



Performance & Monitoring Committee

Wednesday, January 12, 2022

2:30 pm

809 Copper Avenue NW

AGENDA

1. Adult/Dislocated Worker and Youth Activity Reports Q&A
2. Career Services
3. One Stop Certification Criteria Review
4. Continues Quality Improvement Overview and Update
5. Dash Board
6. New Mexico Workforce Connection - Central Region Update
7. Next Steps
8. Adjourn

The Performance and Monitoring Committee will develop performance standards for each program, monitor their progress, and provide oversight to the tracking collections systems. The Performance and Monitoring Committee will make its recommendations to the Executive Committee or Full Board.

Next Meeting: November 10, 2021 at 2:30 pm

PY21 WIOA A/DW Report December 2021

	December Totals:	Adult	Dislocated Worker	DWG
Total Enrollments/IEP created	97	70	25	2
By County: Bernalillo	60	45	22	2
Sandoval	15	13	2	0
Valencia	10	10	0	0
Torrance	3	2	1	0
Attended LMI Workshop	55	NA	NA	NA
Attended WIOA Orientation	159	NA	NA	NA
Assigned & Completed Assessments	94	NA	NA	NA
ITA's Issued	58	34	23	1
ICS's Issued	0	0	0	0
New OJT Contracts Written	18	11	6	0
OJT Participants Placed	18	11	6	0
New CT Contracts Written	2	2	NA	NA
CT Participants	12	12	NA	NA
Unsubsidized Job Placements	18	NA	NA	NA
Co-enrollments WIOA Youth	0	0	0	NA
Co-enrollments TechHire NM	NA	NA	NA	NA
Internship Agreements	8	1	7	NA
Internship Participants Placed	8	1	7	NA
Transitional Job Agreements	1	0	0	1
Transitional Job Participants Placed	1	0	0	1
Apprenticeship Participants	13	13	0	NA

Staffing:

All offices in the Central Region are fully staffed.

Dislocated Worker:

We have been reaching out to dislocated workers through referrals, social media, phone and email. We continue to use the bridge report to locate candidates based off of job opportunities available. We are now also receiving referrals that are coming through the WCOS eligibility explorer.

We are still working with RESEA appointments, we have created a video presentation within the new in person RESEA required workshops, three per week. Business and Career Specialist are available after the workshops to answer questions and start interested UI recipients with the WIOA application process.

Dislocated Worker Emergency Grant (DWG):

We have been enrolling those referred to WIOA for CNMI Deep Dive Boot Camps under the DWG grant. The participants are also provided a laptop as a supportive service to use for the course if they do not possess the appropriate equipment. The participants will retain these laptops so they may work in the field after graduation. We had one Bootcamp enrollment under the grant for December.

We are partnering with Fathers Building Futures to enroll their participants into transitional jobs, these are ex-offenders that the program will teach life skills and a trade. They will be placed for work experience with an employer partner and potentially into an OJT if the employer seeks to bring them on permanently. We completed and started one participant in December.

Transitional employment for ex-offenders has slowed down quite a bit recently, we have enrolled 16 participants so far. We have outreached to many organizations and programs that assist ex-offenders but have had some difficulty with follow-through from this population. We are determined to keep outreaching and we will use this program year to gain more enrollments.

Upskill Sandoval:

We had no new referrals for December but we have received 43 inquiries for the Upskill Sandoval project to date. These individuals are approved for WIOA, in the application process or have been referred to the Schumann Foundation for funding.

Career Development:

We still see new referrals coming in from, CNMI, Pima Medical, Brookline College, Carrington College, Phoenix Truck Driving School, United Training Academy, Intellitec, Cooperative Educational Services, UNMCE, UNM Valencia, and CNM Main. These requests are mostly in the Healthcare, Transportation and Information Technology fields.

WIOA Orientation is offered on Mondays starting at 9:00am and 3:00pm. Labor Market Information Workshop is offered Tuesdays at 9:00am. These services will also still be available virtually for those whose circumstances prohibit them from attending and based on Covid-Safety direction from our Operator. In person Orientation and LMI workshop attendance has been very low in comparison to pre-pandemic levels. We require proctored WorkKeys assessments for our applicants in the Workforce Connection Centers.

We have been working on projects with Catholic Charities, Goodwill and the Veteran's Integration Center (VIC) to provide training for this population in heavy equipment operation and CDL. We have 7 applicants completing heavy equipment operator certifications, they have yet to complete the hands on testing but will do so in January. We have enrolled a new cohort of 5 starting January 10th for the 16 weeks of training and certification.

Business Consulting:

The Business Team is always focusing on outreach to new businesses and recruitment of dislocated workers through multiple methods.

We have been focusing outreach on information technology employers in November and have had some success with IT positions for our bootcamp graduates. The Cyber Group is bringing on 8 of these participants for IT internships, they began in December although some have been delayed due to COVID. LQ Digital brought on one boot camp graduate for Marketing.

We had a meeting with Fortis Construction who is the general contractor on the Facebook Data Center, they are looking at doing a pre-apprentice cohort this summer for up to 12 pre-apprentices in the trades. CNM will provide classes onsite at Facebook for 4 weeks then they will work for one of the onsite contractors for an additional 4 weeks with the hopes of getting hired on by one of them after the 8 week term. They will receive their OSHA 30 upon completion. They are looking for ways to support the cohort with specific clothing and fuel expenses during the pre-apprenticeship.

We conducted outreach to the following businesses during December: Odyssey Counseling, Bogan Brothers Painting, High Desert Healing, Axient, Legacy Mortgage, Bosque Heating & Cooling, Perez Auto Collision Center, Axe's Engineering, Apodaca Brothers, Visit Albuquerque, Sixth Sense Designs, Sunland Asphalt, New Mexico Pinon Co., Café Bella Coffee, NM Pinon Coffee, The Paleta Bar, Bernalillo County, Superior Filtration Products, Signature Heating & Cooling, Rick's Heating & Plumbing, Glaztech Industries, Rugby Architectural, Kinney Brick Co, Parts Authority, D & R Tank, Duke City Heating & Cooling, Zeon Signs, MFA, The Hype, Perfection Honda, Fuego Nutrition, Brightburn Academy, Rio Rancho

Ironworks, Mane Haven Hair Lounge, Rio Rancho Print, New Mexico Drywall Supply, Platinum Roofing, ABQ Transmission & Auto Repair, Modern Construction, M&M Graphics, Summit Construction Inc., Whitlock Enterprises, Gcc of America, Osmoso Utility Service, Carvana, Turquoise Trail Counseling, Usrey Well and Pump Co. and Anderson Merchandisers.

WIOA A/DW Success Stories December 2021

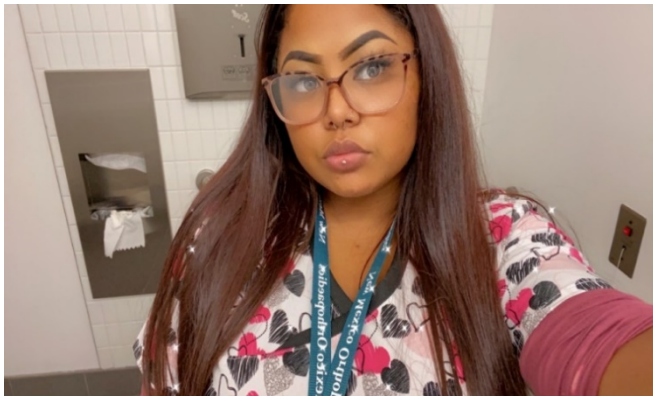
Bernalillo County



Amber is a single 34-year-old woman and a graduate from Eldorado High School. Right after high school Amber decided to attend TVI Community College. She was not sure what career she wanted to go into so she ended up in undergraduate studies. Amber did have a boyfriend while attending TVI and thought that they would be together forever so she started working as a Receptionist/ Office Manager at places like Dr. Daniel Traub DDS and Oral Surgery Center of Albuquerque. After a few years, Amber and her boyfriend broke up. She was tired of the kind of work that she had been doing and starting toying with the idea of going back to school. Amber looked at many different careers and decided with everything going on in the

World that maybe a job working from home would be good for her. She visited the Carrington College campus and decided to enroll in the Medical Billing and Coding Program. Amber did struggle at first since it had been a while since she has been in school. Once she got a routine down, she successfully completed the program and soon after, she was offered employment at The Doctors Urgent Care Group as a billing specialist. Amber is very happy in her new position and thankful for the assistance she received through WIOA.

Bernalillo County



Jasmine entered the WIOA program back in July 2021. Jasmine was working as a home healthcare worker when she enrolled in the program and had experience as an E-commerce associate and non-certified nursing assistant. Jasmine heard of the WIOA program and was eligible for the grant as she met all the program requirements. Jasmine wanted to become a Certified Medical Assistant at the time of her application because she has always had a

passion for helping others and was ready to move up in the medical field.

Working in home health care posed challenges as the pay was inconsistent and Jasmine wanted to find a full-time position but needed to become certified to earn a livable wage. She decided to enroll in the Medical Assisting program at PIMA Medical Institute. Jasmine held excellent grades in challenging courses such as; Medical Law Ethics and Pharmacology, passing with all A's. Jasmine completed her externship at New Mexico Orthopedics and enjoyed applying everything she learned to her patients. She had always been drawn to how fast-paced the medical field can be and enjoys having a unique day-to-day schedule.

On top of being a full-time student, working part-time, and being on the frontlines of the pandemic, Jasmine showed resiliency and completed her training in October 2021, earning her Medical Assisting

WIOA A/DW Success Stories December 2021

Certificate from PIMA Medical Institute. After graduation, she had multiple interviews and was offered a position at New Mexico Orthopedics; they decided to keep her as part of the team following her externship. She is currently making \$15.05 an hour and works full-time. Jasmine is grateful for the WIOA program and is excited to start this next chapter of her life.

Bernalillo County



Lynn enrolled into the WIOA Program on 5/24/2021. He was enrolled for the DWG grant to help felons gain work experience. Lynn was having issues finding employment due to his background. When he enrolled into WIOA, he had served 15 months in prison and was currently on parole. The Dismas House, where he was currently living, referred Lynn. Lynn has some restrictions on walking, lifting and bending due to health conditions and past injuries. He was placed at Myriad Hospitality as a Front Desk Associate, He learned to work with customers and how to work the computer system used to check in guests and make reservations at the hotel. He learned how to handle irate customers and gained valuable communications skills. He also learned the various tasks associated with front deskwork and other duties as assigned in the hotel. Lynn never missed a day of work throughout his work experience; he was always on time and listen to his supervisor for direction and support to learn the tasks and responsibilities associated with the position. Lynn has been offered full time employment with Company and will be learning new tasks as their Maintenance Technician earning \$13.30 per hour. Lynn as been able to buy a vehicle with his work experience money and will be moving out of the Dismas House and into his own apartment. He is grateful for the opportunity the WIOA program has given him to change his life. He stated that he wanted to tell the world (shout out) how much this program has changed his life and wants to tell others that there are people out there wanting to help someone like him.

Valencia County



Benjamin Hansen enrolled into the WIOA program on 07/22/2021. Benjamin has an associate's degree in culinary arts and worked a few jobs in the field but was unsatisfied with that career choice. He also is an avid plant lover and has run his own plant business, selling plants at the Railyard Market but was not making a living. He decided he always like computers and he would take advantage of being unemployed during the pandemic to go to school to upgrade his computer skills. He completed the Deep Dive Coding Boot Camp at CNMI in September 2020 and was looking for entry-level work in the IT industry. Benjamin was offered an On the Job Training position for a Help Desk technician at Ardham Technologies earning \$19.24/hr. Benjamin has achieved his goal of obtaining

WIOA A/DW Success Stories December 2021

a permanent full-time position in the IT industry. Benjamin will be back in the workforce and will be to achieve his future goals of becoming self-sufficient and utilize his newly gained skills.

Torrance County



Matthew is a single individual on public assistance. He recently moved to New Mexico from Oregon and was having issues locating gainful employment. He was unfamiliar with the area and had no networking foundation that could assist him with his job searching efforts. In 2019, he came into the Workforce Connection in search of training and/or job search assistance. He was registered and assisted with resume creation and met with a WIOA representative for a program orientation and to explore possible career alternatives. His employment background included several years of retail, nursery laborer and working at a tire shop. He mentioned that he was mechanically inclined and had an Auto Technician certification.

The WIOA representative was able to line-up an On-The-Job training for him with Armaspec Inc. as a Team Assembler with a starting wage of \$10.00 per hour. After successfully completing his OJT, Matthew mentioned that his current employer, Armaspec Inc. had a machinist position that he was interested in but did not have the minimum experience that the position required. The WIOA representative met with the employer to present the possibility of additional training for Mathew. After assessing his skill set and education it was determined, that Matthew would make a good candidate for the machinist in training position. The new position increased his pay from \$10.00 per hour to \$13.00 per hour. After completing this training and performing the position for a while, Matthew was promoted once again to a lead machinist with Armaspec Inc. and now earns \$16.00 per hour.

WIOA Youth Report – December 2021

	Totals:	Cumulative:
Enrollments	40	177
Itinerant Enrollments	24	118
Bernalillo County Enrollments	16	59
Sandoval County Enrollments	9	42
Torrance County Enrollments	3	17
Valencia County Enrollments	12	59
Completed Program and Follow-ups	12	134
Youth Placed in Work Experience Activity	11	90
Bernalillo County	3	14
Sandoval County	0	14
Torrance County	1	12
Valencia County	7	49
Youth Receiving ITA's	7	46

Total YDI Caseload: **632**

Incentives:	Totals:	Cumulative:
Basic Skills Increase (2 grade levels)	4	19
Attainment of GED or HS Diploma	0	8
Post-Secondary ("C" average first semester)	13	18
Training Milestone Certificates	0	11
Skills Progression Certificates	1	15

Presentations and Outreach:

All presentations and outreach are detailed on the WIOA Youth Program Goals attached.

Staff announcements:

- No resignations were received for the month of December.
- Program is fully staffed.

Issues Affecting Operations:

No other issues affecting operations at this time.

Projects:

- Recruitment for Pre-Apprenticeship program with AGC has paused as they search for a new instructor.
- Albuquerque EMS Corps second cohort begins in January. Two WIOA participants had applied.
- YDI/WIOA is scheduled to hold training for staff to implement new Internship policy on January 4th.
- Pre-Apprenticeship program with ABC is currently recruiting for the second cohort. Recruitment is very slow. One WIOA participant has completed paperwork.

Success Stories:

Valencia County:

Our “Success Story” for Valencia County – Month of December 2021, is 20-year old Fabian Salgado of Los Lunas, NM.

Mr. Salgado was a WIOA participant in 2019 while a Senior at Century High School. He was placed at the Village of Los Lunas Parks and Recreation Department as a Recreation Worker.

Prior to his work site placement, Mr. Salgado felt the he was a reserve, quiet person and really did not collaborate with his peers. “In school I was mostly to myself. Did not interact with classmates. However that all changed when I became part of the WIOA program in Valencia County.”

In the course of his job description Fabian was able to deal with the general public who utilized the facility and activities associated with the recreation department.

“The interaction with people really opened up my world. I became more in touch with the community. My confidence soared and I felt the need to help others. I got out of my “box.” I was able to converse with people in a professional and respectful manner”. He said.

Mr. Salgado graduated from Century High School in 2019 and received an incentive from the WIOA program for this accomplishment. Once he completed his allotted work experience hours, he went to work at Home Depot, ACIM and Subway. Now, he has been employed for the past year at Goodwill Industries in Los Lunas, NM. He has been awarded Employee of the Week (twice) and Employee of the Month (three times).

In addition, he owns a vehicle and is renting a home with his fiancée. “I am getting married in March 2022. I know what responsibility is. I pay all my own bills, save money, and my future goal is to become a firefighter with the Village of Los Lunas Fire Department. I owe a great deal of gratitude to the WIOA Program under the guidance of Youth Development Inc. (YDI) of Valencia County, for showing me how to be a man. It completely changed my life. It has motivated me and I still have a lot to experience in my life. I am excited for the future.” He said.

His hobbies include: walking his dog, working out at the gym, and driving around the valley to experience life and his surroundings. “I am fortunate to live in a wonderful county. I appreciate and value my community traditions and heritage.” He said.

Torrance County:

Michelle Manasco, 21 year old and out-of-school participant.

Michelle came to the WIOA Youth Program in search of participating in both Paid Work Experience and funding to pay for her Post-Secondary Education. Michelle was placed at Farm Bureau Financial Services in General Office Operations. While there she decided to pursue her Life, Accident, Health and Sickness Insurance Producer License. On November 13, 2021 Michelle passed her Life, Accident, Health and Sickness Insurance Producer exam and was offered a contract with Colonial Life & Accident Insurance Company as an Agent on December 20, 2021. Also Michelle is currently pursuing a Certificate from CNMI in Advanced Digital Marketing.

WIOA Youth Program Goals – Report December 2021



Events attended this month for outreach/recruitment purposes (i.e., job fairs, career fairs)

County	Location	Hosted By	Result/estimated # reached
Bernalillo	NMWC	NMWC - Monthly Job Fair	Provided Information
Bernalillo	NMWC	NMWC - Weekly Job Fair	Provided Information
Bernalillo	Albuquerque Community Event	Albuquerque Health and Wellness	Provided Information
Bernalillo	New Day Shelter	WIOA Staff	Provided Information
Bernalillo	NMWC - Career Day	NMWC	Provided Information
Bernalillo	Lutheran Family Services	Lutheran Family Services	Provided Information - Scheduled presentation for January
Bernalillo	Via Phone	Goodwill	Referrals
Valencia	LL Municipal Judge - Belen	Avilio Chavez	Referrals
Valencia	Belen Schools Superintendent	Lawrence Sanchez	Referrals
Valencia	Online	Phoenix Truck Driving School	Referrals
Valencia	Email	UNM VC	Gathered Information
Valencia	Zoom Meeting	Chris O'Conner	Referrals
Valencia	Valencia Shelter	Brissa Sotelo	Referrals - Attended on two dates.
Sandoval	Loma Colorado Library	NMWC	Provided Information
Sandoval	Iron Works	YDP	Provided Information

Sandoval	ISD Office in Ro Rancho	YDP	Provided Information
Sandoval	Rio Rancho	National Guard	Provided Information
Sandoval	Corrales	Loving Thunder	Provided Information
Sandoval	Santo Domingo	Santo Domingo Employment & Education Department	Provided Information
Sandoval	Santo Domingo	Santo Domingo Veterans	Provided Information
Sandoval	APS	YDP	Provided Information
Sandoval	APS School Climate	YDP	Provided Information
Sandoval	Fabys Salon	YDP	Provided Information
Sandoval	Santo Domingo	Santo Domingo Dialysis and Clinic	Provided Information
Sandoval	Route 66 Casino Staff	YDP	Provided Information
Sandoval	The ASK Academy	YDP	Provided Information
Sandoval	Rio Rancho Cyber Academy	YDP	Provided Information
Torrance	Tillery	WMWC	Provided Information - Possible Placement
Torrance	Estancia High School	YDP/WIOA Specialist	Provided Information

Work Site Development:

County	Name of Business	Location	Result/# in attendance- type of business
Bernalillo	Kaupila Lutherie	Albuquerque	Provided Information
Bernalillo	Habitat for Humanity	Albuquerque	Re-Established
Valencia	First Choice	Belen	Pending

Valencia	Valencia Co. Collison	Los Lunas	Established
Valencia	Yucca Veterinary	Belen	Established
Valencia	Acute Care House-calls	Los Lunas	Established
Valencia	Village of Los Lunas	Los Lunas	Worksite
Valencia	Sierra Springs Assisted Living	Los Lunas	Placement
Valencia	RAKS Builders Supply	Los Lunas	Placement
Valencia	Farmers Insurance	Los Lunas	Established
Valencia	Realty One	Belen	Established
Valencia	RC City Hall	Rio Communities	Provided Information
Valencia	Action RV	Bosque Farms	Provided Information
Valencia	Mannie's Bakery	Los Lunas	Received a referral
Valencia	Revive Day Spa	Los Lunas	Established
Torrance	County Line Feed	Moriarty	Provided Information
Torrance	Moriarty Foods	Moriarty	Provided Information
Torrance	KNXM	McIntosh	Interview
Torrance	Armaspec	Moriarty	Pending
Torrance	TCSO	Estancia	Provided Information
Torrance	Lil Sonny's Signs	Moriarty	Interview

Presentations conducted this month

County	Location	Audience	Result/estimated # reached
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List ITA's and YSA's submitted this month

County	Name of Training Provider	Amount Paid	Occupational –Career Field
Bernalillo	PIMA	\$9,000.00	Veterinary Assistant

Bernalillo	PIMA	\$9,000.00	Medical Assistant
Sandoval	CNM	\$465.00	Computer Information System
Sandoval	CNM	\$83.24	Computer Information System
Sandoval	CNM	\$456.00	Business Administration
Sandoval	CNM	\$492.00	Exercise Science
Torrance	CNM	\$96.00	Diagnostic Medical Sonography

Operational Policy NO. OP-431

Subject: One-Stop Certification Policy

Effective: PY17- July 1, 2017

BACKGROUND:

The one-stop delivery system brings together partner agencies and organizations to collaboratively implement a seamless, customer-focused approach to delivering workforce development, educational, and other human resource programs. Together these partners determine strategies to best meet this mission, such as through co-location, shared case management, coordinated and integrated communications and information, training and educational activities, business services, and other means. Programs working collaboratively and collectively can result in improved outcomes, not only for participants and businesses, but also for the partners, through reductions in duplication, enhanced care coordination, and improvements in accountability and performance.

OBJECTIVE:

To provide guidance, process, and deadlines for the certification of the one-stop centers and one-stop delivery system conducted by the local workforce development boards (LWDBs), and to set criteria for the development of local policy for one-stop certification.

POLICY:

Under Workforce Innovation and Opportunity Act (WIOA), the one-stop approach continues as the cornerstone to service delivery to ensure and improve the provision of accessible, efficient, and effective services to both customers and businesses. According to §678.300 of the WIOA regulations, at least one comprehensive one-stop center must exist in each local area. According to §678.310, non-comprehensive, or affiliated sites where one or more of the required programs are available, are also permissible, as long as clear opportunities exist for connecting partners, customers, and businesses to ensure coordination.

LWDBs must certify their one-stop centers at least once every three years as a requirement for the continued infrastructure funding for the centers and the one-stop delivery system as a whole. Certification criteria must address the three following areas:

1. Effectiveness
2. Physical and Programmatic Accessibility
3. Continuous Quality Improvement

PROCESS/REQUIREMENTS.

- The LWDB will include in their local plan, this certification policy and the assessment tool developed by the New Mexico Department of Workforce Solutions, State Administrative Entity (SAE) which contains the criteria (as described below) for assessing each local one-stop center and the one-stop delivery system. The LWDB will utilize the assessment tool and may add additional criteria as determined.

- The LWDB must review and update certification criteria every two years, in line with State and local plan review and modifications; consistent with Governor's and State Workforce Development Board guidelines, guidance, and policies (§678.800).
- The LWDB must submit their certification policy to the SAE for review and approval. This certification policy will be incorporated into the compliance review and audit procedures conducted by state monitors.
- The LWDB must complete certification activities least every three years. If certification is not completed within the required timeframes, the one-stop centers and the one-stop delivery system become ineligible to receive infrastructure funding from partners or the state funds for those areas that rely on state infrastructure funding.
- The LWDB must submit a record of the assessment and certification determination to the SAE, Yolanda Montoya-Cordova, via email to Yolanda.montoyacor@state.nm.us within 10 days of completing the certification determination.
- In cases where a local board is selected to act as the one-stop operator, the SAE must review the assessment and make the certification determination for those one-stop centers and one-stop delivery system (§679.410).
- Upon receiving or making the certification determination, the SAE will certify and issue notifications to the LWDB that the one-stop operator is eligible to receive infrastructure funding.

With approval of this policy, the WCCNM will also adopt the tool that is in process and being created by NMDWS, based on the following Certification Criteria.

CERTIFICATION CRITERIA. To be certified, the one-stop centers and one-stop delivery system must meet or exceed standards established for each of the following areas:

Focus Area	Criteria	Evidence to Support Criteria
<p>Effectiveness</p>	<p>How well does the one-stop integrate available services for participants and businesses?</p> <p>How well does the one-stop meet the workforce needs of participants?</p> <p>How well does the one-stop meet the employment needs of businesses?</p> <p>Does evidence exist to demonstrate any cost efficiencies?</p> <p>How well are services coordinated across programs?</p> <p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</p> <p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<ul style="list-style-type: none"> <li data-bbox="992 285 1422 386">☐ Number of partner programs available at one-stop, and or participating through MOU. <li data-bbox="992 390 1422 491">☐ Evidence of coordination activities with partner programs not co-located in one-stop. <li data-bbox="992 537 1422 781">☐ Description of shared one-stop activities for all services to individuals, including targeted populations, such as youth, individuals with disabilities, individuals with low literacy levels, and older individuals. <li data-bbox="992 785 1422 957">☐ Description of shared services available, i.e., shared case management, co-enrollment, referral processes, etc. among partners <li data-bbox="992 961 1422 1100">☐ Evidence of common performance measures, goals and outcomes among partner’s programs. <li data-bbox="992 1104 1422 1289">☐ Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance. <li data-bbox="992 1293 1422 1411">☐ Evidence of shared strategies among partners to meet business needs. <li data-bbox="992 1415 1422 1533">☐ Evidence of cost efficiency strategies used to maximize funds for services. <li data-bbox="992 1537 1422 1684">☐ Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses. <li data-bbox="992 1688 1422 1835">☐ Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision

		making and problem solving among partners.
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<p>Physical and Programmatic Accessibility</p>	<p>How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?</p> <p>What actions does the one-stop center take to comply with disability-related regulations, including:</p> <ul style="list-style-type: none"> • reasonable accommodations to provide for physical accessibility of the one-stop; and • reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against persons with disabilities? <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p> <p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p> <p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the the one-stop center youth friendly and accessible?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e. training in ADA, and positive youth development and engagement. Evidence of development and <input type="checkbox"/> inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals. Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop. Evidence of changes to policies, procedures, and/or practices to <input type="checkbox"/> include individuals with disabilities. Evidence of the provision of auxiliary aids and services, including assistive technology devices and services. <input type="checkbox"/> Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth. Evidence of youth focused activities and resources directly used to conduct outreach and <input type="checkbox"/> recruitment of youth and to link them to one-stop partners and programs. Evidence of technology and other means used specifically to engage customers residing in <input type="checkbox"/> remote areas?
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	<p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means? How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop delivery system in delivering extended hours of service delivery?</p>	<p><input type="checkbox"/> Evidence of extended hours of service to meet the needs of customers?</p>	
<p>Continuous Quality Improvement</p>	<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p> <p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<p><input type="checkbox"/> Description of each local one-stop center’s performance in relationship to entire regional system, i.e. number of customers and businesses impacted, types of services delivered, etc. Description of each partner</p> <p><input type="checkbox"/> contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc. Evidence of strategies used to</p> <p><input type="checkbox"/> identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</p> <p><input type="checkbox"/> Evidence of the provision of continuing professional development provided to program partners and staff.</p> <p><input type="checkbox"/> Description of continuous quality improvement strategies used to modify and improve system practices and services.</p> <p><input type="checkbox"/> Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</p>	

REFERENCE(S).

- Workforce Innovation and Opportunity Act (WIOA), 2014.
- WIOA Joint Final Rules for One-Stop System Joint Provisions – U.S. Department of Labor
(Title I), Rehabilitation Services Administration (Title IV), Office of Career, Technical, and Adult Education (Title II): 20 CFR, Parts §678.300, §678.310, §678.800, §361.300, §361.310, §361.800, §463.300, §463.310, §463.800, One-Stop Certification.
- WIOA Department of Labor-Only Final Rule (Title I): 20 CFR, Part §679.410, Local Workforce Development Board Acting as a One-Stop Operator.

APPLICABILITY:

Local Workforce Development Board and all One-Stop Centers in the Region.

INQUIRIES:

WIOA Manager 505-274-1750

WCCNM Continuous Improvement Plan – WIOA Youth Program Performance Plan

Plan Title: WIOA Youth Program PY21 Performance Plan

Date Implemented: 10/25/2021

SUMMARY:

The WIOA Youth program has implemented a PY21 Performance Monitoring plan to establish and monitor goals regarding program services and expenditures, to ensure the program meets and/or exceeds contract requirements and performance measures, and provides continuous improvement throughout the program year.

The plan tracks the following categories:

- Number of staff vacancies filled
- Staff support supervisors review (daily support)
- Trainer activities (individual contacts)
- Staff retention rate
- Outreach/Recruitment Activities
- New Enrollments
- New Placements (work experience, ITA's, and online training)
- Minimum Expenditures
- Participant Obligations
- Participant Retention
- Employed or in Education within 60 days of exit
- Completed Credential
- Total Active Caseload
- Total Follow up Caseload

A monthly goal for each metric has been established, and the Vice-President (Concha Cordova) and Program Manager (Andrea Lopez) meet biweekly to update these numbers and review progress toward goals. Administrative Entity staff attend these meetings to hear updates on progress towards performance goals, as well as successes and challenges that the Youth program is facing.

The Youth program has developed a performance tracking spreadsheet to monitor performance on these metrics, which is updated biweekly and is reviewed during biweekly meetings. The tracking tool uses a color-coded system to track progress toward each month's goal, where green indicates that the goal was met/exceeded, magenta indicates that performance is within 80% of the goal, and red indicates that less than 80% of the goal has been achieved. Categories that are magenta or red are discussed during biweekly updates to identify challenges in meeting that goal as well as strategies to boost progress toward meeting the goal. The Performance Plan is maintained on the Youth program's Google drive providing updated, live data to all parties it is shared with. It contains both monthly and cumulative outcomes. Any improvement plans that are developed as a result of not meeting goals will also be maintained on the Youth program's shared drive.

CONTEXT/BACKGROUND:

The COVID-19 pandemic had a significant impact on WIOA Youth program activities. School and business closures, the move to virtual service delivery, and general disruptions to normal ways of life during the pandemic made it difficult to enroll and serve youth at the normal rate. Post-pandemic reopenings and recovery present an opportunity to focus specifically on improving performance in the areas that were hardest-hit by COVID-19, as well as to expand monitoring efforts to other areas of performance.

GOALS:

Specific monthly goals have been established for each of the following metrics:

- Number of staff vacancies filled
- Staff support supervisors review (daily support)
- Trainer activities (individual contacts)
- Staff retention rate
- Outreach/Recruitment Activities
- New Enrollments
- New Placements (work experience, ITA's, and online training)
- Minimum Expenditures
- Participant Obligations
- Participant Retention
- Employed or in Education within 60 days of exit
- Completed Credential
- Total Active Caseload
- Total Follow up Caseload

Monthly goals have been established for each month through the end of PY21. Please refer to the PY21 Performance Plan tracking spreadsheet for full list of monthly goals for each metric.

STRATEGIES:

The WIOA Youth program has established monthly goals for each of the aforementioned performance metrics through the end of PY21, and the WIOA Youth Program Manager uses these to create monthly benchmarks for all individual Youth program staff, which are included in their performance plans.

Progress toward these goals is tracked using the PY21 Performance Plan spreadsheet. This tracking tool is updated and reviewed on a bi-weekly basis by the Vice-President and the Program Manager. The following color coding system (as visible in the tracking spreadsheet) identifies progress in meeting goals and directs action steps needed:

- GREEN – Goal was met and/or exceeded
 - Action: No action is required.
- MAGENTA – Goal not met but within 80%
 - Action: Identify challenges in meeting goal and discuss changes required to meet goal.

- RED – Goal not met and below 80%
 - Action: Identify challenges in meeting goal and development of an improvement plan.

The Performance Plan is maintained on the Youth program’s Google drive providing updated, live data to all parties it is shared with. It contains both monthly and cumulative outcomes. Improvement plans are also maintained on the Drive with the Performance Plan.

The Performance Plan includes an expenditure goal of expending 52% of the total budget within the first six months of the program year (December 2021) and 80% by end of March 2022.

PARTNERS & STAKEHOLDERS:

- YDI Staff: Concha Cordova (Vice President) and Andrea Lopez (WIOA Youth Program Manager)
 - Monitor progress toward monthly performance goals
 - Establish monthly benchmarks for all individual Youth program staff performance plans
 - Update performance tracking spreadsheet biweekly
 - Discuss changes and/or develop plans to improve performance on metrics where monthly goal is not being met
- Administrative Entity Staff: Lloyd Aragon, Liz Middleton, and Tawnya Rowland
 - Attend biweekly meetings with Vice President and WIOA Youth Program Manager to review and monitor performance updates
 - Accept requests for support from Youth program staff (e.g. training needs, technical assistance requests) and escalate to appropriate parties
 - Review and update Continuous Improvement Plan as necessary
- WCCNM Board Continuous Improvements Subcommittee
 - Review and monitor performance – receive performance updates three times annually, and on an as-needed basis
 - Provide input on performance updates and Continuous Improvement Plan

OUTCOMES & IMPACTS:

- Improved performance on WIOA performance indicators
- Improved performance on additional indicators tracked in performance plan
- Increased quality of service provided to Central Region youth

PROJECT MILESTONES AND SCHEDULE:

- Performance Plan Review Meetings – biweekly through close of PY21 (YDI & AE Staff)
- Performance Updates to Continuous Improvements Subcommittee – three times annually (October 2021, February 2022, June 2022)
- End-of-Year Performance Plan Review (review impacts of plan and revise for next PY) – June 2022 (YDI & AE Staff, and Continuous Improvements Subcommittee)

Workforce Connection of Central NM
WIOA Dashboard - PARTICIPANT SERVICES
PY21

Month of :

Dec-21

50.00%

To 6-30-22	TRAINING Budget	Total Exp & Oblig	Budget Balance	# Clients Served	AVG COST PER PARTICIPANT				
FORMULA	%Training to Total WCCNM Budget		% to Training Budget	% to Training Budget	% to All Categories				
	52.67%	\$ 7,317,768	\$ 3,505,207	47.90%	\$ 3,812,561	52.10%	979		
ADULT / DW		5,593,634	2,881,391	51.51%	2,717,325	48.58%	518	52.91%	\$5,563
INDIVIDUAL CAREER SEVICES (Formerly -INTENSIVE SERVICES)		0	0	0.00%	0	0.00%	0	0.00%	#DIV/0!
INDIVIDUAL TRAINING ACCOUNTS		1,508,147	1,508,147	26.96%	1,508,147	26.96%	171	17.47%	\$8,820
\$247,698 From PY20		ON THE JOB TRAININGS	1,107,615	19.80%	1,107,615	19.80%	193	19.71%	\$5,739
		CUSTOMIZED TRAINING	22,090	0.39%	22,090	0.39%	12	1.23%	\$1,841
		INCUMBENT WORKER TRAINING	67,105	1.20%	67,105	1.20%	124	12.67%	\$541
		TRAINING OBLIGATED CURRENT YR PAID NEXT YR	0		0		0		
		Adult / DW / DWG - Internship/Transitional Jobs	171,352	3.06%	171,352	3.06%	18	1.84%	
		SUPPORTIVE SERVICES ADULT / DW	90,000	5.65%	84,918	94.35%	136	13.89%	\$37
		YOUTH TRAINING ITA's & Work Exp, On-line	1,559,134	38.11%	964,916	61.89%	248	25.33%	\$2,396
		SUPPORTIVE SERVICES YOUTH	75,000	39.46%	45,402	60.54%	77	7.87%	\$384
		TOTAL	\$ 7,317,768	\$ 3,505,207	\$ 3,812,561	\$ 979	100.00%	\$3,580	

On the Job Training
 Accountant/Assistant Business Manager
 AED Sales & Support Specialist
 Assessment Coordinator
 Assistant General Manager (AGM)
 Assistant Property Manager
 Automotive Apprentice Technician
 Clinical Team Assistant
 Commercial Property Maintenance
 Community Outreach Coordinator
 Construction Coordinator/Office Manager
 Construction Coordinator/Office Manager
 Content Creator
 Contract Manager
 Dept. Head of Property Management Division
 Electrician Apprentice
 Executive Assistant to CEO
 Field Engineer/Geologist
 Food Batchmakers

OJT cont.
 General Manager
 Head Brew Master/Supervisor-production
 Help Desk Technician
 HOA Manager Trainee
 In-House Photographer
 Lead Tutor/Office Assistant
 Machine Operating Worker/Supervisor
 Patient Care Coordinator/Front Desk
 Plant Manager
 Real Estate Remodeling Trainee
 Recruiter Assistant/Social Media Marketing
 Sheet Metal Worker
 Shipping, Receiving and Inventory Clerk
 Social Media and Marketing Manager
 Survey Technician
 Team Assemblers
 Video & Cable Technician
 Warehouse Assistant

OJT Cont.
 Winery Clerical/Office Assist.

CERTIFICATIONS

Customized Training
 Signet Training - Police Executive Training Program
 ABC NM Apprenticeship Training Program (Carpentry)
 ABC NM Apprenticeship Training Program (HVAC)
 ABC NM Apprenticeship Training Program (Sheet Metal)
 ABC NM Apprenticeship Training Program (Electrical)
 ABC NM Apprenticeship Training Program (Plumbing & HVAC)
 FSPCA and Food Labeling

ITA
 Accounting
 Alternative Teacher License
 Automotive Technician
 Ayurvedic Studies
 Business Administration
 Carpentry
 CDL Truck Driver
 Clinical Laboratory Assistant
 Community Health
 Deep Dive Full Stack
 Dental Assistant
 Emergency Medical Tech
 Engineering
 Fire Science
 Healthcare Administrator
 HVAC
 IT Security

ITA Cont.
 Massage Therapy
 Medical Assistant
 Medical Billing & Coding
 Medical Office Admin
 Nuclear Operator
 Pharmacy Technician
 Radiography
 Radiologic Technology
 Registered Nurse
 Respiratory Therapist
 Special Ed Teacher
 Veterinary Assistant

On the Job Training (OJT)	# of Contracts	# of Participants	\$ Paid To Date
Bernalillo	104	126	\$407,998
Sandoval	36	47	\$155,644
Torrance	5	11	\$11,047
Valencia	6	9	\$8,166
Encumbered Mixed Counties	0	0	\$524,759
Total	151	193	\$1,107,615

Custom Trng & Incumbent	# of Contracts	# of Incumbent Workers	# of CT Participants	\$ Paid To Date
Bernalillo	41	96	8	\$17,729
Sandoval	3	18	4	\$0
Torrance	0	0	0	\$0
Valencia	3	10	0	\$597
Encumbered Mixed Counti	0	0	0	\$70,869
Total	47	124	12	\$89,195

Individual Training Accounts - Adult / DW (ITA)	\$ Paid To Date	Career Services	\$ Paid To Date
Bernalillo	\$1,021,342	Bernalillo	\$0
Sandoval	\$41,775	Sandoval	\$0
Torrance	\$142,300	Torrance	\$0
Valencia	\$231,492	Valencia	\$0
Encumbered Mixed Counties	\$71,239		\$0
Total	\$1,508,147		\$0

Youth ITA's	\$ Paid To Date
Bernalillo	\$103,575
Sandoval	\$9,818
Torrance	\$24,158
Valencia	\$41,097
Encumbered Mixed Counti	\$21,604
Total	\$200,252

Adult / DW Work Experience	\$ Paid To Date	Adult / DW Supp Serv	\$ Paid To Date
Bernalillo	\$116,691	Bernalillo	(\$9,991)
Sandoval	\$25,228	Sandoval	\$1,140
Torrance	\$17,691	Torrance	\$750
Valencia	\$5,604	Valencia	\$11,682
Encumbered Mixed Counties	\$6,138	Encumbered Mixed Cot	\$1,500
Total	\$171,352	Total	\$5,082

Youth Work Experience	\$ Paid To Date	Youth Supp Services	\$ Paid To Date
Bernalillo	\$117,312	Bernalillo	\$4,363
Sandoval	\$40,098	Sandoval	\$6,710
Torrance	\$34,245	Torrance	\$5,545
Valencia	\$117,312	Valencia	\$11,480
Encumbered Mixed Counti	\$85,000	Encumbered Mixed Coun	\$1,500
Total	\$393,966	Total	\$29,598