**From:** Serna, Ricky, NMDWS
**To:** Delgado, Adan, PED; Romero, Debbie, DFA; Oster, Emily, TRD; Vigil, Antoinette, TD; Parra, Anthony; Lopezwilson, Carmen, NMHED; Padilla, Nadine, IAD; Medrano, Angela, HSD; Schiavo, Nick, DCA; Ward, Renee, DFA; Fons, August, DPS; Leahy, Todd, EMNRD; Rodriguez, Duffy, GSD; Ojinaga, Sam, ALTSD; Clark, Jon, EDD; Lujan, Anthony N., NMDOT; Toal, Russell, OSI; Hamilton, Kelly, DHSEM; Locke, Terry, CYFD; Pruett, Jennifer, NMENV; Cordova, Yolanda M, NMDWS; Rivera-Smith, Andrea, SPO
**Subject:** RE: Info. Sharing
**Date:** Monday, March 16, 2020 12:44:12 PM

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Adan,

Please forward to district. When applying for benefits, claimants must file a weekly certification for each week they are applying. The first eligible week of any new claim is a "waiting week." Claimants will not receive benefits for this week and it is not included in their weeks of payment.

There are two ways to file an initial claim:

- **Online** by going to the New Mexico Workforce Connection Online System at www.jobs.state.nm.us. Individuals can then access the UI Tax & Claims System. The online system is available to take initial claims and weekly certifications 24 hours a day, 7 days a week.

- **By phone** at 1-877-664-6984. The UI Operations Center is open from 8:00 a.m. to 4:30 p.m. Monday through Friday.

Please let me know if you need anything additional.

Ricky Serna
Deputy Cabinet Secretary
NM Department of Workforce Solutions
505-273-0293

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**From:** Delgado, Adan, PED <Adan.Delgado@state.nm.us>
**Sent:** Monday, March 16, 2020 12:31 PM
**To:** Serna, Ricky, NMDWS <Ricky.Serna@state.nm.us>; Romero, Debbie, DFA <debbie.romero@state.nm.us>; Oster, Emily, TRD <Emily.Oster@state.nm.us>; Vigil, Antoinette, TD <Antoinette.Vigil@state.nm.us>; Parra, Anthony <aparra@nmda.nmsu.edu>; Lopezwilson, Carmen, NMHED <Carmen.Lopezwilson@state.nm.us>; Padilla, Nadine, IAD <Nadine.Padilla@state.nm.us>; Medrano, Angela, HSD <Angela.Medrano@state.nm.us>; Schiavo, Nick, DCA <Nick.Schiavo@state.nm.us>; Ward, Renee, DFA <Renee.Ward@state.nm.us>; Fons, August, DPS <August.Fons@state.nm.us>; Leahy, Todd, EMNRD <Todd.Leahy@state.nm.us>; Rodriguez, Duffy, GSD <Duffy.Rodriguez@state.nm.us>; Ojinaga, Sam, ALTSD <Sam.Ojinaga@state.nm.us>; Clark, Jon, EDD <Jon.Clark@state.nm.us>; Lujan, Anthony N., NMDOT <Anthony.Lujan1@state.nm.us>; Toal, Russell, OSI <Russell.Toal@state.nm.us>; Hamilton, Kelly, DHSEM <Kelly.Hamilton@state.nm.us>; Locke, Terry, CYFD <Terry.Locke@state.nm.us>; Pruett, Jennifer, NMENV <Jennifer.Pruett@state.nm.us>; Cordova, Yolanda M, NMDWS <YolandaM.Cordova@state.nm.us>; Rivera-Smith, Andrea, SPO <Andrea.Rivera-Smith@state.nm.us>
**Subject:** RE: Info. Sharing

Thank you for this, Ricky. Is it ok if we pass this on to school districts? Also, is there a one week waiting period before eligibility for unemployment coverage?

Adán Delgado
Deputy Secretary of Finance and Operations
New Mexico Public Education Department
adan.delgado@state.nm.us
office: 505.827.8070

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**From:** Serna, Ricky, NMDWS <Ricky.Serna@state.nm.us>
**Sent:** Monday, March 16, 2020 12:27 PM
**To:** Romero, Debbie, DFA <debbie.romero@state.nm.us>; Oster, Emily, TRD <Emily.Oster@state.nm.us>; Vigil, Antoinette, TD <Antoinette.Vigil@state.nm.us>; Parra, Anthony <aparra@nmda.nmsu.edu>; Lopezwilson, Carmen, NMHED <Carmen.Lopezwilson@state.nm.us>; Padilla, Nadine, IAD <Nadine.Padilla@state.nm.us>; Medrano, Angela, HSD <Angela.Medrano@state.nm.us>; Schiavo, Nick, DCA <Nick.Schiavo@state.nm.us>; Ward, Renee, DFA <Renee.Ward@state.nm.us>; Fons, August, DPS <August.Fons@state.nm.us>; Leahy, Todd, EMNRD <Todd.Leahy@state.nm.us>; Rodriguez, Duffy, GSD <Duffy.Rodriguez@state.nm.us>; Ojinaga, Sam, ALTSD <Sam.Ojinaga@state.nm.us>; Delgado, Adan, PED <Adan.Delgado@state.nm.us>; Clark, Jon, EDD <Jon.Clark@state.nm.us>; Lujan, Anthony N., NMDOT <Anthony.Lujan1@state.nm.us>; Toal, Russell, OSI <Russell.Toal@state.nm.us>; Hamilton, Kelly, DHSEM <Kelly.Hamilton@state.nm.us>; Locke, Terry, CYFD <Terry.Locke@state.nm.us>; Pruett, Jennifer, NMENV <Jennifer.Pruett@state.nm.us>; Cordova, Yolanda M, NMDWS <YolandaM.Cordova@state.nm.us>; Rivera-Smith, Andrea, SPO <Andrea.Rivera-Smith@state.nm.us>
**Subject:** Info. Sharing

Fellow Deputies,

Happy Monday! Truly hope you're all well and adapting to the current circumstances. Am reaching out in hopes to exchange information on resources, services and benefit eligibility changes that your agency may have deployed in light of the recent health emergency.

For example, DWS has made the following changes.

- Unemployment eligibility has been extended to include the following circumstances:
    - Employers may lay off some or all of their workforce as a result of the impact of COVID-19; for example, a restaurant that sees a significant reduction in business due to lack of customers dining out during this time, or an event facility that cancels all events until a later date, or bus drivers who are out of work due to temporary school closure.
    - Workers who are self-quarantined or directed to be quarantined, or who have immediate family who is quarantined; or
    - Workers who have their hours reduced as a result of COVID-19.

    - For those who qualify under the above circumstances, the work-search requirement is being waived at this time.

- All Workforce Connections field offices are closed to the general public under the following circumstances:
    - Customers may request an appointment should they need to meet with staff.
    - Customer may request an appointment to utilize the resource room.
    - Services can be accessed remotely via Zoom and phone.

Please let me know if there is anything DWS can do to assist. Look forward to any updates you have time to summarize and share. Thanks!

Ricky Serna
Deputy Cabinet Secretary
NM Department of Workforce Solutions
505-273-0293