



# Chief Elected Officials

(Joint Executive Committee)

Tuesday, February 9, 2021

10:00 am

*Virtual Meeting*

MRCOG, 809 Copper NW, Albuquerque, NM 87102

## AGENDA

- Call to Order**
- Approval of Thursday, February 9, 2021 Agenda**
  - Motion
  - Second
  - Action

**Tab 1: Approval of Minutes, Chief Elected Officials: July 14, 2020**

- Motion
- Second
- Action

## ACTION ITEMS

**Tab 2: Approval of Workforce Connection of Central New Mexico (WCCNM) Board Members**

- Motion
- Second
- Action

## PUBLIC COMMENT/ADJOURNMENT

- Discussion**
  - Budget Adjustment
  - CEO Engagement
  - Local Board Redesignation/Transformation
  - Economic Development
  - COVID-19 Economic Recovery grant
  - Bernalillo County Master Agreement Contract – Behavioral Health Peer to Peer
  - Project E3 – Benefit Advisory
  - WCCNM Website and Employer Inquiry and Services Website(s)
  - Request for Proposals – WIOA Service Providers and One-Stop Operator
  - USDOL – ETA H1B Emerging Technologies grant submission
  - WCCNM Annual Report
  - Local four-year plan
  - General Questions
- Public Comments**

Anyone who wishes to address the Board must register with the secretary of the Board
- Adjournment**

## NOTES

**Next Meeting: July 13, 2021, 10:00 am**

*Anyone requiring special accommodations please notify the MRCOG office at 247-1750 seven (7) days prior to the meeting.  
"Equal Opportunity Program"*

# MINUTES

Tab 1

## ***Workforce Connection Of Central New Mexico***

**Chief Elected Officials**

**Tuesday, July 14, 2020**

**10:00 a.m.**

**Mid-Region Council of Governments**

**809 Copper, NW**

**Call to Order-** 10:03 a.m. by Mayor Gregg Hull, CEO Chair City of Rio Rancho

### **Attendance-**

#### **CEO's Present**

Maxine Wilson for Jake Bruton, Mayor, Village of Tijeras  
Steve Robbins for Bryan Olguin, Mayor, Town of Peralta  
Jack Torres, Mayor, Town of Bernalillo  
Charlene Psykoty, Commissioner, Bernalillo County  
Gregg Hull, Mayor, City of Rio Rancho  
David Heil, Commissioner, Sandoval County  
Peter Nieto, Mayor, Town of Mountainair  
Greg Martin, for Charles Griego, Mayor, Village of Los Lunas  
Leon Espinosa, for Mayor Tim Keller, City of Albuquerque  
Donald Lopez, Mayor, Village of Los Ranchos  
JoAnne D. Roake, Mayor, Village of Corrales  
Jhonathan Aragon, Commissioner, Valencia County

#### **Others Present**

Jerry Schalow, Board Chair  
Art Martinez  
Jesse Turley  
Tawnya Rowland  
Nicole Giddings

**Approval of Tuesday, July 14, 2020, Agenda**

**Motion: David Heil, Commissioner**

**Second: Jack Torres, Mayor**

**No Discussion**

**Action: Passed unanimously by roll call vote**

	Yes	No	Abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins	x		
Honorable Jack S. Torres, Town of Bernalillo	x		
Honorable Roger Sweet Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho	x		
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair			
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County	x		
Orlando Montoya			

**Tab 1: Approval of Minutes, Chief Elected Officials – July 23, 2020**

**Motion: Charlene Pyskoty, Commissioner**

**Second: David Heil, Commissioner**

**No Discussion**

**Action: Passed unanimously by roll call vote. Due to technical difficulties, there was two abstain votes**

	Yes	No	Abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins			x
Honorable Jack S. Torres, Town of Bernalillo	x		
Honorable Roger Sweet Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho	x		
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair			
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County			x
Orlando Montoya			

## ACTION ITEMS

### Tab 2: Approval of WFCP-01-20, PY20 Preliminary Budget

by Art Martinez, Workforce Administrator

- Mr. Martinez presented the WCCNM Preliminary Budget for PY20.
- It was recommended by the WCCNM Full Board to approve the PY120 Budget.
- The budget is based on allocation received from the New Mexico Department of Workforce Solutions and projected carry-in amounts, also including the TechHire NM Grant and a NMDWS special funding project.
- PY20 budget total is \$13,332,493.

**Motion: David Heil, Commissioner**

**Second: Jack Torres, Mayor**

**Action: Passed unanimously by roll call vote. Due to technical difficulties, there was two abstain votes**

	Yes	No	abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins			x
Honorable Jack S. Torres, Town of Bernalillo	x		
Honorable Roger Sweet, Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho	x		
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair			x
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County			x
Orlando Montoya			

**Tab 3: Approval to Amend and Extend the following Contracts:**

**A. Administrative Entity and Fiscal Agent Contract with the Mid-Region Council of Governments**

**B. One-Stop Operator Contract with the Mid-Region Council of Governments**

**C. Youth Development Inc. (YDI) Youth Service Provider Contract**

**D. SER Jobs for Progress Inc. Adult/Dislocated Worker Service Provider Contract**

by Art Martinez, Workforce Administrator

- Mr. Martinez presented and explained the Professional Services contracts.
- Increased funding is required to address additional infrastructure costs and annual salary increases.
- A recommendation was made by the WCCNM Full Board to approve all professional Service Agreements.
- Unless the agreement is otherwise terminated, the term of the agreement will begin July 1, 2020 and end on June 30, 2021.

**Motion: Charlene Pyskoty, Commissioner**

**Second: JoAnne Roake, Mayor**

**NO Discussion**

**Action: Passed unanimously by roll call vote. Due to technical difficulties, there was two abstain votes**

Yes No abstain

	Yes	No	abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins			x
Honorable Jack S. Torres, Town of Bernalillo	x		
Honorable Roger Sweet Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho	x		
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair			x
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County	x		
Orlando Montoya			

**Tab 4: Approval of Workforce Connection of Central New Mexico (WCCNM) Board Members**

*by Art Martinez, Workforce Administrator*

- Mr. Martinez presented new, as well as term extension Board Members for PY20.

**New Board Member**

**Business**

<b><u>Name</u></b>	<b><u>County</u></b>	<b><u>Business</u></b>
Celina Bussey	Bernalillo	Deloitte
Theresa Carson	Bernalillo	African American Greater Albuquerque Chamber of Commerce

**Partner**

**Education**

<b><u>Name</u></b>	<b><u>County</u></b>	<b><u>Business</u></b>
Tracey Lynn Hartzler	Bernalillo	Central New Mexico Community College
Nora Nixon	Bernalillo	Central New Mexico Community College

**Term Extension Board Member**

**Business**

<b><u>Name</u></b>	<b><u>County</u></b>	<b><u>Business</u></b>
Odes Armijo-Caster	Bernalillo	Luz Energy Corp.
Krista Kelley	Sandoval	Motiva Corporation
Leslie Sanchez	Bernalillo	Dual Language Education of New Mexico
Diane Saya	Bernalillo	Bottom Line Funding NM, LLC
Jerry Schalow	Sandoval	Rio Rancho Regional Chamber of Commerce

**Partner**

**Economic Development**

<b><u>Name</u></b>	<b><u>County</u></b>	<b><u>Business</u></b>
Ralph Mims	Valencia	Village of Los Lunas

**Workforce System Partner**

<b><u>Name</u></b>	<b><u>County</u></b>	<b><u>Business</u></b>
Reyes Gonzales	Bernalillo	DVR

**Questions & Comments**

**Motion: Maxine Wilson for Mayor Jake Brutton**

**Second: JoAnne Roake, Mayor**  
**NO Discussion**

**Action: Passed unanimously by roll call vote. Due to technical difficulties, there was two abstain votes**



Yes No Abstain

	Yes	No	Abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins			x
Honorable Jack S. Torres, Town of Bernalillo			x
Honorable Roger Sweet Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho	x		
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair	x		
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County	x		
Orlando Montoya			

**Tab 5: Approval of WCCNM CEO Chair**

by Art Martinez, Workforce Administrator

- Mr. Martinez explained to the Board, a lead Chief Elected Official needs to be nominated to act on behalf of the CEO's on WCCNM matters.
- **The lead CEO shall serve a term of one year with the option of successive.**
- **Its was recommended that Mayor Gregg Hull continue as Lead CEO**

**Motion: David Heil, Commissioner**

**Second: JoAnne Roake, Mayor**

**No Discussion**

**Action: Passed unanimously by roll call vote. Due to technical difficulties, there was two abstain votes**

	Yes	No	Abstain
Honorable Jake Brutton, Village of Tijeras			
Maxine Wilson	x		
Honorable Bryan Olguin, Town of Peralta			
Steve Robbins			x
Honorable Jack S. Torres, Town of Bernalillo			x
Honorable Roger Sweet Village of Jemez Springs			
Honorable Charlene Pyskoty, Bernalillo County	x		
Honorable Ryan Schweback, Torrance County			
Honorable John Bassett Town of Edgewood			
Honorable Gregory D. Hull, City of Rio Rancho			x
Honorable David Heil, Sandoval County	x		
Honorable Peter Nieto, Town of Mountainair	x		
Honorable Steve M. Lucero, Village of San Ysidro			
Honorable Boyd Herrington, Village of Encino			
Honorable Wayne Ake, Village of Bosque Farms			
Honorable Richard Velarde, Village of Cuba			
Honorable Charles Griego, Village of Los Lunas			
Greg Martin	x		
Honorable Nathan Dial, Town of Estancia			
Honorable Tim Keller, City of Albuquerque			
Leon Espinoza	x		
Honorable Robert Chavez, Village of Willard			
Honorable Ted Hart, City of Moriarty			
Honorable Jerah Cordova, City of Belen			
Honorable Donald Lopez, Village of Los Ranchos	x		
Honorable JoAnne D Roake, Village of Corrales	x		
James Fahey, Mayor pro tem			
Honorable Jhonathan Aragon, Valencia County	x		
Orlando Montoya			

**PUBLIC COMMENT/ADJOURNMENT**

**Discussion**

- **PY19 Performance**  
-Lloyd Aragon, WCCNM Manager, gave an update on the PY20 Performance for the Central Region.
- **Workforce Operation**  
- Joy Forehand, Operations Manager, gave an update on the operation at the Business & Career Centers.
- **Grant Agreement**  
- Art Martinez, Workforce Administrator, gave an update on the Grant Agreement between NMDWS and WCCNM.

**Public Comments – None**

Anyone who wishes to address the Board must register with the secretary of the Board

**Adjournment – 11:04 am**

**Next Meeting – January 14, 2020**

**A more detailed account of the meeting and discussions are available for review at the MRCOG offices at: 809 Copper NW, Albuquerque, NM 87102.**

**Approved at the February 9, 2021 WCCNM CEO Meeting**

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Greg Hull, CEO Chair

ATTEST:

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Secretary

## Workforce Connection of Central New Mexico Board Member Nominees

### New Board Member

#### Business

<u>Name</u>	<u>County</u>	<u>Business</u>
Joseph Bizzell	Valencia	Elite Power and Recovery inc.
Deborah L. Breitfeld	Bernalillo	New Mexico Technology Council
Johnna Chapman	Valencia	Facebook

## **Discussion**

- Budget Adjustment
- CEO Engagement
- Local Board Redesignation/Transformation
- Economic Development
- COVID-19 Economic Recovery grant
- Bernalillo County Master Agreement Contract – Behavioral Health Peer to Peer
- Project E3 – Benefit Advisory
- WCCNM Website and Employer Inquiry and Services Website(s)
- Request for Proposals – WIOA Service Providers and One-Stop Operator
- USDOL – ETA H1B Emerging Technologies grant submission
- WCCNM Annual Report
- Local four-year plan - <https://www.mrcog-nm.gov/367/Financial-Records-Local-Plan>
- General Questions

**Workforce Connection of Central New Mexico**  
**WFCP- 05-20**  
**PY20 Bar # 2**

Action Requested:

Requesting approval of the Bar #2 Budget for the PY20 year. This is based on Mid-year PY20 changes in funding with NMDWS, for projects and additional monies granted.

Background:

The Bar #1 had trued up carry in in August 2020 with a total operating budget of \$13,329,337. Bar #2 with changes increases the budget to \$15,243,726.

The PY20 Bar # 2 trues up the NMDWS Apprenticeship project from \$226,048 up \$1,252 to the contracts correct \$227,300 Administrative monies.

The PY20 Bar # 2 removes the canceled NMDWS Project Grad ABQ of \$63,755 Administrative monies out of the budget.

The PY20 Bar # 2 adds the NMDWS additional Youth Redistribution to Central board in the amount of \$71,892 youth.

The PY20 Bar # 2 Adds NMDWS additional Dislocated Worker NEG grant of \$1,905,000 of which \$1,714,500 is DW and \$190,500 in Administrative funds.

Policy Ramification:

Approval of Policy WFCP-05-20 will allow the WCCNM to adjust the PY20 budget up by a net of \$1,914,389. Please see categories as reflected in the attached worksheet.

Financial Impact: PY20 WCCNM Bar # 1 budget totals \$15,243,726

Do Pass \_\_\_\_\_ Do Not Pass \_\_\_\_\_

**WORKFORCE CONNECTION OF CENTRAL NEW MEXICO**  
**PY20 Bar # 2**  
**BUDGET Effective JULY 1, 2020**

	<u>ADULT</u>	<u>DISL WKR</u>	<u>YOUTH</u>	<u>ADMIN</u>	<u>ADDITIONAL</u>	<u>TOTAL</u>
<b>REVENUES</b>						
PY20/FY21 Allocation (6/22)	\$ 2,715,244	\$ 3,776,430	\$ 2,361,166	\$ 983,650	\$ -	\$ 9,836,490
PY19/FY20 Actual Formula Carry-in (Prior Yr)	993,171	317,429	913,076	428,921	-	2,652,596
PY20/FY21 Transfer DW to Adult 0%	-	-	-	-	-	-
AR21 21-631-1001-00058 NEG (6/22)	-	1,714,500	-	190,500	-	1,905,000
P18Y Youth Redistribution	-	-	71,892	-	-	71,892
PY18 DWS Project Graduate ABQ - PY20 Portion	-	-	-	-	-	-
PY19 DWS Project DWS Apprenticeship Proj PY20 Portion	-	-	-	227,300	-	227,300
PY16 to PY20 H1B TechHire Remaining	-	-	-	10,000	185,244	195,244
PY07 Sale Of Lease	-	-	-	-	300,000	300,000
PY20 Ticket To Work Revenue Available Year Begin	-	-	-	-	55,204	55,204
<b>TOTAL REVENUES</b>	<b>\$ 3,708,415</b>	<b>\$ 5,808,359</b>	<b>\$ 3,346,134</b>	<b>\$ 1,840,371</b>	<b>\$ 540,448</b>	<b>\$ 15,243,726</b>
<b>EXPENSES</b>						
<b>Adult/Dislocated Worker Service Provider</b>						
Service Provider - SER Jobs for Progress	700,465	700,465	-	-	-	1,400,929
Subtotal	\$ 700,465	\$ 700,465	\$ -	\$ -	\$ -	\$ 1,400,929
<b>Adult/Dislocated Wkr Client Services</b>						
Adult/Disl Wkr Participant Services	2,060,815	2,928,253	-	-	-	\$ 4,989,068
AR21 NEG Dislocated Wkr Participant Services	-	1,714,500	-	-	-	\$ 1,714,500
Worker's Compensation Insurance Policy	12,013	18,019	-	-	-	30,032
Supportive Services	65,000	25,000	-	-	-	90,000
Subtotal	\$ 2,137,828	\$ 4,685,772	\$ -	\$ -	\$ -	\$ 6,823,600
<b>Youth Service Provider</b>						
Service Provider - YDI	-	-	1,080,861	-	-	\$ 1,080,861
Subtotal	\$ -	\$ -	\$ 1,080,861	\$ -	\$ -	\$ 1,080,861
<b>Youth Client Services (min. 75% Out)</b>						
Youth Participant Services YDI Work Experience	-	-	1,231,135	-	-	\$ 1,231,135
Youth Participant Services ITA's MRCOG	-	-	599,826	-	-	\$ 599,826
Youth Supportive Services MRCOG	-	-	125,000	-	-	125,000
Subtotal	\$ -	\$ -	\$ 1,955,961	\$ -	\$ -	\$ 1,955,961
<b>Business &amp; Career Center Operation</b>						
Business & Career Center Facility Operation	276,000	114,000	210,000	-	-	\$ 600,000
Business & Career Center Facility Operations Reimbursement	(132,500)	(32,500)	(85,000)	-	-	\$ (250,000)
Business & Career Center Management -MRCOG Operator Staff	-	-	-	149,183	-	\$ 149,183
Business & Career Center Management -MRCOG Operations Staff	8,400	8,400	4,200	39,000	-	\$ 60,000
Business & Career Center Management -MRCOG DW NEG	-	-	-	190,500	-	\$ 190,500
Business & Career Center -Graduate ABQ	-	-	-	-	-	\$ -
Business & Career Center - DWS Apprenticeship Proj	-	-	-	227,300	-	\$ 227,300
Business & Career Center Management Reimbursement	(26,000)	(12,000)	(17,000)	(45,000)	-	\$ (100,000)
Business & Career Center Improvements	-	-	-	666,327	-	666,327
Subtotal	\$ 125,900	\$ 77,900	\$ 112,200	\$ 1,227,310	\$ -	\$ 1,543,310
<b>Professional Services</b>						
AE/FA - MRCOG	94,222	94,222	47,111	437,461	-	\$ 673,017
Program Support/Board Expense	-	-	-	60,000	-	60,000
Contractual Services - Available	-	-	-	50,000	-	50,000
Legal Services	-	-	-	20,000	-	20,000
Audit Services	-	-	-	35,600	-	35,600
Contingency, \$Ticket to Work & Sale Of Lease	-	-	-	-	355,204	355,204
Carved Out Plan Carry In - Reserved for Initial part 2nd year - July - Sep	650,000	250,000	150,000	-	-	1,050,000
Subtotal	\$ 744,222	\$ 344,222	\$ 197,111	\$ 603,061	\$ 355,204	\$ 2,243,821
<b>H1B TechHire Grant (07-01-16 to 12-31-20) PY20 = Final Year 1/2 Yr Ext</b>						
AE/FA - MRCOG Grant 07-01-20 to 12-31-20	-	-	-	\$ 10,000	\$ 135,000	\$ 145,000
Program Support - Travel, Advertising, Supplies & Rent	-	-	-	-	\$ 244	244
Contractual Services	-	-	-	-	\$ -	-
Client Training	-	-	-	-	\$ 50,000	50,000
Other	-	-	-	-	-	-
Subtotal	\$ -	\$ -	\$ -	\$ 10,000	\$ 185,244	\$ 195,244
<b>TOTAL EXPENSES</b>	<b>\$ 3,708,415</b>	<b>\$ 5,808,359</b>	<b>\$ 3,346,134</b>	<b>\$ 1,840,371</b>	<b>\$ 540,448</b>	<b>\$ 15,243,726</b>
	(0)	(0)	0	(0)	-	(0)

Jerry Schalow, WCCNM Chair

Dewey V. Cave, MRCOG Executive Director

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO  
 PY20 BAR # 2  
 February 22, 2021 WCCNM Board Meeting

	PREVIOUS BUDGET PY20 Bar # 1	BUDGET ADJUSTMENT BAR # 2	REVISED BUDGET PY20
<b>1 Adult/ Dislocated Service Provider</b>			
Service Provider - Adult	\$ 700,465	\$ -	\$ 700,465
Service Provider - Disl Wkr	700,465	-	700,465
Service Provider - NEG	-	-	-
Service Provider - Admin	-	-	-
<b>Subtotal</b>	<b>\$ 1,400,929</b>	<b>\$ -</b>	<b>\$ 1,400,929</b>
<b>2 Adult/Dislocated Wkr Client Services</b>			
Participant Services - Adult	\$ 2,042,895	\$ 17,920	\$ 2,060,815
Participant Services - Disl Wkr	2,910,333	17,920	2,928,253
Participant Services - Disl Wkr	-	1,714,500	1,714,500
Participant Services - Admin	-	-	-
<b>Subtotal</b>	<b>\$ 5,073,260</b>	<b>\$ 1,750,340</b>	<b>\$ 6,823,600</b>
<b>3 Youth Service Provider</b>			
Service Provider - Youth	\$ 1,080,861	\$ -	\$ 1,080,861
<b>Subtotal</b>	<b>\$ 1,080,861</b>	<b>\$ -</b>	<b>\$ 1,080,861</b>
<b>4 Youth Client Services</b>			
Participant Services - Youth Work Exp YDI	1,231,135	-	1,231,135
Participant Services - Youth ITA's -MRCOG	518,974	80,852	599,826
Participant Services - Youth Supportive Services	125,000	-	125,000
Participant Services - Youth Workers Comp	-	-	-
<b>Subtotal</b>	<b>\$ 1,875,109</b>	<b>\$ 80,852</b>	<b>\$ 1,955,961</b>
<b>5 Business &amp; Career Center Facility Operation</b>			
<b>Subtotal</b>	<b>\$ 600,000</b>	<b>\$ -</b>	<b>\$ 600,000</b>
<b>6 Business &amp; Career Center Facility Reimbursement</b>			
<b>Subtotal</b>	<b>\$ (250,000)</b>	<b>\$ -</b>	<b>\$ (250,000)</b>
<b>7 Business &amp; Career Center MRCOG - Operator</b>			
Business & Career Center Operation - Admin	149,183	-	149,183
<b>Subtotal</b>	<b>\$ 149,183</b>	<b>\$ -</b>	<b>\$ 149,183</b>
<b>8 Business &amp; Career Center MRCOG - Operations Staff</b>			
<b>Subtotal</b>	<b>\$ 60,000</b>	<b>\$ -</b>	<b>\$ 60,000</b>
<b>9 Business &amp; Career Center MRCOG - Graduate ABQ Project Staff</b>			
Business & Career Center Project Operation - Admin	63,755	(63,755)	-
<b>Subtotal</b>	<b>\$ 63,755</b>	<b>\$ (63,755)</b>	<b>\$ -</b>
<b>10 Business &amp; Career Center MRCOG - DWS Apprenticeship Project Staff</b>			
Business & Career Center Operation - Admin	226,048	1,252	227,300
<b>Subtotal</b>	<b>\$ 226,048</b>	<b>\$ 1,252</b>	<b>\$ 227,300</b>
<b>11 Business &amp; Career Center MRCOG Project DW NEG</b>			
Business & Career Center Operation - Admin	-	190,500	190,500
<b>Subtotal</b>	<b>\$ -</b>	<b>\$ 190,500</b>	<b>\$ 190,500</b>
<b>12 Business &amp; Career Management Reimbursement</b>			
<b>Subtotal</b>	<b>\$ (100,000)</b>	<b>\$ -</b>	<b>\$ (100,000)</b>
<b>13 Business &amp; Career Center Improvements</b>			
Business & Career Center Operation - Admin	583,129	83,198	666,327
<b>Subtotal</b>	<b>\$ 583,129</b>	<b>\$ 83,198</b>	<b>\$ 666,327</b>
<b>14 Professional Services - AE/FA MRCOG Staff</b>			
AE/FA - MRCOG - Adult	\$ 112,142	\$ (17,920)	\$ 94,222
AE/FA BCC Operator - MRCOG - Adisl Wkr	112,142	(17,920)	94,222
AE/FA BCC Operator - MRCOG - Youth	56,071	(8,960)	47,111
AE/FA BCC Operator - MRCOG - Admin	520,659	(83,197)	437,462
<b>Subtotal</b>	<b>\$ 801,014</b>	<b>\$ (127,997)</b>	<b>\$ 673,017</b>
<b>15 Professional Services</b>			
<b>Subtotal</b>	<b>\$ 520,805</b>	<b>\$ -</b>	<b>\$ 520,804</b>
<b>16 2nd year Monies - Planned Carryin</b>			
<b>Subtotal</b>	<b>\$ 1,050,000</b>	<b>\$ -</b>	<b>\$ 1,050,000</b>
<b>17 NM TechHire H1B1 Grant (7-1-16 to 6-30-20) 4Yr</b>			
Program	\$ 185,244	-	185,244
Admin	10,000	-	10,000
<b>Subtotal</b>	<b>\$ 195,244</b>	<b>\$ -</b>	<b>\$ 195,244</b>
<b>18 Total</b>	<b>\$ 13,329,337</b>	<b>\$ 1,914,390</b>	<b>\$ 15,243,726</b>



# MONTHLY REPORT December 2020

*Presented to the*



January 15, 2020

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# Last Month's Activities

## COVID-19 Response

As of March 2020, as a precautionary measure to mitigate the spread of coronavirus disease (COVID-19), the WCCNM suspended all in-person services in the New Mexico Workforce Connection (NMWC) centers across the four-county region. The region continues to deliver services virtually and are building upon the re-open plan. The Service Delivery Plan-Fall 2020 is drafted in accordance with OSHA regulations, CDC guidelines and the State's COVID Safe Practices. All elements, timelines, requirements, and procedures in the plan are intended to assist the Operations Manager and all co-located partners in providing a safe and healthful workplace for staff and customers. There will be a phased-in approach where in-person appointments will be limited and only available to customers as a last resort option.

The Operations Team will stay informed of all guidance and public health orders from federal, state, local, tribal, and/or territorial health agencies, and will incorporate those recommendations and resources into the Service Delivery Plan as needed. The four NM Workforce Connection Centers in the Central Region will continue to abide by the maximum occupancy and staffing limits in accordance with current public health orders.

The New Mexico Workforce Connection partners continue to brainstorm and improve ways in which services can be delivered effectively in a remote and virtual mode to the greatest extent possible. WCCNM is incorporating all available technologies and tools, in addition to investing and developing much needed tech upgrades including:

- a cloud-based communications system for phone, text, and video conferencing;
- a new WCCNM website with a UX design that provides robust information about all services and programs available in the New Mexico Workforce Connection centers in the Central Region;
- an online partner referral system that is embedded in the WCCNM intranet; and
- an employer/business services inquiry tool on the new website that allows for businesses to quickly submit their workforce needs to business team representatives with a define process, workflow, and tracking database on the backend.

Virtual services highlights include:

- Program orientations for Title I.B Adult & Dislocated Worker program and TAA program, labor market information sessions, one-on-one career counseling appointments, youth program intakes, and other services performed over the phone, through video recordings, via video conference, and through email.
- Virtual recruitment events recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque (APD, Admiral Beverage, Unity BPO, Corus Health, National Roofing, ARCA, and more)
- Weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings.
- All program teams are working on developing improved electronic fillable PDF forms for customers to use. The Title I.B Adult & Dislocated Worker team finalized new labor market information and WIOA application forms that have had a very positive response from participants.
- Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.
- WIOA Title I.B Adult & Dislocated Worker program, TechHire, and other programs are working to better support students through digital learning challenges.

- All staff throughout the region help answer general Unemployment Insurance questions and help direct individuals to information that individuals can find in their online accounts, updates from NMDWS website, and the Unemployment Insurance Operations Center. The Operations Team also provides direct assistance to all individual calling about unemployment through the 505-843-1900 number. The Operations Team have been invited to be a part of the “Toolbox Talks” on Fridays, and this has been a great source of information and updates for them to help better serve individuals looking for unemployment assistance. They have directly assisted and resolved close to 6,000 unemployment inquires in the referral system.

There is a marketing emphasis on promoting available services for unemployed individuals/dislocated workers to prepare now for re-employment with better opportunities by:

- building their skills;
- engaging in career prep activities such as resume writing and interview skills;
- exploring short-term training programs that lead to in-demand careers;
- considering all types of training opportunities include apprenticeship and apprenticeship pathway programs; and
- taking advantage of New Mexico Workforce Connection virtual webinars, workshops, and videos that they can attend from anywhere and view on their phone, tablet, or PC.

All outreach includes the various ways that an individual can contact the New Mexico Workforce Connection including:

- By email: [nmworkforceconnection@wccnm.org](mailto:nmworkforceconnection@wccnm.org) (account managed by the Operations Team and then referrals to all programs tracked in the referral and inquiry system in the WCCNM intranet)
- By phone: (505) 843-1900 (Operations Team answers main phone number and then refers to programs in same way as email account. Once RingCentral launches, Operations Team will answer phone inquiries for all five New Mexico Workforce Connection Centers in the Central Region)
- By private message on Instagram and Facebook sites (social media is monitored closely by Operations Manager, and all private messages are answered within 24 hours)

As the WCCNM has adapted the marketing mix to the COVID-19 crisis, e-blasts and social media have been invaluable modes of communication, with social media presence growing an average of close to 1,000 page views every 30 days, and an average of 11,000 people who saw content from posts, news feeds, and stories over a 30-day period. WCCNM will continue increase social media activity while also continuing to use traditional modes like email marketing to ensure that we are reaching all of our target audiences in a variety of ways.

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## Individual Services

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The Individual Services section includes summary data and performance of all co-located and core partners.

- In December, 1,872 new clients registered in the NMWC online system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)), compared to 1,678 individuals in November.
- In-person center visits are not being tracked at this time due to the centers being closed to the public as a precautionary measure.

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## WIOA Title 1.B Adult and Dislocated Worker Programs

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The Adult & Dislocated Worker (DW) Programs:

- enrolled 44 participants in December 2020, as compared to 53 last month;
  - Bernalillo: 27 participants
  - Sandoval: 6 participants
  - Torrance: 5 participant
  - Valencia: 6 participants
- facilitated Labor Market Information (LMI) Workshops for 61 potential participants, compared to 75 last month;
- provided WIOA Title 1.B Adult & Dislocated Worker Orientation to 87 potential participants, compared to 124 last month;
- developed 44 Individual Employment Plans (IEP), compared to 53 last month;
- created 0 customized training (CT) contracts, compared to 2 contracts for 3 participants last month;
- established 65 Individual Training Accounts (ITA), compared to 17 last month;
- developed 10 On-the-Job Training (OJT) contracts for 12 clients, compared to 11 contracts for 16 clients last month; and
- created 0 apprenticeship contracts for 0 clients, compared to 0 contracts for 0 clients last month.

### ***Dislocated Worker Outreach:***

The Title 1.B Adult & DW program has been reaching out to dislocated workers thorough referrals, social media, phone and email. A short term training one page flyer has been developed to target those on UI or exhausted UI that could attend a short-term training to change career paths. The Bridge report is continuing to be used as a main source to recruit the dislocated worker.

### ***Job Seeker and Business Outreach:***

The Adult & DW Program is working with CNM Ingenuity to fund upcoming boot camps for January and February; they have many DWG applicants for these boot camps. The program also has many returning students for CNM and UNM. There continues to be a large number of requests for CDL Class A training. Referrals have been processed from Cultivating Coders, CNMI, Pima Medical, Brookline College, Carrington College, UNMCE, UNM Valencia, and CNM Main Campus. The majority of these requests are in the sector strategy industries of healthcare and information technology.

The Adult & DW Program has also been focusing business outreach to employers that can accept workers with criminal backgrounds for their National DWG grant program. They are vetting dislocated worker to match with possible employers. Businesses that they have approached have shown interest in planning and starting projects in January of 2021.

Staff have recorded the WIOA orientation and Labor Market information workshops, which have been posted to YouTube so applicants can attend the workshops virtually. This will save significant staff time trying to offer orientation and LMI guidance on a one to one basis and is more convenient for customers to view and refer back to the detailed program information.

## WIOA Title 1.B Youth Program

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The Youth Program:

- enrolled 12 new clients with 6 as Itinerant Enrollments in December 2020, compared to 7 new clients with 5 Itinerant Enrollments last month;
  - Bernalillo: 6 enrollments
  - Sandoval: 2 enrollments
  - Torrance: 2 enrollments
  - Valencia: 2 enrollments
- placed 8 in Work Experience, compared to 9 last month;
  - Bernalillo 1 youth in work experience
  - Sandoval 3 youth in work experience
  - Torrance 3 youth in work experience
  - Valencia 1 youth in work experience
- established 7 Individual Training Account (ITA), compared to 1 last month.

The total caseload for the Youth Program is 625, compared to 621 last month.

Business closures and operation at low capacity, due to the governor's COVID19 public health order, still remain a challenge for the program in regards to placements. The program has placed a total of 96 participants to work but is seeing an average of 45 timesheets per pay period. Online tutoring continues for participants that have not been able to resume or start work experience. In December, 15 participants were engaged in online training.

A list of over 600 possible youth referrals were provided by the Operations Manager in December of 2020. These referrals have been divided by county and Youth Development Practitioners (YDP) will start outreach efforts in January 2021. The list will contain 10-15 referrals at a time for each YDP and will be updated weekly. The Youth Program will be tracking the outcomes of these referrals and will be utilizing a 3/3/3 approach: 3 contacts at 3 different times/days utilizing 3 different contact methods.

During the month of December, two presentations were held to over 45 juvenile probation officers in the four counties of the service area. These meetings were conducted to provide information about the Youth Program and create a referral process.

## WIOA Title III (Wagner-Peyser) Employment & Career Services

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The Employment & Career Services Team

- provided one-on-one counseling services to approximately 449 individuals, compared to 379 last month;
- assisted 149 individuals with developing their resume and/or employment plans, compared to 155 last month;
- provided reemployment services to 53 unemployed individuals through the Reemployment Services and Eligibility Assessments (RESEA) program, compared to 42 last month;
- placed 5 job seekers (staff assisted) with employment opportunities in December 2020, compared to 5 last month; and,

- pre-screened 6 individuals for employment, compared to 7 last month.

Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.

## Outreach and Partnership Opportunities – Target Populations

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The Workforce Innovation and Opportunity Act (WIOA) has a focus on helping low-income and disadvantaged populations. The workforce development professionals in Central Region NM Workforce Connection centers operate within the integrated system, complete with co-located partners, procured service providers, and shared resource leveraging. However, funding and available public resources are still finite and limited, so populations with significant or multiple barriers to employment should receive priority for services. Sometimes these populations will be referred to as “hard-to-serve” or “hard-to-employ” clients.

Some special populations the workforce system serves include, but are not limited to:

- Veterans and eligible spouses
- Individuals with disabilities, both youth and adults
- English language learners (limited English proficient)
- Migrant and seasonal farmworkers
- Out-of-school youth
- Adult and youth ex-offenders (justice-involved)
- Public assistance recipients (TANF, SNAP, SSI, Medicaid, etc.)
- Youth in, or previously in, foster care
- Homeless individuals, both youth and adults
- Runaway youth
- Pregnant and parenting youth
- The long-term unemployed
- Low-income workers earning wages below self-sufficiency
- Basic skills deficient individuals
- The over 55 age group

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## Business Services

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The Business Services section includes summary data and performance of all co-located, core partners.

- In December 2020, there were 180 outreach activities with employers, compared to 166 last month.
- There were 1,577 jobs posted in the NM Workforce Connection system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) by NMWC staff (job orders taken) in December, compared to 1,497 in November.
- Qualified candidates were referred to 283 employers, compared to 334 last month.

The Title I.B Adult & Dislocated Worker (DW) Program is currently working with Facebook's Elevate Career Connections Fellowship program for recruitment of employers and students for the summer 2021 internship program. They have been providing information to WIOA representatives from Texas, California and Nevada about the Facebook pilot project that was launched last year. The goal for this year's summer internship program is 100 enrollments.

December is always a slower month for the Adult & DW Program. Due to the holidays, schools are finishing the beginning of the month and closed for the second half. They have been collecting grades and new spring 2021 schedules for returning participants, and they anticipate enrollments for January to dramatically increase.

The team conducted outreach to the following businesses during December: Tinting Express, Universal Construction Solutions, Roof Maxx, Dias Landscaping Management, The Home Depot, Goodman Technologies, Net Sciences Inc., Summit Electric, Synchronys, Net Medical Xpress Solutions, SARA Technologies, NM Foot & Ankle, Southern Glazier, Equipment Associates, Duggers Services, A1-Garage, Albuquerque Electronics,, Johnson Supply co. Aloha RV, Meals on Wheels, Silver Horizons Market, J. Jacobs Enterprises, Bayan Botanicals, Riccobene, Kerr Squared LLC, Supportive Housing Coalition, SW Veterinary Medical Center

The WIOA Youth Program held a meeting with the New Mexico Northern Region WIOA youth staff on December 21, 2020 to obtain information on their recent business outreach projects. Several ideas were provided that the Youth Program will incorporate in their business outreach plan. The business practitioner for the Youth Program is currently generating a list of businesses to send a recently created recruitment video to help generate interest.

The Youth Program is in the process of finalizing a pre-apprenticeship pilot training program with Associated Builders and Contractors. Recruitment will start in January with an anticipated start date of February 2021. The goal is to enroll 25 youth for the first cohort. A second pre-apprenticeship program is in discussion with Associated General Contractors. A meeting to further discuss this is scheduled in January of 2021.

The Title III Employment & Career Services team records a weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings. Virtual recruitment events are recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque and have created a lot of interest from employers across industries.

The Employment & Career Services Team is helping businesses connect with a skilled workforce during the pandemic through #AllHandsNewMexico. If businesses need to hire workers to meet a surge in demand, they can submit information at [www.dws.state.nm.us/COVID-19-Post-Jobs](http://www.dws.state.nm.us/COVID-19-Post-Jobs), and a business representative will connect the business with qualified job seekers.



Victoria Perez, a business consultant of the Adult & DW Program, received a thank you letter from EXHIB-IT! She assisted the employer with an internship that transitioned into an on-the-job (OJT) contract. A copy of the letter is below:



## Employment Events and Career Fairs (Organized by NMWC or NMWC Participated)

- 12/9/2020 Veteran Career Prep Day
- 12/15/2020 APD Recruitment Webinar
- 12/16/2020 Veteran Virtual Recruitment

## Sector Strategies

The Moving the Needle report is close to being finalized with targeted for completion in PY 20 Q2. While the document includes baseline data and activity across the workforce system and partners, it is also considered an active document, with ongoing updates and revisions. The first, finalized version will be presented to the WCCNM board and all workforce partners in the Central Region for review and input.

Data collection for the WCCNM Career Pathways Project, a strategy included in the Moving the Needle report, is also near completion, with the majority of the research completed and currently being formatted. The initial mapping of career pathways, highlighting IT/tech and healthcare, has been completed. Pathways mapping identifies the industry demand, salary expectations, knowledge, skills and abilities, competencies, credentials required, work experience, and required education and training. Next steps will involve having industry experts and educators validate the data and confirm the alignment of pathways with actual job requirements. The WCCNM will leverage employer relationships it has established through other sector work, including with the TechHire Advisory Council, to validate this data. While COVID-19 has proved challenging due to individuals working remotely with alternative schedules, the WCCNM is committed to securing industry experts who can validate the identified pathways and how they align to the requirements and needs of the business community.

The initial mapping is a start to the overall Career Pathways Project, which aims to provide jobseekers with clearer, easier way to understand information on pathways to different careers, as well as career progression. Continuous conversation with the industry experts is critical to ensuring alignment of this information with the needs of all workforce partners and the region's education/training partners. Once the initial mapping is validated by industry experts and educators, WCCNM will explore next steps toward a formal and more expansive work plan for weaving career pathways throughout the workforce system.

## Apprenticeship and Apprenticeship Pathways

### PARTNERSHIP WITH THE NMDWS STATE APPRENTICESHIP OFFICE AND BUSINESS PARTNERS

In partnership with the NMDWS State Apprenticeship Office, the Central Region apprenticeship coordination team has worked closely with several employer/sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs.

Virtual training on Apprenticeships and Apprenticeship Career Paths was conducted with the Division of Vocational Rehabilitation, Area 7 staff. The training session was well received, resulting in four apprentice referrals and one employer interested in an apprenticeship program. A similar presentation was conducted on September 21, in conjunction with the new hire orientation for the NMDWS new hires in the Central Region. After receiving positive feedback on the usefulness of these trainings, the team will continue to offer virtual trainings on apprenticeships and career pathways for other interested partners.

### APPRENTICESHIP OUTREACH

Outreach to employers continues, with the goal of identifying needs that fall into the apprenticeship arena. Contact with HR professionals and consultants continues, as this group is exposed to employers with talent shortages and/or hiring challenges. This will open the door to discuss the value of apprenticeship programs, and/or referrals to other resources that WCCNM business partners can assist with.

With COVID-19 altering traditional methods of job search and use of related resources, WCCNM's use of communicating on social media platforms (Facebook, Instagram, Twitter, and YouTube) has ramped up in recent months with notable results. Outreach has expanded to include information on apprenticeship and apprenticeship pathways opportunities,

Rapid Hire and virtual requirement events, weekly “Hot Jobs”, career prep workshops, employment related webinars, and resources available to job seekers and employers. Contact with HR professionals and consultants continues, as this group is exposed to employers with talent shortages and/or hiring challenges. This will open the bridge to discuss the value of apprenticeship programs, and/or referrals to other resources that WCCNM business partners can assist with.

## TechHire

### Overview

TechHire New Mexico received the H-1B TechHire Partnership Grant Notice of Award on July 18, 2016. Due to a program staffing delay and program development, the first participants were enrolled in January of 2017. Despite all challenges, the TechHire New Mexico grant closed on 12/31/2020 with all performance outcome measures at or over 93%.



TechHire New Mexico completed all grant timeline activities as originally planned and proposed in the grant application. In addition, throughout the grant period the program proactively and continuously identified and achieved numerous critical project tasks and milestones needed to overcome evolving challenges.

### Participant Outreach and Recruitment

In July of 2018, after 21-months of consistent employer and participant recruitment, and intensive outreach and marketing efforts, program awareness and momentum reached its peak. Quarterly enrollment and employment numbers remained consistent and steady through March of 2020.

In January 2020, TechHire New Mexico was granted a 6-month grant Period of Performance extension to December 31, 2020. This extension was needed to allow all remaining TechHire New Mexico participants time to register for and complete their IT training by mid-December 2020. Two months later, in March of 2020, the pandemic changed everything.

From March 2020 through December 2020, in response to the pandemic, TechHire New Mexico strictly followed new processes to provide participants virtual continuity of services, and ensure compliance with federal and state quarantine/work-from-home requirements, as well as compliance with DOLETA requirements, including an emphasis on handling PII. TechHire New Mexico did not experience any disruption in services during the pandemic.

During the October 22, 2020 TechHire New Mexico Advisory Committee meeting, the New Mexico Workforce Connection introduced plans to launch an IT Sector initiative in the Central Region. All TechHire New Mexico Advisory Committee members were invited to become members of the new IT Sector Advisory Council, which will begin holding quarterly meetings in 2021.

TechHire New Mexico completed an in-depth Data Validation of all participant data on December 21, 2020. Completing the Data Validation was a critical step to ensuring all data incorporated the USDOL PIRL Data Element modifications, and ensured that the data was consistent and accurately captured all outcomes.

In total, TechHire New Mexico enrolled 439 total participants of the proposed goal of 450 participants. Of the 439 participants, 83% were residents of Bernalillo County; 12% were residents of Sandoval County; 5% were residents of Valencia County, and less than 1% were residents of Torrance County.

The following table shows all final grant Performance Outcome Measures as of December 31, 2020.

TechHire New Mexico Performance Outcome Measures (07/01/2016-12/31/2020)			
Outcome Measures	Actual	Goal	Percent to Goal
1) Total Participants Served	439	450	97.56%
1a) Target Population	328	338	97.04%
1b) Other Population	111	113	98.23%
2) Total Participants Enrolled in Education/Training Activities	432	337	128.19%
3) Total Participants Completing Education/Training Activities	346	220	152.27%
4) Total Participants Who Complete Education/Training Activities AND Receive a Degree or Other Credential	315	220	143.18%
5) Total Number of Unemployed Participants Who Obtain Employment	*234	248	94.35%
6) Total Number of Incumbent Worker Participants That Advanced Into a New Position	93	100	93.00%

\*There are a number of participants that were not able to be reached for employment updates. In addition, the gig economy in Central New Mexico includes an unknown number of TechHire New Mexico participants that created their own startups and/or that are performing contract work. These individuals are not reflected in the above employment data.



TechHire Advisory Council

# Success Stories

## WIOA Title 1.B, Adult & Dislocated Worker Programs

### Bernalillo County



Delma is a single mom and grandma who is very hard working, determined, loving and a wonderful friend to many. When Delma's children were very little, she use to take them to practice and sit on the benches to do her schoolwork. Being a single mom made her more determined to be successful in a career that had a promising future for her and her children. She has worked very hard and has come a long way in her career.

Delma has earned her Associate of Applied Science in Drafting and Design from Texas State Technical Institute and a Bachelor of Science in Management from The University of Phoenix. Delma has done well, but still wanted to accomplish more in her career. She decided to enroll in the Project Management Program at the University of New Mexico Continuing Education. She completed the Project Management program and earned a certificate of

completion to add to her accomplishments. Delma has accepted a position as Bank On/Outreach Project manager with the City of Albuquerque earning \$28.85 per hour. She is very excited and thankful for all of the assistance from the WIOA program



Ray found himself in a tough situation when he was suddenly without a job. He had previous work experience as a warehouse driver, line cook, and most recently as a warehouse intern. He was looking for an opportunity to move into a stable work environment to become more self-sufficient. A family member, who previously participated in the WIOA program, informed Ray of the possible services the program may be able to provide to him.

At the time of his intake, Ray set a goal to gain employment as a CDL truck driver. After weighing the options for CDL training, he chose to attend CNM Ingenuity's CDL program after meeting with the director and instructional staff to ensure this was the right program for him.

He completed the CDL program in December of 2020, earning his licensure as a driver. He gained employment as a CDL Truck Driver with a local food distribution center, Roadrunner Food Bank. He is now earning \$18.00/hr. and is thankful for the assistance that he was able to gain through the WIOA program. He continues to make recommendations to others who are seeking the same opportunity that changed his life.



Ashley enrolled into the Adult WIOA program in December of 2019, and was placed with Exhib-IT as a Sales & Marketing intern earning \$14 an hour. After completing 640 hours of her internship, she was offered a full time position as a Sales & Marketing Assistant earning \$18 an hour. To help assist in this transition, WIOA was able to subsidize a portion of Ashley wages through an On the Job Training contract. Ashley has recently completed her on-the-job training and remains employed with Exhib-IT. Ashley received her Bachelor's in Business Administration in May of 2020 and is currently working towards a Master's Degree in Business.

## Sandoval County



Monique is a 26-year-old single mom with three children. She earned her high school diploma and took some classes at CNM. However, she did not earn any certifications or a degree. She was previously employed as a stocker and dispatcher. These positions had low salaries and did not lead to self-sufficiency for her and her family. At the time of intake, she expressed interest in working in the healthcare industry. While her ultimate goal is to become an RN, she wanted to get her foot in the door and get back to work as soon as possible. Monique began her formal training as a medical assistant at PIMA Medical Institute in February of 2020. She completed her program in August of 2020 with a 3.93 GPA. In November of 2020, Monique obtained employment at Next Care Urgent Care making \$16 an hour and she absolutely loves her job.

## Torrance County

Lisa, a dislocated worker, came to the Workforce Connection in search of employment services. Lisa was laid off from Core Civic detention center in Estancia, NM where she worked as a corrections officer. She was having difficulties locating employment due to her limited skill set in corrections. She wanted to continue working in the east mountain community, but needed training in an employable occupation. She did express interest in the healthcare industry and training for a new career that would provide her with a livable wage. She completed her labor market research and expressed interest in working as a nurse practitioner. This occupation would allow her to earn a higher wage than working in corrections. Lisa qualified and utilized WIOA funding to obtain her nursing credential. She successfully completed her training at Brookline and was assisted with job searching services by the local Workforce Connection office.



She accepted a position at De Baca Family Practice as a nurse earning \$22 an hour. She enjoys this new occupation, because she is able to work a flexible schedule. Lisa thanked the Workforce Connection staff for their financial and career guidance assistance and continued support after the completion of her training.

## Valencia County



In August of 2020, Jeremy met with a WIOA business consultant to enroll in the Adult WIOA program. He had been employed by Tractor Brewing since 2015 as their Events Manager earning \$20.53 an hour. The owner of the business wanted to give him a promotion to Chief Marketing & Technology Officer earning \$22.94 an hour.

Due to breweries being greatly impacted by COVID19 restrictions, Jeremy was laid off from his position. During this time, Tractor Brewery had to make many changes to how they operate; therefore, Jeremy's previous title no longer existed.

As restrictions began to lax, Tractor Brewery made the decision to rehire Jeremy at the position they originally wanted to promote him to, Chief Marketing & Technology Officer. Jeremy has exceeded his employer's expectations with how well he has transitioned into this position. Jeremy successfully completed his 550 hours in November of 2020. He will continue to retain his employment with Tractor Brewing.

## WIOA Title 1.B Youth Program

### Bernalillo County

Mayra enrolled in the WIOA Youth Program in February of 2020. At the time of intake, she was in need of tuition assistance to achieve her goal of attaining her Dental Assistant National Board certificate. To accomplish this, Mayra enrolled in the Dental Assistant Program at the New Mexico Institute of Dental Assisting and the Youth WIOA Program was able to assist with funds to cover the costs of the course.

While enrolled in the program, Mayra continued part-time employment to help maintain her household finances. Mayra remained focused and earned top grades in her class. She was fully engaged in the program and was in frequent contact with her youth development practitioner. In addition to post-secondary funds, Mayra received additional services of online tutoring, paid work experience during her clinical externship, and reimbursement for her uniforms.

Mayra was determined to succeed, she earned high grades in both chairside and radiology portions of the course. She took and passed her DANB exam before graduating from her program. In October of 2020, she graduated with her certificate in Dental Assisting. Mayra is currently employed as a dental assistant at Smiles for Kids.

### Valencia County

Kayla is a senior at Los Lunas High School. While in high school, she has participated in student council as well as the bowling team. Her favorite subjects are math and biology.

With this in mind, Kayla was placed at Rio Abajo Family Practice as a receptionist to complete her work experience. Her work experience started in September of 2020 and will end in January of 2021. At the completion of her WIOA work experience, she will be hired by the job site and will work there until she graduates from high school.

Kat Votolka, the office manager of Rio Abajo Family Practice commented about Kayla. "She is quiet but gets the job done. Kayla is very professional in her appearance and approach with patients. She took over the front desk tasks in one weeks' time. As the result of her outstanding job performance, we hired her under



our operating budget. We are going to expand her job duties. We are very fortunate you placed her with us. She can be a success in whatever she sets her mind on.”

Kayla has begun taking college courses at CNM and plans on entering the nursing program. She stated “I want to become a registered nurse in the future. This is a rewarding career for me. My work site, in a doctor’s office, has provided me with hands-on experience. I have gained tremendous experience dealing with patients, learning medical terms, communication skills, performing vitals, answering telephones, setting appointments and managing the front desk. The office staff have treated me like family.”

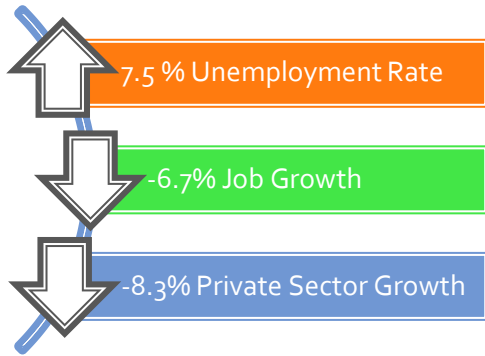
With the help of the WIOA Youth program, Kayla has helped her family pay bills, cover her senior year costs, and saved money with the earnings from work experience. “Without this opportunity I don’t know what we would do to survive, particularly during this pandemic.” she said.



# Labor Market Information & Economic Update

## Latest Employment News

### Statewide



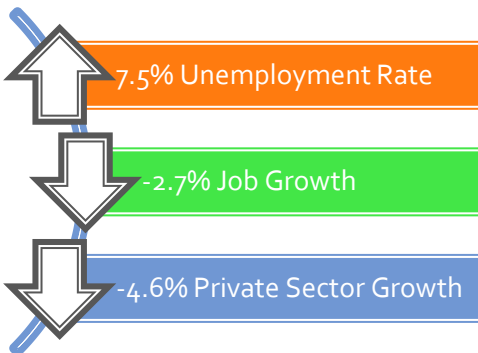
New Mexico's seasonally adjusted unemployment rate (based on the Current Population Survey, also known as the household survey) was 7.5 percent in November 2020, down from 8.1 percent in October 2020 and up from 4.8 percent in October 2019. The national unemployment rate in October was 6.9 percent, down from 7.9 percent in October and up from 3.5 percent last year

Over the year, New Mexico's total nonagricultural employment decreased by 58,300 jobs, or 6.7 percent. Most of these losses were in the private sector (down 55,700 jobs or 8.3 percent), while the public sector was down 2,600 jobs (or 1.3 percent). All major industry sectors reported employment decreases over the year.

*(Labor Market Review, Volume 49 No. 11 Published January 8, 2021. NMDWS, Economic Research & Analysis)*

### Albuquerque MSA (Bernalillo, Sandoval, Torrance, and Valencia Counties)

The non-seasonally adjusted unemployment rate for the Albuquerque MSA was 6.8 percent in November 2020, down from 7.5 percent in October and up from 4.3 percent in November 2019.



Over the year, the Albuquerque MSA shed 12,300 jobs in total nonfarm employment, representing a loss of 3.0 percent. The following private sector industries lost jobs: leisure and hospitality, down 8,400 jobs (or 19.0 percent); education and health services, down 1,200 jobs (or 1.8 percent); financial activities, down 1600 jobs (or 8.2 percent); miscellaneous other services, down 400 jobs (or 3.3 percent); manufacturing, down 2000 jobs (or 11.8 percent); mining and construction, also down 100 jobs (or 0.4 percent); information, down 600 jobs (or 10.0 percent); professional and business services, also down 600 jobs (or 2.0 percent); and trade, transportation, and utilities, down 1,100 jobs (or 1.7 percent).

In the public sector, local government was down 2,000 jobs, or 4.9 percent; state government was up 6,400 jobs, or 22.7 percent; and federal government was unchanged.

*(Labor Market Review, Volume 49 No. 11 Published January 8, 2021. NMDWS, Economic Research & Analysis)*



## **PY19 Workforce Connection of Central New Mexico Annual Report**

In accordance with §677.205 of the Workforce Innovation and Opportunity Act (WIOA) regulation and WIOA Law Sections 101 and 116, the Workforce Connection of Central New Mexico (WCCNM) submits the Program Year 2019 (PY19) Annual Report to the State of New Mexico, Department of Workforce Solutions, State Administrative Entity (SAE) on October 30, 2020. The report will be incorporated into an expanded annual report for the region that will be available on the WCCNM website at [www.wccnm.org](http://www.wccnm.org).

The Workforce Connection of Central New Mexico (WCCNM) and the New Mexico Workforce Connection (NMWC) centers continue to move forward with strategic approaches to meet the needs of priority industries and assist businesses to become competitive and profitable. Our region's business-driven system allows us to be a qualified and valued resource for businesses and job seekers in the four-county area. During the past year and challenges with the COVID-19 crisis, the WCCNM has continued to enhance services to job seekers as well as the business community through the many resources offered through the NMWC centers.

As of March 2020 as a precautionary measure to mitigate the spread of coronavirus disease (COVID-19), the WCCNM suspended all in-person services in the New Mexico Workforce Connection (NMWC) centers across the four-county region. The region continues to deliver services virtually and are building upon the re-open plan.

The New Mexico Workforce Connection partners continue to brainstorm and improve ways in which services can be delivered effectively in a remote and virtual mode. WCCNM is incorporating all available technologies and tools, in addition to investing and developing much needed tech upgrades including:

- a cloud-based communications system for phone, text, and video conferencing;
- a new WCCNM website with a UX design that provides robust information about all services and programs available in the New Mexico Workforce Connection centers in the Central Region;
- an online partner referral system that is embedded in the WCCNM intranet; and
- an employer/business services inquiry tool on the new website that allows for businesses to quickly submit their workforce needs to business team representatives with a defined process, workflow, and tracking database on the backend.

Virtual services highlights include:

- Program orientations for Title I.B Adult & Dislocated Worker program and TAA program, labor market information sessions, one-on-one career counseling appointments, youth program intakes, and other services performed over the phone, through video recordings, via video conference, and through email.

- Virtual recruitment events recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque (APD, US Forest Service, AnchorBuilt, National Roofing, Route 66 Casino, NMDWS UI Operations Center, Tempur-Pedic, NM Corrections Department, and more).
- Weekly “Hot Jobs” announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings.
- All program teams are working on developing improved electronic fillable PDF forms for customers to use. The Title I.B Adult & Dislocated Worker team finalized new labor market information and WIOA application forms that have had a very positive response from participants.
- Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.
- WIOA Title I.B Adult & Dislocated Worker program, TechHire, and other programs are working to better support students through digital learning challenges.
- All staff throughout the region help answer general Unemployment Insurance questions and help direct individuals to information that individuals can find in their online accounts, updates from NMDWS website, and the Unemployment Insurance Operations Center. The Operations Team also provides direct assistance to all individual calling about unemployment through the 505-843-1900 number. The Operations Team have been invited to be a part of the “Toolbox Talks” on Fridays, and this has been a great source of information and updates for them to help better serve individuals looking for unemployment assistance. They have directly assisted and resolved close to 6,000 unemployment inquires in the referral system.

There is a marketing emphasis on promoting available services for unemployed individuals/dislocated workers to prepare now for re-employment with better opportunities by:

- building their skills;
- engaging in career prep activities such as resume writing and interview skills;
- exploring short-term training programs that lead to in-demand careers;
- considering all types of training opportunities include apprenticeship and apprenticeship pathway programs; and
- taking advantage of New Mexico Workforce Connection virtual webinars, workshops, and videos that they can attend from anywhere and view on their phone, tablet, or PC.

As the WCCNM has adapted the marketing and outreach strategy to the COVID-19 crisis, e-blasts and social media have been invaluable modes of communication, with social media presence growing an average of close to 1,000 page views every 30 days, and an average of 12,000 people who saw content from posts, news feeds, and stories over a 30-day period. WCCNM will continue increase social media activity while also continuing to use traditional modes like email marketing to ensure that we are reaching all of our target audiences in a variety of ways.

In addition to the service delivery changes that have been made during the pandemic, the WCCNM and NMWC partners continue to pursue region-wide and county-specific sector strategies by collaborating with education and economic development entities in support of a robust talent pipeline and career pathways. The WCCNM has leveraged opportunities to foster relationships with both WIOA mandated partners and community-based organizations to pursue important objectives and innovative approaches for workforce development. With these efforts and diligent support from the board, staff and our many partners, the Central Region continues to be a leader for the New Mexico workforce and business community.

# **1 SUMMARY OF THE WIOA TITLE I.B ADULT & DISLOCATED WORKER PROGRAM**

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## **1.1 MAJOR ACCOMPLISHMENTS**

The Title I. B Adult & Dislocated Worker Program was very successful in PY19 as they developed 162 new On-the-Job Training (OJT) contracts, with hands-on job specific training for 467 individuals in the Central Region. In addition, 96 Customized Training Agreements were executed and training/retraining of 296 individuals (47 under the Customized Training category and 296 under the Incumbent Workers category), 154 clients participating in apprenticeship programs and 50 work experience/internships. Furthermore, 637 people received Individual Training Accounts (ITA) and 292 adults received supportive services, thus increasing job seekers' credential attainment, occupational skills, and overall employability. Overall, 1,357 individuals received Title I.B training services in the Central Region.

The Adult & Dislocated Worker Program piloted the Facebook Career Connections Fellowship Program in PY19, a 10-week paid internship where interns provided social media marketing to local businesses. Facebook provided training for both employers and interns. The team completed all eligibility and business agreements during the last week of May 2020 and placed a total of 56 interns, 48 paid interns and 8 unpaid interns, with 56 local employers. Santa Fe was also able to enroll and place 4 interns for the program, for a New Mexico total of 60 interns. The Adult & Dislocated Worker program was successfully able to then convert 19 of the interns into permanent full-time employees. OJT contacts are in place for hires at wages ranging from \$13.30 to \$16.00 per hour. The team plans to collaborate again with Facebook to continue the program next summer.

The Adult & Dislocated Worker Program implemented "Rapid Enrollment Events" in PY18 and continued in PY19. Working closely with the training programs, staff reached out to participants/students to attend a Rapid Enrollment Event where they brought all required documentation and completed the eligibility and enrollment process within the time of the event. In May and July 2019, the Adult & Dislocated Worker team in Albuquerque had "Rapid Enrollment Events" for nearly 40 students pursuing alternative licensure through CNM and UNM to ultimately teach at APS and fill a serious need for teachers and special education teachers in the district. These students completed coursework during the summer, with the goal to start co-teaching the following fall and spring. Thirty-three enrolled into WIOA for the UNM Program, with 12 requiring new semester funding in January, and all but one completed the program. Thirty-three enrolled into WIOA for the CNM Program, 22 of whom required new semester funding in January. All but three students completed the program. All alternative teacher licensure training has continued virtually during the pandemic. CNM is planning to host a new cohort of approximately 15 students in the Fall 2020 semester that they would like to apply for WIOA funding.

Students in the Electric Line Worker Pre-Apprenticeship Program through CNM Ingenuity also attended Rapid Enrollment Events in July, and graduates helped to fill a growing workforce gap as existing line workers begin to retire around the state. WCCNM enrolled 20 Electrical Line worker pre-apprentice Students through CNM for PY18 and PY19, with only two program drop-outs.

The Adult & Dislocated Worker Program continued assisting the construction industry with funding for apprenticeship training. Staff collaborated with Associated Builders and Contractors of NM to provide members with Title I.B funds to offset some of the costs of the classroom training expense that is required

for their apprentices. In PY19, the program contracted for 101 apprentices and hopes to continue to grow this initiative each semester.

In response to the COVID-19 pandemic, the Adult & Dislocated Worker Program had to cancel in-person outreach events in spring 2020. The team switched to virtual outreach, reaching out to potential participants via Zoom to offer orientation and LMI information (as well as recorded sessions on YouTube), and connecting with institutions and businesses via telephone, email, and Zoom to continue with new enrollments and business services. Staff continued to collect data on active participants and business contracts to determine how the pandemic is impacting program operations.

Using the Unemployment Insurance “Reemployment Bridge Report,” the Title I.B Adult & Dislocated Worker program began a telephone and email campaign to reach out to individuals filing and claiming benefits directly, providing information about the Title I.B program and other additional New Mexico Workforce Connection (NMWC) services. In particular, they targeted individuals from occupations (i.e. the service industry) that may not return to work and thus could use short term training to change career paths, as well as those with potential to enter the healthcare and information technology fields, where high demand for employees is likely to continue. The Title I.B Adult & DW program has creatively utilized technology to reach out to potential dislocated worker participants, holding Zoom information sessions and phone orientations for those without access to technology, and adapting their enrollment process to ensure seamless service continuation. They also developed informational flyers listing short-term training and on-the-job training opportunities available to dislocated workers.

The Adult & Dislocated Worker Program has also conducted outreach to home healthcare workers who have filed for unemployment benefits to offer paid Certified Nursing Assistant training. This will assist them in moving up in the healthcare career pathway, provides the opportunity to earn a better wage, and helps the state to meet its demand for CNAs. Universal Home Health Agency is currently open for business with limited size classes and offers part-time day or evening options that can be completed in 4 weeks.

## **1.2 MAJOR CHALLENGES AND OPPORTUNITIES FOR IMPROVEMENT**

The COVID-19 pandemic posed challenges to the Adult & Dislocated Worker Program’s operations during the second half of PY19. The program experienced a significant loss of business that was active or planned but, due to the pandemic, has not moved forward, is on hold, or was cancelled. When conducting outreach, the team was unable to contact every UI applicant on the Bridge Report due to an incredibly high volume of individuals filing for benefits but devised a sorting method based on occupation and last employer to manage the workload. Virtual outreach was challenging due to multiple factors: individuals may not be receptive to answering phone calls or emails due to threats of spam; individuals want to discuss UI benefits rather than training; individuals feared losing their UI benefits that are very generous currently due to the extra pandemic relief; and individuals hope that they are returning to their previous employment in the near future so are not interested in changing careers.

The expansion of regional and local sector strategies and an apprenticeship model will be a significant opportunity for the Adult & Dislocated Worker Program during the next program year. Identifying ways in which to better align career and training services through the Adult & Dislocated Worker Program and funding to address skills gaps and in-demand industries will be critical, particularly in the healthcare and IT/tech industries.

The Adult & Dislocated Worker Program will continue to collaborate with various employers and industries to promote paid work experience/internships, transitional jobs, and OJT to create a continuum

of services designed to allow participants to work and learn. Opportunities afforded via the Transitional Jobs policy may be significant for disadvantaged individuals, such as former prisoners and long-term unemployed, with a goal to reduce recidivism and poverty within the Central Region.

## **2 SUMMARY OF THE WIOA TITLE I.B YOUTH PROGRAM**

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### **2.1 MAJOR ACCOMPLISHMENTS**

*The Youth Program enrolled over 316 new young adults into the program. In PY19, 171 youth participated in work experience activities and 83 new participants received ITAs. In addition, participants received a total of 335 supportive services and incentives. Overall, 645 youth received WIOA Title I.B Youth services throughout the PY19 year.*

The Youth Program utilizes a “Positive Youth Development Framework” to assess each participant’s strength in order to tackle areas of growth. With this methodology in place, participants are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.

The Youth Program utilized CoreScore to determine youth participants’ skill level, and integrated Career Solutions and Why I Work into program delivery to better gauge career interests. The Youth staff developed an Individualized Service Strategy (Education and Employment Goal), and implemented Basic Employability Skills Training (BEST) and SMART (Strategic, Measurable, Achievable, Relevant, Timely) goals strategy for work placement.

Recruitment efforts were successful in PY19 by developing stronger partnerships and increasing outreach efforts in conjunction with all WCCNM partners throughout the year. WCCNM partnerships have been critical including participation in efforts such as NMCAN’s Community Connections, a multi-agency team of youth-serving organizations that works together to ensure programming has a youth voice, expand communications across organizations, and aligns services to eliminate ineffective referrals to programs across the region.

### **2.2 MAJOR CHALLENGES AND OPPORTUNITIES FOR IMPROVEMENT**

Continuing normal programming during the COVID-19 pandemic was challenging for the Youth Program. As of March 31, 2020, all participants active in work experience and further placements were placed on temporary hold due to COVID-19. In July, 24 of these participants were placed back to work to complete their remaining hours. Worksite attestations were obtained from all worksites agreeing to comply with CDC and State of New Mexico public health orders. Business closures or operations at 25% capacity still remain a challenge for the program in regard to placements. Online tutoring continues for participants who have not been able to resume or start work experience. On the last payroll, 29 participants were engaged in and paid stipends for online training.

Pre- and post-TABE testing has also been a challenge due to previously used paper format. The Youth program is working with DRC to determine steps and costs to certify some staff in remote proctoring of the TABE for new enrollments and post-tests.

Other challenges related to COVID include the inability to conduct face-to-face meetings/services and varied engagement of youth. The Youth program is currently conducting virtual services through

computer or phone and engaging/encouraging youth to work through their IEP and participate in referred services. Occasional face-to-face meetings are held one-on-one outside of the workforce center when needed with all safety pre-cautions being adhered to. The WCCNM workforce board approved the “Service Delivery Plan-Fall 2020,” and limited in-person appointments will be a possibility for the Youth Program in the current program year.

The implementation or expansion of regional and local sector strategies will be a significant opportunity for the Youth Program during the next program year. The WCCNM and the Youth Program will work closely with stakeholders to develop pathways that align with the workforce needs of target industry sectors and provide career advancement opportunities for young adults.

## **3 BUSINESS SERVICES**

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### **3.1 MAJOR ACCOMPLISHMENTS**

WCCNM has experienced tremendous success with the management of the WIOA system and the NMWC centers in the Central Region with the goal of delivering upon the needs of the employers and the businesses in our regional economy. The WCCNM’s Business Team is continually engaged with our employer and business customer base to better understand their immediate and future workforce needs and gain a snapshot of their industry and organization’s culture and strategic business objectives.

The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more that have proved to be even more valuable during the challenging times of COVID-19. This have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services, including virtual services, for individuals and employers.

These partnerships are critical in growing the Central Region’s talent pipeline, and the WCCNM plays a role in not only recruiting and connecting qualified candidates to the employers and businesses but in helping to respond to the workforce gaps with linkages to training, education opportunities, and skill development strategies.

### ***SECTOR STRATEGIES***

The WCCNM sector strategies have progressed with the IT/tech and healthcare industries. For IT/tech, the WCCNM and NWMC partners will continue to leverage the employer and industry relationships that have been established with other sector work, including the TechHire Advisory Council, formed under the TechHire New Mexico program, a \$4 million, four-year grant to support and fund IT/tech training opportunities in the region. Also, the NMWC partners will coordinate with other existing IT/tech efforts that are currently going on in the region that are also engaging key industry representatives including programs such as NMITAP, the City of Albuquerque Job Training Assistance, etc. For healthcare subsectors, an inventory and assessment of existing healthcare-related business and community relationship will be used to facilitate meetings and strategy sessions based on feedback from employers, associations, educational institutions, economic development, and other stakeholders.

As part of future discussions and meetings within both of these key industry sectors, there will be a focus on various activities including strategic plans establishing industry-driven workforce goals and career

pathways to make it easier for individuals to access the opportunities in healthcare and IT/tech in the Central Region. The WCCNM will review board policy to determine what can further promote a focused strategy for the two primary industries identified.

Additionally, the WCCNM will explore ways to support and engage with county-specific leading & emerging sectors to include: Bernalillo - Film; Sandoval - Advanced Manufacturing; Tarrant - Sustainable energy; and Valencia - Manufacturing/Construction. The WCCNM will facilitate county-level advisory meetings in PY20 to bring together employers, industry representatives, education/training providers, community-based organizations and workforce to discuss workforce development challenges, workforce supply training/education needs, and how to maximize career technical education to better prepare our workforce for current and future careers.

### **WORK-BASED LEARNING**

The WCCNM has increased the number of work-based learning opportunities available through the public workforce system in the Central Region. The WCCNM passed multiple policies to increase internships, transitional jobs, and work experiences in the region. Projects such as the Facebook Career Connections program, have resulted in successful internships, and in many cases, full-time permanent employment with some on-the-job training opportunities. Opportunities afforded via the WCCNM Transitional Jobs policy may be significant for disadvantaged individuals, such as former prisoners and long-term unemployed, with a goal to reduce recidivism and poverty within the Central Region.

There has been increased support for apprenticeship in the Central Region as the WCCNM promotes that the “earn and learn” approach helps workers start new careers and helps businesses recruit and retain a highly-skilled workforce. The Adult & Dislocated Worker Program and the Youth Program will continue to work with trade associations and apprenticeship programs to use WIOA funds in a variety of ways to help individuals prepare for, enter, and complete apprenticeship programs. Additionally, in partnership with the NMDWS State Apprenticeship Office, the NMWC Central Region Apprenticeship Coordinators work closely with employer/sponsors to review and prepare their program standards for submission and approval of formal registered apprenticeship programs.

Outreach to employers will continue with the goal of identifying needs that fall into the apprenticeship or apprenticeship pathway arena. As outreach to employers, current apprentices, and prospective apprentices increase, the WCCNM will leverage a new referral and inquiry tracking system to capture the ROI of various outreach methods, contact information, program referrals, and many other data elements. The referral and inquiry tracking system is built into the WCCNM intranet that is available to all Central Region partners, both co-located and non co-located.

## **3.2 MAJOR CHALLENGES AND OPPORTUNITIES FOR IMPROVEMENT**

WCCNM Business teams, including staff from Adult & Dislocated Worker, Youth, Career Services, Veterans, and NMDVR, continue to work together in order to avoid multiple contacts with same businesses, associations, etc. by leveraging the communication tools. During PY19, the WCCNM began work on new updated, professional business material and began development on a new WCCNM website that provides improved information to the entire customer base, including the business community. As part of the new website that will launch in PY20, there is an employer/business services inquiry tool under development that allows for businesses to quickly submit their workforce needs to business team representatives with a defined process, workflow, and tracking database on the backend.



Repeat business may be a significant challenge for the Central Region. Although the WCCNM and NMWC partners have been successful within the area of business services, it is important that we pursue business services with strategic intent to ensure that we address business needs from a workforce system-wide perspective versus individual partner program goals and performance criteria. The WCCNM is building additional capacity, expertise and dedicating significant investments in technology and partner training. Opportunities for improvements is possible by leveraging industry sector strategies and “work and learn” initiatives, and also with significant investments in technical solutions to promote quality business engagement and increased customer satisfaction.

The WCCNM is fortunate to have a variety of service providers, funding streams, grant opportunities, and programs and services; however, there are sometimes obstacles that many of the programs and funding streams have their own unique set of eligibility requirements and outcome measurements which can be limiting as well as create confusion for the customer including the business community. The WCCNM will continue to promote an operational approach in the NMWC Centers that promotes collaboration, strengthens programs, and encourages innovation in the delivery of services to individuals and employers in the Central Region.

## 4 PERFORMANCE

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### 4.1 MAJOR ACCOMPLISHMENTS

PY19 performance results for the Adult, Dislocated Worker, and Youth Program are detailed in the corresponding table for Employment Q2, Median Wages in Q2, Q4, Credential Attainment Rate, and Measurable Skill Grains Rate. All performance indicators percentage indicate that performance was met and/or exceeded in all five categories, with an exception of the Youth Credential Attainment Rate.

In late PY 2018, the WCCNM board approved a change to the OJT policy in an effort to positively impact the Median Wage indicator. The change included a minimum of OJT reimbursable training cost in the amount of \$13.30 for participating businesses in the city Albuquerque and Rio Rancho. This change in policy appears to have met its objective during the PY19 fiscal year by enabling the Adult / Dislocated Worker Provider in reaching this indicator.

#### Performance – 4th Quarter

##### Rolling Four Quarters

	Adult			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	82.9%	82.50%	100.48%	Exceed
Median Wages in Q2:	\$7,997.51	\$8,580.00	93.21%	Meet
Employed in Q4 Rate:	81.1%	77.00%	105.32%	Exceed

Credential Attainment Rate:	77.0%	65.00%	118.46%	Exceed
Measurable Skills Gains Rate:	74.5%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Dislocated Worker</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	78.9%	77.00%	102.46%	Exceed
Median Wages in Q2:	\$8,519.06	\$8,300.00	102.63%	Exceed
Employed in Q4 Rate:	72.6%	69.00%	105.21%	Exceed
Credential Attainment Rate:	75.3%	60.00%	125.50%	Exceed
Measurable Skills Gains Rate:	65.6%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Youth</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	68.6%	72.50%	94.62%	Meet
Median Wages in Q2:	\$3,947.97	0%	NA	NA
Employed in Q4 Rate:	74.4%	71.00%	104.78%	Exceed
Credential Attainment Rate:	52.1%	58.30%	89.36%	Failed
Measurable Skills Gains Rate:	32.6%	0%	NA	NA

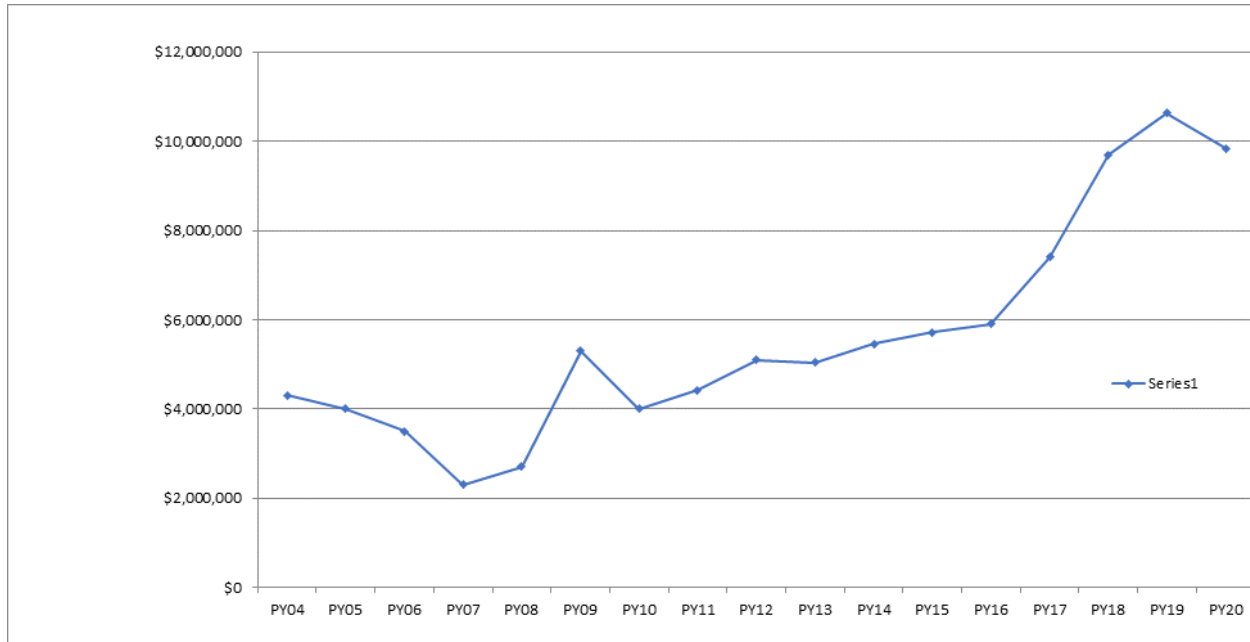
Extracted from WCOS on 9/13/2020

## 4.2 MAJOR CHALLENGES AND OPPORTUNITIES FOR IMPROVEMENT

The Youth credential indicator was not reached by a 0.64% margin and resulting in 89.36% achievement. WCCNM has met with the Youth Program throughout the year and has provided technical assistance on achieving this metric goal. Gains and improvement in this area are evident with the efforts to drill down into the applicable participant cohort by the Youth Program staff and capturing missed follow-up data and/or by determining errors in data entry when students obtain their credentials.

### 4.3 FUNDING

The following graph demonstrates how the WCCNM funding has fared in recent years. In PY04, the funding level was \$4,360,370 and continued to decline until PY09 when stimulus funds began to be awarded. The upcoming PY20 year is awarded at \$9,836,490, representing \$797,765 decrease overall from the current PY19's \$10,634,255 formula funding, resulting in a 7.5 % decrease.



#### Expenditures

In PY19 for year-end (6-30-20), the PY19/FY20 formula dollars available of \$10,634,255 plus the 2nd year carried-in unspent monies of the PY18 year of \$1,014,318 totaled \$11,648,573. Of this, \$9,132,675 was expended resulting in an overall 78% expenditure rate.

The breakdown of expenditure amounts and rates of expenditures is as follows after the allowable transfer of \$2,597,757 (60%) of Dislocated Workers original allocation of \$4,359,558 to Adult:

Funding Stream	Available Funding	Expenditures	Rate of Expenditure
<b>Adult</b>	\$5,436,699	\$4,450,960	82%
<b>Dislocated Worker</b>	\$2,077,011	\$1,771,377	85%
<b>Youth</b>	\$2,804,239	\$1,891,163	67%
<b>Administrative</b>	\$1,864,106	\$1,019,175	55%
<b>Adult Administrative</b>	\$982,228	\$559,106	57%
<b>Dislocated Worker Administrative</b>	\$375,246	\$222,511	59%
<b>Youth Administrative</b>	\$506,632	\$237,558	47%

## 5 SUCCESS STORIES

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### ***5.1 ADULT SUCCESS STORY: BRIANA***

Briana had always been interested in the medical field and wanted to be a registered nurse. Briana completed registration for her freshman year at UNM and planned to spend the summer with family and her boyfriend before she started school. As the summer came to a close, Briana found out she was going to be a mom. Her world was turned upside down. She was happy but also worried about her future and now having a baby. She felt like now she had the weight of the world on her shoulders. As school was getting closer to start, Briana had a long talk with her mom, and they both decided that she needed to put off school. Briana was crushed but at the same time, just because UNM was not going to work out, she was not going to give up on her future.

When her daughter was old enough to go to day care, Briana and her husband decided that she was going to go back to school, and over time she also considered different career options. She did a lot of research and fell in love with Respiratory Therapy. She also did her research about schools and found PIMA Medical Institute. Briana toured the school and felt right at home. She was so excited to start, but money was a bit of an issue. She was low income and receiving SNAP benefits, and she was worried that it was costly to go to PIMA. Briana went back to PIMA to register, and as she was enrolling, PIMA informed her of the WIOA program. She wasted no time and started the WIOA eligibility process. Briana has now completed the Respiratory Therapy program and was hired at Kindred Specialty Hospital as a Registered Respiratory Therapist making \$29.50 an hour. She is truly grateful to WIOA and feels like she is living her best life!

### ***5.2 DISLOCATED WORKER SUCCESS STORY: MICHAEL***

Michael was laid off from a nonprofit organization where he was responsible for outreach and community education. He has over twelve years' experience working for nonprofit organizations and was unfortunately laid off from three of the four positions. Although he loves the work that he performed for each position, the pay was low and turnover was high, and there was always the possibility of his position being eliminated at any moment. With age and experience in the field, he has found the nonprofit industry to be very tiresome.

Michael has two bachelor's degrees one in Spanish and another in Environmental Science, earned back in 2000. Michael needed to upgrade his current skills to find employment in a career pathway and leads to self-sufficiency. While he was receiving unemployment benefits, he was required to attend a reemployment appointment known as RESEA, where he was made aware of an opportunity to return to school with assistance from the WIOA grant. Michael met with a Career Development Specialist and started the process of seeking eligibility into the program as a Dislocated Worker.

Through his research, he has found that there is growth within the central region of New Mexico for Geographic Information Technology (GIS). He has always had a knack for the STEM (Science, Technology, Engineering, and Mathematics) field, and would like to narrow his expertise in mapping, surveying, and drafting which is an area of study that fascinates him. Michael was accepted into the GIS program at Central New Mexico Community College, where he successfully completed his Associates of Applied Science in Geographic Info Technology.

During Michael's training program, he began networking with his GIS professors, and was able to obtain employment as an Environmental Technician in January 2020 with NV5, which is an environmental

consulting firm, earning \$24.00 an hour. Michael enjoyed working with his CDS and is grateful for her support throughout his program. With WIOA's assistance, Michael was able to get his career plans on track and he looks forward to a successful and captivating future in the GIS field.

### **5.3 YOUTH SUCCESS STORY: ANTONIO**

Antonio Mendoza came to the Youth Program as a walk-in to the NMWC Center. He is a 21-year-old high school graduate who wanted to explore his career options. He was interested in the health field and wanted to return to school. Antonio showed a lot of initiative to better himself and was seeking guidance about his career goals. After completing assessments and researching the labor market, he enrolled in Medical Assistant Program at PIMA Medical Institute. Antonio was a model student, and he finished his Medical Assistant Program with straight A's and perfect attendance.

He then went on to participant in externship/paid work experience at Presbyterian Hospital. Antonio finished externship right as the COVID-19 pandemic was starting. The pandemic stalled his opportunity to be hired on with Presbyterian as they laid off non-essential services. Antonio begin to participate in the online tutoring stipend as he studied for his certifications and looked for work. In June, Antonio was hired at UNM Hospital as a medical assistant in the cardiac ICU department. He was able to meet his goals of enrolling in his training program, working in the medical field, and finding employment at a major hospital with assistance from the Youth Program and the support from his Youth Development Practitioner.

### **5.4 BUSINESS TESTIMONIAL**

Thompson Construction is an Albuquerque based general contractor specializing in the construction of education facilities, established in 1985 by the Shumate and Thompson families. TCI has managed over 100-landmark construction projects for Albuquerque Public Schools, the University of New Mexico, and Bernalillo County.

TCI has been utilizing the WIOA employed worker training for the Apprenticeship program at Associated Builders and Contractors of NM. TCI had the following to say about the partnership with WIOA and ABC.

*“TCI has been able to meet its training goals and objectives. Our employees have gained portable skills that could be applied to any commercial construction sites. The training has led to advancing skills in carpentry and construction work, which improved the short-term and long-term viability of the company by improving the skill set of the employees who support our projects. Our carpenter apprentices learned how to complete formwork for concrete pours. This skillset was utilized during a recent project that involved significant formwork. These employees improved TCI's capacity to complete the work and the quality in which it was performed. This training assisted a veteran and minorities. With completion of this term of the apprenticeship program, our employees gained new skills and an understanding that improved their performances, which support TCI's overall workforce development efforts. The apprenticeship involvement is an evaluation factor in annual Construction Excellence Awards and TCI received the top award in both categories we entered. Our four apprentices are learning best practices in the construction trade, which improves their efficiency, quality and eventual self-performance of tasks. For these reasons, the ABC apprenticeship program is increasing the profitability of our company.*

*The ABC Apprenticeship program provides strong and consistent training at hours convenient to our employees. Our employees are proud of their involvement in the ABC apprenticeship program. They can apply their lessons in the field at TCI jobsites. The WIOA program provides TCI with expanded capacity to offer our employees these training opportunities. Collectively we benefit from a workforce with specialized*

training to perform their jobs with increased accuracy, improved quality, and advanced efficiency. This in turn, creates a skilled workforce that makes room for mentorship opportunities for the next generation of carpentry apprentices.”

## 6 LABOR MARKET SUMMARY

The Central Region and Albuquerque MSA, comprising Bernalillo, Sandoval, Torrance, and Valencia counties, surrounds the Sandia Mountains and includes the cities of Albuquerque and Rio Rancho. Most of the state’s major technological industries and businesses are located in this region, which is the state’s most populous but geographically smallest region. The income in the Albuquerque MSA represents 45.1% of the state’s income per the U.S. Bureau of Economic Analysis, and 45.9% of the employees in the state per current QCEW data.

The demand for a qualified workforce in the Central Region and the alignment of WCCNM sector strategies and priority industries is reflected in labor market information and economic data. The top ten industry sectors in the region are represented in the corresponding table (Source: NMDWS, QCEW 1Q 2020). The largest employers in the region are the Presbyterian Healthcare Services, University of New Mexico, Lovelace Health System, Ardent Health Services, and Sandia National Laboratories.

Rank	Industry Sector	Number of Establishments	Number of Employees
1	Health Care and Social Assistance	4,747	71,735
2	Accommodation and Food Services	1,813	42,797
3	Retail Trade (44-45)	2,402	40,800
4	Professional and Technical Services	3,422	33,819
5	Construction	2,208	24,985
6	Public Administration	354	24,170
7	Manufacturing (31-33)	864	16,555
8	Finance and Insurance	1,285	13,015
9	Transportation and Warehousing (48-49)	559	11,586
10	Wholesale Trade	1,231	11,409

At the end of PY19, the unemployment rate in June for the Albuquerque MSA was 8.9 percent, a not seasonally adjusted unemployment rate slightly below the state’s rate of 9.0 percent. The Albuquerque MSA shed 24,600 jobs in total nonfarm employment representing an over the-year loss of 6.2 percent.

The following private sector industry lost jobs: leisure and hospitality (down 24.6 percent or 11,200 jobs); trade, transportation, and utilities (down 4.1 percent or 2600 jobs); professional and business services (down 3.3 percent or 2,100 jobs); education and health services (down 3.1 percent or 2,000 jobs); miscellaneous other services (down 12.0 percent or 1,500 jobs); manufacturing (down 7.2 percent or 1,200 jobs); financial activities (down 4.7 percent or 900 jobs); information (down 10.0 percent or 600 jobs); and mining and construction (down 1.6 percent or 400 jobs).

Within the public sector, state government was down 1,500 jobs (5.7 percent) and local government was down 1,100 jobs (2.7 percent), while federal government gained 500 jobs (3.5 percent).

Source: NMDWS, *Labor Market Review*, Vol. 49 No. 6 Published July 24, 2020.

## 7 CONTINUOUS QUALITY IMPROVEMENT ACTIVITIES

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### 7.1 SURVEY OUTCOMES

The WCCNM conducted several customer and business surveys across multiple core WIOA programs for PY19 to capture service delivery feedback and opportunities for improvement for the upcoming year.

- For the Title I.B Adult & Dislocated Worker Program, 693 surveys were sent to participants, and 150 responses were received (21.6% response rate).
  - 83.9% of participants were satisfied or very satisfied with the program’s services.
  - 83.8% of participants felt that the services met their needs very well or extremely well.
  - 86.6% of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
  - 89.9% of participants responded that the program either met or exceeded their expectations.
- For the Title I.B Youth Program, 134 surveys were sent to participants, and 7 responses were received (5.2% response rate).
  - 85.7% of participants were satisfied or very satisfied with the program’s services.
  - 60.8% of participants felt that the services met their needs very well or extremely well, and 22.5% reported that the services met their needs somewhat well.
  - 85.7% of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
  - 85.7% of participants responded that the program either met or exceeded their expectations.
- For Title III Career Services, 3,918 surveys were sent to participants, and 459 responses were received (11.7% response rate).
  - 67.4% of participants felt that the services met their needs very well or extremely well, and 18.8% reported that the services met their needs somewhat well.
  - 78.5% of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
  - 83.7% of participants responded that the program either met or exceeded their expectations.
- Businesses completed 29 surveys in the Central Region in PY19. The WCCNM will be sending a new survey to businesses regarding COVID-19 workforce needs and virtual services in PY20 Q2.
  - 95% reported that employment events met their needs.
  - Nearly 50% of business responding to the survey requested information on additional services and programs available at the New Mexico Workforce Connection.
  - They reported that staff were knowledgeable, friendly, and helpful.

### 7.2 CHANGES TO SYSTEM AND PROGRAM DELIVERY

The WCCNM uses the customer survey results on an ongoing basis to gauge the service delivery areas in each of the New Mexico Workforce Connection Centers that need improvement. There are many changes that will be made to the flow of resource room activities and pre-screening efforts based on the feedback from customers and the frequency that they reported needing these services. The surveys are also instrumental in finalizing the content and flow of the new WCCNM and NMWC Central Region website.

There will also be improvement to the survey process itself with the Youth Program survey in particular, and the WCCNM will send surveys via text rather than email to encourage a higher response rate.

Dislocated Worker (DW) Program Continuous Quality Improvements promotes efforts to identify and enroll participants that are not engaged in a career pathway consistent with acquiring meaningful employment that leads to economic self-sufficiency. These efforts include:

- Continued collaboration with RESEA;
- Develop additional targeted outreach efforts and products to feature benefits of the DW training program, especially for release on the WCCNM social media platforms;
- Promote short-term training and credential programs for in-demand occupations such as IT Bootcamps, Apprenticeships, Fast-track Associate Degree Programs, etc.;
- Provide needs related payments for DW clients that exhaust UI benefits to ensure successful completion of approved training.

## **8 PARTNERSHIP ENGAGEMENT STRATEGIES**

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The WCCNM continues to pursue innovative approaches that produce long-term improvements across workforce system and to provide cost-effective outcomes for job seekers and businesses while supporting the local economy. Partnership engagement strategies and system-wide approaches have been at the center of these efforts.

The WCCNM partner network in the Central Region continues to grow, and now includes: WIOA Title I.B Adult & Dislocated Worker (SER Jobs for Progress); WIOA Title I.B Youth (YDI); WIOA Title II (UNM Valencia Accelerated College & Career Education-Adult Education Program); WIOA Title III (NMDWS); WIOA Title IV (NM Division of Vocational Rehabilitation); Trade Adjustment Assistance (TAA) Program (NMDWS); Reemployment Services and Eligibility Assessments (RESEA) Program (NMDWS); Veterans' Services Program (NMDWS); TechHire New Mexico (Mid-Region Council of Governments); Graduate! ABQ (United Way); WIOA Title II (Albuquerque Adult Learning Center, Catholic Charities, and CNM Adult Basic Education Program); CNM Carl D. Perkins Grant; Five Sandoval Pueblos Inc. WIOA Program; SCSEP (Goodwill); Help NM-Community Based Service Grant; Help NM - HELP NM-National Farmworker Jobs Program-Employment and Training Grant; TANF Program (NM Human Services Department); Isleta Pueblo WIOA Program; Job Corps; SCSEP (NICOA); NM Aging and Long-Term Services Department; Unemployment Insurance Program (NMDWS); Santo Domingo Pueblo WIOA Program; Southwestern Indian Polytechnic Institute; National Indian Youth Council WIOA Program; Innovate+Educate; NMCAN; and HopeWorks LLC.

### **8.1 GRADUATE! ABQ**

Graduate! ABQ launched in 2017 as a partnership between United Way of Central New Mexico, WCCNM, NMDWS, CNM, the University of New Mexico, Youth Development, Inc., and the City of Albuquerque. Housed at the New Mexico Workforce Connection in Albuquerque, Graduate! ABQ has served more than 275 adult clients since its inception.

The WCCNM submitted a proposal in PY18 to the NMDWS Administrative Entity to expand the Graduate! ABQ program by supporting the hiring or contracting of a full-time, 18-month term Graduate! ABQ coach to work directly with the Graduate! ABQ Coordinator and the New Mexico Workforce Connection Operations Manager. The full-time position allowed the program to be incorporated within the daily



operations of the New Mexico Workforce Connection Center, expanded across the four-county region, and contributed to the professional development training of all staff across the partner organizations who work in a career-counseling role. The Graduate! ABQ position ended in PY19, but the program highlighted programmatic gaps in the workforce system and opportunities to expand the range of counseling services to individuals seeking education and training options.

## **8.2 TECHHIRE NEW MEXICO**

TechHire New Mexico, the four-year, four million-dollar USDOL Employment and Training grant awarded to WCCNM, is designed to provide innovative Information Technology (IT) job training and placement for residents in the Central Region and is now in its fourth and final grant year, including a six-month extension.

TechHire New Mexico began serving participants and IT employers in December 2016 by providing paid IT occupational training opportunities for individuals ages 17-29 who experience barriers to training and employment. The grant also focuses on identifying and mitigating IT-related staffing challenges by developing and enhancing a more effective IT talent pipeline for future growth.

Over the past four years, the TechHire New Mexico program has experienced many successes, including more than 429 individual and incumbent worker enrollments, and IT job placement assistance for each participant as they complete their training. All TechHire New Mexico participants receive paid IT related training leading to a nationally recognized certificate or credential and have benefited from the program's exceptional training partners: CNM, CNM Ingenuity (nationally recognized Tech/IT training bootcamps), UNM Continuing Education, UNM Valencia Campus, Cultivating Coders, Diverse IT, and many more.

Through the TechHire New Mexico program, the WCCNM and the New Mexico Workforce Connection have been developing an enhanced IT/tech sector strategy that brings together employers, economic development, the public workforce system, and the community college to meet the workforce needs and the business demand in the region.

A key component of the IT sector strategy has been the TechHire New Mexico Advisory Committee which is composed of accomplished education, business, and IT experts who offer innovative advice and dynamic perspectives on employer needs to guide the TechHire New Mexico program and provide guidance on IT curriculum development and training to support employer and participant needs. The TechHire New Mexico Advisory Committee meets every quarter, and the committee will expand the scope in PY20. The IT/tech sector strategy will not only leverage the resources and program elements of TechHire New Mexico, but also will incorporate all paid training opportunities for IT/tech careers and job placement/recruitment strategies from the entire partner network within the New Mexico Workforce Connection in the Central Region.

## **8.3 BENEFITS AND WORK INCENTIVES PRACTITIONER**

Individuals with disabilities who are living in disadvantaged communities often face numerous barriers and challenges to prepare for entrance into the labor market, and to maintain employment. During the provision of training and technical assistance in the targeted community within Albuquerque, NM, staff of Project E3 identified that misperceptions around work and maintaining Social Security benefits can be a major barrier for individuals with disabilities living in poverty to obtain and retain a job. The fear of the loss of Social Security benefits (SSI//SSDI) and their associated medical benefits (Medicaid/Medicare) are one of the most cited reasons for individuals with disabilities not working. The capacity to dispel these

misperceptions takes a concerted effort by not only the State VR Agency in New Mexico, and the WIPA programs in the state, but the ability of additional community-based organizations to provide sound, facts-based advice to individuals with disabilities seeking employment so that those individuals can make informed decisions about seeking employment.

Through the partnership with Project E3, the WCCNM is building capacity to address the needs of individuals with disabilities. The goal is to provide individuals with disabilities sound, fact-based information regarding SSA benefits and work incentives through the creation of a Benefits and Work Incentives Practitioner position at the NMWC Center in Albuquerque. The Benefits and Work Incentives Practitioner is currently completing the required training program at Cornell and will begin to provide services in PY20 Q2.

#### **8.4 COMMUNITY SUPPORTS TEAM**

The WCCNM is currently working on a funding/grant opportunity with Bernalillo County to create a new Community Supports Team that will be based out of the NMWC Center in Albuquerque. The team will be comprised of one supervisor (Section 1.b) and three paraprofessionals: a Certified Peer Support Worker (CPSW), Family Peer Support Worker (FPSW), and Community Health Worker (CHW). The staff members will be required to hold one of these types of paraprofessional certificates through their respective credentialing agency. These program and licensure requirements are funded and coordinated through Human Services Department Behavioral Health Division, Children Youth and Families Department Behavioral Health Division, Department of Health, and the New Mexico Behavioral Health Credentialing Board.

The overarching goal of this proposed team aligns with WIOA and provides a better, and much needed, bridge between behavioral health services and the public workforce system. The Community Supports Team, as part of the NMWC Center, will rely on the behavioral health providers in the community who provide the clinical observations, assessments, and diagnosis to refer clients for employment and career-related services. The team's central role will be to increase and coordinate referrals from behavioral health providers, organizations within the peer support network, other community-based organizations, and those who self-navigate to the workforce system to then educate, connect, and coordinate resources for individuals with mental health and substance use issues who need employment/career services, resources, and supports.

Intensive case management from both a peer support perspective and a workforce development perspective makes this Community Supports Team unique in public workforce system. It will be creating a much-needed link between the providers and organizations that identify and assess the behavioral health needs of the target population with the Community Supports Team members. The Community Supports Team will be certified peer support professionals knowledgeable about the behavioral health services realm but also fully integrated and incorporated as a partner and program within the workforce system.

The Community Supports Team will pre-screen and assess individuals for the variety of workforce services that will best meet their needs and with the goal to build resiliency while promoting positive development and self-sufficiency. The target population is specific to adults (18+) and emerging adults (14-24), impacted by Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), Adverse Childhood Experiences (ACEs), and co-occurring diagnosis.

## **8.5 PARTNERSHIP ENGAGEMENT AND SYSTEM-WIDE APPROACHES**

### **8.5.1 Intake and Referrals**

Many of the programs and services in the large Central Region partner network have their own set of reporting requirements and performance measures. Each program, including some core partners, often has a unique case management system, different data entry requirements, and intake paperwork. The lack of having a common intake, referral and data system across the workforce system creates an additional burden for both the customer and staff. The WCCNM will explore a common intake process and system in PY20, and in starting PY19, has several referral system pilots underway, including with the New Mexico Division of Vocational Rehabilitation (NMDVR). The referral and inquiry tracking system is built into the WCCNM intranet that is available to all Central Region partners, both co-located and non co-located.

### **8.5.2 Quarterly Gatherings**

Quarterly Gatherings are very successful ½ day to full day sessions that include all partners listed in the previous (co-located, core, mandatory, and additional) across the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. Two Quarterly Gatherings were held in PY19 before COVID-19, and each event had a tailored agenda depending on current training needs, new approaches, and upcoming initiatives/strategies. Training and guest speaker presentations included sessions on each of the WIOA core programs, additional programs such as TechHire and Grad! ABQ, core partner performance measures, Carl D. Perkins funding, sector strategies, EEO and ADA process, sector strategies, Unemployment Insurance meaningful assistance, and guidelines and best practices for serving individuals with disabilities. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets. The Quarterly Gatherings are held offsite, often at partner organization locations and educational institutions such as CNM and have 80-100 attendees. The WCCNM is exploring virtual options for the Quarterly Gatherings and looks forward to in-person events post-COVID.

### **8.5.3 System-wide Training Strategy**

The WCCNM and New Mexico Workforce Connection Training Strategy continued in PY19 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training, COVID-19 Preventative Measures training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff. WCCNM is also incorporating a nationally recognized career counselor/workforce development professional certification into the current training strategy to build the overall capacity of staff working in counseling roles across the four-county region.

### **8.5.4 Bi-Weekly Team Coordination Meetings**

The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all operational policies and procedures.

### **8.5.5 Communication and Marketing Efforts**

The WCCNM implemented several new approaches in PY19 to strengthen communication and marketing efforts with all partners in the Central Region. To communicate the system-wide activities on a routine basis, the Monthly Report is provided to WCCNM board members and CEOs, and includes the program status and performance of all partners. Also, the “Weekly Connection” is a regular e-newsletter for all partner staff to share information, new partnership opportunities, upcoming events, ideas and best practices, important dates, and much more.

As an effort to better coordinate outreach events and leverage these opportunities as much as possible for all of the programs, partners are required to check out an official “event kit” with the Operations Manager that includes marketing collateral for all partner programs in the Central Region. This has maximized the exposure of all of the New Mexico Workforce Connection services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences.

The WCCNM is enhancing online communication via a new intranet that was launched in September 2019. The intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The WCCNM will also be launching a new website in order to tailor information for our various customer bases, better reach job seekers and businesses, improve our ranking in search engines, provide consistent and updated program information, announce events, integrate our social media, measure the interest in the programs across our network, and highlight our achievements and successes.