



## *Agency Overview*

**EDD Rural & Small Business  
Strategy Conference**

*Ricky Serna*

# NM Department of Workforce Solutions

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
  - HRB
  - Wage and Hour
- Unemployment Insurance Division
- Workforce Technology Division

# DWS Critical Priorities

The DWS has adopted the following initiatives. Progress on each are reported regular to the Governor.

- Department organization and strategic allocation of resources
- 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

# Labor Relations Division

DWS is home to the following departments, each charged with enforcing auditing compliance with various labor laws.

**Public Works** – Ensures that all employees on projects covered by the NM Public Works Minimum Wage Act are paid the correct wage rate.

**Child Labor** - Enforces the Child Labor Act, issues and monitors work permits, and enforces rules for employing and protecting child performers in the entertainment industry.

**Wage and Hour** – Enforces payment of wages, minimum wage, and overtime labor laws under the Wage Pay Act and the Minimum Wage Act.

**Human Rights** – Serves as the neutral agency created to enforce the New Mexico Human Rights Act.

# WF Development Funding and Allowable Activities

DWS provides direct workforce development 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

# WF Funding Continued

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

# Employer Services

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.

# Job Seeker Services

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.



# NMDWS Job Seeker System

Over the first six months of the year (January – June), more than 60,000 job openings were posted on the Department’s online job seeker system.

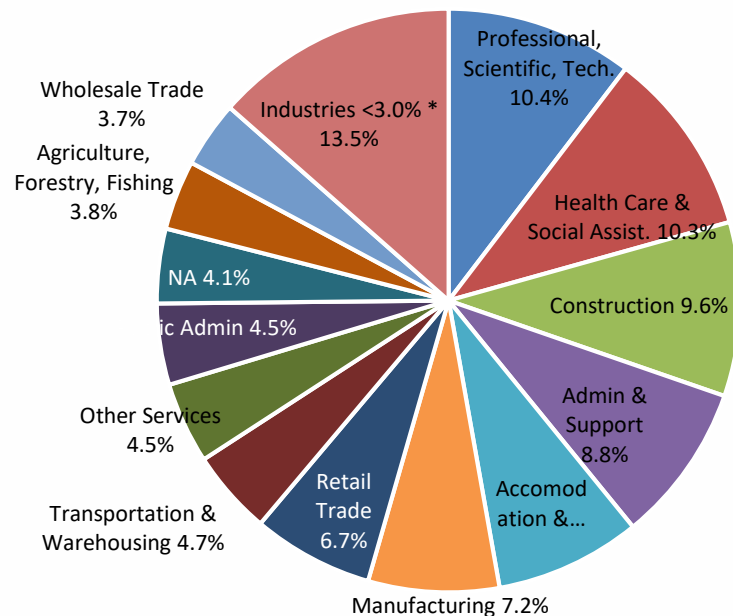
By the numbers:

- 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

Percent of Total Employers Posting Vacancies in JOBS,  
by Employer Industry Sector (n=1,091)



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



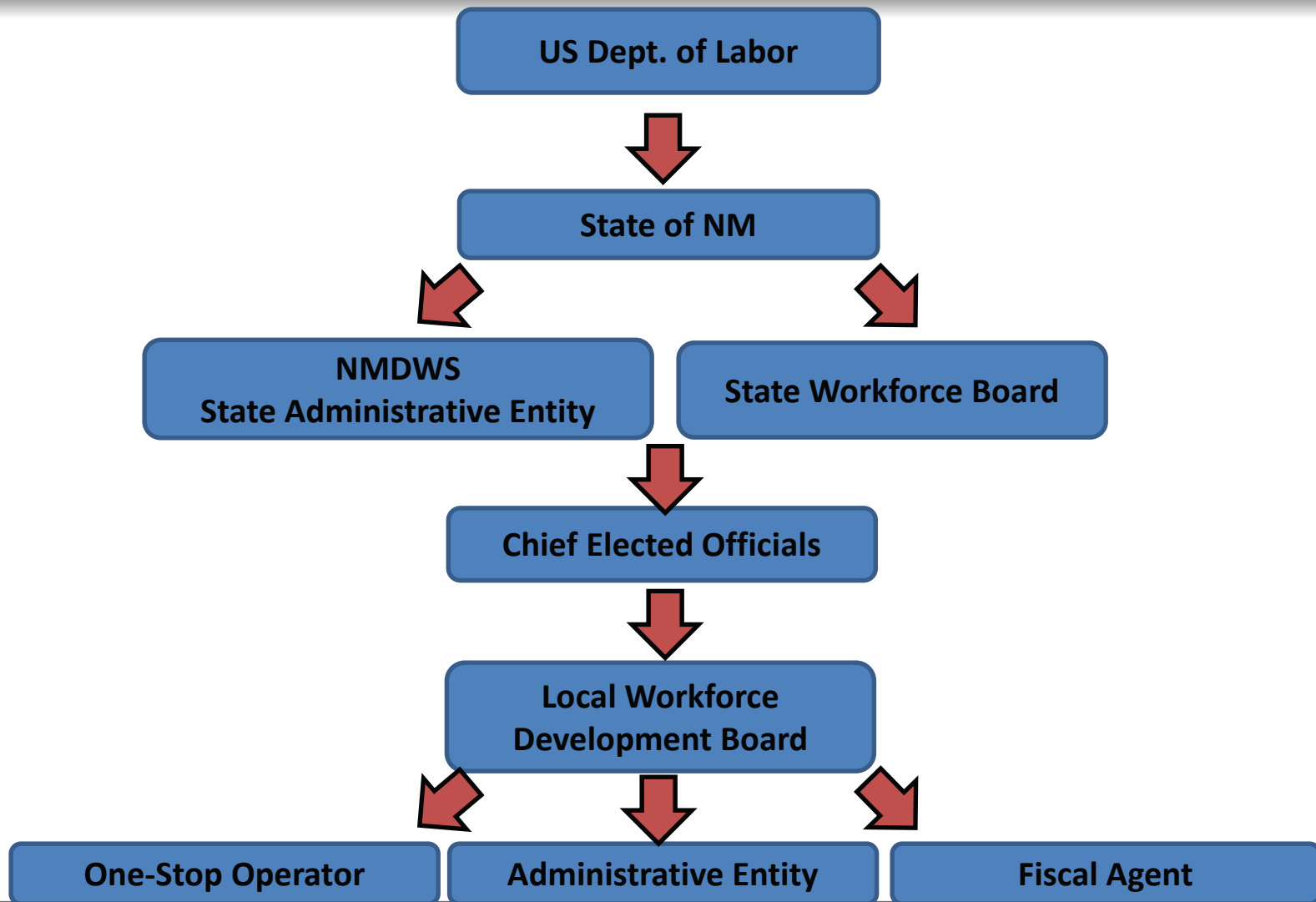
## Gaps in employer services

- Transactional vs. Transformational
- Data-driven approach
- Sector Strategies
- Branding and messaging
  - Redefining perceived purpose

New Mexico   
Workforce Connection

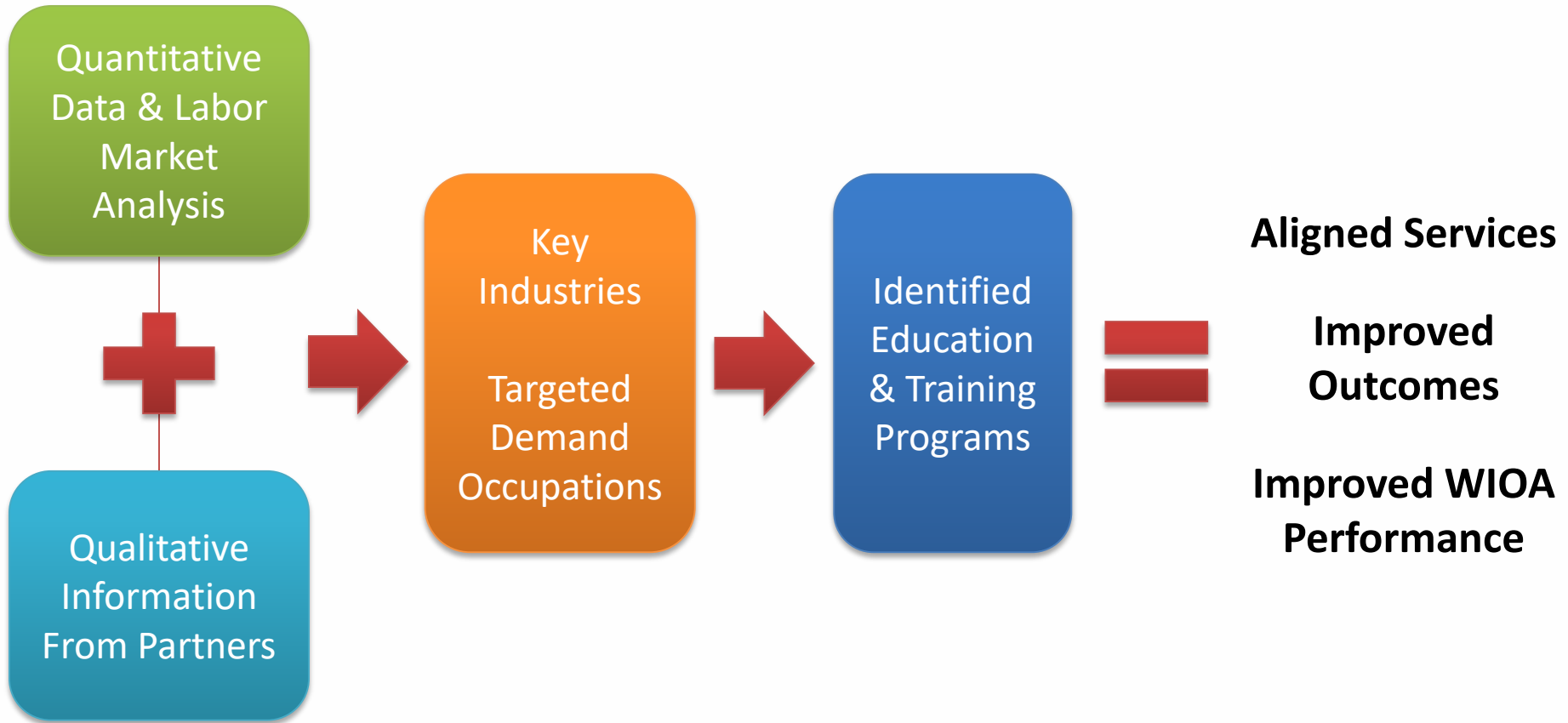
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# WIOA Structure and Partners

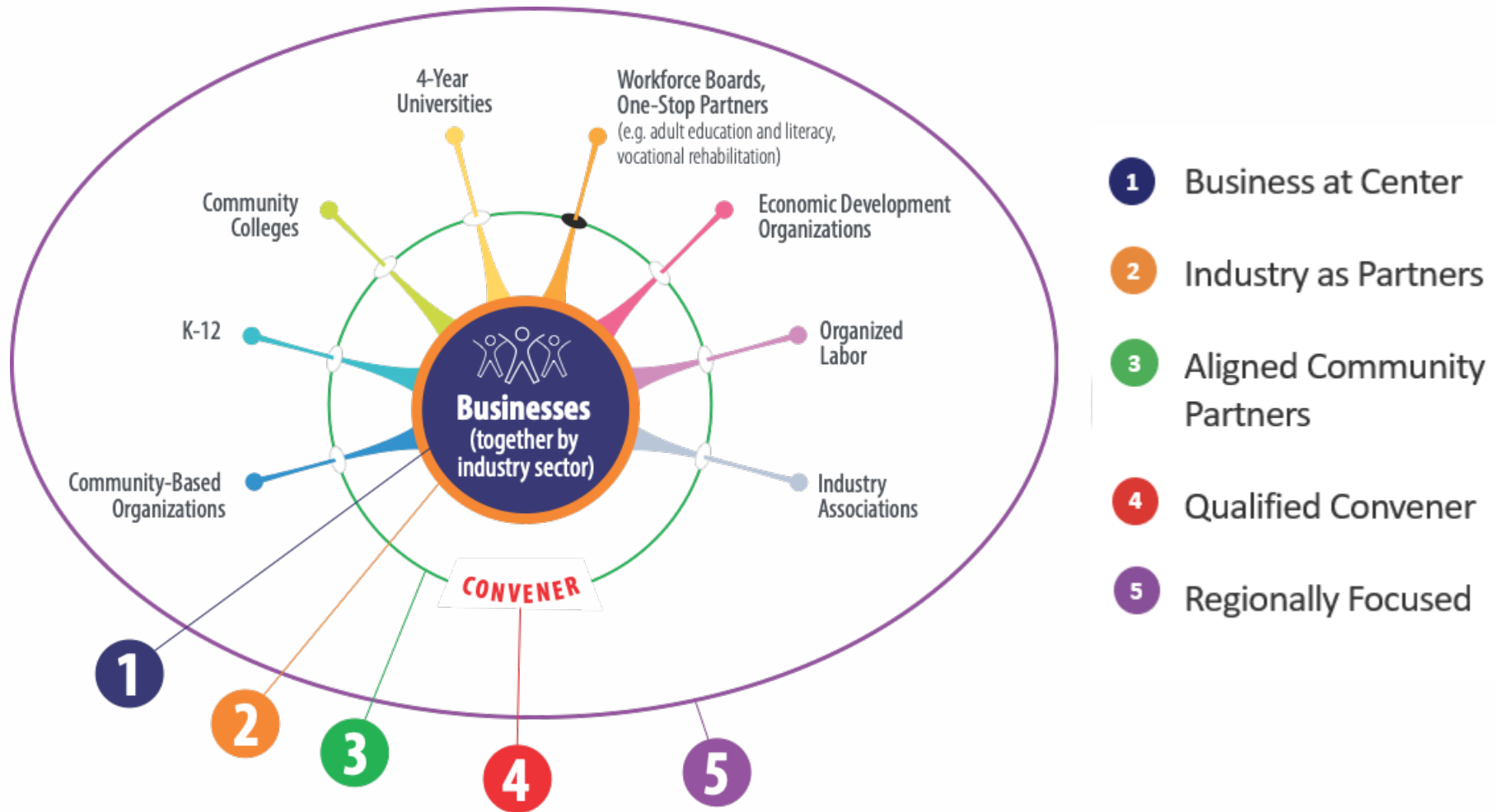


# Data-Driven Approach

## How It Comes Together



# Sector Strategy Framework



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