

New Mexico Workforce Connection

Central Region



Operational Policy NO. OP –436

Subject: Assistance Services to Wage Claimants

Effective: PY19, 08/19/2019

PURPOSE

This policy provides information and procedures to the Workforce Connection of Central New Mexico in providing assistance to individuals who wish to file wage claims in the Workforce Connection Centers.

REFERENCE

11.1.4.123 NMAC, Access to DWS Offices

OVERVIEW

As a staff member in a Workforce Connection Center, staff may be the first point of contact with some individuals who wish to file wage claims. Many of these individuals cannot travel to one of the Labor Relations Division (LRD) offices in Albuquerque, Las Cruces, or Santa Fe. Others do not have reliable telephone, mail, or email service where they live, and may need to use Workforce Connection centers to communicate with LRD. Although it is not WCCNM's staff job to screen, evaluate, or investigate wage claims, it is staff's job to make sure that individuals filing a wage claim feels welcome at Workforce Connection centers, and get the information and assistance they need to file their wage claims, amounting to accessing LRD services remotely.

Members of the public may use Workforce Connection Centers to access various LRD services. Workforce Connection staff provides the following services to individuals who wish to file wage claims:

- Provide a copy of a wage claim form in English or Spanish.
- Connect individuals with an LRD office to assist in completing a wage claim form by telephone.
- Submit a complete wage claim form to an LRD office.
- Give individuals access to a telephone or computer for reasons related to a wage claim, for example, to download information to support the wage claim.
- Fax wage-claim related documents from an individual to a LRD office.
- Host an LRD hearing or settlement conference, if space is available.
- Provide an individual with a copy of the Authorization to Remit Payment by Mail form, as appropriate for wage claim payments.