

General Program Policies No. GP – 101

Subject: Purpose, Responsibilities and Contacts

Effective: PY04 – 12/13/2004

Through contracts with the Workforce Connection of Central New Mexico (Board), Adult and Dislocated Worker and Youth providers must comply with Local Board Policies derived and mandated from Federal and State rules, regulations and guidelines. This Program, Policy and Procedure Manual has been developed to provide a concise and clear representation of policies necessary to achieve the goals of the WIA Adult and Dislocated Worker and Youth Programs.

Change in Board Policy will be issued by WCCNM to ensure appropriate tracking and consistency of the procedures in our region. When a policy change is made, a revised policy will be distributed to providers. Appropriate training will be provided as necessary. As revised policy is disseminated, the old policy should be discarded and replaced with the update. Unless an exception is approved and processed, staff will comply with and follow the policy update.

In an effort to ensure continuous improvement of our policies, WCCNM encourages a discussion of any recommendation to improve the system.

Under Title I of the WIA, the workforce development system provides the framework for delivery of workforce development activities at the State and local levels to individuals who need those services (dislocated workers, disabled, youth, veterans, etc.) and employers. Thus, the objective of this issuance is to provide direction on the designation of local Workforce Development Boards (WDBs) and to identify their roles, responsibilities and authority.

WCCNM's mission is to utilize a holistic approach to promote career development in tandem with workforce development. This is accomplished through collaborative efforts among different agencies that provide services to economically disadvantaged, welfare recipients, individuals with disabilities, veterans, migrant workers, Native Americans, and displaced homemakers residing in rural and urban communities in Bernalillo, Valencia, Sandoval, and Torrance counties.

Our integrated One-Stop system ensures that Core Level 1 services are available for the universal population and that Intensive Level 2 and Training Level 3 services are provided to clients who: (1) are unable to obtain employment and (2) who are employed, but are unable to upgrade employment through core services and are in need of Intensive and/or Training services to obtain or retain employment that leads to self-sufficiency. The two fundamental roles within the One-Stop system are:

- To provide simple access to the entire array of employment, education, training, and workforce development services available to the resident, job seeker and employers.
- To serve as reliable and impartial source of many kinds of information, including availability and quality of education and training options, labor market information,

job and candidate availability, career and skill assessment, and financial aid alternatives.

Workforce Connection's intent is to make access to these services easy and customer-friendly, and to provide both individuals and employers with the information they need to make good choices about their education, training, and/or employment-related needs.

Any questions concerning this manual shall be directed to the WCCNM's WIA Administrator. Final authorization and approval regarding the content of this manual and/or any necessary modifications shall remain with the Workforce Connection of Central New Mexico. WCCNM reserves the right to modify procedures as necessary to ensure consistent and continued quality improvement. Any and all modifications will be tracked and distributed appropriately.