



Full Board Virtual

Monday, August 16, 2021

1:30 pm

809 Copper Ave. NW, Albuquerque, NM 87102

Jerry Schalow, Chair

John Mierzwa Chair-Elect

AGENDA

- ☐ **Call to Order**
- ☐ **Roll Call – Determination of Quorum**

- ☐ **Marvis Aragon** – American Indian Chamber of Commerce New Mexico
- ☐ **Odes Armijo-Caster** – Luz Energy Corp
- ☐ **Beth Barela, Treasurer** – Manpower of New Mexico
- ☐ **Joseph Bizzell** – Elite Power and Recovery Inc.
- ☐ **Deborah L. Breitfeld** – New Mexico Technology Council
- ☐ **Celina Bussey** – Deloitte
- ☐ **Doug Calderwood** - NM Aging & Long Term Services Department
- ☐ **Theresa Carson** – African American Greater Albuquerque Chamber of Commerce
- ☐ **Troy Clark** – New Mexico Hospital Association
- ☐ **Herb Crosby** – AVTEC, Inc.
- ☐ **Johnna Chapman** – Facebook
- ☐ **Kristen Gamboa** – Village of Los Lunas
- ☐ **Marni Goodrich** - Yearout Mechanical Inc.
- ☐ **Tracy Hartzler** – Central New Mexico Community College
- ☐ **Victoria Hernandez** - New Mexico Human Services
- ☐ **Antoinette Holmes** - NM Department of Vocational Rehabilitation
- ☐ **Gregg Hull** – City of Rio Rancho
- ☐ **Synthia Jaramillo** – City of Albuquerque, Economic Development
- ☐ **Krista Kelley** – Motiva Corporation
- ☐ **Samuel Kolapo** – Albuquerque Job Corps
- ☐ **Joe LiRosi** - Toni & Guy Academy & Salon
- ☐ **Vaadra Martinez** – RiskSense
- ☐ **John Mierzwa, Chair-Elect** – Ingenuity Software Labs, Inc
- ☐ **Laura Musselwhite** - University of New Mexico Valencia Campus
- ☐ **Debbie Ortiz**, RDO Enterprises
- ☐ **Stacy Sacco** – SACCO Connections
- ☐ **James Salas** – New Mexico Commission for the Blind
- ☐ **Waldy Salazar** – New Mexico Department of Workforce Solutions
- ☐ **Leslie Sanchez** – Dual Language Education of New Mexico
- ☐ **Diane Saya** – Bottom Line Funding NM, LLC
- ☐ **Jerry Schalow, Chair**– Rio Rancho Regional Chamber of Commerce
- ☐ **Raymond Trujillo** – UA Local 412 Plumbers & Pipefitters Training Center
- ☐ **Gina Urias- Sandoval** – UNM Anderson School of Management
- ☐ **David Valdes** – Central New Mexico Community College
- ☐ **Carolyn VanderGiesen** - New Mexico Association of Community Partners
- ☐ **Bob Walton** - Albuquerque Economic Development
- ☐ **Bobbie Williams** – NM Energy Manufacturing, Consortium and Institute

Approval of Monday, August 16, 2021 Agenda

Motion
Second
Action

Tab 1 **Approval of Minutes, Full Board, June 21, 2021**

Motion
Second
Action

ACTION ITEMS

Tab 2 **Approval of WFCP-01-20, BAR #1**

Motion
Second
Action

Tab 3 **Approval of WCCNM Self-Sufficiency Policy - OP – 430 Change 2**

Motion
Second
Action

Tab 4 **Approval of WCCNM Firewall Policy – OP-440 - New**

Motion
Second
Action

Tab 5 **Approval of WCCNM Youth Program 14 Elements – OP-441 - New**

Motion
Second
Action

Tab 6 **Approval of request to update all remaining policies referencing WIA to reflect WIOA.**

Motion
Second
Action

INFORMATION & DISCUSSION ITEMS

Tab 7 **Additional Performance Measures for Service Providers**

Tab 8 **WIOA Monthly Expenditure Report for June 30, 2021**

Tab 9 **Updates**

- Workforce Connection Center(s) Update

Tab 10 **EDA American Rescue Plan Grants (ARPA)**

REPORTS/UPDATES

Committee Reports

- Disability Standing Committee
- Economic Development Ad-Hoc Committee
- Performance and Monitoring Committee
- Training and Service Provider Committee
- Youth Standing Committee

WIOA Status Updates

- General Questions

PUBLIC COMMENTS/ADJOURNMENT

Public Comments – Anyone who wishes to address the Board must register with the Program Coordinator of the Board

Adjournment

NOTES

Next Meeting:

Date: Monday, October 18, 2021
Time: 1:30 p.m.
Location: Mid-Region Council of Governments

Anyone requiring special accommodations please notify the MRCOG office at 247-1750 seven (7) days prior to the meeting

“Equal Opportunity Program”



MINUTES Workforce Connection of Central New Mexico Full Board Meeting Virtual Meeting

Monday, June 21, 2021
809 Copper Ave. NW, Albuquerque, NM 87102
1:30 pm

Before the meeting started Art Martinez explained that when voting takes place. We will ask for a roll call for those who don't approve and then identify the names of the members that did not respond to the don't approve as an affirmative vote. Additionally, prior to the affirmative roll call members that abstain from voting will respond via voice confirmation to the Board Chair and describe the reason. After the names are called for the affirmative vote the chair will pause and ask those that do not concur with the affirmative roll call vote to voice a different vote. To ensure that a quorum remains, Ms. Nicole Giddings monitors the participants to ensure quorum is present and note if a member is not available.

Roll Call - Determination of Quorum 1:5 pm - by Art Martinez

- ✓ **Marvis Aragon** – American Indian Chamber of Commerce New Mexico
- ✓ **Odes Armijo-Caster** – Luz Energy Corp
- ✓ **Beth Barela, Treasurer** – Manpower of New Mexico
- ✓ **Joseph Bizzell** – Elite Power and Recovery Inc.
- ✓ **Deborah L. Breitfeld** – New Mexico Technology Council
- ✓ **Celina Bussey** – Deloitte
- ✓ **Doug Calderwood** - NM Aging & Long Term Services Department
- ✓ **Theresa Carson** – African American Greater Albuquerque Chamber of Commerce
- ✓ **Herb Crosby** – AVTEC, Inc.
- ✓ **Johnna Chapman** – Facebook
- ✓ **Marni Goodrich** - Yearout Mechanical Inc.
- ✓ **Tracy Hartzler** – Central New Mexico Community College
- ✓ **Victoria Hernandez** - New Mexico Human Services
- ✓ **Gregg Hull** – City of Rio Rancho
- ✓ **Synthia Jaramillo** – City of Albuquerque
- ✓ **Krista Kelley** – Motiva Corporation
- ✓ **Joe LiRosi** - Toni & Guy Academy & Salon
- ✓ **Vaadra Martinez** – RiskSense
- ✓ **John Mierzwa, Chair-Elect** – Ingenuity Software Labs, Inc
- ✓ **Laura Musselwhite** - University of New Mexico Valencia Campus
- ✓ **Debbie Ortiz**, RDO Enterprises
- ✓ **Stacy Sacco** – SACCO Connections
- ✓ **Melodee Saiz** – Albuquerque Job Corps
- ✓ **James Salas** – New Mexico Commission for the Blind
- ✓ **Waldy Salazar** – New Mexico Department of Workforce Solutions
- ✓ **Leslie Sanchez** – Dual Language Education of New Mexico
- ✓ **Diane Saya** – Bottom Line Funding NM, LLC
- ✓ **Jerry Schalow, Chair**– Rio Rancho Regional Chamber of Commerce
- ✓ **Raymond Trujillo** – UA Local 412 Plumbers & Pipefitters Training Center
- ✓ **Gina Urias-Sandoval** – UNM
- ✓ **David Valles** – Central New Mexico Community College
- ✓ **Carolyn VanderGiesen** - New Mexico Association of Community Partners
- ✓ **Bob Walton** - Albuquerque Economic Development
- ✓ **Bobbie Williams** – NM Energy Manufacturing, Consortium and Institute

Mr. Schalow introduced new Board Member Johnna Chapman, Facebook, Synthia Jaramillo, City of Albuquerque, Economic Development and David Valdes.

Approval of Monday, June 21, 2021 Agenda

Motion: Krista Kelley

Second: Beth Barela

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 1 Approval of Minutes, Full Board, February 22, 2021

Motion: Beth Barela

Second: Carolyn VanderGiesen

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

ACTION ITEMS

Tab 2 **Approval of Approval of WFCP-01-20, PY21 Preliminary Budget**

by Jesse Turley, WCCNM Accounting Manager

- Mr. Turley outlines and discussed the PY21 Preliminary budget.
- The budget is based on the allocation received from the New Mexico Department of Workforce Solutions and projected carry-in amounts.
- He stated the allocations are as follows: Adult (\$2,409,214), Dislocated Worker (\$4,267,460), Youth (\$2,077,181), and Admin (\$972,50) for a total PY21 allocation of \$9,726,505.
- This is a 1.1% decrease from the previous program year.
- The proposed budget also includes a projected carry-in amount from PY20 of \$3,282,000 the total PY proposed budget is \$14,206,505.

Questions

Motion: Bob Walton

Second: Krista Kelley

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 3 **Approval of R-01-21, Open Meetings Act Resolution**

by Nicole Giddings, Program Coordinator

- Ms. Giddings stated that the Open Meetings Act Resolution must be approved every program year to remain in compliance with statutory regulations.
- Any policy-making body of any state agency or any agency formulating public policy is required to follow the Open Meetings Act.

Motion: Gregg Hull

Second: Marvis Aragon

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 4 **Approval of WFCP-02-21, WCCNM Meeting Dates**

by Nicole Giddings, Program Coordinator

- Mr. Giddings presented the PY21 WCCNM Meeting Dates for July, 2021 through June 30, 2022.
- Full Board meetings will be scheduled on the third Monday of every other month. Executive Committee will be scheduled as needed.
- The meeting schedule follows the schedule established in 2003.
- February's Meeting got changed from 21st to the 28th due to Holiday.

Motion: Krista Kelley

Second: Carolyn VanderGiesen

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 5 **Approval of Second Year Term for Chair, Chair-Elect and Treasurer**

by Art Martinez, Workforce Administrator

- Mr. Martinez explained the bylaws state that officers may serve two consecutive, one-year terms in the same position.
- He stated that current officers have agreed to serve their 2nd year term. Jerry Schalow (Chair), John Mierzwa (Chair-Elect) and Beth Barela (Treasurer).
- It was the consensus of board to select the current officers for a second-year term

Questions

Motion: Bobbie Williams

Second: Gregg Hull

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 6 **Approval to Reconfirm WCCNM County Representatives**

by Art Martinez, Workforce Administrator

- Mr. Martinez explained to the board per the bylaws, that we are in need of one representative from each of the four counties to be on the Executive Committee.
- We are seeking to reconfirm the current members.

Bernalillo County – Diane Saya
Sandoval County – Krista Kelley
Torrance County – Debbie Ortiz
Valencia County – Laura Musselwhite

Motion: Carolyn VanderGiesen

Second: Stacy Sacco

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Approval of Amendment to PY21 Mid-Region Council of Governments - Administrative Entity and Fiscal Agent Contract

by Art Martinez, WCCNM Administrator

- Mr. Martinez stated the Mid-Region Council of Governments has been the Administrative Entity and Fiscal Agent for the WCCNM since 2003. Subsequent contract extensions followed eventually becoming a government-to-government contract. Then in 2017 through RFP process the Mid-Region Council of Governments was selected for the WIOA Administrative Entity and Fiscal Agent.
- The recommendation is to extend the contract with MRCOG for an additional one-year term beginning July 1, 2021 and ending June 30, 2022.
- A budget increase is required to support additional PY21 revenue provided by NMDWS and allocations from WIOA formula funds to support special projects.

Questions & Comments

Motion: Bobbie Williams

Second: Beth Barela

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breittfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 8 **Approval of WCCNM Legal Services Contract Amendment**

by Art Martinez, Workforce Administrator

- Mr. Martinez presented the recommendation for a contract extension for WCCNM Legal Counsel with German, Burnette and Associates LLC.
- This contract is pursuant to the professional services agreement, which allows for a one-year contract extension, dependent on funding availability and contract negotiations. The term of the contract would be for one year beginning July 1, 2021 and ending June 30, 2022.

Motion: Doug Calderwood

Second: Beth Barela

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 9 **Approval of WCCNM Policy Updates**

- **Customized Training Policy, OP-411, Change 5**
- **Incumbent Worker Training Policy, OP-433, Change 2**
- **On-the-Job Training Policy, OP-412, Change 6**

by Lloyd Aragon, Operation Manager

- Mr. Aragon presented three policies.
- The purpose of providing direction to Central Region's Service Provider regarding the permissible use of adult and dislocated worker funds for training activities associated with incumbent workers.
- WIOA explicitly allows for and encourages the use of customized training and incumbent worker training as a workforce strategy. This training strategy is designed to meet the special requirements of an employer (including groups of employers) to train and retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. In addition, customized training and incumbent worker training must be focused on increasing the competitiveness of the employee or employer, and be conducted with a commitment by the employer to retain or avert the layoffs of the worker(s) trained.
- On-the-Job Training to reflect recent changes in the Workforce Guidance Letter: DWS 18-006, Subject: On the Job Training – Change 2, as received on May 26, 2021. As required under the Workforce Innovation and Opportunity Act (WIOA), of 2014 for the continued purpose of providing direction to Central Region's Service Provider regarding the permissible use of adult, dislocated worker and youth funds for training activities associated with On-the-Job Training.

Motion: Gregg Hull

Second: Beth Barela

Comments

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco			X	
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes			X	
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 10 Approval of Revisions of Tier 1 and Tier 2 Industries

by Lloyd Aragon, Operation Manager

- Mr. Aragon presented Tier 1 and Tier 2 Industries Revisions.
- The following policy has been updated to reflect any changes in the projected number of openings by industry and projected employment growth.
- Tier 1 policy changed Commercial to Construction.
- This update will be used by all WCCNM Service Providers as required.

Motion: Krista Kelley

Second: Bobbie Williams

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

Tab 11 Approval of Approval of WCCNM R-02-20 Disposition of WCCNM Property

by Art Martinez, WCCNM Administrator

- Mr. Martinez presented the Disposition of WCCNM Property.
- He explained after presenting this to the Executive Committee and having discussion on what the proper protocol should be following the states policy and equipment being under \$5000.
- They selected a three-member committee that consisted of Bob Walton, Diane Saya and Debbie Ortiz.
- The three-member committee reviewed the listed property.
- We are now seeking final approval to start the process to dispose properly.

Motion: Carolyn VanderGeisen

Second: Debbie Ortiz

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Marvis Aragon	X			
Beth Barela	X			
Joseph Bizzell	X			
Deborah Breitfeld	X			
Celina Bussey	X			
Doug Calderwood	X			
Johnna Chapman	X			
Marni Goodrich	X			
Tracy Hartzler	X			
Synthia Jaramillo	X			
Krista Kelley	X			
Joseph LiRosi	X			
Vaadra Martinez	X			
John Mierzwa	X			
Debbie Ortiz	X			
Stacey Sacco	X			
Melodee Saiz	X			
James Salas	X			
Waldy Salazar	X			
Jerry Schalow	X			
David Valdes	X			
Carolyn VanderGiesen	X			
Bob Walton	X			
Bobbie Williams	X			

INFORMATION & DISCUSSION ITEMS

Tab 12 Additional Performance Measures for Service Providers

by Art Martinez, WCCNM Administrator

- Mr. Martinez explained that currently we follow what's mandated by USDOL.
- Us at the Central Region need to decide on a process of what measures to look for individual for each provider.
- Set up an Sub-Committee to set up additional performance measures.

- The members that were selected are Stacy Sacco, Joe LiRosi, Beth Barela, Doug Calderwood and Jerry Schalow.
- Things suggested to review is retention, increased wages and how many people we should serve for adults/dislocated worker and youth.

Tab 13 WIOA Monthly Expenditure Report for May 31, 2021

Due to time constraints report was given and no discussion.

Tab 14 Updates

Workforce Operations and Workforce Connection Center(s) Update –

by Joy Forehand, Operation Manager

- Ms. Forehand gave an update on the Business & Career Centers for May 31, 2021.
- She also gave a brief overview of the economic outlook for the region and how the centers are handling services due to COVID-19

REPORTS/UPDATES

Committee Reports

- **Disability Standing Committee**
- No Report
- **Economic Development**
 - Mark Zientek updated on the economic developers in the Central Region
 - Started meeting in April.
 - Initiating projects within all partners.
 - Economic Development, Job creation and training.
- **Performance and Monitoring Committee**
- No Report
- **Training and Service Provider Committee**
 - Approved another training provider Heritage Training & Learning Center
- **Youth Council Committee**
 - No Report.

WIOA Status Updates

By Art Martinez, WCCNM Administrator

- Mr. Martinez gave update on the Central Region.
- Grant Agreement is out and the central region took a 1.1% decrease in funding and additional measures that we will be accountable for.

PUBLIC COMMENT/ADJOURNMENT

- **Public Comment – None**
- **Adjournment – 3:39 p.m**

NOTES

Next Meeting:

Date: August 16, 2021

Time: 1:30 p.m.

Location: Mid-Region Council of Governments – Board Room

Approved at the August 16, 2021 WCCNM Full Board Meeting:

Jerry Schalow, WCCNM Chair

ATTEST:

Secretary

"Equal Opportunity Program"

Workforce Connection of Central New Mexico WFCP- 03-21 PY21 Bar # 1

Action Requested:

Requesting approval of the Preliminary Budget for the PY21 year. This is based on the NMDWS allocation letter dated 07-01-2021 and our actual 2nd year carry-in from the prior program year end June 30, 2021 (PY20).

Background:

The New Mexico Department of Workforce Solutions (NMDWS) issued the PY21 allocation of \$9,726,505.

The PY21 Bar # 1 trues up with the actual formula carry-in from PY20 to PY21 is \$3,403,239 of the prelim budgets estimated \$3,282,000.

Carry in by category is \$1,259,715 Adult, \$286,220 Dislocated Worker, \$1,464,271 Youth and \$393,033 Administrative dollars.

The PY21 Bar #1 Changes the WCCNM Boards social security TTW estimated carry in of \$48,000 down \$1,387 to \$46,613.

Service Provider Contracts negotiated changes:

The PY21 Bar # 1 Corrects SER Jobs for Progress contract preliminary figure of \$350,000 down to \$314,479.

The PY21 Bar # 1 Changes MRCOG Adult/DW Service Provider contract preliminary figure of \$1,200,000 up to \$1,517,140.

The PY21 Bar # 1 Changes MRCOG Operator Service Provider contract preliminary figure of \$160,000 up to \$169,353.

The PY21 Bar # 1 Changes MRCOG AE/ FA Operations Service Provider contract preliminary figure of \$1,515,000 down to \$1,420,844.

The PY21 Bar # 1 Changes YDI Youth Service Provider contract preliminary figure of \$1,400,000 up to \$1,534,770.

Other Contractual changes:

The PY21 Bar #1 Changes the Legal contracted amount from \$30,000 down to \$20,000.

Other Budget categories changes:

The PY21 Bar #1 Changes the NM DWS DW NEG services Admin of \$55,000 down \$1,633 to what's left of \$53,367.

The PY21 Bar #1 Changes the Business & Career Centers Improvements from \$349,984 down \$260,000 to \$89,984 of Admin.

The PY21 Bar #1 Changes the planned 2nd year carved out Carry in of administrative dollars from nothing to \$75,964.

Since every dollar that is granted is budgeted for in a planned expense, once all contracts are established and operating expenses are figured, all changes affect the “plugs” of the budget which are the two Client Services lines of Adult/ DW & Youth.

Any Administration line items affecting change in this case are plugged using the BCC Improvements line.

The PY21 Bar #1 Adjusts the amount in Adult/ DW client services from \$5,777,592 down \$93,958 to \$5,683,634.

The PY21 Bar #1 Adjusts the amount in Youth client services from \$1,640,329 down \$6,195 to \$1,634,134.

Policy Ramification:

Approval of Policy WFCP-03-21 will allow the WCCNM to adjust the PY21 budget up by a net of \$36,011. Please see categories as reflected in the following attached worksheet.

Financial Impact: PY21 WCCNM Bar # 1 budget totals \$14,242,515.

Financial Impact: PY21 WCCNM Bar # 1 budget Adult/DW Service Provider SER \$314,479

Financial Impact: PY21 WCCNM Bar # 1 budget Adult/DW Service Provider MRCOG \$1,517,140.

Financial Impact: PY21 WCCNM Bar # 1 budget Youth Service Provider YDI \$1,534,770 & Client Services \$1,368,904 for a total of \$2,903,674.

Financial Impact: PY21 WCCNM Bar # 1 Budget for Operator Service Provider MRCOG \$169,353

Financial Impact: PY21 WCCNM Bar # 1 Budget for AE/FA Service Provider MRCOG \$1,420,844. Covers DWS projects of Apprenticeship and DW NEG

Do Pass _____ Do Not Pass _____

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO

PY21 Bar # 1

BUDGET Effective JULY 1, 2021

	<u>ADULT</u>	<u>DISL WKR</u>	<u>YOUTH</u>	<u>ADMIN</u>	<u>ADDITIONAL</u>	<u>TOTAL</u>
REVENUES						
PY21/FY22 Allocation 1.1% Reduction (6/23)	\$ 2,409,214	\$ 4,267,460	\$ 2,077,181	\$ 972,650	\$ -	\$ 9,726,505
PY20/FY21 Formula Carry-in (Prior Yr)	1,259,715	286,220	1,464,271	393,033	-	3,403,239
PY21/FY22 Initial Transfer DW to Adult	-	-	-	-	-	-
DW20 21-631-1001-00058 NEG (6/22) Est Carry Fwd	-	542,791	-	53,367	-	596,158
P19P DWS (6/23) Apprenticeship Est Carry Fwd \$20K Plus \$150,000	-	-	-	-	170,000	170,000
PY07 Sale Of Lease	-	-	-	-	300,000	300,000
PY21 Ticket To Work Revenue Available Year Begin	-	-	-	-	46,613	46,613
TOTAL REVENUES	\$ 3,668,929	\$ 5,096,471	\$ 3,541,452	\$ 1,419,050	\$ 516,613	\$ 14,242,515
EXPENSES						
Adult/Dislocated Worker Service Provider						
Service Provider - SER Jobs for Progress- Est 3 mo.Transition	157,240	157,239				314,479
Service Provider - MRCOG - Oct 21 thru June 22	758,570	758,570				1,517,140
Subtotal	\$ 915,810	\$ 915,809	\$ -	\$ -	\$ -	\$ 1,831,619
Adult/Dislocated Wkr Client Services						
Adult/Disl Wkr Participant Services	1,863,032	3,157,779	-	-	-	\$ 5,020,811
DW20 NEG Dislocated Wkr Participant Services		542,791	-	-		\$ 542,791
Worker's Compensation Insurance Policy	12,013	18,019				30,032
Supportive Services	65,000	25,000				90,000
Subtotal	\$ 1,940,045	\$ 3,743,589	\$ -	\$ -	\$ -	\$ 5,683,634
Youth Service Provider						
Service Provider - YDI			1,534,770			\$ 1,534,770
Subtotal	\$ -	\$ -	\$ 1,534,770	\$ -	\$ -	\$ 1,534,770
Youth Client Services (min. 75% Out)						
Youth Participant Services YDI Work Experience			1,388,904			\$ 1,388,904
Youth Participant Services ITA's MRCOG			170,230			\$ 170,230
Youth Supportive Services MRCOG			75,000			75,000
Subtotal	\$ -	\$ -	\$ 1,634,134	\$ -	\$ -	\$ 1,634,134
Business & Career Center Operation						
Business & Career Center Facility Operation	198,000	198,000	204,000	-		\$ 600,000
Business & Career Center Facility Operations Reimbursement	(122,100)	(122,100)	(125,800)	-		\$ (370,000)
Business & Career Center Management -MRCOG Operator Staff	-	-	-	169,353		\$ 169,353
Business & Career Center Management -MRCOG Operations Staff	40,000	40,000	50,000	100,000		\$ 230,000
Business & Career Center Management -MRCOG DW NEG	-	24,000	-	53,367		\$ 77,367
Business & Career Center - DWS Apprenticeship Proj	-	-	-	-	170,000	\$ 170,000
Business & Career Center Improvements	-	-	-	89,984		89,984
Subtotal	\$ 115,900	\$ 139,900	\$ 128,200	\$ 412,704	\$ 170,000	\$ 966,704
Professional Services						
AE/FA - MRCOG	47,174	47,174	94,348	754,782	-	\$ 943,477
Program Support/Board Expense				60,000		60,000
Contractual Services - Available				60,000		60,000
Legal Services				20,000		20,000
Audit Services				35,600		35,600
Contingency, \$Ticket to Work & Sale Of Lease					346,613	346,613
Carved Out Plan Carry In - Reserved for Initial part 2nd year - July - Sep	650,000	250,000	150,000	75,964		1,125,964
Subtotal	\$ 697,174	\$ 297,174	\$ 244,348	\$ 1,006,346	\$ 346,613	\$ 2,591,654
TOTAL EXPENSES	\$ 3,668,929	\$ 5,096,471	\$ 3,541,452	\$ 1,419,050	\$ 516,613	\$ 14,242,515
	-	-	-	0	-	0

Jerry Schalow, WCCNM Chair

Dewey V. Cave, MRCOG Executive Director

PY21 (August 16, 2021 - WCCNM - Full Board)

WORKFORCE CONNECTION OF CENTRAL NEW MEXICO

PY21 BAR # 1

August, 2021 WCCNM Board Meeting

		PREVIOUS BUDGET PY21 Prelim	BUDGET ADJUSTMENT BAR # 1	REVISED BUDGET PY21
1	Adult/ Dislocated Service Provider SER & MRCOG			
	Service Provider - Adult SER \$314,479	\$ 775,000	\$ 140,810	\$ 915,810
	Service Provider - Disl Wkr MRCOG \$1,517,140	775,000	140,809	915,809
	Service Provider - NEG	-	-	-
	Service Provider - Admin	-	-	-
	Subtotal	\$ 1,550,000	\$ 281,619	\$ 1,831,619
2	Adult/Dislocated Wkr Client Services			
	Participant Services - Adult	\$ 1,958,660	\$ (95,628)	\$ 1,863,032
	Participant Services - Disl Wkr	3,073,900	83,879	3,157,779
	Participant Services - Disl Wkr NEG	625,000	(82,209)	542,791
	Participant Services - Adult Workpersons Comp	12,013	-	12,013
	Participant Services - Disl Wkr Workpersons Comp	18,019	-	18,019
	Participant Services - Adult Support Services	65,000	-	65,000
	Participant Services - Disl Wkr Support Services	25,000	-	25,000
	Participant Services - Admin	-	-	-
	Subtotal	\$ 5,777,592	\$ (93,958)	\$ 5,683,634
3	Youth Service Provider			
	Service Provider - Youth	\$ 1,400,000	\$ 134,770	\$ 1,534,770
	Subtotal	\$ 1,400,000	\$ 134,770	\$ 1,534,770
4	Youth Client Services			
	Participant Services - Youth Work Exp YDI	1,230,329	158,575	1,388,904
	Participant Services - Youth ITA's -MRCOG	300,000	(129,770)	170,230
	Participant Services - Youth Supportive Services	110,000	(35,000)	75,000
	Participant Services - Youth Workers Comp	-	-	-
	Subtotal	\$ 1,640,329	\$ (6,195)	\$ 1,634,134
5	Business & Career Center Facility Operation			
	Subtotal	\$ 600,000	\$ -	\$ 600,000
6	Business & Career Center Facility Reimbursement			
	Subtotal	\$ (370,000)	\$ -	\$ (370,000)
7	Business & Career Center MRCOG - Operator			
	Business & Career Center Operation - Admin	160,000	9,353	169,353
	Subtotal	\$ 160,000	\$ 9,353	\$ 169,353
8	Business & Career Center MRCOG - Operations Staff			
	Business & Career Center Operation - Adult	\$ 40,000	\$ -	\$ 40,000
	Business & Career Center Operation - Disl Wkr	40,000	-	40,000
	Business & Career Center Operation - Youth	50,000	-	50,000
	Business & Career Center Operation - Admin	152,850	(52,850)	100,000
	Subtotal	\$ 282,850	\$ (52,850)	\$ 230,000
9	Business & Career Center MRCOG - Graduate ABQ Project Staff			
	Business & Career Center Project Operation - Admin	-	-	-
	Subtotal	\$ -	\$ -	\$ -
10	Business & Career Center MRCOG - DWS Apprenticeship Project Staff			
	Business & Career Center Operation - Admin	170,000	-	170,000
	Subtotal	\$ 170,000	\$ -	\$ 170,000
11	Business & Career Center MRCOG Project DW NEG			
	Business & Career Center Operation - Adult	\$ -	\$ -	\$ -
	Business & Career Center Operation - Disl Wkr	24,000	-	24,000
	Business & Career Center Operation - Youth	-	-	-
	Business & Career Center Operation - Admin	55,000	(1,633)	53,367
	Subtotal	\$ 79,000	\$ (1,633)	\$ 77,367
12	Business & Career Management Reimbursement			
	Subtotal	\$ -	\$ -	\$ -
13	Business & Career Center Improvements			
	Business & Career Center Operation - Adult	\$ 100,000	\$ (100,000)	\$ -
	Business & Career Center Operation - Disl Wkr	100,000	(100,000)	-
	Business & Career Center Operation - Youth	60,000	(60,000)	-
	Business & Career Center Operation - Admin	89,984	-	89,984
	Subtotal	\$ 349,984	\$ (260,000)	\$ 89,984
14	Professional Services - AE/FA MRCOG Staff			
	AE/FA - MRCOG - Adult	\$ 137,641	\$ (90,467)	\$ 47,174
	AE/FA BCC Operator - MRCOG - Adisl Wkr	137,641	(90,467)	47,174
	AE/FA BCC Operator - MRCOG - Youth	78,652	15,696	94,348
	AE/FA BCC Operator - MRCOG - Admin	629,216	125,566	754,782
	Subtotal	\$ 983,150	\$ (39,672)	\$ 943,478
15	Professional Services			
	Program Support/Board Expense - Admin	\$ 60,000	\$ -	\$ 60,000
	Contract Services - Admin	60,000	-	60,000
	Legal Services - Admin	30,000	(10,000)	20,000
	Audit Services - Admin	35,600	-	35,600
	Contingency - SS TTV	48,000	(1,387)	46,613
	Contingency - Sale of Lease	300,000	-	300,000
	Contingency - Admin	-	-	-
	Subtotal	\$ 533,600	\$ (11,387)	\$ 522,213
16	2nd year Monies - Planned Carryin			
	Client Training Dollars - Adult	\$ 650,000	\$ -	\$ 650,000
	Client Training Dollars - DW	250,000	-	250,000
	Client Training Dollars - Youth	150,000	-	150,000
	Client Training Dollars - Admin	-	75,964	75,964
	Subtotal	\$ 1,050,000	\$ 75,964	\$ 1,125,964
18	Total	\$ 14,206,505	\$ 36,011	\$ 14,242,516

Jerry Schalow, Board Chair

August 16, 2021 - WCCNM CEO - Executive Board Mtg

Dewey V. Cave, MRCOG Executive Director

Workforce Connection of Central New Mexico WIOA Self-Sufficiency Wage

Action Requested:

Approval of recommendation from the Full Board for the WIOA Self-Sufficiency Wage, Operational Policy No. OP – 430, Change 2 for the Central Region, effective August 16, 2021.

Background:

The term “self-sufficiency” as defined in the Workforce Innovation and Opportunity Act (WIOA), only applies in the context of establishing eligibility for employed adults and employed dislocated workers to receive intensive and training services. A determination that an employed adult or dislocated worker is in need of intensive and training services to obtain or retain employment that leads to self-sufficiency, is one of the criteria for the receipt of such services.

Based on direction given by the New Mexico Department of Workforce Solutions (NMDWS), an individual who is employed in a full-time job (employment that provides compensation for at least 32 hours each week) at a pay rate at or above the designated self-sufficiency wage of \$46.18 shall be considered to have achieved employment that allows for self-sufficiency. Therefore, the individual shall be considered to be self-sufficient and a determination shall be made that Individualized Career Services and/or Training Services are not required.

If the individual's current job pays below the self-sufficiency wage of \$46.18/hour, then they do not meet the definition of “Employment Leading to Economic Self-Sufficiency” and Individualized Career Services and/or Training Services may be offered as determined appropriate.

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

Operational Policy NO. OP – 430 Change 21

Subject: Self Sufficiency

Effective Date: PY~~21018~~ – 8/16/2021~~12/10/2018~~

PURPOSE/BACKGROUND:

To ~~establish a policy for~~~~update the State~~ WIOA Self-Sufficiency Wage Standards for grant recipients on the use when determining eligibility for participants in need of Individualized Career Services and/or Training Services under the Workforce Innovation and Opportunity Act (WIOA). **In addition, the annual updated Self-Sufficiency Wage Standard will be used on receipt of any updated Guidance Letters from NMDWS there-after.**

REFERENCE(S):

- Workforce Innovation and Opportunity Act (WIOA) §134(a)(3)(A)(xii) and §133(b)(2)(B)
~~WIOA Joint Final Rules, 680.210~~
 - NMDWS Workforce Guidance Letter: State WIOA Self-Sufficiency Wage, June 28, 2021

BACKGROUND:

WIOA ELIGIBILITY.—Except as provided in clause (ii), funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of section 133(b), and funds allocated to the local area for dislocated workers under section 133(b)(2)(B), shall be used to provide training services to adults and dislocated workers, respectively—

- (i) who, after an interview, evaluation, or assessment, and career planning, have been determined by a one-stop operator or one-stop partner, as appropriate, to;
 - (aa) be unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through the career services described in paragraph (2)(A)(xii);
 - (bb) be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and (cc) have the skills and qualifications to successfully participate in the selected pro—gram of training services;
- (I) who select programs of training services that are directly linked to the employment opportunities in the local area or the planning region, or in another area to which the adults or dislocated workers are willing to commute or relocate;
- (II) who meet the requirements of subparagraph (B); and who are determined to be eligible in accordance with the priority system in effect under subparagraph (E).

POLICY:

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The State Administrative Entity is responsible for reviewing and updating the self-sufficiency standard for each local area using a living wage model or comparable data that draws upon geographically specific expenditures that incorporates the income need of individuals, families and sub-state geographical considerations. This information is then applied by Workforce Connection of Central New Mexico (WCCNM) when determining eligibility for employed individuals to determine if they meet Self-Sufficiency Wage Standards before approving Individualized Career Services and/or Training Services. The self-sufficiency wage is included in the annual WCCNM grant agreements and may be revised as needed.

WCCNM will use the following definition of “self-sufficiency” as it applies to a currently employed worker who is applying for WIOA Individualized Career Services and/or Training Services through the local workforce development system:

- An individual who is employed in a full-time job (employment that provides compensation for at least 32 hours each week) at a pay rate at or above the designated self-sufficiency wage shall be considered to have achieved employment that allows for self-sufficiency. Therefore, the individual shall be considered to be self-sufficient and a determination shall be made that Individualized Career Services and/or Training Services are not required.
- If the individual’s current job does not meet the definition of “Employment Leading to Economic Self-Sufficiency,” Individualized Career Services and/or Training Services may be offered as determined appropriate.

Requirement for Documenting “Self-Sufficiency”

1. Information about the customer’s current hourly wage must be recorded in the “Work History” portion of the State’s management information system, including each of the following elements:
 - Job Title
 - Employer Name
 - Dates of Employment: From / To (Month, Year)
 - Wage
 - Wage Type (Hourly, Annual, Other)
 - Hours per Week
2. Acceptable verification sources include:
 - Copy of a recent paycheck or paystub
 - Employer letter or other document describing the customer’s current wage
 - Self-Attestation (method of last resort)

1

SELF-SUFFICIENCY WAGE STANDARDS – ~~EFFECTIVE: AUGUST 16, 2021~~JULY 1, 2017

Workforce Connection of Central NM	\$46.18 <u>\$33.26</u> /Hour
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EXCEPTION:

If the individual is an eligible Dislocated Worker, “self-sufficiency” shall be defined as full-time employment at a rate of pay equal to or greater than the **pre-layoff wage rate**– even if the pre-layoff wage was greater than the designated self-sufficiency wage.

APPLICABILITY:

WIOA Adult/Dislocated Worker and Youth Provider

INQUIRIES:

WIOA Manager 505-724-3629

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**Workforce Connection of Central New Mexico
WCCNM Firewall Policy & Agreement
Administrative Policy No. AP-209**

Action Requested:

Approval of recommendation from the Full Board for the WCCNM Firewall Policy & Agreement, Administrative Policy No. AP- 209 WCCNM Firewall Policy - NEW, effective August 16, 2021.

Background:

To ensure compliance with WIOA 20 CFR §679.430, which states that any organization that has been selected or otherwise designated to perform more than one principal function within a local workforce system must develop a written agreement with the Local Workforce Development Board (LWDB) and Chief Elected Official(s) (CEO) to clarify how the organization will carry out its responsibilities while demonstrating compliance with Workforce Innovation and Opportunity Act (WIOA) and corresponding regulations, relevant Office of Management and Budget (OMB) circulars, and the State's conflict of interest policy.

This policy is to serve as an agreement between the WCCNM and Mid-Region Council of Governments (MRCOG) as the entity providing multiple principal functions within WCCNM's workforce system.

The WCCNM's Board Members, Administrative Entity, One-Stop Operators, Service Providers, and Fiscal Agent must act solely in the best interest of the community without regard to personal interest and must maintain appropriate firewalls between roles, as defined in WIOA and corresponding regulations, as well as in WCCNM's Conflict of Interest policy.

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

ADMINISTRATIVE POLICY NO. AP- 209

Subject: Workforce Connection of Central NM (WCCNM) Firewall Policy
Effective: 8-16-2021

PURPOSE: To ensure compliance with WIOA 20 CFR §679.430, which states that any organization that has been selected or otherwise designated to perform more than one principal function within a local workforce system must develop a written agreement with the Local Workforce Development Board (LWDB) and Chief Elected Official(s) (CEO) to clarify how the organization will carry out its responsibilities while demonstrating compliance with Workforce Innovation and Opportunity Act (WIOA) and corresponding regulations, relevant Office of Management and Budget (OMB) circulars, and the State's conflict of interest policy.

This policy is to serve as an agreement between the WCCNM and Mid-Region Council of Governments (MRCOG) as the entity providing multiple principal functions within WCCNM's workforce system.

POLICY: The WCCNM's Board Members, Administrative Entity, One-Stop Operators, Service Providers, and Fiscal Agent must act solely in the best interest of the community without regard to personal interest and must maintain appropriate firewalls between roles, as defined in WIOA and corresponding regulations, as well as in WCCNM's Conflict of Interest policy.

DEFINITIONS:

"Chief Elected Official (CEO)" is the chief elected executive officer of a unit of general local government in the Central Region.

"Administrative Entity" means the entity designated by the WCCNM for the administration of WIOA in the Central Region.

"Local Workforce Development Board (LWDB)" means the local workforce development board established by the governor.

"One-Stop Operator" means a public, private, or nonprofit entity, or a consortium of entities designated or certified under WIOA section 121.

"Workforce Connection Center" means a physical one-stop center within the one-stop delivery system.

"Mid-Region Council of Governments (MRCOG)" the entity selected or designated by the WCCNM to perform Multiple principal WIOA functions to include: Administrative Entity, Fiscal Agent, One-Stop Operator and Adult and Dislocated Worker Service provider.

“Administrative Reporting” means a direct line of authority for the organizational hierarchy which includes evaluation and HR related activities. ***As related to this policy: The Workforce Administrator and Operations Manager report directly and administratively to the MRCOG executive Director, etc. (see attached Organization Chart)***

“Functional Management” is an oversight relationship to provide direction of a particular or variety of functions. ***For example: The One-Stop Operator has Functional Management responsibilities of all partners within the Workforce Connection without direct administrative authority. This ensures proper coordination and adherence to policy, initiatives and strategic imperatives as directed by the WCCNM LWDB are properly addressed.***

Roles	and	Responsibilities:
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WCCNM Staff to the Board (Administrative Entity): Per 20 CFR § 679.400, local WDB staff assist the Local WDB in fulfilling the required functions at WIOA sec. 107(d):

- A. Developing a Local Plan;
- B. Conducting workforce research and regional labor market analysis;
- C. Convening stakeholders to assist in Local Plan development, identify expertise and resources, and leverage support for workforce activities;
- D. Employer engagement;
- E. Develop and implement Career Pathways;
- F. Identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and job seekers;
- G. Develop strategies for utilizing technology;
- H. Conduct subrecipient program oversight;
- I. Negotiate local performance accountability measures;
- J. Coordinate activities with education providers;
- K. Budget and Administration (develop budget); and
- L. Ensure accessibility for individuals with disabilities.

Operator: Per 20 CFR § 678.620 and WCCNM Operational Policy OP-434 One-Stop Operator Policy:

The WCCNM One-Stop Operator should engage in the following:

- A. Facilitate the daily operations of the Workforce Connection Center by coordinating service delivery among partners and staff;
- B. Manage partner responsibilities as defined in MOUs;
- C. Facilitate Workforce Connection Center staff/partner development;
- D. Oversee and ensure performance and continuous quality improvement activities;

- E. Handle EEO responsibilities, customer complaints, and ensure accessibility as outlined in local, state and federal guidance;
- F. Implement board policy;
- G. Facilitate the development of reports and presentations to WCCNM Board focused on partnership engagement, workforce development operations, performance accountability, and continuous improvements and other reports as required;
- H. Coordinate the integration and collaboration of all Workforce Connection Center partners/staff to ensure a seamless and streamlined system for customers and businesses;
- I. Collaborate with WCCNM Board, partners, and staff to ensure businesses and the public are aware of all services available through the career centers and information is provided for accessing these services;
- J. Assure the Workforce Connection Centers comply with all required customer support and information as required under local, state and federal regulations;
- K. Collaborate with partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Workforce Connection Center partners;
- L. Convene regular meetings of the Workforce Connection staff and partners as required by local, state and federal regulations, and;
- M. Other duties as outlined by local, state and federal regulations for the One-Stop Operator.

The WCCNM One-Stop Operator may not perform the following functions:

- A. Convene system stakeholders to assist in the development of the local plan;
- B. Prepare and submit local plans (as required under sec. 107 of WIOA);
- C. Be responsible for oversight of itself;
- D. Manage or significantly participate in the competitive selection process for one-stop operators;
- E. Select or terminate one-stop operators, career services, and youth providers;
- F. Negotiate local performance accountability measures; or
- G. Develop and submit budget for activities of the Local WDB in the local area.

Under WIOA, one-stop operators are required to be selected through a competitive process, and the WCCNM Board may specify that the Operator take on the role of:

- A. coordinating services across multiple Workforce Connection Centers or entire workforce areas
- B. functioning as a direct service provider, and
- C. managing the day-to-day operations of their Workforce Connection Centers.

Fiscal Agent: Per 20 CFR § 679.420, the Fiscal Agent responsibilities include:

- A. Receive funds;
- B. Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA and the corresponding Federal Regulations and State policies;
- C. Respond to audit financial findings;
- D. Maintain proper accounting records and adequate documentation.
- E. Prepare financial reports; and
- F. Provide technical assistance to subrecipients regarding fiscal issues.

Service Providers: Per 20 CFR § 678.420 and 20 CFR § 678.430, each Service Provider must:

- A. Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations;
- B. Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), to:
 - a. Provide applicable career services, including:
 - i. Basic career services including but not limited to participant intake, orientations, initial assessments, employment services, and referrals to other partners and services;
 - ii. Individualized career services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, training, and career planning; and
 - iii. Follow-up services including but not limited to counseling regarding the workplace for up to 12 months after the first day of employment.
 - iv. Work collaboratively with the State and the LWDB to establish and maintain the one-stop delivery system.
 - b. Enter into an agreement with the WCCNM relating to the operation of the one-stop delivery system that meets the requirements of § 678.500(b);
 - c. Participate in the operation of the one-stop delivery system consistent with the terms of the agreement, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and

- d. Provide representation WCCNM as required and participate in WCCNM committees as needed.

Organizational Firewalls: WCCNM firewalls aim to separate organizational functions and staff reporting relationships between different departments that handle *governance, policy, coordination, administration, operations, monitoring and oversight, and program services*. *Attachment – WCCNM – MRCOG Organizational Chart.*

- A. **Governance Activities:** Governance activities are activities related to the organization of the WCCNM and the one-stop delivery system; identification and selection of WCCNM one-stop operator(s), providers of workforce investment activities, and providers of training services; negotiation of local performance accountability measures; negotiation of the local area MOU among WCCNM one-stop system partners; development of a budget for the Local Workforce Development Area; and development of the local and regional plans. WCCNM Administrative Entity staff assist the Chief Elected Officials and the WCCNM in carrying out these activities.
- B. **Policy:** The WCCNM Administrative Entity staff conducts workforce research and makes recommendations and develops policy and proven and promising practices to the WCCNM based on that research.
- C. **Coordination Activities:** The WCCNM Administrative Entity staff assists the WCCNM in convening, brokering, and leveraging stakeholder resources; engaging employers; and coordinating with education providers.
- D. **Administration:** The WCCNM Fiscal Agent entity manages WIOA Title I-B funds and other workforce development funds as the local grant sub-recipient.
- E. **Operations:** The WCCNM Operations staff assists the One-Stop Operator in carrying out the operations responsibilities listed above.
- F. **Monitoring and Oversight:** The WCCNM Administrative Entity staff *conducts monitoring and performs oversight of all local WIOA Title I-B grant subrecipients (Adult and Dislocated Worker Service Provider, Youth Service Provide and One-Stop Operator). Each unit of the Central Operations, in turn, receives oversight from a standing committee of the WCCNM and functional management to the Workforce Administrator. For purposes of monitoring and oversight, all certified, local Workforce Connection Centers are considered to be local grant subrecipients. Monitoring and oversight includes evaluating and monitoring subrecipients' compliance with federal laws, regulations, and policy, as well as state and local policy, and contract compliance.*
 - a. *Programmatic and Fiscal monitoring of WIOA subrecipients One-Stop Operator, Adult and Dislocated Worker provider, and Youth service provider(s) is performed by the WCCNM Administrative Entity and Fiscal Agent staff for the WCCNM LWDB. The WCCNM Administrative Entity staff will follow the Monitoring and Resolution Policy No. MP-304, for guidance and procedures. The WCCNM Executive Committee shall review and approve the monitoring*

activities and reports developed by WCCNM Administrative Entity staff.

*Once each program year, WCCNM Administrative Entity staff prepares and presents directly to the WCCNM Executive Committee (in an open meeting) a detailed report containing a summary of all programmatic and fiscal monitoring findings in instances such as: noncompliance with applicable federal, state, and local laws, regulations, contract provisions or grant agreements, policies, and official directives, and provide recommendations for corrective action and program quality enhancements and best practices. **Note: The Administrative Entity Staff must provide the monitoring report directly to the WCCNM Executive Committee. The Workforce Administrator nor the MRCOG Executive Director shall receive an advance copy prior to submission to the WCCNM Executive Committee.***

The WCCNM Executive Committee shall review and accept the monitoring reports or recommend modifications as a condition for acceptance. Furthermore, the review will provide opportunities for the WCCNM Executive Committee to ask questions about the report and request actions from the WCCNM Workforce Administrator, Operations, Administrative Entity and Fiscal Agent staff. The report and resulting discussion will be documented and distributed to the WCCNM LWDB. These reports shall be submitted to the WCCNM Performance and Monitoring, and Youth Standing Committees for continued review and monitoring of any recommended actions with the development of related continuous improvement plans.

*The WCCNM Performance and Monitoring Committee, in coordination with the Workforce Administrator and Administrative Entity staff, also have the responsibility to monitor continuous improvement plans and report to the WCCNM LWDB (at full board meetings) on objectives, progress and actions. **Additionally, the monitoring process and reports will be reviewed and examined for compliance within the annual WCCNM Audit.***

- G. **Program Services:** Program services are provided by required and additional one-stop partners in the Workforce Connection network. Services include WIOA-funded Youth service activities and Adult and Dislocated Worker career services that are provided by WCCNM staff through the New Mexico Workforce Connection (NMWC) Centers.
- H. **Staff Reporting Relationships:** The following reporting relationships ensure that the WCCNM's monitoring and oversight staff does not have a reporting relationship with the Service Providers that it monitors.

- a. WCCNM Fiscal Agent Staff all report to the MRCOG Finance Manager either directly or through other WCCNM Fiscal Agent Staff. Functions carried out by WCCNM Fiscal Agent staff are WIOA Fiscal Agent functions. As such, they report to the MRCOG Workforce Administrator with functional management from the WCCNM CEOs.
- b. WCCNM Administrative Entity staff report to the Workforce Administrator either directly or through other WCCNM Administrative Entity staff. Functions carried out by WCCNM Administrative Entity staff are WCCNM WIOA Administrative Entity functions. As such, they report to the WCCNM LWDB, functionally, through the Workforce Administrator.
- c. WCCNM Operations staff all report to the WCCNM One-Stop Operator either directly or through other WCCNM Operations staff. Functions carried out by the WCCNM Operations staff are WIOA One-Stop Operator. The WCCNM One-Stop Operations will have a direct report to the MRCOG Executive Director and functional management reporting to the WCCNM Workforce Administrator and to the WCCNM LWDB.
- d. WCCNM Service Provider staff all report to WCCNM WIOA Supervisor(s), either directly or through other program staff. If the Operator is also functioning as a direct service provider, the WCCNM WIOA Adult Dislocated Worker Supervisor(s), reports to the WCCNM Workforce Administrator and functional management responsibilities will reside within the WCCNM One-Stop Operator.

There are additional firewalls between the contracted Service Providers, WCCNM One-Stop Operator, Fiscal Agent staff, and Administrative Entity staff, and the WCCNM LWDB. Firewalls guarantee separate reporting and monitoring relationships and separate functions. Functions are shared among roles only where explicitly defined in WIOA law, regulations, or operating guidance.

Staff with Functional Overlap: Staff may be shared between Operations Staff and Administrative Entity staff. Therefore, in conducting their work, these staff are reporting to both the WCCNM Workforce Administrator and the One-Stop Operator. When working on operations activities and Program Services, they report to the One-Stop Operator. When working on governance, program policy, coordination, and programmatic monitoring of sub-recipients, they report to the WCCNM Workforce Administrator and WCCNM LWDB.

Other Firewall Guidelines:

References:

- 20 CFR § 679.430
- 20 CFR § 679.400
- 20 CFR § 678.620
- 20 CFR § 679.420
- 20 CFR § 678.420
- 20 CFR § 678.430
- NMAC 11.2.4
- NMAC 11.2.5
- WCCNM Operational Policy OP-434 One-Stop Operator Policy
- WCCNM Conflict of Interest Policy AP-207
- TEGL 15-16
- TEGL 16-16

Workforce Connection of Central NM

By _____ Date _____
 Jerry Schalow
 WCCNM Board Chair

Mid-Region Council of Governments

By _____ Date _____
 Dewey V. Cave
 MRCOG Executive Chair

Workforce Connection of Central NM
 Chief Elected Officials

 Chair CEO Date _____

Workforce Connection of Central New Mexico Youth Program – 14 Elements Policy

Action Requested

Request for WCCNM Board approval of the new “Youth Program – 14 Elements” Policy NO. OP-441, for the purpose of providing direction to Central Region’s Youth Service Provider regarding the permissible use of youth funds for training activities and services associated with youth participants.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires that every local workforce development area make 14 program elements available. These program elements are services that are intended to assist youth in preparing for the workforce. While all program elements must be made available in a local area, each youth does not have to receive all 14 elements. In general, youth workers decide which program elements to provide to youth based on their objective assessment and record a plan to provide these services in the youth’s Individual Service Strategy (ISS) that is directly tied to at least one indicator of performance. In general, it is expected that each youth will receive exposure to multiple program elements during their participation in the WIOA youth program.

Financial Impact: None

Do Pass _____

Do Not Pass _____



OPERATIONAL POLICY No. OP -441

Subject: Youth Program - 14 Elements Policy

Effective date: August 16,2021

CITATIONS:

20 CFR § 681.460(a)(1), 20 CFR § 681.600(a), TEGL 21-16, p. 15, 20 CFR §§ 680.840, 20 CFR § 681.590, TEGL 23-14, p. 8, 20 CFR § 681.540, 20 CFR § 681.550, 81 FR 56124, 20 CFR § 681.630, 20 CFR § 681.520, 20 CFR § 681.570, 20 CFR § 680.900, 20 CFR § 681.490, 20 CFR § 681.510, 20 CFR § 681.500, 20 CFR § 681.560, 81 FR 56182, 20 CFR § 681.580, 20 CFR § 681.580, and 81 FR 56183.

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) requires that every local workforce development area make 14 program elements available. These program elements are services that are intended to assist youth in preparing for the workforce. While all program elements must be made available in a local area, each youth does not have to receive all 14 elements (Local areas must make follow-up services available to all youth for at least 12 months after program exit). In general, youth workers decide which program elements to provide to youth based on their objective assessment and record a plan to provide these services in the youth's Individual Service Strategy (ISS) that is directly tied to at least one indicator of performance. In general, it is expected that each youth will receive exposure to multiple program elements during their participation in the WIOA youth program. The ISS, which must be developed with input from the youth, must also have particular goals for each program element provided, and indicate the progress made by the youth towards these goals.

POLICY:

This policy is intended to provide the following:

- Descriptions for each of the program elements, including the expected positive outcomes.
- Examples of activities that would or would not count as a service under that element.

- Guidance on which youth should receive the particular elements.
- Information on documenting each element.

To participate in WIOA Youth programs, a youth must be enrolled. Enrollment requires:

- 1) An eligibility determination
- 2) The provision of an objective assessment
- 3) Development of an Individual Service Strategy; and
- 4) Participation in any one of the 14 youth program elements

Note on recording - A service cannot be recorded as a particular program element if it doesn't meet the criteria provided in this policy. For example, sending an e-mail message to a youth does not count as a follow-up service, and cannot be recorded as such in WCOS. Additionally, there is overlap between portions of some program elements.

Fourteen Elements:

The Program Element categories below provides an overview and easy reference for finding applicable program elements and identifies which program elements relate to one another. In addition, categories include which WCOS Activity Code, WIOA Form(s) to use, along with submission information. This information will facilitate the consistent reporting of services across the local area and prevent duplicated reporting of the same service in multiple reporting categories.

Program Element 1: Tutoring, study skills training, instruction, and dropout prevention and dropout recovery services

WCOS Activity Code: #406	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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The services under this program element help lead the participant towards the completion of a high school diploma, its recognized equivalent or a recognized postsecondary credential. Services are intended to keep youth in school and engaged in a formal learning or training setting. Examples include:

- academic support such as tutoring;
- helping youth identify areas of academic concern;
- assisting with overcoming learning obstacles;
- providing tools and resources to develop learning strategies;
- literacy development;
- other employability skills as applicable;

- active learning experiences;
- after-school opportunities; and
- individualized instruction.

Depending on the service involved, WCCNM may find it appropriate to provide these services one-on-one, in a group setting, by referring participants to resources in the community, and/or through workshops.

For WCOS reporting purposes, dropout recovery services aimed at youth who withdrew from postsecondary training/education prior to successful completion are documented under this element. Youth Provider staff must use element 2, "alternative secondary school services or high school dropout recovery services," to document any dropout recovery services aimed at getting a youth who has dropped out of high school back into high school or an alternative secondary school/equivalency program.

Services under this activity are available for in-school youth that have not obtained their High School Diploma or its recognized equivalent and out-of-school youth that have not obtained their High School Diploma or its recognized equivalent and/or their post-secondary diploma/credential. (Students that have their High School Diploma and/or post-secondary diploma/credential should use Element 5 as needed).

Program Element 2: Alternative secondary school services or high school dropout recovery services

WCOS Activity Code: #415	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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The services under this program element are intended to help youth who (a) have dropped out of high school OR (b) are currently struggling with traditional high school and would benefit from an alternative secondary school program. Services are aimed at reengaging youth so they pursue education that leads to the completion of high school diploma or its recognized equivalent. Examples of services include:

- basic education skills training;
- individualized academic instruction;
- English language learning;
- counseling related to re-engaging youth in secondary education;
- educational plan development;
- preparation for high school equivalency attainment (for high school dropouts only); and
- educating youth about alternative secondary school programs within the school district and helping them through the process of connecting to an appropriate program.

Services under this activity are available for in-school and out-of-school youth.

Program Element 3: Paid and unpaid work experience

WCOS Activity Codes: #400 Summer Employment #407 Paid/Unpaid Work Experience (including Pre-Apprenticeship) #408 Youth Internship #409 Job Shadowing	Forms: WCCNM – All applicable Youth Employment Forms	Submit to Youth Provider Fiscal Department for Payment
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The services under this program element provide planned, structured learning experiences that take place in a workplace for a limited period of time. Services are focused on providing participants with opportunities for career exploration and skill development. A participant's paid or unpaid work experience must be tied to the goals identified in his/her individual service strategy.

Work experience may take place in the private for-profit sector, the non-profit sector, or the public sector and can be paid or unpaid, as appropriate. The WCCNM or service providers may directly provide structured work experience opportunities relating to community service projects that are outside of the organization's day-to-day operations.

The following services may constitute work experience:

- **employment opportunities;**
- **pre-apprenticeship programs;**
- **internships;**
- **job shadowing;** and
- **on-the-job training (OJT)** opportunities (co-enrolled with the Adult/DW Program only).

Note: NMDWS requires pre-apprenticeship programs to be approved by the WCCNM Training and Service Provider Committee.

This program element also includes any activities that help the youth prepare for the specific work experience.

Labor standards apply in any work experience where an employee/employer relationship exists, as defined by the Fair Labor Standards Act or applicable state law. Additionally, Title I Youth Program funds may not be used to directly or indirectly aid in filling a job opening that is vacant because the former occupant is on strike or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

A work experience must include both academic **and** occupational education components. Academic and occupational education must be designed to provide participants

with contextual learning that may occur concurrently or sequentially with the work experience and may occur inside or outside the work site. WCCNM requires that both the academic and occupational education components of a participant's work experience relate to the same specific job or occupational area. While WIOA does not explicitly state this requirement, examples DOL provides in TEGL 21-16 (p. 16) show clear intent that the two work experience components will relate to the same specific job or occupational area.

Example: A work experience is at a hospital. The occupational education could be learning about the duties of a phlebotomist. The academic education could be learning about the different blood types and why it matters for blood transfusions. The participant might complete the academic component by reviewing an online module about blood types at home before hearing firsthand from a phlebotomist at the work site about his/her work responsibilities.

The work experience employer can provide the academic and occupational education, or it can be provided separately in the classroom or through other means. WCCNM and/or their service providers have the flexibility to decide the appropriate type of academic and occupational education necessary for a specific work experience and who provides the education.

WCCNM must spend at least 20 percent of their WIOA Youth funding on services that fall under the work experience program element. DOL encourages local WDBs to coordinate work experiences, particularly local summer jobs programs, with other youth serving organizations and agencies, including Temporary Assistance for Needy Families, Community Services Block Grant, and Community Development Block Grant programs.

See the OP – 412 “On-the-Job Training Policy” (most recent version) for more information.

See the OP – 435 “Work Experience - Internship Policy” (most recent version) for more information.

Services under this activity are available for in-school and out-of-school youth.

Program Element 4: Occupational skills training

WCOS Activity Code: #416	Form: WCCNM – Youth Service Authorization Forms WIOA 18Y and WIOA 17Y	Submit to WCCNM Fiscal Department for Payment
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The services under this program element involve engaging youth in an occupational skills training program. Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

Such training must meet all three of the following criteria:

- be outcome-oriented and focused on an occupational goal specified in the individual service strategy;
- be of sufficient duration to impart the skills needed to meet the occupational goal;
- **AND**
- lead to the attainment of a **recognized postsecondary credential**.

Examples: Registered Apprenticeships, a Certified Nursing Assistant (CNA) certification; a commercial driver's license (CDL); a one-year Accounting Assistant technical diploma from a technical college; or a two-year Machine Tooling technical diploma from a technical college.

WCCNM may provide occupational skills training through **Individual Training Accounts (ITAs)** for OSY or ISY who are 18 or older and co-enrolled in the WIOA Adult Program.

- **Note:** The state's Eligible Training Provider List **must** be used to select ITA-funded training programs. If the training is funded through the WIOA Adult Program, the program's priority of service and training eligibility provisions apply.

Local areas must give priority consideration to training programs that lead to recognized postsecondary credentials that align with **in-demand industry sectors or occupations** in the local area. Career planners are responsible for helping youth make informed training choices.

See the OP – 419 “ITA Policy” (most recent version) for more information.

Program Element 5: Education offered concurrently with and in the same context as workforce preparation and training

WCOS Activity Code: #401	Form: WCCNM – Youth Service Authorization Forms WIOA 18c and WIOA 17Y	Submit to WCCNM Fiscal Department for Payment
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Services within this program element reflect an integrated education and training model in which **workforce preparation activities**, basic academic skills education, and hands-on occupational skills training are taught within the same time frame and connected to **a specific occupation, occupational cluster, or career pathway**.

Example: A youth learns how to apply basic measuring concepts using a tape measure while ensuring lumber is the correct length to meet blueprint specifications for a new building.

While a local WDB may offer basic academic skills education as part of alternative secondary school services and dropout recovery services (program element 2), workforce preparation activities as part of a work experience (program element 3), and occupational skills training (program element 4) separately and at different times, this program element refers only to the **concurrent delivery** of these services within an integrated education and training model. Common examples of services that follow an integrated education and training model are

YouthBuild and Career Pathways GED/HSED programs offered by some technical colleges, in addition, non-ITAs such as Pre-Apprenticeships.

Service under this activity are available for in-school and out-of-school youth.

Program Element 6: Leadership development opportunities

WCOS Activity Code: #410	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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The services under this program element are focused on encouraging responsibility, confidence, employability, self-determination, and other **positive social and civic behaviors**. Services include:

- exposure to postsecondary educational possibilities;
- community and service-learning projects;
- peer-centered activities, including peer mentoring and tutoring;
- organizational and teamwork training, including team leadership training;
- training in decision-making, including determining priorities and problem solving;
- citizenship training, including life skills training such as parenting and work behavior training;
- civic engagement activities which promote the quality of life in a community; and
- other activities that place youth in a leadership role, such as serving on youth leadership committees (e.g., a Youth Standing Committee).

Services under this activity are available for in-school and out-of-school youth.

Program Element 7: Supportive services

WCOS Activity Code: #55 Transportation	Form: WCCNM – Youth Program Supportive Services Request Form WIOA 4	Submit to Youth Development Fiscal Department for Payment
WCOS Activity Code: #454 Child/Dependent Care #456 Medical Funded #457 Temporary Shelter	Form: WCCNM – Youth Program Supportive Services Request Form WIOA 4	Submit to WCCNM Fiscal Department for Payment
#458 - Other	Form: WCCNM – WIOA Special Support Services	Submit to WCCNM Fiscal Department for Payment

	Authorization Form WIOA 6	
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The purpose of the services under this program element is to enable individuals to participate in WIOA activities. Consistent with DOL's requirements for the Adult and Dislocated Worker Programs, NMWDS requires WCCNM to have a supportive services policy for their Youth Program. Supportive services include, but are not limited to:

- referrals to community programs/services and to state and federal **public assistance** programs;
- transportation assistance;
- child care and dependent care assistance;
- housing assistance;
- needs-related payments;
- assistance with educational testing;
- reasonable accommodations for youth with disabilities;
- services provided by legal aid organizations;
- health care referrals;
- uniforms, work attire, and work-related equipment/tools (e.g., eyeglasses and protective eye gear);
- books, fees, school supplies for postsecondary education; and
- payments/fees for employment and training-related applications, tests, certifications and licenses.

See the OP – 410 “Supportive Service Policy” (most recent version) for more information.

Services under this activity are available for in-school and out-of-school youth.

Program Element 8: Adult mentoring

WCOS Activity Code: #411	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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This program element involves a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to help develop the youth's competence and character. While group mentoring activities and mentoring through electronic means are allowable services under this element, the youth must be matched with an individual mentor who provides some face-to-face interaction. This element may include workplace mentoring where the youth is matched with an employer or employee of a company.

The mentoring services must last at least 12 months and may occur both during participation and as a follow-up service after program exit. To document mentoring services provided after a participant exits the program, the Youth Provider staff must close the mentoring services activity in WCOS and add mentoring services in the Follow-ups screen.

The Youth Service Provider are responsible for having appropriate processes in place to adequately screen and select mentors.

While DOL strongly prefers that Youth Service Provider staff not serve as mentors, they may in areas where adult mentors are scarce.

Services under this activity are available for in-school and out-of-school youth.

Program Element 9: Comprehensive guidance and counseling

WCOS Activity Code: #423	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element are focused on individualized counseling for participants and include:

- drug and alcohol abuse counseling; and
- mental health counseling.

Services may be provided by partner programs when the resources needed do not exist within the local program. If the local program refers participants to outside counseling services, it must coordinate with the referral organization to ensure continuity of service.

Services under this activity are available for in-school and out-of-school youth.

Program Element 10: Financial literacy education

WCOS Activity Code: #417	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element are intended to help youth acquire the knowledge, skills, and confidence to make informed and effective decisions with their financial resources. The goal is to help youth attain greater financial health and stability by providing high quality, age-appropriate, relevant, and where possible, customized services. Services include:

- helping participants create budgets and open checking and savings accounts;
- helping participants learn how to effectively manage spending, credit, and debt, including student loans and consumer credit;
- teaching participants the significance of credit reports and scores, their rights regarding credit and financial information, how to assure accuracy of a credit report and correct inaccuracies, and how to improve or maintain good credit;
- helping participants understand, evaluate, and compare financial products, services, and opportunities;

- educating participants about identity theft, ways they can protect themselves from identity theft and resolve cases of it, and their rights and protections related to personal and financial data;
- benefits planning and work incentives benefits counseling for youth with disabilities; and
- providing age appropriate and timely financial education that presents opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings.

DOL provides a link to "[Incorporating Financial Capability into Youth Employment Programs](#)," a resource guide in TEGL 21-16 for ideas about how local WDBs can partner with local financial institutions to support the financial literacy of Youth Program participants.

Services under this activity are available for in-school and out-of-school youth.

Program Element 11: Entrepreneurial skills training

WCOS Activity Code: #442	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element provide the basics of starting and operating a small business to develop the skills associated with entrepreneurship. Services include developing the ability to:

- take initiative;
- creatively seek out and identify business opportunities;
- develop budgets and forecast resource needs;
- understand various options for acquiring capital and the trade-offs associated with each option; and
- communicate effectively and market oneself and one's ideas.

Approaches to teaching youth entrepreneurial skills include, but are not limited to:

- entrepreneurship education that introduces the youth to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and may include simulations of business start-up and operation.
- enterprise development to help youth develop their own businesses by developing viable business ideas and accessing small loans or grants that are needed to begin business operation.
- experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that program participants work in and manage.

Entrepreneurial skills training, like all other program elements, is available to participants regardless of age but must align with their individual service strategy goals.

Services under this activity are available for in-school and out-of-school youth.

Program Element 12: Career Awareness, Career Exploration, and Career Counseling

WCOS Activity Code: #436	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element (Career Awareness, Exploration, and Counseling) help youth make appropriate decisions about education/training and careers by providing them with information, advice, and support. Examples of services include, but are not limited to:

- providing labor market information (LMI) and employment information about in-demand industry sectors or occupations in the local area;
- helping participants use different tools and applications to gather LMI and career information;
- providing access to skill, ability, and/or interest inventories;
- discussing state and local LMI with participants;
- providing information about résumé preparation and/or assisting youth with résumé preparation;
- assisting with interview skills;
- discussing opportunities for work experience; and
- discussing the long-term benefits of postsecondary education, such as increased earning power and career mobility.

Services under this activity are available for in-school and out-of-school youth.

Program Element 13: Postsecondary preparation and transition activities

WCOS Activity Code: #443	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element prepare ISY and OSY for advancement to postsecondary education and training after attaining a high school diploma or its recognized equivalent. Examples of services include helping youth:

- explore postsecondary education options including technical training schools, technical colleges, 4-year colleges and universities, and registered apprenticeship;
- prepare for SAT/ACT testing;
- connect to postsecondary education programs;
- navigate admissions processes;
- search and apply for scholarships and grants; and
- accurately complete the proper financial aid applications.

Services under this activity are available for in-school and out-of-school youth.

Program Element 14: Follow-up services

WCOS Activity Code: #444	Form: WCCNM – Youth Elements Form WIOA 7	Submit to WCCNM Fiscal Department for Payment
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Services under this program element are provided after program exit to help ensure the youth is successful in employment and/or postsecondary education and training. Some follow-up services may include other program elements; to count as follow-up services, they must occur after the participant's exit date. Follow-up services include:

- supportive services;
- adult mentoring;
- financial literacy education;
- career awareness, exploration, and counseling services;
- postsecondary education preparation and transition activities; and
- contact with the participant's employer, including assistance in addressing work-related problems that arise.

Follow-up services may begin immediately following the last expected date of service in the Youth Program (and any other program in which the participant is co-enrolled) when no future services are scheduled. Follow-up services do not cause a participant's exit date to change or trigger re-enrollment in the WIOA Youth Program.

Youth Provider must report follow-up services in a manner that clearly differentiates them from those services provided prior to exit. To accomplish this, follow-up services must be reported in the "Follow-ups" screen in WCOS.

Youth Provider must offer all youth participants the opportunity to receive follow-up services that align with their individual service strategy. Youth Provider must provide follow-up services for a minimum of 12 months, unless participants decline to receive follow-up services or cannot be located or contacted. Youth Provider must have procedure in place to establish when a participant cannot be located or contacted and included in their Operational Procedures.

Follow-up services may be provided beyond 12 months at the discretion of WCCNM. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Unsuccessful attempts to contact a participant or contacts made simply to secure documentation for program performance indicators do not count as follow-up services.

See the OP – 416 “Follow Up Services Policy” (most recent version) for more information.

Services under this activity are available for in-school and out-of-school youth.

WAIVERS AND OTHER FLEXABILITIES

WCCNM may immediately implement any such “Waivers and Other Flexibilities” as approved or defined by NMDWS that are applicable to all 14 Elements and serve to fulfill unmet areas of opportunity.

If implemented, specific NMDWS Guidance and affiliated references will be included in the Operational Procedures as approved by the AE.

LOCAL PROCEDURES

Local Operational Procedures will be developed separate by the Youth Service Provider for this policy and approved/maintained by the WCCNM Administrative Entity.

INQUIRIES:

WIOA Manager 505-724-3629

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect (if applicable).

WCCNM Board Chair

Workforce Connection of Central New Mexico Policy Updates to Change References of WIA to WIOA

Action Requested:

Approval of request to update all policies referencing WIA to reflect WIOA.

Background:

The Workforce Innovation and Opportunity Act (WIOA; P.L. 113-28), which succeeded the Workforce Investment Act of 1998 (P.L. 105-220), is the primary federal legislation that supports workforce development. WIOA was enacted to bring about increased coordination and alignment among federal workforce development and related programs.

On July 1, 2015, when WIOA replaced WIA, the WCCNM identified WIA policies that required modifications to ensure adherence to new WIOA regulations. Some WCCNM policies under WIA were no longer applicable under WIOA and have been or need to be formally rescinded. Other WCCNM policies under WIOA were unchanged with the exception of the federal legislation name change from WIA to WIOA.

WCCNM has identified policies that require the WIA references be changed to WIOA: WIA: OP422 (youth services exit policy), AP201 (Disability-Related Non-Discrimination Policy for AE-FA), AP202 (Service Provider Assurance as a Subrecipient), AP204 (Policy on Undue Financial and Administrative Burden), MP305 (Corrective Action), OP404 Change 4 Priority of Service), OP405 (Service Provider Training), OP413 (Definition of Sixth Barrier for Youth Eligibility), OP422A (Participation in Co-Enrollment), OP426 (WCCNM Participant File).

For these policies, the name change from WIA to WIOA is the only modification.

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

WORKFORCE CONNECTION

OF CENTRAL NEW MEXICO

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FINANCIAL REPORT

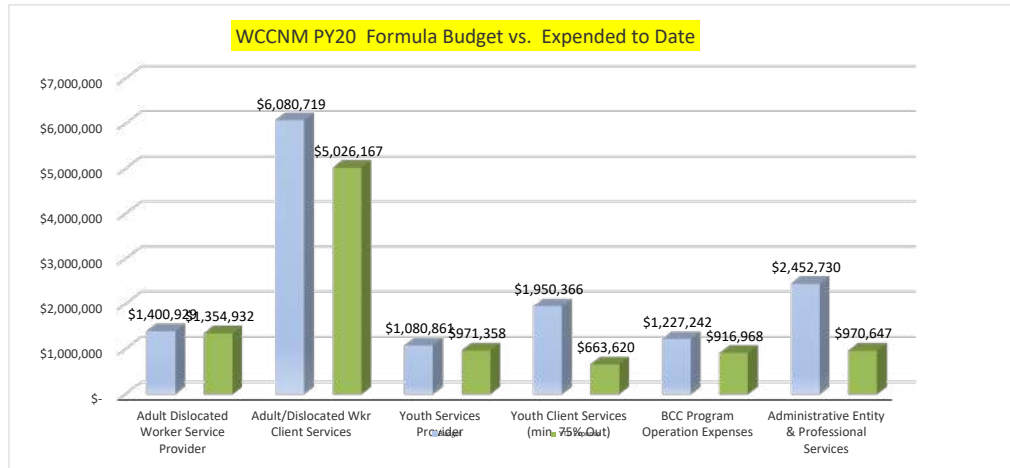
YEAR TO DATE
June 30, 2021

**WORKFORCE CONNECTION
OF CENTRAL NEW MEXICO**

**PROGRAM YEAR 2020
BUDGET TO ACTUAL COMPARISON
As of June 30, 2021**

				100%	Of Year				
		Budget	Current Period		Year to Date	Encumbrance	Variance		
1	Adult Dislocated Worker Service Provider	Service Provider - SER Jobs for Progress	1,400,929	240,781	1,354,932	-	45,997		
		Subtotal	\$ 1,400,929	\$ 240,781	\$ 1,354,932	\$ -	\$ 45,997		
2	Adult/Dislocated Wkr Client Services	Adult / DW Participant Training OJT's CT's ITA's	5,490,719	898,319	4,691,084	-	799,635		
		Adult / DW Work Experience W / Workers Comp	500,000	11,941	231,418	-	268,582		
		Adult / DW Supportive Services	90,000	43,690	103,665	-	(13,665)		
		Subtotal	\$ 6,080,719	\$ 953,949	\$ 5,026,167	\$ -	\$ 1,054,552	17%	
3	Youth Services Provider	Service Provider - YDI	1,080,861	157,074	971,358	-	109,503		
		Subtotal	\$ 1,080,861	\$ 157,074	\$ 971,358	\$ -	\$ 109,503		
4	Youth Client Services (min. 75% Out)	Youth Work Experience - YDI Portion	1,306,392	93,928	405,659	-	900,733		
		Youth Training Services	518,974	13,810	143,570	-	375,404		
		Youth Supportive Services	125,000	42,666	114,391	-	10,609		
		Subtotal	\$ 1,950,366	\$ 150,404	\$ 663,620	\$ -	\$ 1,286,746	66%	
5	BCC Program Operation Expenses	Business & Career Center Facility Operation	600,000	73,009	622,278	-	(22,278)		
		Business & Career Center Facility Reimbursemet	(250,000)	-	(265,810)	-	15,810		
		Business & Career Ctr Mgmt - MRCOG Operator	149,183	19,761	149,183	-	0		
		Business & Career Ctr Mgmt - MRCOG Operations Staff	60,000	4,424	52,891	-	7,109		
		Business & Career Ctr Mgmt - MRCOG Project DW NEG	110,570	-	31,310	-	79,260		
		Business & Career Ctr Mgmt - MRCOG Project DWS Apprenticeship	227,300	37,808	196,740	-	30,560		
		Business & Career Ctr Mgmt - MRCOG Operations Staff Reimbursements	(100,000)	-	-	-	(100,000)		
		Business & Career Center Improvements	430,189	2,746	130,376	-	299,813		
		Subtotal	\$ 1,227,242	\$ 137,748	\$ 916,968	\$ -	\$ 310,274		
6	Administrative Entity & Professional Services	AE/Fiscal Agent - MRCOG	902,130	156,248	847,457	-	54,673		
		Program Support/Board Expense	60,000	(111,804)	38,816	-	21,184		
		Contractual Services	50,000	194	6,607	-	43,393		
		Contingency & Sale Of Lease	300,000	-	-	-	300,000		
		Legal Services	55,000	6,221	47,168	-	7,832		
		Audit Services	35,600	-	30,600	-	5,000		
		Carved Out 2nd Year Reserve	1,050,000	-	-	-	1,050,000		
		Subtotal	\$ 2,452,730	\$ 50,860	\$ 970,647	\$ -	\$ 1,482,083		
7	TOTAL WIOA FORMULA BUDGET PY20		\$ 14,192,847	\$ 1,690,816	\$ 9,903,692	\$ -	\$ 4,289,155	30%	
OTHER FUNDING:									
8	Social Security - Ticket To Work	Social Security TTW - PY19 Balance Available Carry Forward	\$ 55,204	TTW Mo Growth / Net Exp	YTD		\$ 55,204		
		Additional TTW Current Year PY20 Earnings		\$ 534	6,503	\$ -	\$ 6,503		
		Total Current Year PY20 Expended		-	15,094	-	15,094		
		Subtotal		\$ 534	\$ (8,591)	\$ -	\$ 46,613		
							TTW Balance		
9	US DOL Tech Grant	HIB Tech Grant (7-1-16 to 12-31-20): 4.5 Year Grant. PY20 is Final .5 Year							
	Training:	Participant Services	31,000		45,858	-	(14,858)		
		Travel	245	-	-	-	245		
		Software	-	-	-	-	0		
		Marketing & Other	-	-	-	-	0		
		Supplies	-	-	-	-	0		
		Employer Outreach	-	-	378	-	(378)		
		Facility Cost	14,000	-	903	-	13,097		
	Profesional Services:	Contracted Services - Audit	5,000	-	5,000	-	0		
		MRCOG / AE & Program Staff	145,000	-	143,107	-	1,895		
		Subtotal	\$ 195,245	\$ -	\$ 195,245	\$ -	\$ 0		
10	TOTAL WCCNM Budget PY20		\$ 14,443,296	\$ 1,690,282	\$ 10,107,529	\$ -	\$ 4,335,768	30%	

	Budget	YTD Expense	Balance	
Adult Dislocated Worker Service Provider	\$ 1,400,929	\$ 1,354,932		
Adult/Dislocated Wkr Client Services	\$ 6,080,719	\$ 5,026,167		
Youth Services Provider	\$ 1,080,861	\$ 971,358		
Youth Client Services (min. 75% Out)	\$ 1,950,366	\$ 663,620		
BCC Program Operation Expenses	\$ 1,227,242	\$ 916,968		
Administrative Entity & Professional Services	\$ 2,452,730	\$ 970,647		
	\$ 14,192,847	\$ 9,903,692	\$ 4,289,155	30%

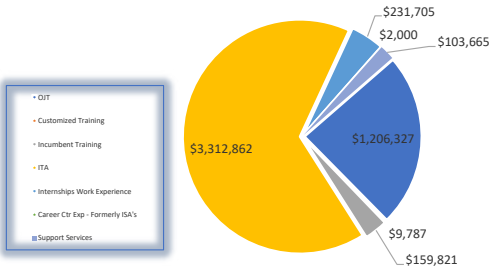


Data:
OJT
Customized Training
Incumbent Training
ITA
Internships Work Experience
Career Ctr Exp - Formerly ISA's
Support Services

1,206,327
9,787
159,821
3,312,862
231,705
2,000
103,665

Check \$ 5,026,166
Diff \$ 5,026,167 0

PY20 YTD Adult DW Client Services Expended



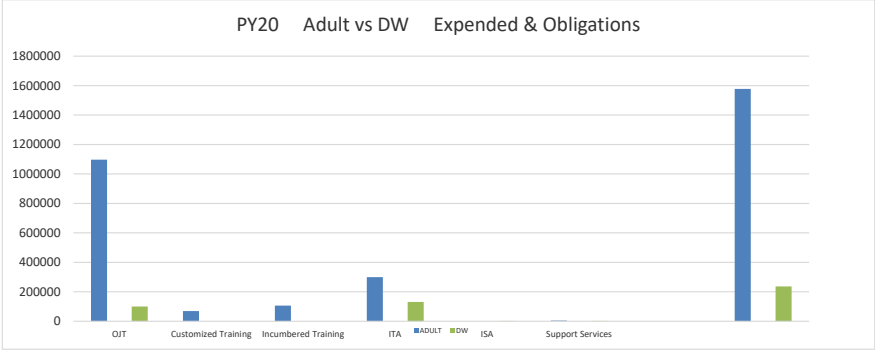
PY20 YTD Adult DW Client Services Obligations



Carry In Obligations
\$

247,968 Data:
OJT
Customized Training
Incumbered Training
ITA
Internships Work Experience
Career Ctr Exp - Formerly ISA's
Support Services

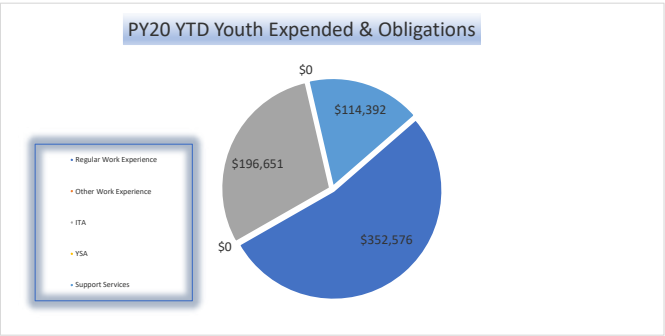
Ck \$ -
Diff \$ -



	Adult	DW	
OJT	833,298	373,029	
Customized Training	9,787	0	
Incumbered Training	159,821	0	
ITA	1,628,390	1,684,471	
Career Ctr Exp - Formerly ISA's	2,000	-	
Internship Work Exp	136,282	95,424	
Support Services	56,224	47,441	
	2,825,802	2,200,364	Total
	56%	44%	5,026,167
Ck	5,026,167		
Ck	5,026,167		
Diff	(0)		

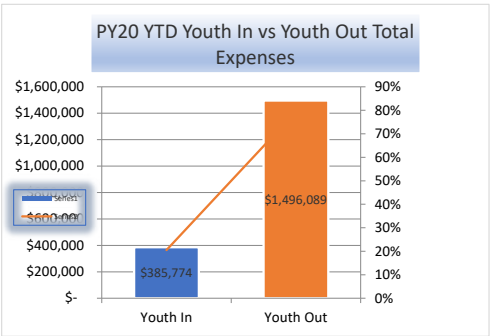
Data:
Regular Work Experience
Other Work Experience
ITA
YSA
Support Services

	352,576
	-
	196,651
	-
	114,392
Check \$	663,619
Diff \$	663,620
	0



Data:
Youth In
Youth Out

	\$	385,774	20%	20.50%
	\$	1,496,089	80%	79.50%
Check		1,881,863		
Off Financials \$		1,881,863		
Not Board Report				



WORKFORCE CONNECTION

OF CENTRAL NEW MEXICO

Reports

**Workforce Connection Centers
Dash Board
Performance**

YEAR TO DATE
July 31, 2021
June 30, 2021

CENTRAL REGION NMWC CENTERS - SERVICE REPORT

MONTH: July 2021

SERVICE			JOB SEEKER SERVICES										
WELCOME	OFFICE VISIT RESOURCE ROOM REGISTRATION IN NMWC		Current Month	Prior Month		Previous Months	Yearly Total (PY21)	Yearly Total (PY20)	Yearly Total (PY19)	Yearly Total (PY 18)	Yearly Total (PY 17)		
			560	95	0	560	733	25,406	29,296* (NEW 10/18)	N/A			
			344	0	0	344	51	23,138	30,076	29,238			
			1,128	935	0	1,128	50,317	35,369	10,228	10,275			
VETERANS	NUMBER OF VETERANS RECEIVING SERVICES JOB REFERRAL REGISTRATION		243	234	0	243	1,373	1,865	*	2,538			
			194	228	0	194	1,598	3,416	*	8,314			
			8	7	0	8	185	544	*	358			
					0	0			*Data issues				
BASIC CAREER SERVICES (ALL PARTNERS)	ORIENTATION ATTENDANCE INITIAL ASSESSMENT & WORKKEYS/PROVE-IT 1) EMPLOYER REQUESTED ASSESSMENT/PRE-SCREEN (WORKKEYS) 2) EMPLOYER REQUESTED ASSESSMENT/PRE-SCREEN (PROVE-IT) TOTAL JOB ORDERS INTERNAL/EXTERNAL(NEW) JOB REFERRALS (STAFF REFERRED) NOTIFICATION TO JOB SEEKER OF POTENTIAL JOB (NEW) JOB SEARCH (Distinct Individuals) JOB FAIR ATTENDANCE (INDIV REGISTERED IN NMWC) WORKSHOP ATTENDEES JOB CLUB ATTENDEES* (NEW) LABOR MARKET INFORMATION RESUME PREP												
			135	123	0	135	1,228	3,312	3,491	5,826			
			175	189	0	175	1,955	4,589	6,073	7,931			
			0	0	0	0	1	636	1,278	650			
			1	0	0	1	8	709	918	310			
			283	276	0	283	2,861						
			3,227	4,862	0	3,227	17,299	17,662	29,419	44,901			
			2,559	115	0	2,559	33,897						
			4,537	5,592	0	4,537	33,897	22,898	51,267	91,423			
			14	0	0	14	35	1,902	3,258	2,188			
			4	12	0	4	38	737	605	724			
			0	0	0	0	2	3	N/A	N/A			
			305	161	0	305	1,999	3,919	3,934	6,568			
			48	47	0	48	338	1,071	1,721	1,901			
			CAREER SERVICES	UI REEMPLOYMENT SERVICES UI REEMPLOYMENT SERVICES ORIENTATION ONE-ON-ONE CAREER COUNSELING COMPREHENSIVE/SPECIALIZED SKILL LEVEL/SERVICE NEEDS RESUMES/EMPLOYMENT PLANS REFERRALS TO WIOA (NEW) JOB READINESS TRAINING* (NEW) EMPLOYER PRE SCREEN JOB PLACEMENT - STAFF ASSISTED ENTERED EMPLOYMENT WORK PERMIT-YOUTH EMPLOYMENT (WIOA TITLE III) *(NEW) FOLLOW-UP SERVICES PLACEMENT ASSIST FOLLOWING WIOA TITLE I.B ACTIVITY *(NEW)		190	98	0	190	677	2,565	3,187	4,608
						187	97	0	187	663	2,243	1,277	6
459	402	0				459	5,173	4,617	8,009	9,624			
144	141	0				144	1,422	2,367	2,333	3,239			
265	235	0				265	2,394	3,982	5,591	6,625			
36	51	0				36	117						
0	1	0				0	20	7	N/A	N/A			
55	28	0				55	128	756	1,093	1,320			
13	12	0				13	129	310	750	882			
57	52	0				57	548	1,237	1,726	2,247			
0	0	0				0	0	6	N/A	N/A			
186	173	0				186	1,709	3,082	8,237	9,219			
0	0	0				0	7	4					
SKILLS TRAINING	PROGRAM ELIGIBILITY CAREER PLANNING (IEP) INDIVIDUAL TRAINING ACCTS LMI WORKSHOP ORIENTATION CO-ENROLLS (Youth/Adult/Tech/Hire) TAA SERVICES GRADUATE/ ABQ SERVICES TECH-HIRE ENROLLMENT					95	66	0	95	932	1,038	1,353	953
						95	66	0	95	932	1,038	1,353	953
						58	30	0	58	712	637	515	317
			107	63	0	107	1,092	1,378	1,395	773			
			156	118	0	156	1,384	2,444	2,548	2,195			
			0	0	0	0	7	7	30	16			
			6	7	0	6	102	100	178	245			
			0	0	0	0	0	2	982	920			
			0	0	0	0	6	141		48			
TEAM			BUSINESS SERVICES										
BUSINESS TEAM	OUTREACH JOB ORDERS TAKEN JOB ORDERS EMPLOYER (I JOB ORDER ASSISTANCE RECRUITMENT EVENTS (NE REFER QUAL CANDIDATES NEW EMPLOYERS REG CUSTOMIZED TRAINING ON-THE-JOB TRAINING APPRENTICESHIP TRNG		275	274	0	275		2,927	2,503	3,273			
			2,652	2,641	0	2,652		14,439	19,935	20,518			
			2,281	2,095	0	2,281							
			2,538	2,358	0	2,538		12,116	17,808	19,143			
			38	4	0	38							
			214	303	0	214		7,318	14,206	25,525			
			74	65	0	74		504	549	811			
			9	0	0	9		262	509	282			
			30	14	0	30		196	369	237			
			6	0	0	6		154	93	2			

WIOA TITLE 1.B ADULT & DW PROGRAM										
Training Activity	Adult (Current Month)		DW (Current Month)		Last Month		Last Month		Yearly Total	
	No. Contracts	No. Clients	No. Contracts	Clients	No. Contracts		No. Clients		No. Contracts	No. Clients
ITA's	32	32	26	26	0		0		58	58
OJT	20	24	6	6	0		0		26	30
Customized Trng	4	9	0	0	0		0		4	9
Apprenticeship	2	6	0	0	0		0		2	6

PRIORITY OF SERVICE: WIOA TITLE 1.B ADULT PROGRAM			
	Current Month	Prior Month	Yearly Avg (PY20)
% Served from Priority Groups	76.06%	68.92%	70.19%

Note: WIOA priority groups include individuals that are low-income, public assistance recipients, basic skills deficient, and/or veterans or qualifying spouses.

WIOA TITLE 1.B YOUTH PROGRAM				
	Current Month	Prior Month	Previous Months (PY)	Yearly total (PY)
Enrollments	18	23	0	18
Itinerant Enrollments	15	20	0	15
Total Youth Caseload	634	628	0	634
Completed Program and Follow-up	12	0	0	12
Youth In Work Experience Activity	22	20	0	22
Youth Receiving ITA's	5	3	0	5

MONTHLY REPORT July 2021

Presented to the



August 16, 2021

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Last Month's Activities

COVID-19 Response

In-person appointments are now available in the Central Region New Mexico Workforce Connection Centers. A strict process that includes precautionary measures to keep all staff and customers safe is in place and also allows for service data tracking. Virtual services are still being provided via phone, email, and video conferencing to ensure services are available to all customers. All centers have received signage, equipment, cleaning supplies, and other necessary protective gear, and all in-person appointments are being logged in the Lobby Central system to track visitors and maintain capacity restrictions. The Operations Team continues to stay informed of all guidance and public health orders from federal, state, local, tribal, and/or territorial health agencies and will incorporate recommendations and resources into the *Service Delivery Plan* as needed.

The in-person, one-on-one appointments are expected to continue to pick-up in July with the end of the work search waiver for Unemployment Insurance claimants in early May and eased COVID-19 restrictions in recent months. In July, there were 49 in-person appointments across the four counties.

One-on-One Counseling Appointments in July 2021

- Albuquerque Center –9
- Rio Rancho Center –1
- Los Lunas Center –35
- Moriarty Center –4

Remote & virtual services

The centers will continue to provide virtual services to enhance the marketing strategy, increase our business reach, and expand the customer base. There have been many lessons learned during the COVID-19 pandemic, and the Operations Team and the Workforce Connection partners have quickly grown and improved the services that can be delivered effectively under all conditions.

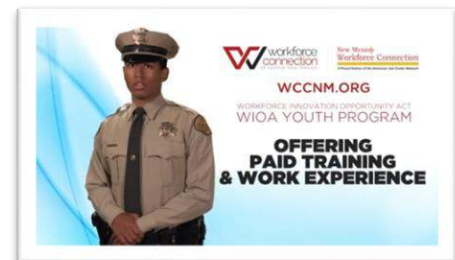
WCCNM incorporated all available technologies and tools, in addition to investing and developing much needed tech upgrades including:

- a cloud-based communications system for phone, text, and video conferencing (RingCentral);
- a new WCCNM website (www.wccnm.org) 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 & outreach 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.
 - Title I.B Adult & Dislocated Worker program YouTube videos for participants (provided by WIOA staff to participants via private link):
 - WIOA Application video– 271 views
 - WIOA Orientation video – 339 views
 - Labor Market Information session video – 588 views
- Virtual recruitment events recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque (Metropolitan Detention Center, APD, TTEC, Rio Rancho Public Schools, Randstad, Goodwill, ARCA, and more).
- Weekly “Hot Jobs” announcement on IGTV, Facebook Live, and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings. There have been **52 episodes** of “Hot Jobs” produced on IGTV as of July 2021.
- 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 (www.dws.state.nm.us/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, the WIOA Youth program, and other workforce programs are working to better support students through digital learning challenges.
- The WIOA Youth program has a new series of short 15-second videos highlighting youth participants speaking about their training/education programs, on-the-job training, and work experience. The videos are airing on KRQE and are being shared on social media.
- 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 **9,000 unemployment inquires** in the referral system.



Marketing Updates

There is a priority emphasis on marketing and promoting available services for unemployed individuals/dislocated workers to prepare now for re-employment, before federal unemployment benefits end in September, 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 (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. To reach more a greater audience and have an additional avenue to outreach to youth and young adults, the Workforce Connection added TikTok to the list of social media platforms for the region.

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.

- **Facebook** (Workforce Connection of Central New Mexico) – 3,524 followers
- **Twitter** (@NMWorkforce) – 487 followers
- **Instagram** (nmworkforce) – 1,051 followers
- **You Tube** (Workforce Connection of Central New Mexico)
- **TikTok** (nmworkforce) – Created May 2021



Additional Central Region Updates & Monthly Highlights

Quarterly Gathering - May 2021

The WCCNM and the New Mexico Workforce Connection partners attended a virtual Quarterly Gathering on May 14th and May 21st. Quarterly Gatherings are half-day to full-day sessions that bring together all workforce development partners (co-located, core, mandatory, and additional) in the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. The sessions over the two Friday afternoons included: Central Region updates; presentations from Ready NM, Career Services, Vets, TANF, RESEA, and TAA; Catholic Charities – Programs & Initiatives; WIOA Adult & Dislocated Worker Program Projects and Updates; WIOA Youth Program Projects & Updates; Career Services Team – Business Services Updates; Albuquerque Housing Authority; Central Region Marketing & Communication Strategies; and updates from Creative Work Solutions.

If you would like a link to the event programs with the slide decks from all of our presenters and/or a link to the recorded sessions, please contact Joy Forehand, Operations Manager at 505-697-7279 or email jforehand@wccnm.org.

WCCNM Website Additions

Two new web pages were launched on the WCCNM website – one for Veterans and one for Apprenticeship. The Veterans web page provides information to veterans looking to enter or return to the workforce on the resources that are available to them. It also offers information to employers seeking to hire veterans on benefits and incentives available to them. The Apprenticeship page provides information to jobseekers on the benefits of apprenticeship as well as information on how to become an apprentice, and offers employers information about creating their own Registered Apprenticeship program. Both pages also allow users to connect with WCCNM staff with questions or for more information, and these will be an important outreach and recruitment tool for our Veterans Services and Apprenticeship teams.

TANF - New Mexico Works

The Temporary Assistance for Needy Families (TANF) program provides a monthly cash benefit used to meet basic family needs such as housing, utilities, and clothing. *New Mexico Works* connects TANF participants to exciting career opportunities through the Career Link and Wage Subsidy programs. In December 2020, the New Mexico Human Services Department announced a partnership with the New Mexico Department of Workforce Solutions (NMDWS) to provide services to TANF participants who qualify for the *New Mexico Works* employment programs, Career Link and Wage Subsidy. The two programs provide employment opportunities to TANF participants via the New Mexico Workforce Connection centers where possible and will provide TANF participants the work experience needed to obtain full-time unsubsidized employment.

The WCCNM Operations Manager is currently working with NMDWS and the New Mexico Works program staff to transition the program co-located in the Albuquerque and Rio Rancho centers in the Central Region. The Work Experience and Community Service elements in the *New Mexico Works* program transitioned over to the NMDWS on July 1, 2021. For more information about these programs joining the WCCNM partner network, visit <https://www.dws.state.nm.us/nmworks>.

Benefits Advisor & ADA Coordinator

As part of Project E3, WCCNM, NMDVR, and the NM Workforce Connection staff sought to continue to build our capacity to address the needs of individuals with disabilities to receive sound, fact-based information regarding SSA benefits and work incentives through the creation of a *Benefits and Work Incentives Practitioner* position at the NM Workforce

Connection center. In order to broaden the full array of workforce services, the WCCNM received funding to develop and make available, benefit advisement services through a newly created community-based Benefits and Work Incentives Practitioner (BWIP) position. These new services are offered in order to improve services to SSA beneficiaries and to increase competitive integrated employment outcomes for targeted underserved populations within the community.

Under Project E3, Southern University of Baton Rouge provided funding and technical support to develop this BWIP position for the WCCNM and the New Mexico Workforce Connection Center. Kendra Morrison, a current New Mexico Workforce Connection Center staff, attended the training program and earned the WIP-C™ credential. Ms. Morrison is able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits. Through the program, she gained knowledge about the Social Security Administration (SSA), its disability programs, and all the work incentives that can enhance work efforts and gradually replace benefits with earnings. Part of the BWIP position will also involve working to establish collaborative working relationships with community organizations, NMDVR, and other partners in the workforce system.

The WCCNM has a focus on Title IV of WIOA criteria for certifying the New Mexico Workforce Connection centers (American Job Centers), which include physical and programmatic accessibility. To further the commitment service provision to individuals with disabilities, WCCNM was recently awarded a full-scholarship for the ADA Coordinator Training Certification Program from the Governor's Commission on Disability. The training program is hosted by New Mexico Governor's Commission on Disability, Southwest ADA Center, and the Great Plains ADA Center.

Arianna Lueras, a current New Mexico Workforce Connection center and Operations Team staff member, attended all trainings, earned 41 credit hours, and passed in March 2021. Ms. Lueras is the first ADA Coordinator for the WCCNM and the NM Workforce Connection centers in the Central Region. Training was in the following areas: ADA 2010 Standards for Accessible Design; Employment: Title I Guidelines with Emphasis on the Reasonable Accommodation Process; Virtual Conference Platform Accessibility & Working with people with disabilities in a virtual world; ADA Self-Evaluation and Transition Plan; and What It Means to be an ADA Coordinator: Title II Policy Modification, Effective Communication, and Policy Development of Power-Driven Mobility Devices. The new certified ADA Coordinator is well positioned to provide expertise and inform the WCCNM policies and procedures to build a strong and successful program that brings their agency within ADA compliance.

Individual Services

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

- In July 1,128 new clients registered in the NMWC online system (www.jobs.state.nm.us), compared to 934 individuals in June.
- In-person center visits are now being tracked in the NMWC online system. There were 49 in-person appointments in July. Appointments are expected to pick-up with the end of the work search waiver for Unemployment Insurance claimants and eased COVID-19 restrictions in recent months.
 - Albuquerque Center – 9
 - Rio Rancho Center – 1
 - Los Lunas Center – 35
 - Moriarty Center- 4
- In June 87 referrals were processed through the Eligibility Explorer interface that is part of an initiative with the Ready New Mexico statewide line, 1-800-303-3559. Of these referrals, 75 were to Career Services and 12 were to

the WIOA Title 1.B Adult and Dislocated Worker Program. The remaining referrals had incomplete information or were from outside the Central Region.

WIOA Title 1.B Adult & Dislocated Worker Programs

The Adult & Dislocated Worker (DW) Programs:

- enrolled 95 participants in July 2021, compared to 66 last month;
 - Bernalillo: 56 participants
 - Sandoval: 12 participants
 - Torrance: 10 participants
 - Valencia: 17 participants
- facilitated Labor Market Information (LMI) Workshops for 107 potential participants, compared to 63 last month;
- provided the WIOA Title 1.B Adult & Dislocated Worker Orientation to 156 potential participants, compared to 118 last month;
- developed 95 Individual Employment Plans (IEP), compared to 66 last month;
- created 4 customized training (CT) contracts, compared to 0 last month;
- established 58 Individual Training Accounts (ITA), compared to 30 last month;
- developed 26 On-the-Job Training (OJT) contracts for 26 clients, compared to 14 contracts for 14 clients last month;
- created 9 apprenticeship contracts for 9 clients, compared to 0 contracts for 0 clients last month; and
- placed 2 clients in transitional jobs, compared to 0 clients last month.

Dislocated Worker Outreach

The Title 1.B Adult & DW program has been continuing to reach out to dislocated workers through referrals, social media, phone and email. The “bridge report” from the Unemployment Insurance (UI) system continues to be a main source for recruiting dislocated workers. The program is also receiving referrals from the Ready NM program, which are coming through the Eligibility Explorer module in the NMWC online system.

The program is continuing to utilize the Reemployment Services and Eligibility Assessment Grant (RESEA) appointments as a recruiting tool for dislocated workers. A video presentation has been created for in-person RESEA workshops and program staff are available to join RESEA workshops to offer information on the WIOA program.

Job Seeker and Business Outreach

Referrals continue to be processed from CNMI, Pima Medical, Brookline College, Carrington College, Phoenix Truck Driving School, United Training Academy, Intellitec, Cooperative Educational Services, UNM Continuing Education, UNM Valencia, and CNM Main Campus. These requests are mostly in the healthcare and information technology fields that are sector strategy areas.

33 referrals have been provided from the Upskill Sandoval (upskillsandoval.com) project. The referrals are being processed to determine if they are WIOA eligible, and if not, they will be referred to the Schumann Foundation and Sandoval County through a partnership with CNM and CNM Ingenuity. To date, very few of these referrals have qualified for WIOA as most are currently employed full-time, not considered low-income, or not looking to switch or start a new career.

The Adult & DW program staff have begun processing new and returning students for the fall semester. They are still processing individual training account (ITA) applicants for private schools and are serving their business clientele with on-the-job training contracts.

The program staff will begin in-person orientations starting in August. Proper safe COVID-19 practices will be followed for in-person engagement, with virtual services available based on client needs.

The WIOA orientation and labor market information (LMI) workshops have been recorded and have been posted to YouTube so applicants can attend the workshops virtually and at their convenience. Focus continues on new methods of outreach to businesses and recruitment of dislocated workers.

There have been 45 ReadyNM referrals received from April through July, 2021. While staff continue to vet and process referrals, applicant follow-through continues to be challenging.

WIOA Title 1.B Youth Program

The WIOA Youth Program:

- enrolled 18 new clients with 15 as Itinerant Enrollments in July 2021, compared to 23 new clients with 20 Itinerant Enrollments last month;
 - Bernalillo: 3 enrollments
 - Sandoval: 7 enrollments
 - Torrance: 4 enrollments
 - Valencia: 4 enrollments
- Placed 22 in Work Experience, compared to 20 last month;
 - Bernalillo: 5 youth in work experience
 - Sandoval: 4 youth in work experience
 - Torrance: 1 youth in work experience
 - Valencia: 12 youth in work experience
- Established 5 Individual Training Accounts (ITAs), compared to 3 last month.

The total caseload for the Youth Program is 634, compared to 628 last month.

Ongoing recruitment continues for the Youth Program, and staff reach out to existing and new partners on a weekly basis. The Youth program is finally starting to see movement in work placements. Business development has been a priority now in all counties. There are work placements for 8 new participants and 14 prior year participants, for a total of 22 participants who have been placed to work. Online tutoring continues for participants that have not been able to resume or start work experience. Over the month, 11 participants were engaged in online training.

The pre-apprenticeship/high school equivalency pilot project with the Associated Builders and Contractors (ABC) and Albuquerque Adult Learning Center (ABQ ALC) is going well. The program has maintained 14 active participants. The program began its CORE courses on May 15th. To date, participants have received their First-Aid and OSHA certificates, and hands-on training has commenced.

The pre-apprenticeship program with Associated General Contractors (AGC) is recruiting 5 to 6 students through the ACE Leadership for the Construction Career Pilot Program. Students must qualify through WIOA. The WIOA program will also recruit 5 to 6 in or out-of-school youth interested in enrolling at ACE. The program will begin in September.

Albuquerque EMS Corps program is going well. Participants have entered in the Basic Life Skills portion of their training and completing exams. There are 18 participants in the program; 1 WIOA participant and 3 participants are in line for the next cohort scheduled in December. Participants are provided updated weekly calendars to provide areas of EMT training, mentorship, wellness, life coaching, group and advocate meetings. They are also provided with regular supplies; snacks, hygiene, gift cards etc. Participants also participate in community service on the weekends when projects are available.

WIOA Title III Wagner-Peyser Employment & Career Services

The Employment & Career Services Team:

- provided one-on-one counseling services to approximately 459 individuals, compared to 402 last month;
- assisted 265 individuals with developing their resume and/or employment plans, compared to 235 last month;
- provided reemployment services to 190 unemployed individuals through the Reemployment Services and Eligibility Assessments (RESEA) program, compared to 98 last month;
- took 283 total job orders, compared to 275 last month;
- notified 2,559 job seekers of potential jobs, compared to 115 last month;
- referred 36 individuals to WIOA, compared to 51 last month;
- placed 13 job seekers (staff assisted) with employment opportunities, compared to 12 last month; and,
- pre-screened 55 individuals for employment, compared to 28 last month.

Additionally, the team provided the following services specifically to veterans:

- provided services to a total of 243 veterans, compared to 234 last month;
- registered 8 new veterans, compared to 7 last month;
- provided individual counseling to 26 veterans, compared to 24 last month; and
- created individual employment plans (IEPs) for 10 veterans, compared to 12 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

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

Business Services

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

- In July 2021, there were 275 outreach activities with employers, compared to 274 last month.
- There were 2,652 jobs posted in the NM Workforce Connection system (www.jobs.state.nm.us) by NMWC staff (job orders taken) in July, compared to 2,639 in June.
- Qualified candidates were referred to 214 employers, compared to 303 last month.

The Title I.B Adult & Dislocated Worker (DW) program's Facebook Career Connections Fellowship program will end on September 3. Several employers have expressed interest in hiring the interns. In August, the focus will be to reach out to employers to place as many interns as possible.

The Adult & DW program conducted outreach to the following businesses/events during July: Chavez Winery, Quick Wrench, First American Title, RK Industries, Car Crafters, City of Bernalillo, Score, Redline Diesel, West Mesa Auto Crafts, Sunrise Veterinary Clinic, Enchanted Sugar, Half Pixel, Richardson & Richardson, Drone U, Fogo de Chaco and Cumulus Radio.

The Adult & DW staff attended a July job fair at the state fairgrounds, a McDonald's event in Rio Rancho and are scheduled to attend Career Day at the State Fair.

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 (www.wccnm.org/individuals/job-fairs/). 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, and a business representative will connect the business with qualified job seekers.



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

- 7/7/21 Virtual Hiring Event featuring multiple employers
 - US Customs & Border Patrol
 - Ojo Spa Resorts
 - Hyatt Regency Tamaya
 - Systems Integration, Inc.
 - PNM Resources
 - Service Masters Clean
 - Brosnan Risk Consultants
 - Sandia Labs Federal Credit Union
 - Sysco
 - TTEC "Work From Home"
 - Secure Transportation
 - Tempur Sealy Production
- 7/21/2021 Senator Michael Padilla 9th Annual Job Fair
- 7/27/2021 Goodwill Community Career Fair
- 7/28/2021 WCCNM In-person Hiring Event
 - Home Instead
 - University of New Mexico
 - Consumer Direct Care Network
 - Aerotek
 - Albuquerque Tax Group
 - Metropolitan Detention Center
- 7/28/2021
 - Santa Ana Star Casino Hotel Hiring Fair
 - NM Division of Vocational Rehabilitation Hiring Event
- 7/29/2021 WCCNM In-person Hiring Event
 - Taco Cabana
 - Heritage Group
 - Fresquez
 - Bueno Foods
 - 2VetsConstruction
 - Ranstad
 - Bernalillo County Behavioral Health

Sector Strategies

Upskill Sandoval

Upskill Sandoval (upskillsandoval.com), a workforce development program that provides free training and education opportunities to Sandoval County residents, launched in April. The project team, which includes Board Chair Jerry Schalow, is a collaboration between education, workforce development, and local government to help displaced workers receive funding for training and education in high demand fields. Partner programs include Sandoval County, the Schumann Foundation, the Rio Rancho Regional Chamber of Commerce, Workforce Connection of Central New Mexico (WCCNM), CNM, and CNM Ingenuity.

Upskill Sandoval offers free training to Sandoval County residents in the skilled trades, IT and coding, healthcare, and public safety sectors. The majority of programs offered last one year or less, with many lasting 15 weeks or less, allowing workers who have been displaced by COVID-19 to earn a credential and get back to work quickly. WCCNM has begun receiving referrals from Upskill Sandoval and anticipates even more as program marketing ramps up.



CNM Ingenuity, Inc.



WCCNM & Perkins Region E - County Meetings

In December, Board Chair Jerry Schalow organized and launched a series of joint WCCNM and Perkins Region E business meetings. The goal of these meetings is to improve the ability of the local workforce system to meet county-specific business needs in the fastest-growing industries in each of the Central Region's four counties. Staff met virtually with business leaders in the healthcare, manufacturing, trades, and information technology industries in Sandoval County, with the goal of identifying common business needs within each industry and developing education and training programs to meet those needs. These conversations were incredibly productive, and breakout groups for each industry were able to identify several focus areas that the WCCNM could support in the future.

Staff also met with educational leaders – with a focus on those involved in technical education – from Sandoval County. During this meeting, staff shared what they had learned from Sandoval County business leaders and what skills and experiences employers are seeking, and focus groups brainstormed ways that the K-12 and postsecondary education systems could prepare students to meet those needs and launch successful careers in those industries. In April, Chairman Schalow and WCCNM staff held a follow-up meeting for leaders from Sandoval County as well as an initial meeting for business and education leaders from Torrance and Valencia Counties, and these conversations will continue in the coming months.

Career Pathways Project

Data collection for the WCCNM Career Pathways Project is also near completion, with the majority of the research completed. 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 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

Outreach to employers and potential new apprenticeship sponsors continues, with a goal of a minimum of two outreach activities per week to promote the apprenticeship model to businesses. As a result of the outreach activity, apprenticeship program discussions qualified the needs and challenges of businesses, and provided information relative to the design of apprenticeship models. In partnership with the NMDWS State Apprenticeship Office, the Central Region apprenticeship team worked closely with-employer/-to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs.

Aligned as one of the Central Region's sector strategies, the apprenticeship team continues to focus on expanding healthcare apprenticeship opportunities through TruMont's RN-Resident Registered Apprenticeship program. In April, the team identified over 65 healthcare employers and affiliated associations who attended a virtual convening to learn more about the program. In July, the apprenticeship team reached out to attendees to confirm their interest in the program, and in August, Kindred Healthcare and Christus St. Vincent Hospital will meet with TruMont to learn more about the RN-Resident Apprenticeship program. The NM Nursing Association and Hospital Association also expressed interest in continuing conversations to support the apprenticeship program.



Meetings have been held with Skillpoint Alliance to discuss interest in expanding their construction pre-apprenticeship programs in the Central Region. Skillpoint Alliance operates pre-apprenticeship programs in Central Texas, focusing on Electrical, Plumbing and HVAC competencies. In partnership with the State Apprenticeship Office, seven construction registered apprenticeship sponsors attended an introductory session conducted by Skillpoint Alliance. Three of the sponsors were interested in learning more about the pre-apprenticeship program. Communication continues with Skillpoint Alliance as projected construction booms in the Albuquerque MSA are factors in their expansion decisions.

Outreach to 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.

A collaborative partnership between the Central Region business partners and the apprenticeship team continue to result in shared referrals. The apprenticeship team will continue to offer trainings on apprenticeships and career pathways for business partners and staff.

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, YouTube & TikTok) has ramped up in recent months with notable results. Outreach has expanded to include information on apprenticeship and apprenticeship pathway opportunities in the Central Region.

Business and Economic Development Collaborations

The apprenticeship team has joined a number of collaborations with local business and economic developers in the Central Region, in order to learn more about business needs and growing industries in the region, and to brainstorm ways that new apprenticeship programs can help meet those needs. In 2021 Q2, the team participated in the following partnership meetings:

- Perkins Region E Business Meetings: Met with business leaders from priority industries in the four-county region to learn about workforce needs; met with CTE educators to learn about existing training programs and additional youth CTE training needs
- Economic Development Committee: This committee meets monthly to bring together local business, economic developers, and workforce development staff to identify local workforce needs and develop new programs to meet those needs

Success Stories

WIOA Title 1.B, Adult and Dislocated Worker Programs

Bernalillo County



In January 2020, Alanna was hired by Albuquerque Economic Development as an Administrative and Finance Coordinator. Alanna displayed a strong work aptitude, and her employer recognized that she also had talent for marketing management and strategy. A promotion to the Digital Management Specialist followed. Alanna knew she needed to learn new skills to be successful in the new position, and worked with a Career Consultant who determined she was eligible for WIOA's On-the-Job training program.

Alanna completed 680 hours of on-the-job training and was able to upgrade her skills in digital media management. Among the skills she acquired were managing website content, designing and placing advertisements, researching audiences in different social media platforms, video production, and virtual event production. Alanna went from making \$20.43 hour to \$25.00 per hour.



Reyes had a fun-filled youth that eventually landed him incarcerated. Having a lot of time to reevaluate his future, upon his release he wanted to pursue a living that would also allow him to take care of his daughter. He researched careers and realized his background was a problem with some employers. He found CNM's Commercial Driver License (CDL) program and thought this would be the best career path for him, and one that could provide a good living.

After registering in the CDL program, CNM informed him about WIOA program. He quickly completed the WIOA process and was approved for funding. Upon completing the CDL program, he was hired by Coremark three weeks after graduating!

Reyes is making \$19.00 per hour. He said he will never take anything for granted again, and is grateful to the WIOA program for helping him change his life.

Randy, the CEO for Broadspot Imaging, had been working to relocate his company from California to New Mexico. He contacted the WCCNM with an urgent need to hire an Office Manager to be his "right hand." The team quickly posted the position in the workforce system (WCOS), resulting in a high response rate. Upon interviewing candidates, Randy selected Shelley.

Shelley had impressive skills but lacked specific skills in the biotech industry and knowledge of New Mexico business practices that would make her proficient in the position. Randy and his WIOA Business Consultant worked on a training plan to increase Shelley's skills through 710 hours of training.



Randy was very pleased with the outcome and partnership that was created.

Valencia County



Ramon recognized that he made some bad choices in his life resulting in him having a felony background. He knew his background would make it challenging to find employment and thought that obtaining a CDL might provide more opportunities for him. He enrolled in the CDL program at Phoenix Truck Driving School. Unfortunately, he was in a car accident the first week of attending the CDL program resulting in him having to be on a leave of absence for a few weeks. During this time, he continued his focus to work hard to complete the program, and in May 2021, Ramon received his CDL.

He started his job search, and after being turned down by numerous companies, he found a company that would take a chance with him. On July 7, Ramon was hired full-time by Duke City Concrete, making \$18.00 per hour.

Ramon is grateful to the WIOA program for giving him the opportunity to obtain his dream.

Sandoval County



After completing high school, Daniel started working at Stone and Tile as a Design Assistant. A year later, Stone and Tile gave Daniel an opportunity to train in the position of Operation's Manager. He was excited about the opportunity, but knew he didn't have skills needed to succeed in the position. Through the assistance of the WIOA program, he was able to upgrade his skills, particularly in the area of management.

Daniel completed his skills upgrade successfully, and is now flourishing as the Operations Manager. He is dedicated to working hard and wants to grow within the organization. He has learned how to motivate the staff and is now responsible for training and interviewing and feels he is now an integral part of the business.

Daniel is optimistic and excited about the new opportunities ahead.

WIOA Title 1.B Youth Program

Torrance County

Samantha came to the WIOA Youth Program as a 17 year old high school student with no work experience. She was interested in gaining work experience by participating in the Paid Work Experience Program.

Samantha enrolled and was placed at the Estancia Library as a Library Assistant. While in the program, she achieved her high school diploma from Estancia High School and completed her work experience hours in July 2021.

Samantha will be attending New Mexico State University in fall of 2021 and will pursue a degree in Nursing.



Valencia County

Yolonne is a college student who lost her work study job due to COVID-19. She was interested in working and needed guidance and counseling to continue with online classes at UNM Valencia. Yolonne enrolled in the program and began online training for stipend pay. When she received her first stipend paycheck she was relieved and thankful that the youth program offered services that allowed her to earn an income and do it from the safety of her home.

Yolonne continued to take online courses and struggled with course work. She used Khan Academy to increase her skills and through encouragement from her youth counselor, she improved her GPA.

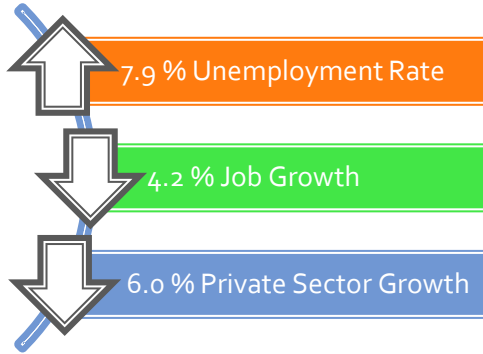
Yolonne began work experience with the Belen Harvey House, and after COVID-19 delays that halted her start, she was finally able to start her work experience. There she learned a wide variety of tasks including social media management, records maintenance and providing guided tours.

With assistance from YDP, Yolonne successfully completed her spring college classes and 350 paid work experience hours. Upon completion of her work experience, Yolonne was hired as a teacher for Little Learners Child Care Center. Yolonne plans to continue her education and earn a Bachelor's Degree at UNM.

Labor Market Information & Economic Update

Latest Employment News

Statewide



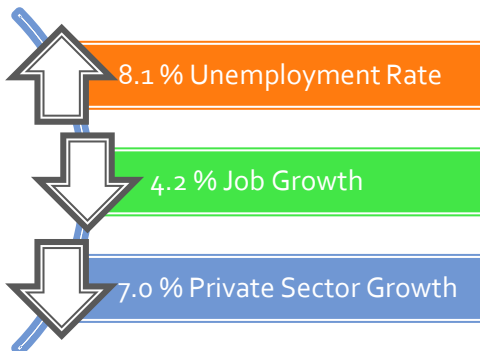
New Mexico's seasonally adjusted unemployment rate (based on the Current Population Survey, also known as the household survey) was 7.9 percent in June 2021, unchanged from May 2021 and down from 9.8 percent in the previous year. The national unemployment rate in June was 5.9 percent, up from 5.8 percent in May and down from 11.1 percent in June 2020.

Over the year, New Mexico's total nonagricultural employment increased by 32,100 jobs, or 4.2 percent. All of these gains were in the private sector (up 36,000 jobs or 6.0 percent). The public sector was down 3,900 jobs (or 2.2 percent). Seven major private industry sectors reported employment increases over the year.

(Labor Market Review, Volume 50 No. 6 Published July 23, 2021. NMDWS, Economic Research & Analysis)

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

The non-seasonally adjusted unemployment rate for the Albuquerque MSA was 8.1 percent in June 2021, up from 7.0 percent in May 2021 and down from 10.0 percent in June 2020.



Over the year, the Albuquerque MSA grew by 15,300 jobs in total nonfarm employment, representing a gain of 4.2 percent. The following private sector industries added jobs: leisure and hospitality, up 5,800 jobs, or 17.6 percent; trade, transportation, and utilities, up 3,000 jobs, or 5.1 percent; education and health services, up 4,900 jobs, or 8.1 percent; professional and business services, up 3,300 jobs, or 5.6 percent; mining and construction employment up 3,100 jobs, or 13.0 percent; miscellaneous other services, up 300 jobs, or 2.8 percent; manufacturing, up 600 jobs, or 3.8 percent and information was up 100 jobs, or 2.1 percent. On industry lost jobs: financial activities was down 1,200 jobs, or 6.3 percent.

In the public sector, local government was down 5,500 jobs, or 14.9 percent; state government was up 1,000 jobs, or 4.0 percent; and federal government reported a loss of 100 jobs, or 0.7 percent.

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