Employment Services Overview

State Workforce Development Board

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The Department has statewide oversight of workforce development programs, for both youth and adults, funded by the U.S. Department of Labor.

**Department Vision:** Be a leader in improving employment and poverty rates through workforce development, enhanced services for employers and ensuring fair labor practices and workforce protections for New Mexicans.

**Department Mission:** Educate, Empower, Employ and Enforce

**Agency Divisions**
- Administrative Services Division
- AmeriCorps and the New Mexico Commission for Community Volunteerism
- Economic Research & Analysis Bureau
- Employment Services Division
- Labor Relations Division
- Unemployment Insurance Division
- Workforce Technology Division
The DWS has adopted the following initiatives. Progress on each are reported regular to the Governor.

- Department organization and strategic allocation of resources
- Assigned Junior Bill assignments
- Energy Transition Act
- Recession readiness planning
- Gaps in Healthcare Professionals
- Apprenticeship Expansion
  - Registered and Non Registered
- Wage and Hour Enforcement and Minimum Wage Law Implementation
  - Regional Summits
- Develop New State Workforce Development Plan
- “Operation Bar Rescue” – changing how New Mexicans perceive the Department
  - Standardizing Services/evaluating effectiveness
DWS provides direct services to New Mexicans via 18 field offices located throughout the state. These services are predominantly federally funded.

- Wagner-Peyser: Established by Act of 1933 providing for a nationwide system of public employment offices known as the Employment Service. Amended in 1998 to make the Employment Service part of the One-Stop services delivery system
  - Job search assistance
  - Job referral
  - Placement assistance for job seekers
  - Re-employment services to unemployment insurance claimants
  - Recruitment services to employers with job opening
DWS staff are co-located with other partners as prescribed by the Workforce Innovation Opportunity Act (WIOA). Together these services comprise the One-Stop Connections Offices

- Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. WIOA is designed to bring together, in strategic coordination, the core programs of Federal investment in skill development
  - Fund employment training
  - Fund education
  - Provide support services to succeed in the labor market and to
  - Match employers with the skilled workers
Together with its partners, the NMDWS provides the following services to employers:

- **Customized employer recruitment services** - Recruitment (custom), screening, skills verification, interview setup (in-person, virtual), employer or industry specific hiring events.
- **WOTC** – Employer tax credits from $2,400 to $9,000 per employee hired from designated target groups. 33,795 applications processed in 2018, 25,959 certs.
- **Federal Bonding** – Up to $5,000 no cost fidelity bonds for returning citizens and other hard-to-place job applicants who face barriers to employment.
- **On-the-Job Training Contracts** - Wage reimbursement up to 75% of salaries for up to 1,040 hours
- **Customized Training** - 50% match for training existing employees
- **Registered/Non-Registered Apprenticeships** – Curriculum dev., registration process, program support, partnership facilitation
Together with its partners, the NMDWS provides the following services to job seekers:

- **TANF training program** – 100% books, fees, tuition and supplies covered for TANF recipients to build skills to meet employer demands.
- **Career Consulting** – Resume and letter of interest development, customized job searches, interview skill development, referrals.
- **Individual Training Accounts** – Covers costs associated with postsecondary credential or specialized training.
- **Direct job placements** – Interview facilitation.
- **Partner referrals** – Daycare and mileage reimbursement.
Over the following six months (January – June), more than 60,000 job openings were posted on the Department’s online job seeker system.

By the numbers:
- 9,409 Employers (can include spidered employers)
- 10,613 postings entered by employers
- 26,544 Job opening
- 8,461 Job order requests
- 38,690 job openings “spidered” in to the system

WE’RE HIRING!
Employers On the Search, by Industry

The chart represents a snapshot of all employers (non-spidered) utilizing the job seeker system to recruit employers.

Snapshot – 7/11/19

* Industries < 3.0% include: Mining (2.4%); Educational Services (2.3%); Management of Companies (2.1%); Information (2.0%); Finance & Insurance (1.8%); Arts & Entertainment (1.4%); Utilities (1.0%); and Management of Companies (0.5%) Source: JOBS data for New Mexico as of 07/11/2019. Data excludes spidered jobs.
Opportunities for Growth

NMDWS has identified the need to increase effectiveness in the following areas.

**Gaps in job seeker services**
- Consistency in services
- Statewide training program
- Benchmarking quality service
- Branding and messaging
  - Redefining perceived purpose

**Gaps in employer services**
- Transactional vs. Transformational
- Data-driven approach
- Sector Strategies
- Branding and messaging
  - Redefining perceived purpose
WIOA Structure and Partners

1. US Dept. of Labor
2. State of NM
3. NMDWS State Administrative Entity
4. State Workforce Board
5. Chief Elected Officials
6. Local Workforce Development Board
7. One-Stop Operator
8. Administrative Entity
9. Fiscal Agent
Data-Driven Approach

How It Comes Together

Quantitative Data & Labor Market Analysis

Qualitative Information From Partners

Key Industries
Targeted Demand Occupations

Identified Education & Training Programs

Aligned Services
Improved Outcomes
Improved WIOA Performance
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