based on the number of individuals per partner and total square footage of office space utilization. This percentage is allocated against costs for common areas in the center. Partners can also request a review of RSAs if staff relocates offices and the move will change the square footage distribution allocated to that staff/partner. Costs for common areas such as resource rooms, lobby areas, hallways etc., are distributed based on the percentage of program staff comprised of the total number of staff in the center.

Additional costs associated with the operation of the comprehensive center in Clovis are distributed across partners both internal and external based on relative benefit to the partner program.

#### Provision of Accessibility for English Language Learners

The provision of services to customers should not be limited due to language constraints. Spanish is the most prevalent non-English language spoken in New Mexico. In response, most Workforce Connection Centers in the Eastern area has staff available to provide translation services. In fact, individuals with bilingual skills and experience are actively recruited when vacancies arise. If at any time a bilingual staff is not available, telephonic interpreter services through Linguistica can be offered. When translation services for languages other than Spanish, including sign language, are required interpreters and translators are contracted to provide such services on an as needed basis. Most written materials and information including workforce connection orientation information regarding system services are available in both English and Spanish.

In addition, the local area utilizes the state's New Mexico Workforce Connection's Online System to provide a portal to basic career services that links to the Unemployment Insurance website. Both systems are accessible in both English and Spanish.

Individuals identified in the WCC offices will be provided referral opportunities to the AEL program. Serving English Language Learners is a high priority for our Title II partners since the provision of English language instruction and related programs and services is a core AEFLA purview and priority. English language acquisition activities are one of the core sanctioned AEFLA activities outlined in Section 203 of WIOA, along with Integrated English literacy and civics education. While offering ELL programs is not a requirement for AEFLA subgrantees, all applicant programs are required to assess the need for such services in their respective service areas. In most cases, the need is very high, reflecting a higher-than-national-average need. U.S. Census data shows New Mexico as a state with one of the highest concentrations of people self-identifying as speaking English "less than very well," with over 33% of respondents speaking a language other than English in the home.

Accordingly, most AEFLA subgrantees do offer ELL programs and services and are eager for partner referrals. Unfortunately, local Adult Education program Directors report such WIOA title partner referrals rarely occur...likely in part because Adult Education is often mistakenly equated with High School Equivalency (HSE) preparation, which is just one of many much more complex and holistic programs and services Title II provides. We anticipate the state-level policy and guidance around co-enrollments will help raise awareness and streamline operations around referrals in a way that will significantly benefit all partners and contribute to our joint WIOA performance measures.



## E. Service Implementation

### 1. Youth

- I. Provide a description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth with disabilities and other barriers such as homeless youth, foster and former foster youth, and expecting or parenting youth.
- II. Describe how the local board is planning or working to fulfill specific youth requirements as laid out in the WIOA including:
  - ☐ How the board is providing for the 14 required youth service elements;
  - ☐ Approach toward meeting the 20% work experience, including the use of registered apprenticeship as a service strategy;
  - ☐ Approaches toward meeting the 75% OSY minimum expenditure;
  - ☐ A description of changes in the youth providers' service delivery models;
  - ☐ A description of any changes in outreach activities around youth; and
  - ☐ Any changes in youth case management approach including the use of supportive services

The board and its youth committee recognize that investing in our youth is an investment in our future. Alignment of partner services is not only a WIOA requirement but a necessity when serving the youth population. For this reason, the EAWDB procured a new youth provider to better align the provision of and access to services. The provider for Title I adult and dislocated worker services now also operates the Title I youth program effective July 1, 2019. The program has been receiving a strategic overhaul to modify the service delivery model and establish innovative approaches to attract and retain youth in the program. This will be a continuous improvement goal for the entire system.

Many preventative strategies occur at home, in schools, and in the faith-based organizations in the communities. The traditional strategies work well for youth with strong support structures. Many youth that lack those support structures become disengaged, disenfranchised, disadvantaged, and are often marginalized. For disengaged, disadvantaged, and disenfranchised youth, access to prevention and/or intervention services can greatly impact the direction of youth and determine if he/she becomes a productive member of society or is trapped in a cycle of justice involvement or social dependency. In rural New Mexico, services to youth and their availability vary in each local community. For example, many communities lack local access to alternative high schools, high school equivalency tutoring, and/or testing; homeless programs; mental health and/or substance abuse counseling; post-secondary or CTE training; transitional foster care; pregnancy/parenting support; or vocational rehabilitation services. With the rurality of the area and the inconsistencies service availability, it is imperative that the partners,

community leaders and CEOs work together to bridge gaps to develop solutions to provide access to much-needed services and support. The area does have core partner programs located in 5 of the 7 communities with Workforce Connection Center offices but community services for shelter, transportation, and drug and alcohol abuse are very limited.

Workforce Connection Center Location	Core System Partners						
	DVR	AEL	Job Corps	Wagner Peyser	Youth/Adult/DW	SBDC	Post-Secondary
Alamogordo	X	X		X	X	X	X
Ruidoso	itinerate	X		X	X	X	X
Carlsbad	X	X		X	X	X	X
Artesia	itinerate			X	X		
Roswell	X	X	X	X	X	X	X
Hobbs	X	X		X	X	X	X
Portales					itinerate		X
Santa Rosa	X	X			itinerate	X	X
Clovis	X	X		X	X	X	X

Most eligible youth in the area are experiencing multiple barriers to both employment and post-secondary education. The EAWDB, operator and Title I service provider work diligently to identify and communicate available resources in the communities and develop strong relationships with them. But because of the disparity in available services, the area's Title I Youth provider is tasked with providing access to delivery for all 14 WIOA program elements.

Local career coaching staff work closely with partners in each community to develop and foster the most collaborative environment possible to help youth succeed. This includes working with various community organizations including faith-based organizations to help bridge gaps to find solutions that fit the needs of the youth. For example, working with local community leaders, partners, and organizations to identify temporary housing possibilities for homeless youth in communities that do not offer or have minimal access to those services.

As previously discussed elsewhere in this plan, the board's Title I youth provider has launched a virtual services platform offered by Career Edge to expand and enhance services to youth. The platform has many tools that assist with delivery of the 14 WIOA program elements. The Title I provider is currently utilizing the Career Edge platform that provides a workflow and fillable forms in the platform that will provide the ability for a youth to apply for services from their mobile device or a computer and securely upload eligibility documents. Once eligibility has been established eligible applicants will be assigned to a career coach in the workforce connection center nearest to them. Through this platform youth will have access to virtual services such as

online orientation and assessments and a virtual tool kit that provides coursework in things such as:

- ☐ Managing and changing your attitude;
- ☐ Goal setting;
- ☐ Communication and networking;
- ☐ Job search strategies;
- ☐ Preparing for the interview;
- ☐ Time management;
- ☐ Learning to learn;
- ☐ Performance and study skills;
- ☐ Working in teams; and
- ☐ Many more.

Individuals are able to request a meeting with a career coach virtually or request a virtual appointment. WIOA system partners with co-enrolled customers can be provided service reports in order to work collaboratively to achieve service strategy goals and objectives for both programs without duplication. This will help keep youth engaged and be able to accurately record and uniformly report services provided to those individuals within the system. The ability to provide virtual access to the workforce system, including face to face meetings with their career coach or partners, will open doors to youth in rural and remote areas and expand and enhance the capacity of the entire system. This represents a complete overhaul of the service delivery model for youth services.

In addition to the expansion of services available virtually, the youth program is working to establish youth leadership team that provide input into program design and services development. The concept was that the leadership teams would work together and with staff and the board's youth committee to develop outreach materials that appeal to youth and to provide feedback and insight that would allow for the "overhaul" of the youth program to be constructed using a human centered design approach. Enrolled youth would also be engaged to help redesign the social media presence for the program to better appeal to the wants, interests and needs of local area youth. The first meeting of the youth was to be held two days after the local offices were closed due to COVID 19 and was therefore postponed. As community reopening occurs this will return as a priority.

Local policy has also been reworked to allow for the provision of incentives for attainment of work experience or performance goals. There is a peer mentoring component included in the new program design strategy that provides a small incentive to the youth mentor when a mentee achieves certain program goals such as the attainment of a high school equivalency or credential.

A new entrepreneurial training program is being piloted in partnership with five of the AEL programs. The training is available to Title I eligible youth, they are co-enrolled in the Title I

program for case management and provision of other program elements. The training is immersion based meaning the youth work in teams of four to research, conceive, plan, and “pitch” a business idea. It is very project based and includes online training through various modules to develop skills to be able to complete the modules. The training could be completed in as little as thirty days, but it is estimated it will likely be completed in three months to a year depending on how aggressively the team works through the various modules. Pre- and post-tests will be utilized to determine skills gains and/or increased critical thinking and analysis skills. Information gained from employers indicates that individuals that attend entrepreneurial training make better employees because they have a better big picture understanding of the requirements necessary to run a successful business. Employers are planned to be utilized to evaluate the efficacy of this information and provide feedback on the skills developed.

With the increased focus of WIOA on building skills necessary to be successful in the world of work the Act requires that 20% of youth funds be expended on work-related activities. Since the EAWDB has always believed direct engagement with employers in a work environment is the best way to learn appropriate workplace behaviors, interpersonal and transferrable skills, and work ethic, this has always been a board priority for its youth program. The only difficulty the area has ever had meeting that requirement, even under WIA, has been a result of the shutdown as a result of the pandemic. Under WIOA, the new provider is working to align work experience activities with career exploration and educational services to provide a more rounded experience for the youth and increase their knowledge of educational and occupational skill requirement within their areas of interests. Career Coaches are able to monitor the progress of the participant’s employability skills activities using the Career Edge platform. As more apprenticeship opportunities are developed and made available in the area, youth will be encouraged to participate in apprenticeship training in their chosen career pathways.

The service provider in conjunction with the One Stop Operator and the Apprenticeship Coordinator will continue to work together to identify more opportunities for paid internships, pre-apprentice and apprenticeship training for youth that is connected to academic and occupational learning opportunities. EAWDB recently adjusted their Individualized Training Account (ITA) policy to include those individuals that are actively enrolled in the youth program and under the age of 18 to provide an ITA to assist with the cost of training to eliminate the gap between after obtaining their High School Equivalency (HSE).

Like the work experience requirement, the youth program in the East shifted almost seamlessly into the 75% out of school expenditure requirement. Providers in the East have partnered with and recruited heavily from the adult education programs. With the expanded age range under WIOA the outreach through this program expanded. Outreach and recruiting have also been expanded to include social media. When the Career Edge platform is fully operational an expanded media campaign will be utilized to provide information to all local communities that they can now apply for and access services online. A deepened partnership and co-enrollment

model have been developed between the EAWDB and Roswell Job Corps Center (RJCC) to expand services to youth enrolled in that program. It also provides for a transition to local one stop center staff in the area program completers will return to assist with placement and support as they return to their former homes. Details on the partnership are included in the partner MOU.

The case management model has always been to provide a holistic approach to services that are individualized to meet the needs of the youth. This philosophy has not changed however, the youth council and service provider recognize that with the expanded age range under WIOA that materials and assessments utilized need to be adjusted to be more appealing and inclusive of the older youth population served under WIOA. Materials and curricula are being investigated and reviewed to provide a better more engaging array of age-appropriate services to youth.

Supportive services are also an important component of the WIOA youth program. Supportive services provide necessary support to maximize the success potential of youth. The EAWDB supportive service policy has been recently revised to provide more supportive services including technological assistance for youth attending online training such as internet or computing devices or tablets depending on need. Supportive services are also utilized to assist with things such transportation, emergency housing assistance, appropriate work attire, childcare, auto repairs, medical visits, or eyeglasses as well as to incentivize program goal completion such as attainment of high school equivalency (HSE) credentials.

Tutoring services are provided through several mechanisms. Where appropriate tutoring and study skills training are coordinated through co-enrollment with AEL providers and in some cases a stipend issued for attendance and an incentive for the completion of programmatic goals. When this is not possible career coaches may: provide direct tutoring to youth; pay a stipend to one youth to tutor another; or locate and contract with a qualified tutor.

When a high school dropout enrolls in the program, every effort is made to re-engage them in secondary education. There are alternative schools in the area and there is also a home school high school curriculum that is available to students, one that allows for home based self-paced work in workbooks. Workbooks are mailed to the agency and completion results in a high school diploma (not an equivalent). The youth can receive additional tutoring assistance as needed by career coaches or system partners as appropriate. When youth will not re-engage with the secondary system, they are encouraged to enroll with AEL partners.

Youth with diplomas or its equivalent are encouraged to enroll in post-secondary education leading to a credential that is directly linked to career pathways in high demand occupations. While youth attend training, staff work to identify and develop appropriate work experience placement or unsubsidized employment opportunities for the youth to participate in that coincide with the program of study and career path selected by the youth.

Like tutoring, adult mentoring services are provided through a variety of mechanisms. They receive consistent mentoring and coaching from their career coaches as they work through the program goals. They also receive mentoring through community resources such as the boys and girls' clubs and work site supervisors. Additional mentors are identified and utilized as appropriate to the needs of each individual youth.

Each larger community has services available for pregnant or parenting youth. The youth program has begun partnering with the GRADS program for services to this population. Youth that face this challenge are referred for parenting classes if they are not already participating in them. They are also referred to temporary assistance for needy families (TANF) and to the children, youth, and family division (CYFD) to apply for additional assistance. Career coaches work closely with enrolled parenting youth to identify service gaps and provide support activities to enable them to engage in training and work activities. The career coach acts as a system navigator to help them apply for and coordinate service requirements.

Youth with significant barriers to employment are referred to partner programs with the most experience serving that population and then work to support the efforts of those programs and integrate the WIOA program elements into the plan. For example: Youth with disabilities are referred to the department of vocational rehabilitation (DVR) for assessment and eligibility determination for services. If they are eligible for services through DVR then DVR is the primary point of contact for identifying the best course of training for the youth. The WIOA case manager will then align their IEP goals with the DVR employment plan. Services provided to youth in or aging out of foster care are coordinated with CYFD case manager. Additional adult mentors are sought to assist these youth in transitioning to the world of work and training.

Youth are encouraged to participate in leadership opportunities within their local communities. The career coaches assist with locating opportunities or will help them locate opportunities to serve in the communities in an area of interest to the youth. Then staff will facilitate the placement of youth in those services. Career Edge platform provides curricula on leadership development accessible to youth virtually and career coaches can track the youth's progress and record from Career Edge Platform to NMWCOS.

#### **Updated Language:**

The first leadership team was established in Lea County with plans to replicate the same model to other eastern area offices. The current team of six meet once a month in the Hobbs office and are fully engaged and working on recruiting more youth participants to the team. They were also instrumental in the design of the youth conference that was held in Roswell in June of 2022. The conference focus was on career exploration, work ethic, and work readiness. The team developed the name and created the logo for the conference, #UFO, Unearthing Future Opportunities. They were engaged in the organization and coordination of the conference agenda, speakers, transportation and lodging for the attendees and speakers. The conference

was well attended by WIOA youth, and the post-conference feedback was overwhelmingly positive. Different government entities with different roles have been invited to present at these leadership teams and the leadership team presents the youth program to those attending. This has helped develop public speaking and communication skills within the team.

The team is currently working on re-naming and re-branding the WIOA youth program to something that is more appealing to the potential customers and the communities and better represents the mission of the program. They have presented proposed names for the program to both the youth committee and one stop services committee. The presentation for the proposed name change is scheduled to take place at the September 2022 EAWDB board meeting. They will also identify and launch community service/engagement projects locally to demonstrate the need for community involvement.

The entrepreneurial program was launched in partnership with four AEL programs as a pilot that demonstrated high levels of engagement and outcomes. The program has moved from a pilot status to an ongoing service model and is scheduled to begin in August of 2022, as a general offering for interested adults, dislocated workers, and youth. The percentage of youth that obtain skill gains, high school equivalencies (HSE), and moved into post-secondary was higher for those that participated in the Entrepreneurial program than those who did not. The youth program also purchased a tool called a study buddy that can be issued to the students to assist with their HSE preparation. The tools have been very popular with the students and have yielded good results.

The program has begun partnering with the Youth Challenge Academy in Roswell to co-enroll and provide wrap around services to those students. They will also provide transition services to students as they complete the academy and transitional phase of post-secondary, military, and/or employment returning to their home communities.

The youth provider has developed On-The-Job training opportunities for participants and is focusing on growing the number of placements in OJT throughout the eastern area. This serves to help employers with placement and to place youth on a career pathway.

## 2. Adults and dislocated workers

- I. Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area, including services targeted toward adult populations with barriers, such as displaced homemakers, homeless adults, ex-offenders, single parents, and pregnant women, and/or long term unemployed.

The WCC offices in the eastern area house staff from the WIOA adult/dislocated worker and youth programs and Wagner Peyser. As such the full range of WIOA basic and individualized career and training services are available in each of the twelve counties. Some counties only



provided services on iterative or as needed basis as reflected in the one stop office listing in attachment. Services available to individuals include those listed in TEGl 03-15.

Basic Career services include but are not limited to:

- ☐ Adult, Dislocated Worker and Youth program eligibility determination;
- ☐ Outreach, intake and orientation to information and other services available through the one stop delivery system;
- ☐ Initial Assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities and supportive service needs;
- ☐ Labor exchange services;
- ☐ Provision of referrals to and coordination of activities with other programs and services including those within the one-stop delivery system, and when appropriate, other workforce development programs;
- ☐ Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional and national labor market areas;
- ☐ Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- ☐ Provision of information about how the local area is performing on local performance accountability measures and any additional performance information relating to the area's one stop delivery system;
- ☐ Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance,
- ☐ Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- ☐ Provision of information and assistance regarding filing claims under UI programs.

Individualized Career Services include but are not limited to:

- ☐ Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers;
- ☐ Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her goals;
- ☐ Group and/or individualized counseling and mentoring;
- ☐ Career planning;
- ☐ Case management;
- ☐ Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for employment or training;
- ☐ Internships and work experience linked to careers;



- ☐ Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training or employment;
- ☐ Financial literacy services;
- ☐ Follow-up services as appropriate;
- ☐ Out of area job search assistance and relocation assistance; and
- ☐ English language acquisition and integrated education and training programs.

Training services include:

- ☐ Occupational skills training linked to in demand occupations;
- ☐ On-the-Job Training;
- ☐ Customized training;
- ☐ Apprenticeship; and
- ☐ Entrepreneurial training.

Services specialized to targeted populations such as displaced homemakers and individuals with disabilities include targeted outreach effort and case management services designed to look at the individuals holistically to identify needs. Services are then customized to meet their needs. As mentioned in other portions of the local plan training and cross training for partner programs will be provided and requested as needs are identified. Case management training for individuals with disabilities or multiple barriers to employment will be requested to be provided with partner staff and programs that are established as subject matter experts in that area of expertise such as services to individuals with disabilities and disabled veterans.

The operator is working with board and state staff to develop a customer flow model that works to complete program eligibility determination at the onset of staff assisted services rather than at the request for training services. This allows for progress toward functional alignment of staff that increases co-enrollment and maximizes service accessibility. Once the customer flow is implemented, then co-enrollment becomes triggered by the service received rather than the staff that provides it.

Title I has recently launched a pilot project called Prison Project. The prison project is a collaboration between four community partners that have come together to tackle some of the main issues surrounding returning justice involved individuals into the community. A primary focus is on providing employability and occupational skills necessary to incarcerated individuals to provide employment opportunities at release. Training is provided for in demand occupations and they provide the necessary tools and support to increase the opportunity for success. They are working to provide a trained workforce to businesses that have high employment vacancies and reduce the recidivism rates. To achieve this, it was crucial to have the partners collaborate

on this initiative. The partnership includes the WIOA Title I program, ENMU Ruidoso's Adult Education program, the Lincoln County Detention Center, and Local businesses.

Construction training and certification is being made available to incarcerated individuals and once released they will be placed in an OJT to assist employers with the costs associated with the continued training necessary to achieve long term impact. ENMU Ruidoso will provide the training and WIOA is assisting with support and case management to those in training. The first cohort of six have been enrolled and are in training. With the implementation of this project, hopes are to provide the incarcerated individuals a second chance and provide the community trained individuals that will be able to contribute to the workforce and to employers that have been struggling to fill job vacancies.

### 3. Individuals with Disabilities

- I. Describe how individuals with disabilities will be served through the one-stop center system in the local area, including copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one stop delivery system. This includes cooperative agreements between the LWDB and the local office of a designated state agency administering programs carried out under the Rehab Act, with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information and resources, cooperative efforts with employers, and other efforts at cooperation, collaboration and coordination, such as improving or creating referral processes, joint enrollment and case management.

As discussed throughout the local plan the board and its operator have been meeting with DVR regional staff. The board envisions a system that is highly integrated in functionality across programs. The discussions have been largely focused on collaborative and coordinated case management, co-location, and co-enrollment processes. The board operator will work with DVR on improving the accessibility of services to individuals with disabilities in the centers including those with visual impairments or blindness. The operator has been working on development of workshops that are available online and will work with DVR to determine what modifications are necessary if any to expand access to these services to their customers. The increases made in the last year in the establishment of virtual delivery of services will allow for increased participation for all partner customers including DVR.

DVR staff has had staff attend trainings purchased by the board and made available to partners across the region for "Conflict Management and De-escalation", "Provision of Quality Virtual

Services and Case Management”, “Case-to Caseload Management”, and “Business Engagement are You Speaking Like Employers Think.”

#### 4. Veterans

- I. Describe the board’s strategic approach to serving Veterans to improve employment outcomes for this population, including priority of service efforts.

Veterans and covered persons in the Eastern area are provided priority for all services (e.g. resource room usage, waiting to see staff for individualized career services along with 24 access to new job orders in NMWCOS) in the center including training in alignment with the state plan, state and federal policies and regulations. For programs in the centers with specific eligibility criteria, the covered persons must first meet all required eligibility to receive priority of service. For programs that target specific populations without specific eligibility mandates the covered persons must receive the highest priority for enrollment similar to the priority of service applied to universal access programs. The EAWDB ensures that the local area Workforce Connection Centers incorporates a Veterans Priority of Service standard that is in alignment with the state plan and the law.

The Disabled Veterans Outreach Program staff visit local Veterans of Foreign War (VFW) offices and the area’s two military bases to provide information to transitioning service members regarding services available to them and their families in the Workforce Connection Centers.

When veterans enter the center and identify themselves as veterans, Wagner Peyser staff meets with them one on one to perform an initial assessment to determine if they have significant barriers to employment. If the veteran does not have significant barriers, they are referred to business services and WP staff for registration, background completion and further assessment of need. Skills development and business services staff in coordination with local veterans’ employment representatives (where available) work to assist the individual with their training and employment needs. Veterans with significant barriers are referred to the Disabled Veterans Outreach Program (DVOP) and/or partner entities as appropriate for assistance with the barriers and then placed in employment with assistance of business services staff. Internal measures are being established to better track the services provided and the quality of those services to veterans in the WCC system. Veterans are also referred from the RESEA program leading to veterans being part of our co-enrollment model in the eastern area.

Targeted outreach activities are planned for the near future utilizing constant contact and demographic information from the UI reports to recruit and engage dislocated veterans in career services. Veteran program staff will be engaged in the development of the outreach materials to ensure materials and information is presented in a manner that fits with the needs and requirements of the veteran’s programs. This will allow staff to provide services either by appointment when the centers reopen or virtually via the video conferencing accounts purchased by the board and issued by the operator to field staff in the offices.

## 5. Migrant Seasonal Farmworkers

- I. Describe, as appropriate, the board's approach to serving migrant seasonal farmworkers within its respective area to increase education and employment outcomes for this population.

The Eastern area does not have as significant a population of migrant seasonal farmworkers as some other regions in the state. When they enter the center as a job seeker, they are provided services as appropriate to their needs. When they are identified as MSFWs services are then coordinated with the NMDWS. NMDWS has fulltime outreach staff to locate the migrant workers and provide needed services. Coordination also occurs with the local National Farmworker Jobs Program (NFJP) as appropriate. Training is provided to all offices through the state's training division and state personnel on appropriate services for this population. If training has been determined necessary and appropriate, they are referred to partners for co-enrollment and training such as Help New Mexico or can be enrolled through Title I if partner training service is not available.

## 6. Native Americans

- I. Describe, as appropriate, the board's approach to serving Native Americans within its respective area to increase education and employment outcomes for this population.

The board has always had a representative of the tribal council of the Mescalero Apache tribe. Organization of service delivery is coordinated with them as direct recipients of federal funds for services to Native Americans in the area. When additional services are needed, Native Americans are referred to Workforce Connection Centers for services. The Eastern areas highest percentage of Native Americans is nearly seven percent (7%) in Otero County as that is where the Mescalero Apache tribe is located. The WIOA administrator on the reservation refers many individuals to the Title I program in Alamogordo or Ruidoso contingent on their location for additional services when they feel it is appropriate or would be beneficial to their population. The EAWDB continues to identify opportunities to expand services to Native American populations as well as increasing staff competencies with respect to cultural differences.

## 7. Individuals with low income

- I. Describe how the board will identify and work with low-income individuals, including any plans to coordinate locally with the TANF program to serve this population as well as to serve TANF exhaustees.

The area offices provide targeted outreach to Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) recipients through collaboration with the Income Support Division's NMWorks program subcontractor. In some of the communities, NMWorks program staff participate in the Workforce Connection Centers' community partner meetings. The NMWorks program also refer TANF customers to attend Workforce Connection

Centers employment services workshops. Also, as low-income individuals are enrolled into the WIOA programs that are not receiving public assistance they are referred to the income support division for eligibility and benefit determination. TANF exhaustees and those that are becoming close to exhausting benefits are referred to the Workforce Connection Centers for eligibility determination and enrollment into career and training services as appropriate.

NMWorks staff requires new clients to register in the NMWCOS. In many cases this is done at the NM Works offices. As TANF clients visit the Workforce Connection Centers, staff assist in completing a NMWCOS profile as well as register TANF clients to attend in office or virtual workshops to assist that population with job search activities and resume development. As a secondary option, EAWDB recently developed the Workforce Connection Online Services Orientation that is offered weekly, Live with local career coaches in a video conference setting. During this orientation, local career coaches assist participants in completing or updating their NMWCOS profile.

Since information indicates that youth raised in low-income environments are more likely to engage in at-risk behaviors including dropping out of school, the youth program also targets low-income, high-risk youth for enrollment. Unfortunately, due to the WIOA requirement to serve out-of-school youth, many of these enter the program after they have dropped out. But the youth program is also partnering with the Grads program (pregnant and parenting teens) in the school systems to provide basic career services, career exploration activities, internet job search training, and access to online workshops. Unfortunately, this was just getting started when schools were closed due to the pandemic. It will resume when schools reopen, and staff are able to make onsite visits to partner locations. This will also be expanded to include the Title III program.

## 8. Older Individuals

- I. Provide a description of how the local board will coordinate WIOA title 1 workforce investment activities with the Senior Community Service Employment Program (SCSEP) to serve the employment needs of older individuals.

The Senior Community Service Employment Program (SCSEP) has a long relationship with the EAWDB and the Workforce Connection Centers. The SCSEP provides employment and training services to older New Mexicans with two goals, assisting income-eligible persons, age 55 or older, to obtain employment and providing community service through paid, part-time, training positions. When appropriate, individuals are referred to staff in the Workforce Connection Centers for assessment, screening, and eligibility determination.

## 9. Individuals with Low Literacy Levels

- I. Provide a description of how the local board will coordinate WIOA title 1 activities with AEL activities under WIOA title II. Describe the joint planning processes planned or underway that will enhance the provision of services to individuals

receiving adult education services, such as cross training of staff, technical assistance, sharing resources, sharing of information, cooperative efforts to improve or create referral processes, joint enrollment, and case management. Include how the local area will carry out the review of local applications submitted under title II.

The Workforce Connection Centers perform a basic skills assessment on all individuals seeking services in the centers that are not already in possession of a recent basic skills assessment such as an ACCUPLACER or TABE. Individuals determined to need basic skills upgrading that do not possess a high school diploma or wish to attend on-site learning are referred to the AEL program for further assessment and services. For those that would like to work on their own are shown how to access Allison courses through the WCOS or other online resources to improve basic skills. The upskilling of RESEA candidates will be a mandatory component of their reemployment plan. The customer will be allowed to choose three upskilling activities and will be encouraged to work on basic literacy skills if they are low in this area. Also encouraged will be the pursuit of a National Career Readiness Certification (NCRC) through ACT. Participation in these skill building activities can be applied against their mandatory job search requirements.

As discussed previously in this plan, the AEL program and Title I youth programs are well aligned and are coordinating services to co-enrolled customers. They are also providing the entrepreneurial pilot project facilitation that if successful will be expanded to include additional populations such as dislocated workers and individuals with disabilities. The operator will work with the Title I program to increase co-enrollment between the Title I adult program and the AEL program to increase access to support activities and career planning to those individuals.

## **F. Coordination of services across programs**

The EAWDB has been and will continue to meet and work with all the WIOA partner programs to establish cooperative agreements to ensure access to and improve alignment of services within the system. This includes working to have partners move into the Workforce Connection Centers on a full or part time basis. Staff in local offices have already begun the processes of informal cross training for eligibility and program services available. The EAWDB has included partner staff in performance training for the adult DW providers as well. This will be an ongoing process throughout the area for the foreseeable future.

### **1. Wagner Peyser**

- I. Provide a description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner Peyser Act services and other services provided through the one-stop delivery system.

The board implemented a functional alignment structure in the Workforce Connection Centers. The process incorporates the alignment of staff in the centers based on function rather than

program affiliation. As partner staff are co-located in the centers, staff are assigned to functional teams classified as the welcome function; skills development function and the business services function as discussed in the state plan. The team assignments are made based largely on the strengths and knowledge base of the staff and to a lesser extent program regulation to the extent required.

The Welcome function is the initial point of contact within the system. It includes the initial assessment, self-directed system registration, and needs identification. It incorporates universal access services that are predominantly information related and are not personalized to a customer's specific needs. It can also include resume review to determine potential career readiness of job seeking customers. Individuals identified as career ready are referred to the business services team for placement and job search assistance. Individuals determined to need intensive career or training services are referred to the skills development team for comprehensive assessment, development of employment plans and eligibility establishment for WIOA program services. The Welcome function team will also be responsible for the General Assessment Orientation that provides customers with detailed information on services.

The Business Services Function is comprised of staff dedicated and trained to serve employers. These services include: the provision of job fairs, employee recruitment and screening, assistance with WOTC paperwork, job development and identification of on-the-job training possibilities.

As partners are brought into cooperative agreements for each office the identification will be made on staff assignments under the partners into the functional units. This will enable the coordination of informational services, individualized case management services including training coordination, and the alignment of business services staff across partner programs.

It is anticipated that training and cross-training of partners will be developed with the functional staff alignment model in mind. Staff assigned to placement activities across partner programs will be trained jointly in business services available through all programs to unify and coordinate the outreach and contact with employers. WCC offices will position themselves to be the subject matter experts in all things related to job search, resume development, interviewing skills and techniques and employment retention skills as well as funding to offset training costs and tax credits. Partner agencies can then refer work ready individuals to those staff for placement and job development services as appropriate.

In following this model most partner program staff will fall into the skills development function. The Skills Development function is comprised of the staff that are responsible for identification and provision of individualized services, skills upgrading, and training needs as well as identification of and assistance with funding for those services. Job seekers that are determined through initial assessment to need training or skills upgrading in order to obtain meaningful self-sufficient employment are referred to the skills development team. Staff will provide information on available training, employment opportunities, earning potential and funding assistance for



training programs. Eligibility determination is performed for individuals interested in receiving individualized career services.

Co-enrolled customers will receive unified collaborative case management. The partner with the most relevant experience with the customer population will be the lead case management provider. Other programs will develop employment plans that fulfill their respective program requirements but also align with goals, objectives and needs established by the lead case manager. Since work readiness, by definition, in most workforce programs triggers placement and job search activities, partner members of this team in conjunction with the board and its operator will work to establish a uniform standard for the determination of “work ready” and “career ready”. It is anticipated that weekly or bi-weekly case meetings could occur in person or virtually to discuss customers’ progress in work preparedness or training activities. Individuals that are approaching the timeframe for placement services will have resumes developed and reviewed by business services staff so that preliminary placement services can begin.

## 2. Rapid Response

- I. Provide a description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities.

NMDWS has a full-time rapid response coordinator that manages services to individuals facing layoffs or closures. The local board staff participate with rapid response activities once a Worker Adjustment and Retraining Notification (WARN) or layoff notice has been received. Wagner Peyser, WIOA, and Unemployment Insurance perform a site visit to assist employers and employees with job search registration, UI registration and preliminary eligibility determination for career and training services. Information is provided regarding services available through the adult and dislocated worker programs as well as in the WCC offices. The rapid response activities are provided jointly across the partners.

## 3. Postsecondary education system

Provide a description of how the local board will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services and avoid duplication of services.

The EAWDB through its operator as previously discussed will work with secondary and postsecondary institutions including CTE recipients to identify career pathway training models that are already developed and align with the board’s training priorities and sector strategies. development system.

The local area recovery taskforce includes representatives from all the post-secondary institutions along with economic development



#### 4. Supportive Services

Provide a description how the local board will coordinate WIOA title 1 Workforce activities with the provision of transportation and other appropriate supportive services in the local area.

Transportation and childcare services are coordinated across partners and service providers in the area. Customers in need of those services are referred to partner programs that provide those services to determine eligibility for services under the partner programs. When participants are determined eligible for partner assistance, WIOA programs will review the level of service available and if need exists beyond what is provided under partner programs the WIOA will supplement or augment the services. For example: TANF customers receiving childcare assistance through Children Youth and Families Division (CYFD) will have benefits reviewed against the actual costs of childcare. In many cases CYFD requires single mothers to pay a small copay for childcare services. If the copay would place a hardship on the customer WIOA will pay the balance through supportive services usually on a reimbursement basis.

Transportation services are coordinated the same way. Every effort is made to provide whatever assistance is necessary to allow individuals the opportunity to participate in training and employment-related activities. Where possible bus passes are purchased to provide transportation to participants as needed. In cases where public transportation is not available or not feasible assistance may be provided in the form of Van Pool Express, Uber, Lyft, or Taxi fares. There are also provisions for mileage reimbursement in cases of personal vehicle use. Other Supportive Services related to transportation is assistance with car repairs with cap amount to not exceed. In cases where no other means of transportation is available, and employment and/or training activities are within a reasonable distance for bicycling, then a bicycle can be purchased. Local policy also allows for minor vehicle repairs, Uber and Lyft rides in communities that have access to those.

#### 5. Follow-up Services

Provide a description of the board's follow-up policy and procedures for each of the targeted groups in section E.

The board is in the process of revising the follow-up services policy. It will be completed and submitted to the board for review and approval in December 2020. It will require follow-up to be provided to those at the highest risk of unemployment or economic insufficiency. As required by federal regulation youth will receive follow-up services for a period of not less than twelve months. EAWDB has implemented a follow up agreement form that must be signed and uploaded that indicates whether to opt in or out of follow up services. The same follow-up services apply to those other targeted groups in section E that are receiving individualized career services. Since the performance of these individuals impacts both partner programs it is a shared responsibility. Site managers are in coordination with the One Stop Operator to establish a process for shared

work involved in this and ensure that information will be included in the customer's employment plan in a timely and effectively.

#### 6. Coordination of Service Priorities

- I. Describe direction given by NMDWS and LWDB to the operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient.

Instruction provided by NMDWS for prioritization of career and training services is included in the board's eligibility policy in Attachment A. The Board has instructed the operator and service provider to perform outreach activities specifically to recruit targeted populations for career and training services. Title I staff provides information and outreach services at AEL classes, TANF and UI workshops, as well as during rapid response events. Materials are provided for DVOP and LVER staff to include in presentations in the Transitional Assistance Program (TAP) for transitioning service members. If there is an applicant pool established then applications for training services are ranked in order of priority as established in federal, state, and local policies. The board will begin requiring reports of outreach activities when the COVID requirements in the communities have been met and allow the WCC offices to re-open.

#### 7. Coordination of outreach

- I. Describe how the local board will coordinate outreach efforts across partner programs for shared customers and target populations.

The board through its operator have been and work with partner staff tasked with outreach activities to develop a uniform approach that will provide information to potential customers regarding all services available through the workforce development system and the processes for accessing them. The cross-training of staff on those approaches will create a system approach to not only program outreach but system outreach. The board and operators will work to ensure that the process will result in the highest number of enrollments and/or co-enrollment across programs possible.

As mentioned in the system alignment portion of the local plan, the board has partnered with the AEL programs to deliver entrepreneurial training services to Title I and II eligible youth. There are joint outreach activities occurring to recruit out-of-school youth and young adults to this program. We will also be working to coordinate and align the training with the small business development centers (SBDC) in the participating communities.

The board has been utilizing Constant Contact emails to reach out to job seekers in the area. The operator and board staff are working with partners to send specific outreach campaigns to targeted populations that includes information on services specifically chosen for them based on information such as education level; most recent occupation (used to target job seekers in

declining occupations), veteran status, disability status etc. The general open rate has averaged above 50%. Based on this we are hopeful that we will dramatically increase the numbers of individuals co-enrolled across the system.

## 8. Professional Development

- I. Describe how professional development activities will be coordinated across partner programs staff.

DWS staff trainers have purchased Fred Pryor training. It is available to partner staff as well and can be utilized live and via the internet. The DWS staff onboarding training will have components available to all partners. Partner staff are already in the process of cross training on basic program eligibility and services in the community partner meetings. The board and its operator are working to obtain outreach and orientation materials from all the partners to create a system wide outreach and orientation packet. It is planned that these packets will be made available in each WCC office and be provided to the partner program offices as well.

The operator has worked with partners to identify additional training needs and board staff in conjunction with the operator has coordinated training for provider and partner staff. Board staff purchased Larry Robbins Training modules: “Conflict Management and De-escalation”, “Provision of Quality Virtual Services and Case Management”, “Case-to Caseload Management”, and “Business Engagement are You Speaking Like Employers Think”. The board and operator invited partner and state staff to attend. The board also purchased the Jody Holland Leadership Training. Area leaders were selected to attend this in-depth leadership training that took place in Ruidoso over the course of three days. It is part of the local area’s plan that professional development across partner programs will be an ongoing effort in the East.

## 9. Coordination of Referrals

- I. Describe how the board will coordinate customer referrals across partner programs.

The operators and partners developed and implemented a managed referral site. This referral was designed to allow all partners working with a customer to share information including what partners referrals have been issued to and by whom SharePoint access proved difficult with partners that had SharePoint platforms as well. It required them to log out of their organization site and into the partner site. Therefore, EAWDB staff and the one stop operator are moving this referral site to new platform. That will be accessible to all workforce connection center staff and external partners for a more of a collaborative space to use.

The operator worked with partners and has moved this process to a new platform called MyHub. The partner referral page has been through Beta testing with a high-level overview type training/demonstration to the vocational rehabilitation and AEL programs. Full training and

implementation are planned to be executed in December 2022 for full deployment in January of 2023.

#### 10. Coordination with other Partner Programs

- I. Describe any other services provided in the one-stops to support the local workforce development system and customers. Include any coordination plans or activities the board has with any other partner programs such as AmeriCorps, job corps, youth build, mission, graduation, innovate educate etc.

The EAWDB, its operator, and subcontractors consistently work to identify community partners that can provide or augment the services necessary to ensure the success of our participants. The offices in the past have partnered with AmeriCorps to provide work experience opportunities that provide instruction in office processes, telephone etiquette, pre-vocational and work readiness skills, filing, and clerical support functions. We will continue to pursue this partnership as it is available.

It is planned that the board's One Stop Operator will work with the Job Corps program to become part of the Industry Advisory Council in order to partner and help program graduates for placement services. This partnership would also provide information to the Roswell center on economic development efforts in the region and labor market information. The employer network associated with the council will be utilized for feedback on and development of training pathways and industry recognized credentials for the local community.

#### G. Fiscal and Performance Management

- I. Identify the entity responsible for the disbursement of grant funds described in WIOA sec. 107(d)(12)(B)(i)(III).
- II. Provide a detailed description of the competitive process that will be used to award the sub-grants and contracts for WIOA title I activities. (Please provide a copy of the board's procurement policy or policies, including conflict of interest provisions as a part of **Attachment A**.)
- III. Provide the local levels of performance negotiated with the Governor (NMDWS) and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the one-stop delivery system in the local area, in **Attachment E**. Note: New performance goals are scheduled to be negotiated with NMDWS in September 2022 and will be updated and included with the local plan when completed.
- IV Describe the actions the LWDB will take toward becoming or remaining a high-performing workforce development board.

[OBJ]

- V. Describe how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts, and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.
- VI Boards may implement a pay-for-performance contract strategy for certain elements, for which the board may reserve and use not more than 10 percent of the total funds allocated to the board under WIOA Section 128(b). Describe any plans the board may have to use pay-for-performance contracts to communicate performance expectations to service providers.
- VII The local board grant agreements require boards to achieve or exceed a Minimum Training Expenditure Requirement of 40%. Local boards should obligate a minimum of 80% and expend a minimum of 40% of the current year's funding by the end of the third quarter of the program year. Please report on the local board's expected obligation and expenditure rates for PY 2016.
- VIII Describe how one-stop centers are planning to implement or transition to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.

#### Responsibility for Disbursal of Grant Funds

The EAWDB is the entity that receives and disburses grant funds. The EAWDB is a governmental agency and instrumentality of the state of New Mexico per US Internal Revenue code. The EAWDB is the CEO-approved fiscal agent and employs a full-time Financial Manager and Financial Specialist.

#### Competitive Process

The EAWDB follows New Mexico Procurement Code NMAC 1.4.1.1 – 1.4.1.95. When required by the NM Procurement code, the EAWDB will issue Requests for Proposal for sub-grant awards and contracts. Detailed steps include but are not limited to:

- ☐ Preparing the RFP including the five key elements-what the offeror is to provide, mandatory and/or desirable response, parameters, or restrictions, how is the response submitted, how is the response evaluated
- ☐ Review and approval of the RFP by the EAWDB
- ☐ Public notice of the RFP
- ☐ Bidders Conference and instructions for submitting questions
- ☐ Establishing a deadline for submittal
- ☐ Compliance review, scoring, and ranking of proposals
- ☐ Notice of Award including notification to unsuccessful bidders

- ☐ EAWDB and, if necessary, CEO approval
- ☐ Final negotiations
- ☐ Contract approval by the EAWDB and, if necessary, the CEOs

Review and final determination reasoning are documented and placed in the file of each procurement.

#### Local Performance Levels and Fiscal Performance in Grant Agreements

Fiscal performance continues to be addressed by the EAWDB and improvement is evident in the obligation and expenditure rates. The EAWDB has three (3) main focal areas to improve grant funding expenditure rates. First, encourage sub-grantees to obtain full staffing through aggressive recruitment of quality individuals and offering competitive salaries that more accurately reflect the level of education and experience required. Second, the EAWDB has worked diligently to address IT infrastructure, board staffing, and employee training concerns to use funding in the most effective, most sustainable manner. Last, develop innovative outreach, co-enrollment, and entrepreneurial programs to attract increased participation.

Currently, no less than three (3) new pilot programs, along with new marketing strategies, that target unique participant demographics are underway or in development. Unemployment due to the Oil & Gas downturn in early 2020 and then exacerbated by the COVID-19 pandemic point to increased jobseeker and employer participation in the programs in the eastern area. The EAWDB forecasts increased spending and participant enrollment numbers through 2023.

#### Becoming a High Performing Board

The EAWDB has recommitted its energy and resources to developing high functioning members, a strategic and policy driven board, and developing an active, engaged CEO board for increased community oversight and participation. The COVID-19 pandemic has brought many challenges but along with these challenges a small silver lining for rural workforce boards. Social distancing has allowed rural boards to meet completely virtually and remain in compliance with the NM Open Meetings Act. The EAWDB has seen increased member participation and in the PY19 program year hosted a quorum every quarter except when the meeting was cancelled due to pandemic concerns.

The EAWDB has also committed financial resources to a cloud-based intranet, Board Effect, which will provide for increased transparency, a central repository for governance recordkeeping, and increased access by both EAWDB members and CEOs. Board Effect is a highly respected non-profit governance tool that will also assist board members with training, compliance, and strategic development. The EAWDB has committed to providing licenses to all board members, CEOs, and other shareholders including NM DWS key personnel.

To assist CEOs and their communities, the EAWDB has subscribed to JobsEQ to provide granular labor market information at no charge to local municipalities. Additionally, the EAWDB staff have

issued an updated CEO Agreement currently under review for adoption by the 56 municipalities represented in the eastern area. Staff have met with and continue to reach out to CEOs and their key personnel to develop increased CEO involvement. The EAWDB takes seriously the commitment to quorum the local area CEOs and anticipates two quorum meetings in PY20.

### Provision of Training Services

The WIOA clearly focuses on training as the backbone in developing a highly skilled workforce. Individual Training Accounts (ITAs) continue to be the vast majority of participant expenditures. Outreach efforts are ongoing and field staff continue to encourage all jobseekers to seek training whenever appropriate. In support, policy training limits continue to be reviewed regularly and expanded or extended to maximize participant benefits. Board staff continue to review policies and procedures to ensure timely payments, clear documentation, and accurate reporting. Other types of training such as customized and On-the-Job-Training (OJT) are provided through training contracts in accordance with WIOA section 134 and CFR §679.560(b)(18).

Training services specialized to targeted populations such as displaced homemakers and individuals with disabilities comprise of targeted outreach effort and case management services intended to look at the individuals holistically to identify needs. Services are then customized to meet said needs. As mentioned in other sections of the local plan, training and cross training for partner programs will be provided and requested as needs are identified. Case management training for individuals with disabilities or multiple barriers to employment will be requested to be provided with partner staff and programs that are deemed as subject matter experts in that area of expertise such as services to individuals with disabilities and disabled veterans.

Apprenticeship training programs combine paid OJT training with associated classroom instruction. The goal of this program is to prepare individuals for skilled occupations while equipping them with the real-world knowledge that employers pursue in potential applicants. The apprenticeship model gives employers the ability to train the type of employees they want working for them and puts employees' skills and knowledge into practice immediately. The EAWDB has made a push to attempt to grow apprenticeship opportunities in the Eastern and to work toward building a high-skilled workforce. The service provider in conjunction with the one stop operator will work to identify more opportunities for paid internships and apprenticeship training for youth 18 and older that is connected to academic and occupational learning opportunities.

As previously discussed in other sections of this plan, the board's Title I youth provider has contracted with a virtual services platform offered by Career Edge. This partnership will expand and enhance services to youth. The platform has many tools that assist with delivery of the 14 WIOA program elements. EAWDB and Title I provider are working with Career Edge to develop a robust workflow and fillable forms in the platform that will provide the ability for a youth to apply for services from their mobile device or a computer and securely upload and sign eligibility

documents. Through this platform youth will have access to virtual services such as online orientation and assessments and a virtual tool kit that provides coursework in things such as:

- ☐ Managing and changing your attitude;
- ☐ Goal setting;
- ☐ Communication and networking;
- ☐ Job search strategies;
- ☐ Preparing for the interview;
- ☐ Time management;
- ☐ Learning to learn;
- ☐ Performance and study skills;
- ☐ Working in teams; and
- ☐ Many more.

When priority of service is in place, individuals who apply for WIOA enrollment must be reviewed for priority. Priority of service is mandatory for the provision of training services, including but not limited to ITAs and OJTs. Veterans' priority as well as priority to public assistance recipients and low-income individuals is required in WIOA regulations will be established as follows:

- First priority: recipients of public assistance, low-income or individuals who are basic skills deficient who are also veterans or eligible spouses of veterans.
- Second priority: recipients of public assistance, low-income, or individuals who are basic skills deficient who are not veterans or spouses of veterans.
- Third priority: veterans or eligible spouses of veterans who are not recipients of public assistance, low-income or basic skills deficient.
- Last priority: adults in need of service who are not recipients of public assistance, not low-income or basic skills deficient.

### Pay for Performance

The EAWDB currently does not have any pay-for-performance contracts but is evaluating the benefits of a pay-for-performance strategy. Final decisions to include such a strategy will be in accordance with WIOA rules and regulations and clearly communicated through the RFP process to all contracted service providers.

### Implementation or Transition to an Integrated, Technology-Enabled Intake and Case Management Information System for WIOA Programs and Partners

The system purchased through the State Administrative Entity (SAE) is the NMWCOS. This is a web-based system that provides for intake, document storage, case management and placement



services. Eligibility or other pertinent documents can be uploaded directly to the system by users with access to the system. This system is currently utilized by all WCC offices with access shared with partners residing in the One-stop. This system is available to all partners through execution of an MOU with the SAE. The WCOS is also launching a pre-application that allows customers to apply for services and submit eligibility documentation. This combined with the video conferencing software made available to the local offices will expand access to integrated services that are available to the individuals served. The EAWDB through its operator, will work with partners in the area and the SAE to identify and develop methods for sharing of intake and document processes that are linked to the NMCOS. Also as previously discussed the youth program is launching the CareerEdge platform that will augment other things occurring in this area.

#### H. Definitions

- I. Because the State has chosen not to define “additional assistance,” as it relates to WIOA Youth program eligibility, each local board has the responsibility for determining its own definition of this eligibility category. If the local board wishes to use this eligibility category, a local policy must be developed that specifies what conditions must be met for a youth to require “additional assistance” and what documentation is needed to demonstrate this eligibility category. In each area, not more than five percent of the in-school-youth under WIOA Section 129(3)(B) may be eligible under “individual who requires additional assistance” to complete an educational program or to secure or hold employment. If applicable, provide the definitions the board uses for “requires additional assistance” and a copy of the related local policy as a part of **Attachment A. (eligibility policy)**

The EAWDB providers do utilize the youth that requires additional assistance barrier on a very limited basis. The definition is included in the youth section of the area’s eligibility policy in Attachment A.

- II. The state defines “basic skills deficient” for Adults and Youth as follows.
  - ☐ For Adult – An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.
  - ☐ For Youth – An individual who computes or solves problems, reads, writes, or speaks English at or below the eighth-grade level on a generally accepted standardized test or comparable score on a criterion-referenced test.Please describe the process the board uses to test individuals for basic skills deficiency.

Basic skills testing for adults, dislocated workers and youth is provided as part of the assessment processes. The work keys career readiness certification adopted by the state includes three levels

of career readiness, bronze, silver, and gold. For adults and dislocated workers that are not already attending postsecondary education, the work keys test is administered at intake. Anyone that scores below a gold level of readiness is considered basic skills deficient. For adults and dislocated workers enrolled in postsecondary at the time of registration, their college entrance/placement exam is utilized. Anyone that computes or solves problems below the twelfth-grade (12.9 on the AEL scale) level is considered basic skills deficient.

As required in federal regulations all youth are basic skills tested within ninety days of registration. In communities where adult education services are easily accessible youth are referred to AEL for testing. The assessment type utilized is the same as for individuals enrolled in adult education and literacy programs. This can vary from program to program. Schools in the area utilize GAIN or TABE but the programs have the option to change assessment tools utilized in their programs. For youth in outlying communities the youth provider has the TABE testing materials available and youth case managers are trained to administer and score the tests. For those identified as English Language Learners (ELL) referrals to adult education providers will be offered to those customers.

## J. Assurances

Consistent with the NM WIOA State Combined Plan, the local plan must include assurances that:

#	Assurance	Indicate Yes or No
1.	The LWDB obtained input into the development of the Local Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administrating the core programs and other programs included in the Plan, other primary stakeholders, and the general public, and the Local Plan is available and accessible to the general public.	Yes
2.	The LWDB has established a policy identifying circumstances that may present a conflict of interest for a local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts.	Yes
3.	The LWDB has established a policy to provide to the public (including individuals with disabilities) access to meetings of local boards and local boards, and information regarding activities of local boards, such as data on board membership and minutes.	Yes
4.	The LWDB has established fiscal control and fund accounting procedures necessary to ensure the proper accounting for funds paid to the local boards for adult, dislocated worker, and youth programs to carry out workforce investment activities under chapters 2 and 3 of subtitle B.	Yes
5.	The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program.	Yes
6.	Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate.	Yes
7.	The LWDB has implemented a policy to ensure a process is in place for referring veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist.	Yes
8.	The LWDB established procedures that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members.	Yes
9.	Priority of Service for covered persons is provided for each of the Title I programs; and	Yes
10.	The LWDB has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900 and WIOA 184(a)(3).	Yes

K. Attachments

<b>Attachment A</b>	Provide copies of all LWDB policies relevant to the implementation of WIOA on a flash drive.
<b>Attachment B</b>	Provide a full roster of local board membership, including the group each member represents. Include a list of all standing committees, along with a description of the purpose of each committee.
<b>Attachment C</b>	Provide a list of the one-stop centers in the local area, including address and phone numbers. Indicate the one-stop operator for each site and whether it is a comprehensive or satellite center. Include a list of the one-stop partners physically located at each of the one-stop centers in the local board area, and the services provided by these partners.
<b>Attachment D</b>	Provide copies of any draft or completed cooperative agreements, resource sharing agreements, and memoranda of understanding relevant to the Workforce Innovation and Opportunity Act.
<b>Attachment E</b>	Provide the local levels of performance negotiated with the Governor (NMDWS) and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the one-stop delivery system in the local area, for PY 16 and PY 17.

Revised: August 19, 2022

Signatures:

  
Chief Lead Elected Official

092322  
Date

  
Local Board Chair

09/23/2022

Date