



Executive Committee

AGENDA

(Hybrid Meeting)

Monday, March 28, 2022

1:30 pm

809 Copper Avenue NW

Jerry Schalow, Chair

John Mierzwa, Chair-Elect

AGENDA

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

Beth Barela, Treasurer

Doug Calderwood – Performance & Monitoring Chair

Honorable Gregg Hull, CEO,

Krista Kelley – Sandoval County Rep

Laura Musselwhite – Valencia County Rep.

John Mierzwa - Chair-Elect

Debbie Ortiz- Past Chair, Torrance County Rep.

Diane Saya - Bernalillo County Rep

Jerry Schalow, Chair

Non-Voting Members

Melodee Saiz- Youth Standing committee, Chair

Robert Walton – Training & Service Provider, Chair

Mark Zientek – Economic Development, Chair

Approval of Thursday, March 28, 2022 Agenda

Motion

Second

Action

Tab 1 **Approval of Minutes: November 15, 2021**

Motion

Second

Action

ACTION ITEMS

Tab 2 **Approval of WCCNM Policies**

a. **GP – 107, Change 2- Requirements and Eligibility for WIOA Adult and Dislocated Worker Program**

b. **OP – 406, Reinstatement - Assessments**

Motion

Second

Action

Tab 3 **Approval to One-Stop Recertification**

Motion

Second

Action

STRATEGIC PLANNING

Recommend Discussion

- Business engagement
- Maximizing performance
- Workforce development programs and funding
- Board development
- Discussion on changing board alignments - business members are voting, educators, providers are advisory
- Additional topics to improve board performance

PUBLIC COMMENT/ADJOURNMENT

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

NOTES

Next Meeting: As needed

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

MINUTES

Tab 1



Executive Committee

Virtual Meeting

Monday, November 15, 2021

1:30 pm

Mid-Region Council of Governments

Before the meeting began Art Martinez explained when voting takes place, we will ask for a roll call for those who "don't approve". We then will identify the names of the members who 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.

Call to Order – 1:31 pm – Jerry Schalow

Present

Honorable Gregg Hull, CEO,

Krista Kelley – Sandoval County Rep

John Mierzwa - Chair-Elect

Laura Musselwhite – Valencia County Rep.

Diane Saya - Bernalillo County Rep

Jerry Schalow, Chair

Robert Walton – Training & Service Provider Chair – Non-Voting

Absent

Beth Barela, Treasurer

Doug Calderwood – Performance & Monitoring Chair

Debbie Ortiz- Past Chair, Torrance County Rep.

Melodee Saiz- Youth Standing committee Chair – Non-Voting

Quorum Established

Approval of Monday, November 15, 2021 Agenda

Motion: Krista Kelley

Second: Beth Barela

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Beth Barela				
Doug Calderwood				

Gregg Hull	X			
Krista Kelley	X			
Laura Musselwhite	X			
John Mierzwa	X			
Debbie Ortiz				
Melodee Saiz – Non-Voting				
Diane Saya	X			
Jerry Schalow	X			
Robert Walton – Non-Voting				

Tab 1: Approval of Minutes, Executive Committee: May 11, 2020

Motion: John Mierzwa

Second: Krista Kelley

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Beth Barela				
Doug Calderwood				
Gregg Hull	X			
Krista Kelley	X			
Laura Musselwhite	X			
John Mierzwa	X			
Debbie Ortiz				
Melodee Saiz – Non-Voting				
Diane Saya	X			
Jerry Schalow	X			
Robert Walton – Non-Voting				

ACTION ITEMS

Tab 2	<p>Approval to Rescind WCCNM Policies</p> <p>By: Lloyd Aragon, WIOA Manager</p> <p>AP-201 (Disability-Related Non-Discrimination Policy for AE-FA) – Rescinded</p> <p>AP-202 (Service Provider Assurance as a Sub recipient) - Rescinded</p> <p>AP-204 (Policy on Undue Financial and Administrative Burden) - Rescinded</p> <p>MP-302 (Committee Service) – Rescinded</p> <p>MP-303 (Treasurer's Policy) - Rescinded</p> <p>MP-305 (Corrective Action) - Rescinded</p> <p>OP-405 (Service Provider Training) - Rescinded</p> <p>OP-413 (Definition of Sixth Barrier for Youth Eligibility) – Rescinded</p>
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OP-422 (youth services exit policy) – **Rescinded**
 OP-422A (Participation in Co-Enrollment) – **Rescinded**

- Mr. Aragon presented the WCCNM Policies which need to be rescinded.
- He explained that, along with himself, Tawnya, Elizabeth, and Nicole have started meeting to review and discuss the WCCNM Policy Manual Book.
- He stated WCCNM is in the process of updating all policies to reflect new NMDWS and WIOA compliance. As part of this process, WCCNM has identified the following outdated/obsolete policies created under WIA that are no longer relevant or applicable.
- We have concurred about twenty-nine polices have been updated on the WCCNM website.

Questions & Comments

Motion: Gregg Hull

Second: Krista Kelley

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Beth Barela				
Doug Calderwood				
Gregg Hull				
Krista Kelley	X			
Laura Musselwhite	X			
John Mierzwa	X			
Debbie Ortiz				
Melodee Saiz – Non-Voting				
Diane Saya	X			
Jerry Schalow	X			
Robert Walton – Non-Voting				

Tab 3

Approval of WCCNM Basic Skills Deficiency Definition Update

by Tawnya Rowland, WCCNM Manager

- Ms. Rowland presented the WCCNM Basic Skills Deficiency Definition update.
- She explained back on October 29, 2015 NMDWS required WCCNM Board to approve the definition of Basic Skills Deficiency Definition.
- We are asking for WCCNM Board approval for the most current BSD Definition. A step we need to take in order to address the NMDWS BSD assessment finding.
- She stated the additions of sections “B” and “C”. This increases flexibility due to the COVID-19 shut down as well as our Adult and Dislocated Worker Provider, who were limited on providing SHL Aspiring Minds Basic Reading Comprehension assessment because it was unable to be proctored. Also, because this wasn’t added to our list of approved

methods of assessments it was considered a finding. In “C” we added the use of any other assessments as needed to provide seamless and accurate participant training and job placements.

Questions & Comments

Motion: Laura Musselwhite

Second: Diane Saya

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Beth Barela				
Doug Calderwood				
Gregg Hull	X			
Krista Kelley	X			
Laura Musselwhite	X			
John Mierzwa	X			
Debbie Ortiz				
Melodee Saiz – Non-Voting				
Diane Saya	X			
Jerry Schalow	X			
Robert Walton – Non-Voting				

Tab 4

Approval of Contract Amendment for Real Time Solutions

by: Art Martinez, WCCNM Administrator

- Mr. Martinez discussed the 4th Contract Amendment for Real Time Solutions. He explained this process has taken some time, and that this work was delayed due to the effect of Covid-19 and other contributing factors. We have also increased the scope of work, within the employer mapping tool and adding Customer relation component.
- The WCCNM contracted with Realtime Solutions to develop the WCCNM Website to include an Employer Mapping Tool (Subcontractor Ingenuity Software, CEO John Mierzwa, Board Member).
- He stated that Realtime Solutions was selected as the primary contractor after a request for information for which over five entities were asked to respond, of which three provided proposals (Realtime Solutions, Ingenuity Software and Cliff Dweller Digital) for a time-and-material reimbursement with contract provisions from the NM Statewide Authorized Price Agreement. The contracts were approved by the WCCNM Board Chair, Lead CEO Representative and WCCNM Legal Counsel in April of 2020.
- In support of this project, WCCNM also contracted with Cliff Dweller Media (an affiliate of Cliff Dweller Digital, Richard Holcomb, CEO (former board member) to work directly with the WCCNM Project Manager.
- The contract will increase an additional \$25,000 not to exceed \$170,000.
- The pricing is as follows:
Realtime Solutions - Website Development and Employer Mapping

Tool: \$100,135.44
Basic Website Development: \$18,673.17
Employer Mapping Tool: \$81,762.27 (Pending \$33,937.48 invoice)
Cliff Dweller Media – Project Management Assistance and Digital Media Design: \$15,991.60
Realtime Solutions – Website Optimization, Hosting and Maintenance: \$25,113.84

- We are nearing completion and asking the Executive Committee for Approval.

No Comments

Motion: Gregg Hull

Second: Laura Musselwhite

No Discussion

Actions: Passed unanimously by Roll Call Vote. John Mierzwa abstained due to potential conflict of interest.

	Yes	No	Abstain	No Vote
Beth Barela				
Doug Calderwood				
Gregg Hull	X			
Krista Kelley	X			
Laura Musselwhite	X			
John Mierzwa			X	
Debbie Ortiz				
Melodee Saiz – Non-Voting				
Diane Saya	X			
Jerry Schalow				
Robert Walton – Non-Voting	x			

PUBLIC COMMENT

☐ **Public Comments – None**

ADJOURNMENT

Adjournment – 2:08 pm.

Next Meeting- As Needed.

A more detailed account of the meeting and discussions are available for review at the MRCOG offices at:

809 Copper NW, Albuquerque, NM 87102

Approved at the WCCNM Executive Committee Meeting on March 28, 2022

Jerry Schalow, WCCNM Chair

ATTEST:

Secretary

"Equal Opportunity Program"

**Workforce Connection of Central New Mexico
Requirements and Eligibility for WIOA Adult/Dislocated Worker Programs**

Action Requested:

Request of approval of the GP-107, Requirements and Eligibility for WIOA Adult and Dislocated Worker Programs, Change 2, Policy, effective PY 2022, on March 28, 2022.

PURPOSE

To provide guidance to the Workforce Connection of Central New Mexico (WCCNM) Adult and Dislocated Worker Provider on local policies and procedures to determine participant eligibility for Adult and Dislocated Workers under WIOA Title 1, Adult and Dislocated Worker (including the New Mexico Dislocated worker Grant) training programs.

BACKGROUND

Local boards are required to establish and formally approve a local policy for making eligibility determinations for the WIOA Adult/Dislocated Worker funding stream. This policy also includes guidance on the use of self-attestation, as a last resort, when other documentation cannot be found or accessed.

Eligibility determination must be made prior to enrollment in WIOA and must include an initial determination of need for services to ensure that employment and training opportunities are being provided to those who can benefit from, and are in need of, such opportunities to obtain or retain employment. WIOA is not an entitlement program and eligibility alone does not entitle an individual to receive services.

Financial Impact:

None

Do Pass: _____

Do not Pass: _____



General Program Policies No. GP – 107, Change 2

Subject: Requirements and Eligibility for WIOA Adult and Dislocated Worker Program

Effective: PY2021, on March 28, 2022

PURPOSE

To provide guidance to the Local Workforce Development Boards' (LWDBs) Adult and Dislocated Worker Provider on local policies and procedures to determine participant eligibility for Adult and Dislocated Workers under WIOA Title 1, Adult and Dislocated Worker training programs.

REFERENCE(S)

- [Workforce Innovation and Opportunity Act of 2014](#), Section 1-134.
- Workforce Innovation and Opportunity Final Rule August 19, 2016, 20 CFR 680.120, 680.130, and 680.210-220.
- USDOL TEGLs 19-01 Change 1, 19-16
- USDOL TEGL 23-19
- USDOL TEGL 02-14
- USDOL TEGL 11-11 Change 2
- USDOL TEGL 7-20

BACKGROUND

Local boards are required to establish and formally approve a local policy for making eligibility determinations for the WIOA Adult/Dislocated Worker funding stream. This policy also includes guidance on the use of self-attestation, as a last resort, when other documentation cannot be found or accessed.

Eligibility determination must be made prior to enrollment in WIOA and must include an initial determination of need for services to ensure that employment and training opportunities are being provided to those who can benefit from, and are in need of, such opportunities to obtain or retain employment. WIOA is not an entitlement program and eligibility alone does not entitle an individual to receive services.

In addition, eligibility criteria vary according to each type of career or training service, in accordance with sections 20 CFR 680.120, 680.130, and 680.200-220.

1. To be eligible to receive career services as an adult, in the adult and dislocated worker programs, an individual must be 18 years of age or older, and meet the criteria of section 20 CFR 680.210

2. To be eligible for any dislocated worker program services, an eligible adult must meet the criteria of section 20 CFR 680.130.
3. Eligibility criteria for training services are found in sections 20 CFR 680.210.

ADULT ELIGIBILITY CRITERIA

Documentation verifying the eligibility of participants in WIOA, is mandatory. Each of the following eligibility elements must be documented for each participant **prior to the receipt of individualized /career services**. Workforce Connection of Central New Mexico's (WCCNM) Adult and Dislocated Worker Service Provider must obtain required documentation for each eligibility data element, as outlined in the comprehensive checklist of allowable forms of eligibility documentation, contained in this **attachment**.

Photocopies of documentation kept on file, or scanned documents stored in electronic document management systems, must be legible.

- A. Citizenship/Alien Status/Right to Work– Participation shall be open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General, to work in the United States as required in WIOA section 188 (a)(5). (Exception: Per TEGL 09-12, The Role of the Workforce Investment System in the Delivery of Services for Victims of Trafficking, operators may not deny WIOA-funded services to victims of severe forms of human trafficking based on their immigration status.) Additional types of documentation that can be used to demonstrate Citizenship/Alien Status/Right to Work are listed in **Attachment B**.

***Note:** WIOA can pay for a picture ID or Driver's License as a supportive service if the client is enrolled in the program.*

- B. Selective Service/Military Status – All participants must be in compliance with the Selective Service Act requirements, as required by WIOA section 189(h). See the Selective Service section of this Guidance Letter and **Attachment B**.
- C. Age at application must be 18 or older.
- D. Lawful Presence-Applicants shall also prove lawful presence in the United States in accordance with the 18.19.5.12 and 18.19.5.14 NMAC: Proof of Identification Number, Identity, Age, and Lawful Status for Lawful United States Residents. They shall possess one of the acceptable forms of identification (ID) listed in the Documentation Checklist. If the applicant does not possess one of the forms of ID listed and does not provide the requested information, application to the program must be denied.

***Note:** TEGL 2-14 (former WIA program, applicable to WIOA according to NMDWS Workforce Guidance Letter: DWS 20-001 Change 2), states: WIA programs are limited to those Deferred Action for Childhood Arrivals (DACA) participants who have employment authorization. Appropriate documentation of employment authorization must include self-attestation at a minimum.*

- E. Unemployed or employed and in need of services, in order to obtain or retain employment.

Eligibility of Employed Workers

- A. An employed worker is an individual currently working and who has been determined to be in need of services, in order to obtain or retain employment that leads to self-sufficiency, in accordance with the state and local definition of that term.
- B. Staff is required to complete a WIOA application utilizing the state MIS and verify that the worker meets all program eligibility criteria including right to work, selective service, and age.
- C. Employed workers must be given the same customer choice options as other WIOA participants (except for eligible employed workers, who are enrolled in customized or incumbent worker training with their employers).
- D. Individual Training Account trainings must be in programs that are in compliance with the Eligible Training Provider List.
- E. WIOA employed worker services, primarily, are provided for the benefit of the employed worker but it is recognized that these services may also benefit the employer.

DISLOCATED WORKER ELIGIBILITY CRITERIA

Documentation verifying the eligibility of participants in WIOA is mandatory. Eligibility determination must be made prior to enrollment in WIOA and must include an initial determination of need for services to ensure that employment and training opportunities are being provided to those who can benefit from, and are in need of, such opportunities to obtain or retain employment. WIOA is not an entitlement program and eligibility alone does not entitle an individual to receive services.

Each of the following eligibility elements must be documented for each participant **prior to the receipt of a staff-assisted career service with significant staff involvement or individualized customized service.**

WCCNM's Adult and Dislocated Worker Service Provider must obtain required documentation for each eligibility data element, as outlined in the comprehensive checklist of allowable forms of eligibility documentation contained in this Policy. Scanned documents stored in electronic document management systems, must be legible.

- A. **Citizenship/Alien Status/Right to Work** – Participation shall be open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States as required in WIOA section 188 (a)(5).

(Exception: Per TEGL 09-12, The Role of the Workforce Investment System, in the Delivery of Services for Victims of Trafficking, operators may not deny WIOA-funded services to victims of severe forms of human trafficking based on their immigration status.)

- B. **Selective Service/Military Status** – All participants must be in compliance with the Selective Service Act requirements as required by WIOA section 189(h). See the Selective Service section of this Policy.
- C. **Age** - The Dislocated Worker program does-not have an age requirement. An individual must meet the eligibility of WIOA section 3(15), which does not include age among its criteria.
- D. **Lawful Presence**-Applicants shall also prove lawful presence in the United States in accordance with the 18.19.5.12 and 18.19.5.14 NMAC: Proof of Identification Number, Identity, Age, and Lawful Status

for Lawful United States Residents. They shall possess one of the acceptable forms of identification (ID) listed in the Documentation Checklist. If the applicant does not possess one of the forms of ID listed and does not provide the requested information, application to the program must be denied.

- E. In addition to the basic WIOA eligibility criteria, staff making eligibility determinations must verify that the applicant qualifies under **one** of the following categories:

- Category 1.** (i) Has been terminated or laid off, or has received a notice of termination or layoff, from employment, including separation notice from active military service (under other than dishonorable conditions);
(ii) is eligible for, or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under State unemployment compensation law; and,
(iii) Is unlikely to return to a previous industry or occupation;
- Category 2.** (i) Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, military installation or enterprise; or
(ii) Is employed at a facility where the employer has made a general announcement that such facility will close within 180 days; or
(iii) For purposes of eligibility to receive services other than training services, career services described in section 134(c)(3), career services described in section 134(c)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
- Category 3.** Was self-employed, (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.
- Category 4.** Is a displaced homemaker; or
- Category 5.** (i) Is the spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
(ii) is the spouse of a member of the Armed Forces on active duty and who meets the criteria describe in paragraph *Serving Separating Members and Military Spouses with Dislocated Worker Funds*.

SERVING SEPERATING MEMBERS AND MILITARY SPOUSES WITH DISLOCATED WORKER FUNDS

Under 20 CFR 608.660, service members exiting the military, including, but not limited to, those who receive or are eligible for Unemployment Compensation for Ex-service members (UCX), generally qualify as dislocated

workers. Dislocated Worker funds under title I can help separating service members to enter or reenter the civilian labor force. Generally, a separating service member needs a notice of separation, with a DD-214 from the Department of Defense, or other appropriate documentation that shows a separation or imminent separation from the Armed Forces, for reasons other than dishonorable. These documents meet the requirement that the individual has received a notice of termination or layoff, to meet the required dislocated worker definition. In the case of separating service members, because they may be on a stop gap leave from the military, it may make sense to begin providing career services while the service member may still be part of the Active-Duty military, but has an imminent separation date. It is appropriate to provide career services to separating veteran's service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable. Lastly, ETA policy generally dictates that a separating service member meets the dislocated worker requirement that an individual is unlikely to return to his or her previous industry or occupation in the military.

WIOA expands the definition of dislocated workers to allow military spouses who meet any of the following criteria to be eligible for WIOA-funded dislocated worker services. Military spouses are eligible who:

- Lost their job as a direct result of moving with their spouses to a new permanent duty location; or
- Area dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the state or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member; or
- Are unemployed or underemployed and are experiencing difficulties in obtaining or upgrading employment.

Eligibility of Employed Workers

- A. Dislocated workers who have become re-employed in "income maintenance" jobs (a job with a lower rate of pay than the job of dislocation; Referenced as Stop-Gap Employment, may also be served as long as the wage earned does not exceed the local criteria for self-sufficiency.
- B. Employed workers may be enrolled in the Dislocated Worker Program for career or supportive services (not training services) up to 180 days prior to the date of layoff if the worker can provide a copy (or the workforce region is able to obtain a copy) of the notice of layoff or the announcement of plant closure made by the employer that contains the date of the layoff or closure.

DISLOCATED WORKER GRANT ELIGIBILITY CRITERIA

Guidance provided from DOLETA indicates that states are responsible for setting appropriate policies and procedures for determining participant eligibility. All DWGs awarded to NMDWS operate and provide guidance to staff through various means. The DWG specifically allows New Mexico and its Workforce Development Boards to serve long-term unemployed individuals as dislocated workers. NMDWS has committed to utilizing one standard definition to apply to all Disaster Recovery DWGs, unless a specific grant's terms and conditions mandate specific eligibility criterion.

LONG-TERM UNEMPLOYED DEFINITION

NMDWS long-term unemployed definition seeks to include individuals who have had a significant history of unemployment as defined by long term unemployment and/or underemployment, even though the individual may be employed at time of eligibility that are underemployed. This definition also requires NMDWS to define underemployed for the purposes of its DWG's.

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The definition of long-term unemployed is a person who is:

- Unemployed at the time of eligibility determination; and
- Has been unemployed for 15 or more nonconsecutive weeks over the last 26 weeks; and
- Has made an effort to find a job; or
- Is an incarcerated individual within 6 months of release OR
- Is underemployed at time of eligibility determination; and
- Has been unemployed for 15 or more nonconsecutive weeks of the last 26 weeks; and
- Has made an effort to find a job with self-sustaining wages/hours.

30 hours or more constitutes a week and does not include individuals who have held part-time jobs on a regular basis during the last 26 weeks. An individual being determined as significantly underemployed must meet one of the below categories:

- Individual employed less than full-time who is seeking full-time employment;
- Individual who is employed in a position that is inadequate with respect to their skills and training;
- Individual who is employed but meets the definition of a low-income individual in WIOA sec. 3(36); and
- Individual who is employed but whose current job earnings are below self-sufficiency. Individual who is employed but whose current earnings are less than 90% of previous job earnings. Eligibility documentation must be collected at time of enrollment and must be maintained in the participant's file.

PRIORITY OF SERVICE

Adult Priority

With respect to funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of WIOA section 133(b), priority shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career services described in WIOA Section 134(b)(2)(A)(xii) and training services.

WIOA emphasizes providing services to individuals with barriers to employment, as defined in WIOA sec. 3(24), including some of the same populations that are to receive priority in the WIOA Adult program. Recipients of public assistance, individuals who are basic skills deficient, or those identified as being low-income, represent some of the workforce system's most in need participants, and are the three priority groups that WIOA specifically mandates, are entitled to receive priority of service (in addition to veterans and eligible spouses) for individualized career or training services under the WIOA Adult program.

WCCNM is strongly encouraged to ensure that at least 75 percent of the local area participants receiving individualized career and training services in the adult program are from at least one of the priority groups (recipients of public assistance, individuals who are deficient in basic skills, or those who are low-income can receive priority for these services (in addition to veterans and eligible spouses), and expects this rate will be no lower than 50.1 percent in any state.

Priority of Service must always be given to covered persons (i.e., veterans and eligible spouses, including widows and widowers) regardless of whether or not the priority of service is in place. Priority of service is required for the provision of career services and training services, including individual training accounts, a veterans' priority as well as priority to public assistance recipients and low-income individuals required in

WIOA regulations will be established as follows:

- First priority will be provided to recipients of public assistance, low-income or individuals who are basic skills deficient *who are also* veterans or eligible spouses of veterans.
- Second priority will be provided to recipients of public assistance, low-income, or individuals who are basic skills deficient *who are not* veterans or spouses of veterans.
- Third priority will be provided to veterans or eligible spouses of veterans who are not recipients of public assistance, low-income or basic skills deficient.
- Last priority will be provided to Adults in need of service who are not recipients of public assistance, not low-income or basic skills deficient.

Veteran Priority

Veterans and eligible spouses covered by Public Law 107-288, who otherwise meet the eligibility requirements for enrollment and for whom WIOA services are deemed appropriate, are to be given priority over non-veterans for the receipt of employment, training, and placement services provided under the program.

Veterans' priority of service for enrollment should be implemented in the following order:

1. Veterans, and other non-veterans eligible for Veteran's Preference, who are eligible for the program and meet Adult priority of service requirements
2. Non-veterans who are eligible for the program and meet Adult priority of service requirements
3. Veterans, and other non-veterans eligible for Veteran's Preference, who are eligible for the program, but do NOT meet Adult priority of service requirements
4. Non-veterans who are eligible for the program, but do NOT meet Adult priority of service requirements

A veteran, or the qualifying spouse of a veteran, is entitled to, and must be given priority over, a non-veteran when the veteran or qualifying spouse meets WIOA eligibility requirements. Priority extends from selection to enrollment to funding decisions after enrollment. This means that a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of, or before the non-covered person.

Although veteran priority should not be confused with eligibility, case managers must verify veteran status when enrolling a veteran or qualifying spouse. Verification documents will be submitted as part of the applicant's enrollment packet.

A veteran is defined as a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes which is often referred to as "weekend" or "annual" training. Nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

A qualifying spouse is the spouse of any of the following:

- Any veteran who died of a service-connected disability; or,
- Any member of the Armed Forces who is listed in one of the following categories for at least 90 days: missing in action, captured in the line of duty, forcibly detained by a foreign government; or,

- Any veteran who has a total disability resulting from a service-connected disability; or,
- Any veteran who died while a disability was in existence.

SELF-SUFFICIENCY

An employed individual may receive Individualized Career Services and/or Training Services if it is determined that such service is needed “in order to obtain or retain employment that leads to economic self-sufficiency” USDOL TEGLs 19-01 Change 1, 19-16

The State will annually calculate a self-sufficiency standard for each local area using a living wage model that draws upon geographically specific expenditure data that incorporates the income need of individuals, families and sub-state geographical considerations. The self-sufficiency wage will be included in the NMDWS Workforce Guidance Letter Updated State WIOA Self-Sufficiency Wage Standard.

For additional information and guidance on Self Sufficiency, please refer to WCCNM’s Operational Policy NO. OP – 430 (most recent version) LWBDs are directed to 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:

~~“EMPLOYMENT THAT LEADS TO ECONOMIC SELF-SUFFICIENCY”—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.~~

Exceptions

- ~~Local Boards can determine the eligibility of an employed worker using the most current Lower Living Standard Income Level (LLSIL). If a worker’s current pay rate is at or below 125% of the LLSIL, a determination shall be made that the individual does not meet the definition of “Employment Leading to Economic Self-Sufficiency”.~~
- ~~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.~~

Requirements 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:~~
 - ~~(i) Job Title;~~
 - ~~(j) Employer Name;~~
 - ~~(k) Dates of Employment: From / To (Month, Year);~~
 - ~~(l) Wage;~~
 - ~~(m) Wage Type (Hourly, Annual, Other); and~~
 - ~~(n) Hours per Week.~~

- ~~1. Acceptable verification sources include:~~
~~(q) Copy of a recent paycheck or paystub;~~
~~(+)(a) Employer letter or other document describing the customer's current wage~~

SELECTIVE SERVICE

Males born on or after January 1, 1960, are required to register with Selective Service within 30 days of their 18th birthday (~~i.e.,~~ 30 days before or 30 days after their birthday.) This includes males who are:

- A. Citizens of the U.S.;
- B. Non-citizens, including illegal aliens, legal permanent residents, seasonal agricultural workers, and refugees, who take up residency in the U.S. before their 26th birthday; and/or
- C. Dual nationals of the U.S. and another country regardless of whether they live in the U.S.

For U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- A. Men who are serving in the military on full-time active duty;
- B. Men attending the service academies;
- C. Disabled men who were continually confined to a residence, hospital or institution; and/or
- D. Men who are/were hospitalized, institutionalized, or incarcerated are not required to register during their confinement; however, they must register within 30 days after being released if they have not yet reached their 26th birthday.

For non-U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- A. Non-U.S. male who came into this country for the first time after his 26th birthday. Acceptable forms of supporting documentation include:
 - 1. Date of entry stamp in his passport;
 - 2. I-94 with date of entry stamp on it; or
 - 3. Letter from the U.S. Citizenship and Immigration Services (USCIS) indicating the date the man entered the United States presented in conjunction with documentation establishing the individual's age.
- A. Non-U.S. male who entered the U.S. illegally after his 26th birthday. He must provide proof that he was not living in the U.S. from age 18 through 25.
- B. Non-U.S. male on a valid non-immigrant visa.

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This list is not intended to be exhaustive. Please visit the Selective Service website for more information about the registration requirements at www.sss.gov. The Selective Service System also provides a quick reference chart showing ~~whomust~~who must register located at <https://www.sss.gov/register/who-needs-to-register/>

Registration Requirements for Males Under 26

Before being enrolled in WIOA Title I-funded services, all males who are not registered with the Selective Service and have not reached their 26th birthday must register through the Selective Service website at www.sss.gov. If a male turns 18 while participating in any applicable services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA

Title I-funded services. If a man under the age of 26 refuses to register with the Selective Service, WIOA Title I-funded services must be suspended until he registers.

Registration Requirements for Males 26 Years and Over

Before enrolling in WIOA Title I-funded services, all males, 26 years of age or older, must provide documentation of compliance with the Selective Service registration requirement. Individuals who did not register for the Selective Service or who cannot provide any of the documentation listed in Section 3 must obtain a Status Information Letter from Selective Service indicating whether he was required to register. The Request for Status Information Letter form can be accessed at <http://www.sss.gov/PDFs/infoform.pdf> and the instructions can be accessed at <http://www.sss.gov/PDFs/instructions.pdf>. The individual will need to describe, in detail, the circumstances that prevented him from registering (e.g., hospitalization, institutionalization, incarceration, military service) and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances.

If the *Status Information Letter* indicates that an individual was not required to register for the Selective Service, then he is eligible to enroll in services authorized or funded by Title I of WIOA. **If the Status Information Letter indicates that the individual was required to register and now cannot because he is 26 or older, he is presumed to be disqualified from participation in WIOA Title I-funded activities and services until it can be determined that his failure to register was not knowing and willful.** All costs associated with grant-funded services provided to non-eligible individuals may be disallowed.

Determining Knowing and Willful Failure to Register

If the individual was required but failed to register with the Selective Service, the individual may only receive services if they establish by a preponderance of the evidence that the failure to register was not knowing and willful. The local board, sub grantee, or contractor that enrolls individuals in WIOA Title I-funded activities, and is thereby authorized to approve the use of WIOA Title I grant funds, is the entity responsible for evaluating the evidence presented by the individual and determining whether the failure to register was a knowing and willful failure.

Evidence presented may include the individual's written explanation and supporting documentation of his circumstances at the time of the required registration and the reasons for failure to register. The individual should be encouraged to offer as much evidence and in as much detail as possible to support his case. The following are examples of documentation that may be of assistance in making a determination in these cases:

1. Service in Armed Forces. Evidence that a man has served honorably in the U.S. Armed Forces such as DD Form 214 or his Honorable Discharge Certificate. Such documents may be considered sufficient evidence that his failure to register was not willful or knowing.
2. Third Party Affidavits. Affidavits from parents, teachers, employers, doctors, etc. concerning reasons for not registering, may also be helpful to local boards in making determinations in cases regarding willful and knowing failure to register.

In order to establish consistency regarding the implementation of the requirement, local boards should consider the following questions when determining whether a failure to register is knowing and willful.

In determining whether the failure was "knowing," the authorized organization should consider:

- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability

of the requirement to him (e.g., veterans who were discharged before their 26th birthday were occasionally told that they did not need to register)

- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between the ages of 18 and 26?
- Does the status information letter indicate that Selective Service sent letters to the individual at that address and did not receive a response?

In determining whether the failure was “willful”, the authorized organization should consider:

- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether or not to register and decided not to register?
- What actions, if any, did the individual take when he learned of the requirement to register?

If an authorized organization determines it was not a knowing and willful failure and the individual is otherwise eligible, services may be provided. If the authorized organization determines that evidence shows that the individual’s failure to register was knowing and willful, WIOA services must be denied. Individuals denied services must be advised of available WIOA grievance procedures. Authorized organizations must keep documentation related to evidence presented in determinations related to Selective Service.

ELIGIBILITY DOCUMENTATION REQUIREMENTS

Physical evidence must be obtained during the verification process and maintained in participant files. Such evidence would be copies of documents, completed telephone verification/document inspection forms, and signed self-attestation forms. Eligibility documents and case notes must be stored electronically in the states Management Information System (MIS). ~~WCCNM Local Boards~~ must ensure they follow local policies regarding the storage of non-eligibility documents.

Documentation with Self-Attestation

Self-attestation occurs when a participant states his or her status for a particular data element and then signs and dates a form acknowledging this status.

The key elements for self-attestation are:

The participant identifying his or her status for permitted elements; and signing and dating a form attesting to this self-identification. The form and signature can be on paper or in the state management information system, with an online signature. Self-attestation cannot be used to document the basic WIOA eligibility data elements of right to work, selective service, and age for services provided beyond staff assisted service with significant staff assistance. Documenting eligibility with self-attestation is a method of last resort when no other source of documentation can be found or accessed. Self-attestation can also be used to clarify documentation that is considered insufficient by itself. Please review the most current or relevant Data Validation TEGL 7-18 to assist in determining when it is appropriate to use self- attestation; or consult with your local Management Information System (MIS) coordinator if the data element in question is not addressed in this guidance letter. ~~WCCNM Local Boards~~ may create their own self-attestation form; however, it must include all elements of the self- attestation form included in this guidance letter.

ACTION REQUIRED

Effective immediately a copy of a new or updated local policy following criteria set forth in this guidance must

be submitted by email to your board liaison with 90 days of receipt of this guidance.

~~Policy and/or~~ procedures must also be developed by the Adult/Dislocated Worker Provider to include such items as:

1. WCCNM's Adult/Dislocated Worker Provider is strongly encouraged to ensure that at least 75 percent of the local area participants receiving individual career and training services in the adult program are from at least one of the priority groups mentioned and expects this rate will be no lower than 50.1 percent.
2. Stop-Gap Employment- Establish "rules of thumb" to determine if employment can be considered "stop gap"
3. Stop-Gap Employment-Determine guidelines that shows employment does not constitute a new primary occupation
4. Unlikely to Return- Address LWDB No Jobs Offered criteria and Declining Occupations

ATTACHMENTS

Attachment A- Glossary

Attachment B- Adult Eligibility, Dislocated Worker Eligibility and NEG Dislocated Worker Grant Documentation, New Mexico Dislocated Worker Emergency Grant Self-Attestation Form

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Applicability:

All providers of WIOA Adult/Dislocated Worker programs. References: Title 1, 2015 Workforce Innovation and Opportunity Act (WIOA). NMDWS Guidance Letter: DWS 20-001, Change 2.

INQUIRES:

WIOA Program Manager at 505-724-3629

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

Jerry Schalow, WCCNM Chair

Date

ATTACHMENT A -GLOSSARY

ACTIVE DUTY- means full-time duty in the active military service of the United States. Such term includes full-time training duty, annual training duty, and attendance while in the active military service, at a school designated as service school by law or by the Secretary of the Military Department concerned. Such term does not include full-time National Guard duty.

ADULT - Except as otherwise specified in WIOA section 132, the term “adult” means an individual who is age 18 or older.

ATTACHMENT TO THE WORKFORCE-Can be demonstrated by the period of the first four quarters of the most recent five calendar quarters immediately preceding the WIOA application. Verification of workforce attachment is only necessary when an applicant worked for an employer who was not covered under Unemployment Insurance or the applicant was not eligible for UI due to insufficient earnings.

APPLICANT - An individual who applies for training and/or services provided under WIOA through a WIOA grant recipient or sub-recipient.

BASIC SKILLS DEFICIENT - An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society. This may also include lack of computer “literacy”.

Document basic skills deficient with one of the following:

- Basic skills assessment questions or test results
- School records
- Referral or records from a Title II Adult Basic Education program
- Referral or records from an English Language Learner program

A youth 18 or older, who was determined basic skills deficient for the WIOA Youth Program, may be co-enrolled in the Adult Program without an eligibility redetermination, and be counted as an individual who meets Adult priority of service, if the original determination was made no more than six months prior to the date of co-enrollment.

Local policy may further define the criteria that will be used to identify and document basic skills deficient individuals.

Note on Standardized Tests: When using formal assessment tests to determine basic skills deficient, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities. In addition, if a standardized test is used to assess basic skills, the test should include reading, writing, or computing skills. Lacking soft skills or specific skills needed for a particular job may not be used to assess otherwise high-functioning individuals as basic skills deficient. As a result, tests such as Prove-It are generally not appropriate for determining basic skills deficient or computer literacy as they are focused on occupational skills rather than basic skills.

CASE NOTES - Electronic statements by the case manager that identifies, at a minimum, the following: a

participant's status for a specific data element, the date on which the information was obtained, and the case manager who obtained the information.

CITIZENSHIP – Designation of an applicant as a citizen of the United States or a lawfully admitted permanent resident alien, lawfully admitted refugee or parolee, and other individuals authorized by the Attorney General to work in the United States. If the applicant indicates that he/she is not a citizen or an “eligible non-citizen,” the applicant is ineligible for WIOA. (Per state statute, an Affidavit of Immigration Status shall be completed as part of the enrollment process for applicants 18 years or older, effective August 1, 2006).

DEPENDENT CHILD – A child, related by blood, marriage, or decree of court, living in a single residence with his/her parent(s) or guardian. When determining up to what age an out-of-school youth could be considered a dependent child of a parent or guardian, use the IRS definition of dependent. (See IRS Publication 501 – Exemption for Dependent)

Note: If a college student is not claimed as a dependent on anyone else's tax return, they are NOT a dependent child

DISLOCATED WORKER- ELIGIBLE SPOUSE/VETERAN

- A. The spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- B. is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in the Displaced Homemaker Eligible Spouse definition below; **OR**
- C. Dislocated members of the Armed Forces (service members who are transitioning to the civilian workforce, are within 12 months of separating or 24 months of retirement, expect to be discharged with other than a dishonorable discharge, and are unlikely to return to a previous industry or occupation) as defined in TEGL 22-04: Serving Military Service Members. For this category the DD214 or separation orders may document both the layoff and UI eligible; **OR**
- D. Recently separated veterans who are within 48 months of discharge (other than dishonorable) or release from active military, naval, or air service. For this category, the DD214 may document both the layoff and UI eligible.

DISPLACED HOMEMAKER AND DISPLACED HOMEMAKER- ELIGIBLE SPOUSE – an individual who has been providing unpaid services to family members in the home and who—

- A. (i) has been dependent on the income of another family member but is no longer supported by that income; or
(ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such sections), a call order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station or the service-connected

- (as defined in section 101(160) of title 38, United States Code), death of disability of the member; and
- B. is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Note: alimony is not considered replacement for lost income

EARLY/FORCED RETIREMENT - Individuals who accept early or forced retirement as part of a reduction in force may be considered to have been terminated or laid off, or received notice of termination or layoff as appropriate. These individuals would be eligible for the WIOA Dislocated Worker program if they retire as a result of a permanent closure of, or any substantial layoff at a plant, facility or enterprise.

ELIGIBLE FOR UNEMPLOYMENT INSURANCE (UI) COMPENSATION - Any individual who:

(A) Is eligible for or has exhausted entitlement to unemployment compensation; or

(B) Has been employed for a duration sufficient to demonstrate attachment to the workforce (has a history of working), but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law.

ELIGIBLE MIGRANT FARMWORKER - the term “eligible migrant farmworker” means—

(A) an eligible seasonal farmworker described below whose agricultural labor requires travel to a job site such that the farmworker is unable to return to a permanent place of residence within the same day; and

(B) a dependent of the migrant farmworker described in (A).

ELIGIBLE SEASONAL FARMWORKER - the term “eligible seasonal farmworker” means—

(A) a low-income individual who—

(i) for 12 consecutive months out of the 24 months prior to application for the program involved, has been primarily employed in agricultural or fish farming labor that is characterized by chronic unemployment or underemployment; and

(ii) faces multiple barriers to economic self-sufficiency; and

(B) a dependent of the person described in (A).

ENGLISH LANGUAGE LEARNER - The term “English language learner” means an individual who has limited ability in reading, writing, speaking, or comprehending the English language, **and**—

A. Whose native language is a language other than English; or

B. Who lives in a family or community environment where a language other than English is the dominant language.

Note: Individuals who are English language learners meet the criteria for basic skills deficient.

EXHAUSTED UI COMPENSATION - Has received all of the unemployment compensation benefits for which an individual has been determined eligible.

EX-OFFENDER – Any adult or juvenile who has been subject to any stage of the criminal justice process, for whom services may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction. An Out-of-School Youth may have been subject to either the juvenile or adult justice system.

FAMILY – Two or more persons related by blood, marriage (common law or ceremonial), civil union, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- A. A married couple and dependent children.
- B. A parent or guardian and dependent children.
- C. A married couple, meaning:
 - A husband and wife; or
 - Two individuals of the same sex, who are legally married, or in a civil union;

FAMILY INCOME – Family income includes total 6 months cash receipts before taxes (i.e. Gross wages) from all sources as defined in “Family” above, except:

- A. If the applicant reports little or no includable income, s/he shall indicate other resources relied upon for life support during the last six months on the Applicant Statement. Such resources may include such things as unpaid debts, gifts, loans, unemployment compensation, etc.
- B. In addition, when a Federal statute specifically provides that income or payments received under such statute shall be excluded in determining eligibility for and the level of benefits received under any other federal statute, such income or payments shall be excluded in WIOA eligibility determinations.

INCOME (Includable):

- Money wages and salaries (gross wages) before any deductions;
- Net receipts from non-farm self-employment (receipts from a person’s own unincorporated business, professional enterprise, or partnership after deductions for business expense);
- Net receipts from farm self-employment (receipts from a farm which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses);
- Regular payments from Social Security, including SSDI (Social Security Disability Insurance), railroad retirement, strike benefits from union funds, worker’s compensation, training stipend, and death benefits
- Alimony;
- Military family allotments (including Hazardous Duty Incentive Pay) or other regular support from an absent family member or someone not living in the household;
- Pensions (retirements) whether private, government employee (including military retirement pay);
- Regular insurance or annuity payments;
- College or university grants, fellowships and assistantships;
- Dividends, interest, net rental income or royalties, periodic receipts from estates or trusts;
- Net gambling or lottery winnings.
- Unemployment compensation;
- Child support payments, including foster care child payments;
- Old-age survivors’ insurance benefits

INCOME (Excludable):

- Welfare payments (including Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), Refugee Cash Assistance (RCA). (Note: General Assistance (GA) became obsolete with welfare reform, and is not an eligible category);
- Financial assistance under Title IV of the Higher Education Act, i.e., Pell Grants, Federal Supplemental Education Opportunity Grants and Federal Work Study. PLUS, Stafford and Perkins loans like any other kind of loan are debt and not income;
- Needs-based scholarship assistance; state & private grant aid;
- Military pay or allowances while the veteran or transitioning military member was on active

military duty; and certain other veteran's benefits, i.e., compensation for service-connected disability, compensation for service-connected death, vocational rehabilitation, and education assistance;

- Capital gains;
- Any assets drawn down as withdrawals from a bank, sale of property, a house or a car;
- Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for injury;
- Non-cash benefits such as employer paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, USDA Food Stamps, school meals, and housing assistance;
- ALL WIOA payments, excluding OJT wages.

FARM/RANCH WORKER (applies to self-employed category) - A person who is self-employed or employed by another, on a farm or ranch which produces agricultural products and who receives at least 50% of their family or individual income from agricultural production.

FOSTER CARE YOUTH – A youth 14-18 years of age on whose behalf state or local government payments (excluding OASI) are made. This may include youth who have been made a ward of the state by a court, including those in the following categories:

- Youth in State institutions
- Youth in Community Group Homes
- Youth in Foster Homes

WIOA also defines a foster care youth as an individual in foster care, or who has aged out of the foster care system, or who has attained 16 years of age and left foster care for kinship, guardianship or adoption; a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677); or in an out-of-home placement. This definition encompasses youth who were formerly in foster care, but may have returned to their families before turning 18.

For Adults: an individual who was previously in foster care or aged out of foster care.

GENERAL ECONOMIC CONDITIONS - Conditions that cause an individual to lose a business include, but are not limited to:

- Failure of one or more businesses to which the self-employed individual supplied a substantial proportion of products or services; or
- Failure of one or more businesses from which the self-employed individual obtained a substantial proportion of products or services; or
- Substantial layoffs, or permanent closure(s) of one or more plants or facilities that support a significant portion of the State or local economy; or
- Depressed price(s) or market(s) for the article(s) produced by the self-employed individual.

HOMELESS PERSON – An individual who meets any of the following criteria:

(A) lacks a fixed, regular, and adequate nighttime residence; this includes a participant who:

- Is sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;
- Is living in a motel, hotel, trailer park, or campground due to a lack of alternative adequate accommodations;
- Is living in an emergency or transitional shelter;

- Is abandoned in a hospital; or
- Is awaiting foster care placement;

(B) Has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, such as a car, park, abandoned building, bus or train station, airport, or camping ground;

(C) Is a migratory child who in the preceding 36 months was required to move from one school district to another due to changes in the parent's or parent's spouse's seasonal employment in agriculture, dairy or fishing work; or

(D) is under 18 years of age and absents himself or herself from home or place of legal residence without the permission of his or her family (i.e., runaway youth)

EXCLUSION – The term “homeless” or “homeless individual” does not include any individual imprisoned or otherwise detained pursuant to an Act of Congress or a State law.

A homeless individual who meets the above criteria is presumed to be low income for purposes of eligibility under the WIOA unless demonstrated otherwise. Refer to the Steward B. McKinney Assistance Act (PL100-77).

INDIVIDUAL – (Family of one) – A person not meeting the definition of family is considered to be an individual. Youth aged 18 years and older living with parents or other family member(s) shall document individual status by completing the Applicant Statement form verifying that status.

INDIVIDUAL WITH A BARRIER TO EMPLOYMENT - An individual who is a member of 1 or more of the following populations:

- Displaced homemakers; Low-income, Indians, Alaska Natives, and Native Hawaiians (as defined in section 166); Individuals with disabilities, including youth who are individuals with disabilities;
- Older individuals, Ex- offenders, Homeless (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e- 2(6))), or homeless children and youths (as defined in section 725(2) of the McKinley-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));
- Youth who are in or have aged out of the foster care system;
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers;
- Eligible migrant and seasonal farmworkers (as defined in section 167 (i);
- Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq);
- Long-term unemployed individuals; and other groups the Governor involved determines to have barriers to employment.

INDIVIDUAL WITH A DISABILITY – the term “individual with a disability” means an individual with a disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102), as follows:

- A. **Disability:** The term “disability” means, with respect to an individual—
 1. a physical or mental impairment that substantially limits one or more major life activities of such individual;
 2. a record of such an impairment; or

3. being regarded as having such an impairment (as described in paragraph (3)).

B. Major life activities

1. **In general:** For purposes of paragraph (1), major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
2. **Major bodily functions:** For purposes of paragraph (1), a major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

C. Regarded as having such an impairment: For purposes of paragraph (1)(C):

1. An individual meets the requirement of “being regarded as having such an impairment” if the individual establishes that he or she has been subjected to an action prohibited under this chapter because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.
2. Paragraph (1)(C) shall not apply to impairments that are transitory & minor. A transitory impairment has an actual or expected duration of 6 months or less.

Note: An Individual with a Disability may be eligible based on the family of one income guideline. New Mexico Workforce Connection On-line System (NMWCOS) -data entry shall still include the accurate dollar amounts for individual 6 month and (estimated) family 6 month as well as the accurate number of family members. Do **not** leave the family 6-month income field blank and do not enter 01 for number in family unless the Individual with a Disability meets the criteria of an “Individual” as shown above. NMWCOS will use the fields necessary to figure the individual income for the Individual with a Disability.

JOB OF DISLOCATION - The economic dislocation of an individual as described in the WIOA Dislocated Worker program implies the existence of a job of dislocation. The job of dislocation is the job that qualifies the individual under one of the eligibility categories.

- Under the categories for Plant Closing/Substantial Layoff and Layoff/UI/Unlikely to Return, the job of dislocation is the job from which the applicant has been laid off. The general guideline for classifying the job of dislocation is interim jobs are considered to be temporary.
- For a self-employed individual, evidence that the business has been lost verifies a job of dislocation. The general guideline is to identify the job or pattern of jobs that defines the true job of dislocation. The job of dislocation should include the job title and the name of the business (or industry). Often, the variance in wages can help to distinguish the job of dislocation from other temporary employment. For a self-employed individual, evidence that the business has closed (or is in the process of closing) or business financial records show a major decline in profits can help verify the job of dislocation.

LIVING IN A SINGLE RESIDENCE

- A. Temporary, voluntary residence elsewhere – an individual is included in a single residence if they are temporarily and voluntarily living outside of the residence. This may include individuals attending school or college, or visiting relatives. It does not include involuntary temporary residence elsewhere (i.e., incarceration or placement as a result of a court order).

- B. Temporary, involuntary residence elsewhere – an individual is NOT included in a single residence if they are temporarily and involuntarily living outside of the residence. This may include individuals who are incarcerated or placed as a result of a court order.

Note: A person not meeting the definition of family is considered to be an individual (family of one). Individuals ordinarily included in the definition of family, but no longer claiming to be dependent shall complete an applicant statement attesting to individual status. Such statements should be corroborated by the head of household in which the individual resides. (S)He shall also show source of his/her support. The individual shall provide over 50% of his/her support to be considered a family of one. Income tax records are also a good source of documentation to support that the youth is not claimed by the parents. Youth aged 18 years and more, see “Individual” definition.

LOW-INCOME INDIVIDUAL — The term “low-income individual” means an individual who—

1. (a)Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program (SNAP – food stamps) established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or other federal, state or local income-based public assistance; or

(b)Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received Refugee Cash Assistance, LEAP, Section 8 Housing, or CCAP (Child Care Assistance Program) payments;
2. Is in a family with total family income that does not exceed the higher of—
 - a. the poverty line; or
 - b. 70 percent of the lower living standard income level; or
3. Is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a (2))); or
4. Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.);
5. For Adults: Was previously a foster child (or aged out of the foster care system) on behalf of whom State or local government payments were made; or
6. Is an individual with a disability whose own income meets the income requirement of #2, but who is a member of a family whose income does not meet this requirement; or For the Adult Program, this can be an individual 18-21 years old and still attending secondary school or the parent of an in-school youth who is eligible for the lunch program. (The Community/School/School District Eligibility Provision of the Act may **not** be utilized; only the individual eligibility provision may be used.)
- 7.

NOTE: Use of item 7 for Adult Priority of Service is now approved. Per the USDOL ETA Only Final PIRL

(Participant Individual Record Layout)

PIRL 802 – Low Income (WIOA)

The Department has determined that the parents of youth who are eligible to receive free and reduced-price lunch are eligible to be served under the low-income priority provisions in the Adult program. However, the Department has determined that the parents of a youth living in a high poverty area are NOT eligible to be served under the Adult low-income priority.

8. Underemployed individuals who are employed full- or part-time may also be eligible for the Adult priority if they also meet the definition of a low-income individual.

Local boards may adopt a more stringent definition for “low-income” or include additional criteria (specifically for the purposes of determining Adult program priority) that may be applied to one or more of the low-income categories listed above and is consistent with local economic conditions and other criteria determined by the board.

A youth 18 or older, who was determined low-income for the WIOA Title I Youth Program, may be co-enrolled in the Title I Adult Program without an eligibility redetermination, and be counted as an individual who meets Adult priority of service, if the original determination was made no more than 6 months prior to the date of co-enrollment.

LOWER LIVING STANDARD INCOME LEVEL —The term “lower living standard income level” means that income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary of Labor in the Federal Register. (DWS issues annual memo)

NATURAL DISASTERS - Natural disasters that cause the unemployment of a self-employed individual include: hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, avalanche, drought, fire, explosion, snow storm or other catastrophe.

OLDER INDIVIDUAL — The term “older individual” means an individual age 55 or older.

PARTICIPANT - (20 CFR 677.150)- is a reportable individual who has received services other than the services described in paragraph (a)(3) of this section, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

PLANT CLOSING - The permanent shutdown of a plant, business or facility.

POVERTY LINE-The term “poverty line” means the poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2))) applicable to a family of the size involved

PREVIOUS OCCUPATION/INDUSTRY - For the purposes of WIOA Dislocated Worker program eligibility, previous occupation or industry relates directly to the job of dislocation.

PRIMARY OCCUPATION-Occupation in which an individual has had most experience; and/or most training; and/or which the individual prefers; and/or one in which the individual has remained for an extended period without seeking more appropriate employment (new primary occupation).

PUBLIC ANNOUNCEMENT- The process by which a plant, facility, or enterprise makes the general public aware of its permanent closure. The announcement must include a projected closure date and be verifiable.

PUBLIC ASSISTANCE-The term “public assistance” means federal, state, or local government cash payments for which eligibility is determined by a needs or income test. (i.e., TANF, Refugee Cash Assistance, Supplemental Security Income, LEAP, Title 8 Housing, or CCAP – Child Care Assistance Program). **Note:** Supplemental Security Disability Income (SSDI) is not considered cash welfare and does not make a person automatically eligible for WIOA.

SELF-EMPLOYED- Any professional, independent trades person, or other business person who works for him/herself. Such a person may or may not be incorporated or in a limited partnership. A family member who provides professional services in the affected business of at least 15 hours per week and receives a salary or wage from the self-employed individual may also be considered to be a self-employed individual. Self-employed may also include employment as a farmer, rancher or fisherman.

SELF-ATTESTATION-Self-attestation occurs when a participant states his or her status for a particular data element and then signs and dates a form acknowledging this status. The key elements for self-attestation are:

- (a) the participant identifying his or her status for permitted elements; and
- (b) signing and dating a form attesting to this self-identification.

The form and signature can be on paper or in the state management information system, with an online signature **and may only be used as a last resort**.

SERVICE CONNECTED DISABILITY-means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in line of duty in the active military, naval or air service

SINGLE PARENT – a single, separated, divorced or widowed individual who has responsibility for one or more dependent children under age 18, or a single pregnant woman

STOP – GAP EMPLOYED - The WIOA dislocated worker program regulations specify that an eligible dislocated worker remains eligible if, either prior to or during participation in a training program he/she accepts temporary employment for the purpose of **income maintenance** and with the intention of ending the temporary employment and entering permanent employment at the completion of training. The concept of "stop-gap" employment is intended to help define and clarify this type of temporary employment, and to help prevent arbitrary decisions of eligibility/ineligibility.

First, stop-gap employment may be applied to all dislocated workers, whatever their category of eligibility, whether plant closure/ substantial layoff, individual layoff, or other.

Second, it is clear that dislocated workers may accept stop-gap employment for a variety of reasons other than the maintenance of income during training; for example, many do not know at that point that training is available. However, when learning that training is available, the applicant for WIOA dislocated worker retraining may then consider his/her employment temporary. In such cases, it is best to use the "rules of thumb" to determine if employment can be considered "stop-gap" when such an individual applies for the

WIOA dislocated worker retraining: for example, does it pay less than 80% of the earnings at dislocation, and/or does it require a far lesser skill level than the job of dislocation or is it out of the "primary" occupation, and/or does it offer less than 80% of the weekly hours of the job of dislocation (e.g., less than 32 hours compared to a previous 40 hours per week)?

Individuals who are **Underemployed** can be considered as having stop-gap employment.

Third, the employment should not constitute a new primary occupation for the dislocated worker. Some guidelines that may be helpful in determining this are:

- 1) Is there a demand in the area for the individual's previous occupation (making it likely that he/she would have returned to it if not interested in starting a new primary occupation);
- 2) Has the individual made verifiable efforts to seek more permanent and appropriate employment;
- 3) Does the individual need retraining in order to gain appropriate employment that is comparable to the job of dislocation in terms of skill level and earnings; and,
- 4) How long has the individual held the stop-gap employment (suggesting that a year or more in an occupation that is comparable in hours, skill, and pay to the job of dislocation is probably a new primary occupation, particularly if the individual has conducted no serious job search)? (See definition of Primary Occupation)

SUBSTANTIAL LAYOFF: A substantial layoff is any reduction-in-force which is not the result of a plant closing and which results in an employment loss at a single site of employment for at least 25 percent of the employees (excluding employees regularly working less than 20 hours per week).

NOTE: Permission to use a copy of the State Rapid Response report should be obtained from the local Rapid Response coordinator and/or a local supervisor to ensure the confidentiality of this document.

TEMPORARY EMPLOYEES: An applicant cannot be automatically disqualified for WIOA Dislocated Worker program enrollment because the job of dislocation was not considered a permanent position. An employee under a temporary contract, or placed by a temporary employment agency with an employer may be made eligible under the same category as regular employees of the company (substantial layoff, plant closing). Temporary employees directly under contract with the company are considered eligible as are regular employees if their dislocation was caused by a layoff or closing. If the dislocation was not caused by a closing or substantial layoff, the applicant must be shown to be unlikely to return (UI or the temporary agency can confirm). However, temporary employees who are unemployed because the project or undertaking for which they were hired has been completed are not considered Dislocated Workers.

CONTRACTED EMPLOYEES - Employees working within a set contract (not through a temporary agency) that ends on schedule, are not eligible for the WIOA Dislocated Worker program. If the job ends prior to the set contract end date and the applicant is not at fault for the separation, they are considered to have a job of dislocation.

UC ELIGIBLE STATUS-

1. A person who:
 - (a) filed a claim and has been determined monetarily eligible for benefit payments under one or more State or Federal Unemployment Compensation (UC) programs and whose benefit year or compensation, by reason of an extended duration period, has not ended and who has not exhausted his/her benefit rights, and

(b) was referred based on participation in the Reemployment Services and Eligibility Assessment (RESEA) program.

2. A person who:

(a) filed a claim and has been determined eligible for benefit payments under one or more State or Federal Unemployment Compensation (UC) programs and whose benefit year or compensation, by reason of an extended duration period, has not ended and who has not exhausted his/her benefit rights, and

(b) was referred to service through the state's Worker Profiling and Reemployment Services (WPRS) system.

3. A person who meets condition 2 (a) described above, but was not referred to service through the state's WPRS system or the RESEA program.

4. The person meets condition 2(a), but has exhausted all UC benefit rights for which he/she has been determined eligible, including extended supplemental benefit rights.

5. The person is a claimant who is exempt from normal work search requirements according state law, and does not have to perform work search activities.

6. Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center, attachment to the workforce (has a history of working), but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law (mainly used for employees of the agricultural industry). Such individuals may document wages paid by submitting pay stubs or bank statements, or providing letters from their employers or other proof of their work history. The period of time documented may match the UI monetarily eligible period of the first four of the last five calendar quarters

UI MONETARY ELIGIBILITY – Individual earned at least \$2,500 during the first four out of the last five calendar quarters (UI base period)

UNLIKELY TO RETURN TO PREVIOUS INDUSTRY OR OCCUPATION -

- **Skill Oversupply** - State or local supply of persons with the specific skills of the applicant exceeds current demand for those skills; or
- **Obsolete Skills** - Applicants can no longer meet the minimum requirements of jobs available in their occupation (e.g., clerical worker without word processing skills, etc.). Limited number of employers in the state in a certain occupation; or
- **Only Stop-Gap Available** - Jobs available to applicant would be temporary or substantially below applicant's accustomed skill, hour, or wage level (see stop-gap); or
- **No Job Offers Received** - Applicant has been available and looking for work for a number of weeks and has not received an offer for work; "number of weeks" might range from 6 to 12 weeks, depending upon the occupation, economy, and/or applicant's verified job search efforts.; or
- **Local Layoff Impact** - A local plant or business closing or layoff has had a significant negative impact on the availability of jobs in the applicant's primary occupation and accustomed wage/hour/skill level; or
- **Declining Occupation**-Unemployed and their most recent job is on a declining occupation list as defined by the local board; or
- **Physical Limitations or Disabilities** - Newly acquired physical limitations or injuries occurring which limit the individual's ability to perform the job from which they were dislocated may make an

individual unlikely to return to the previous occupation. Such individuals are eligible if they fit one of the categories of the WIOA Dislocated Worker program eligibility, but must have a doctor's release to work; or

UNDEREMPLOYED - is an individual who is:

- Employed less than full-time but is seeking full-time employment; or
- Employed in a position that is inadequate with respect to their skills and training; or
- Employed and meets the definition of low income; or
- Employed, but whose current job's earnings are not sufficient compared to their earnings from their job of dislocation.

Attachment B- Adult Eligibility, Dislocated Worker Eligibility, ~~and~~ NEG Dislocated Worker Grant Documentation and NEG-
Dislocated Worker Emergency Grant
Self-Attestation Form

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ADULT ELIGIBILITY DOCUMENTATION...

Eligibility	Required Documentation
Citizenship/Alien Status/Right to work in the US (1 is required) Note: A Document Inspection Form may be used for any of these required documents for this eligibility element	<input type="checkbox"/> Social Security Card AND Real ID compliant Driver's License or other government issued picture ID containing a photograph or information such as name, date of birth, gender, height, eye color and address <input type="checkbox"/> I-9 complete including signature by authorized employer or designee <input type="checkbox"/> U.S. Passport (unexpired or expired) <input type="checkbox"/> Permanent Resident Card or Alien Registration Receipt Card (Form I-551) <input type="checkbox"/> An unexpired foreign passport with a temporary I-551 stamp <input type="checkbox"/> An unexpired Employment Authorization Document that contains a photograph (Form I-766) <input type="checkbox"/> An unexpired foreign passport with Form I-94 or I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form <input type="checkbox"/> Original or certified copy of a Birth Certificate issued by a state, county, municipal authority or territory of the US bearing an official seal (Document Inspection Form is allowed.) <input type="checkbox"/> Certification of Birth Abroad (Form DS-1350) issued by the Department of state <input type="checkbox"/> Public Assistance/Social Service Records <input type="checkbox"/> DD-214, Report of Transfer or Discharge (if place of birth is shown) <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> T-visa issued to victims of human trafficking (See Attachment 9: TEGL 09-12) <input type="checkbox"/> Naturalization Certification <input type="checkbox"/> Certificate of Degree of Indian Blood <input type="checkbox"/> Unexpired US Citizen ID card (Form I-197) <input type="checkbox"/> Native American Tribal Document

Selective Service (1 is required for those required to register)	<input type="checkbox"/> Screen printout of the On-line verification at www.sss.gov <input type="checkbox"/> Acknowledgement Letter from Selective Service <input type="checkbox"/> Selective Service Verification Form (For 3A) <input type="checkbox"/> Selective Service Registration Card <input type="checkbox"/> Stamped Post Office Receipt of Registration <input type="checkbox"/> DD-214 - Certificate of Release or Discharge from Active Duty
Social Security Number (Not required for eligibility, but must be requested and validated. A Document Inspection Form may be used for any of these required documents for this element.)	<input type="checkbox"/> DD-214 <input type="checkbox"/> Letter from Social Security Agency <input type="checkbox"/> Pay Stub <input type="checkbox"/> Employment Records <input type="checkbox"/> Social Security Benefits <input type="checkbox"/> Social Security Card <input type="checkbox"/> W-2 Form <input type="checkbox"/> Letter/Printout from Social Security Office <input type="checkbox"/> Public Assistance Record/Printout <input type="checkbox"/> UI Wage Records <input type="checkbox"/> Passport <input type="checkbox"/> Other Federal or State ID with SSN <input type="checkbox"/> Signed Copy of State or Federal Tax Documents
Eligibility	Required Documentation
Age (1 is required)	<input type="checkbox"/> Baptismal Record <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driver's License <input type="checkbox"/> Federal, State or Local photo ID <input type="checkbox"/> DD 214 – Certification of Discharge or from Active Duty <input type="checkbox"/> Passport <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> Public Assistance/Social Service Record <input type="checkbox"/> School Records or ID Card <input type="checkbox"/> Work Permit <input type="checkbox"/> Tribal Records

Adult Priority of Service Low Income – Public Assistance	<input type="checkbox"/> Pay stubs <input type="checkbox"/> Employer statement: written or telephone verification <input type="checkbox"/> Alimony agreement <input type="checkbox"/> Award letter from Veteran’s Administration <input type="checkbox"/> Bank statements <input type="checkbox"/> Compensation award letter <input type="checkbox"/> Court award letter <input type="checkbox"/> Pension statement <input type="checkbox"/> Family or business financial records <input type="checkbox"/> Housing authority verification <input type="checkbox"/> Social Security benefits verification/records <input type="checkbox"/> Public assistance records <input type="checkbox"/> UI documents <input type="checkbox"/> Quarterly estimated tax (self-employed persons)
Basic Skills Deficient	<input type="checkbox"/> Basic skills assessment questions or test results <input type="checkbox"/> Referral/records from Title II Adult Basic Ed Program <input type="checkbox"/> Referral/records from English Language Learner Program
Self-Sufficiency (employed workers only)	<input type="checkbox"/> Copy of a recent paycheck or paystub <input type="checkbox"/> Employer letter or other document describing the customer’s current wage rate

DISLOCATED WORKER ELIGIBILITY DOCUMENTATION...

Eligibility	Required Documentation
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<p>Citizenship/Alien Status/Right to Work in the US</p> <p><u>ONE DOCUMENT IS REQUIRED</u></p> <p>NOTE: a Document Inspection form may be used for any of these required documents for this eligibility element</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Social Security Card AND Real ID compliant Driver's License or other government issued picture ID containing a photograph or information such as name, date of birth, gender, height, eye color and address. <input type="checkbox"/> I-9 complete including signature by authorized employer or designee <input type="checkbox"/> U.S. Passport (unexpired or expired) <input type="checkbox"/> Permanent Resident Card or Alien Registration Receipt Card (Form I-551) <input type="checkbox"/> An unexpired foreign passport with a temporary I-551 stamp <input type="checkbox"/> An unexpired Employment Authorization Document that contains a Photograph (Form I-766) <input type="checkbox"/> An unexpired foreign passport with Form I-94 or I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form <input type="checkbox"/> Original or certified copy of a Birth Certificate issued by a state, county, municipal authority or territory of the US bearing an official seal (Document Inspection Form is allowed.) <input type="checkbox"/> Certification of Birth Abroad (Form DS-1350) issued by the Department of State <input type="checkbox"/> Public Assistance/Social Service Records <input type="checkbox"/> DD-214, Report of Transfer or Discharge (if place of birth is shown) <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> T-visa issued to victims of human trafficking (See Attachment 9: TEGL 09-12) <input type="checkbox"/> Naturalization Certification <input type="checkbox"/> Certificate of Degree of Indian Blood <input type="checkbox"/> Unexpired US Citizen ID card (Form I-197) <input type="checkbox"/> Native American Tribal Document
<p>Selective Service</p> <p><u>ONE DOCUMENT IS REQUIRED</u></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Screen printout of the On-line verification at www.sss.gov <input type="checkbox"/> Acknowledgement Letter from Selective Service <input type="checkbox"/> Selective Service Verification Form (For 3A) <input type="checkbox"/> Selective Service Registration Card <input type="checkbox"/> Stamped Post Office Receipt of Registration <input type="checkbox"/> DD-214 - Certificate of Release or Discharge from Active Duty

<p>Social Security Number (Not required for eligibility, but must be requested and validated. A Document Inspection Form may be used for any of these required documents for this element)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> DD-214 <input type="checkbox"/> Letter from Social Security Agency <input type="checkbox"/> Pay Stub <input type="checkbox"/> Employment Records <input type="checkbox"/> Social Security Benefits <input type="checkbox"/> Social Security Card <input type="checkbox"/> W-2 Form <input type="checkbox"/> Letter/Printout from Social Security Office <input type="checkbox"/> Public Assistance Record/Printout <input type="checkbox"/> UI Wage Records <input type="checkbox"/> Passport <input type="checkbox"/> Other Federal or State ID with SSN <input type="checkbox"/> Signed Copy of State or Federal Tax Documents
<p>Age <u>ONE DOCUMENT IS REQUIRED</u> NOTE: Individual does not have to be 18 years or older</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Baptismal Record <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driver's License <input type="checkbox"/> Federal, State or Local photo ID <input type="checkbox"/> DD 214 – Certification of Discharge or from Active Duty <input type="checkbox"/> Passport <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> Public Assistance/Social Service Record <input type="checkbox"/> School Records or ID Card <input type="checkbox"/> Work Permit <input type="checkbox"/> Tribal Records
<p>CATEGORY 1</p>	

<p>Laid off/terminated (or received notice of Layoff/termination), eligible/exhausted unemployment, and unlikely to return to previous industry/occupation</p> <p><u>ALL THREE CIRCUMSTANCES MUST BE DOCUMENTED</u></p> <p>Note: Job of dislocation-the economic dislocation of an individual as describe in WIOA Dislocated Worker program implies the existence of a job dislocation. The job of dislocation is the job that qualifies the individual under one the eligibility categories</p>	<p>Terminated or laid off or received notice of termination or layoff from employment</p> <p>AND</p> <p>Is eligible for or exhausted entitlement to Unemployment Compensation; or Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible of unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law;</p> <p>AND</p> <p>Is unlikely to return to a previous industry or occupation</p>	<p><u>Terminated or laid off –</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Layoff letter from the employer or union with date of dislocation <input type="checkbox"/> Layoff of closure notice with date of dislocation <input type="checkbox"/> State Rapid Response Report or Early Intervention e-mail <input type="checkbox"/> Public layoff notice with state UI data cross-match and <input type="checkbox"/> Paystub with date of dislocation <input type="checkbox"/> DD-214 with other than dishonorable discharge <input type="checkbox"/> UI Notice of Decision <input type="checkbox"/> Out- of- State UI benefits monetarily eligible document <input type="checkbox"/> UI Wage Claim Screen <p><u>Eligible for or exhausted -</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Applicant’s Unemployment Notices <input type="checkbox"/> UI Monetary Eligibility <input type="checkbox"/> UI Notice of Decision <input type="checkbox"/> Out- of- State UI benefits monetarily eligible document <p><u>Unlikely to return to previous industry or occupation-</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. Skill Oversupply- <input type="checkbox"/> 2. Obsolete Skills- <input type="checkbox"/> 3. Only Stop-Gap Available- <input type="checkbox"/> 4. No Jobs Offers Received- <input type="checkbox"/> 5. Local Layoff Impact- <input type="checkbox"/> 6. Declining Occupation- <input type="checkbox"/> 7. Physical Limitations or Disabilities-
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CATEGORY 2		
Plant Closing/ Substantial layoff <u>TWO CIRCUMSTANCES MUST BE DOCUMENTED-</u> 1. The fact that the business closed or 2. A substantial layoff occurred and the applicant worked there.)	Has been terminated or laid off, or has received notice of termination or layoff, from employment as a result of any permanent closure of, or substantial layoff at a plant, facility or enterprise; OR Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; OR For purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.	<u>Business closure -</u> <input type="checkbox"/> WARN notice that meets the definition of a closing or substantial layoff at a plant, facility, or enterprise <input type="checkbox"/> Letter from employer or union that indicates a closing or substantial layoff. <input type="checkbox"/> Rapid Response Unit Early Intervention Notice or Fact Sheet that indicates closing or substantial layoff <input type="checkbox"/> Unemployment Notice which lists closing as the reason for separation <input type="checkbox"/> Media announcement in which company officials state that a plant, facility, or enterprise will close within 180 days or more <u>Worksite attachment -</u> <input type="checkbox"/> Letter from Employer <input type="checkbox"/> Telephone verification (staff) <input type="checkbox"/> Payroll documents <input type="checkbox"/> UI Wage Data Screen
CATEGORY 3		
Previously self-employed, but unemployed due to economic conditions or natural disasters. <u>TWO CIRCUMSTANCES MUST BE DOCUMENTED</u>	Was self-employed (including employed as a farmer, rancher, or fisherman) <p style="text-align: center;"><u>BUT</u></p>	<u>Self-employed -</u> <input type="checkbox"/> Business Quarterly or Annual Tax Return <input type="checkbox"/> State Tax Identification Number <input type="checkbox"/> Business License/Permit <input type="checkbox"/> IRS documentation for the business <input type="checkbox"/> Business ledgers showing expenses exceeding income/financial statements <input type="checkbox"/> Chapter 7 or 11 bankruptcy published in newspaper <input type="checkbox"/> Business Closure Notice <input type="checkbox"/> Lending Institution documentation

	Is unemployed as a result of general economic conditions in the community in which the individual resides, or because of natural disasters.	<u>General economic conditions -</u> <ul style="list-style-type: none"><input type="checkbox"/> Letter or documentation of the failure of a business supplier or customer<input type="checkbox"/> Depressed price(s) or market(s) for the article (s) produced by self-employed individual.<input type="checkbox"/> State/Local Economic Development or Chamber of Commerce data which indicates less than favorable economic conditions<input type="checkbox"/> Federal/state declaration of disaster<input type="checkbox"/> Media reports of general economic conditions<input type="checkbox"/> Substantial layoffs, or permanent closure(s) of one or more plants or facilities that support a significant portion of the State or local economy.
<u>CATEGORY 4</u>		
Displaced Homemaker <u>MUST QUALIFY UNDER 1 or 1a AND MEET CONDITIONS UNDER 2</u>	<u>Qualifications under 1-</u> <ul style="list-style-type: none"><input type="checkbox"/> Tax returns (of then married couple or domiciled family members)<input type="checkbox"/> Divorce decree/court records<input type="checkbox"/> Family member’s death certificate<input type="checkbox"/> UI records of the displaced homemaker<input type="checkbox"/> Copy of spouse’s UI records/layoff notice<input type="checkbox"/> Pay stubs (if applicable)<input type="checkbox"/> Copy of bank records (showing financial dependence on spouse, or no employment income earned)<input type="checkbox"/> Marriage license or joint tax return<input type="checkbox"/> Self-Attestation- Last Resort form- in which the individual attests that he/she resided with the family member(s), provided unpaid in-home services to family members, was dependent on another family member of the household income, but is no longer supported by that income due to death, divorce, etc.	
	<u>Qualifications under 1a-</u> <ul style="list-style-type: none"><input type="checkbox"/> Military Orders<input type="checkbox"/> DD-214 or other documentation certifying a service-connected death or disability<input type="checkbox"/> Pay stubs of Armed Forces Member and spouse (or underemployment wage records) before and after deployment, call to duty, change in duty station, or the service-connected death or disability of the member	
	<u>Qualifications under 2-</u> <ul style="list-style-type: none"><input type="checkbox"/> Records showing previous wages that are higher than current wages<input type="checkbox"/> Documentation showing current annualized wage rate, in relation to family size, is 70% of the Lower Living Standard Income Level (LLSIL)<input type="checkbox"/> Public Assistance records<input type="checkbox"/> Self-Attestation- Last Resort- stating that the worker is unemployed or underemployed and he/she is experiencing difficulty in obtaining or upgrading employment	
	<u>CATEGORY 5</u>	

<p>Spouse of an active-duty armed forces service member who is unemployed due to change in duty/station</p> <p><u>TWO CIRCUMSTANCES</u> <u>MUST BE</u> <u>DOCUMENTED</u></p> <p>1) proof of marriage and 2) loss of employment or change in employment status</p>	<p>Is the spouse of a member of the Armed Forces on active duty <u>AND</u> Who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; <u>AND</u> Is unemployed or underemployed and is experiencing difficulty in obtaining upgrading employment</p>	<p><u>Proof of marriage -</u> <input type="checkbox"/> Marriage license or tax returns <u>Experienced loss/change of employment -</u> <input type="checkbox"/> Military orders showing change in duty station <input type="checkbox"/> UC Records <input type="checkbox"/> Self-attestation stating his/her employment loss was due to the change in duty station <input type="checkbox"/> Paystubs (if applicable) <input type="checkbox"/> Records showing previous wages that are higher than current wages <input type="checkbox"/> Documentation showing current annualized wage rate, in relation to family size, is not in excess of 70% of the Lower Living Standard Income Level (LLSIL) <input type="checkbox"/> Self-Attestation - Last Resort- stating that the worker is unemployed or underemployed and he/she is experiencing difficulty in obtaining or upgrading employment</p>
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DISLOCATED WORKER GRANT (DWG) ELIGIBILITY DOCUMENTATION

Eligibility	Required Documentation
Citizenship/Alien Status/Right to work in the US (1 is required) Note: A Document Inspection Form may be used for any of these required documents for this eligibility element	<input type="checkbox"/> Social Security Card AND Real ID compliant Driver's License or other government issued picture ID containing a photograph or information such as name, date of birth, gender, height, eye color and address. <input type="checkbox"/> I-9 complete including signature by authorized employer or designee <input type="checkbox"/> U.S. Passport (unexpired or expired) <input type="checkbox"/> Permanent Resident Card or Alien Registration Receipt Card (Form I-551) <input type="checkbox"/> An unexpired foreign passport with a temporary I-551 stamp <input type="checkbox"/> An unexpired Employment Authorization Document that contains a photograph (Form I-766) <input type="checkbox"/> An unexpired foreign passport with Form I-94 or I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form <input type="checkbox"/> Original or certified copy of a Birth Certificate issued by a state, county, municipal authority or territory of the US bearing an official seal (Document Inspection Form is allowed.) <input type="checkbox"/> Certification of Birth Abroad (Form DS-1350) issued by the Department of state <input type="checkbox"/> Public Assistance/Social Service Records <input type="checkbox"/> DD-214, Report of Transfer or Discharge (if place of birth is shown) <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> T-visa issued to victims of human trafficking (See Attachment 9: TEGL 09-12) <input type="checkbox"/> Naturalization Certification <input type="checkbox"/> Certificate of Degree of Indian Blood <input type="checkbox"/> Unexpired US Citizen ID card (Form I-197) <input type="checkbox"/> Native American Tribal Document
Selective Service (1 is required for those required to register)	<input type="checkbox"/> Screen printout of the On-line verification at www.sss.gov <input type="checkbox"/> Acknowledgement Letter from Selective Service <input type="checkbox"/> Selective Service Verification Form (For 3A) <input type="checkbox"/> Selective Service Registration Card <input type="checkbox"/> Stamped Post Office Receipt of Registration <input type="checkbox"/> DD-214 - Certificate of Release or Discharge from Active Duty

Social Security Number (Not required for eligibility, but must be requested and validated. A Document Inspection Form may be used for any of these required documents for this element.)	<input type="checkbox"/> DD-214 <input type="checkbox"/> Letter from Social Security Agency <input type="checkbox"/> Pay Stub <input type="checkbox"/> Employment Records <input type="checkbox"/> Social Security Benefits <input type="checkbox"/> Social Security Card <input type="checkbox"/> W-2 Form <input type="checkbox"/> Letter/Printout from Social Security Office <input type="checkbox"/> Public Assistance Record/Printout <input type="checkbox"/> UI Wage Records <input type="checkbox"/> Passport <input type="checkbox"/> Other Federal or State ID with SSN <input type="checkbox"/> Signed Copy of State or Federal Tax Documents
Age (1 is required)	<input type="checkbox"/> Baptismal Record <input type="checkbox"/> Birth Certificate <input type="checkbox"/> Driver's License <input type="checkbox"/> Federal, State or Local photo ID <input type="checkbox"/> DD 214 – Certification of Discharge or from Active Duty <input type="checkbox"/> Passport <input type="checkbox"/> Hospital Record of Birth <input type="checkbox"/> Public Assistance/Social Service Record <input type="checkbox"/> School Records or ID Card <input type="checkbox"/> Work Permit <input type="checkbox"/> Tribal Records

Dislocated Worker		
<p>Laid off/terminated (or received notice of Layoff/termination), eligible/exhausted unemployment, and unlikely to return to previous industry/occupation due to emergency or disaster.</p> <p><u>ALL THREE CIRCUMSTANCES MUST BE DOCUMENTED</u></p>	<p>Terminated or laid off or received notice of termination or layoff from employment</p> <p><u>AND</u></p> <p>Is eligible for or exhausted entitlement to Unemployment Compensation; or Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e), attachment to the workforce, but is not eligible of unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment</p>	<p><u>Terminated or laid off -</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Layoff letter from the employer or union with date of dislocation <input type="checkbox"/> Layoff of closure notice with date of dislocation <input type="checkbox"/> State Rapid Response Report or Early Intervention e-mail <input type="checkbox"/> Public layoff notice with state UI data cross-match and <input type="checkbox"/> Paystub with date of dislocation <input type="checkbox"/> DD-214 with other than dishonorable discharge <input type="checkbox"/> UI Monetary Eligibility <input type="checkbox"/> UI Notice of Decision <input type="checkbox"/> - UI Wage Claim Screen <p><u>Eligible for or exhausted -</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Applicant's Unemployment Notices <input type="checkbox"/> UI Monetary Eligibility <input type="checkbox"/> UI Notice of Decision <input type="checkbox"/> Out- of- State UI benefits monetarily eligible document <p><u>Unlikely to return to previous industry or occupation -</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. Skill Oversupply- <input type="checkbox"/> 2. Obsolete Skills - <input type="checkbox"/> 3. Only Stop-Gap Available- <input type="checkbox"/> 4. No Jobs Offers Received- <input type="checkbox"/> 5. Local Layoff Impact- <input type="checkbox"/> 6. Declining Occupation- <input type="checkbox"/> 7. Physical Limitations or Disabilities-

Previously Self-Employed		
<p>Previously self-employed, but unemployed due to emergency or disaster</p> <p>(Both circumstances must be documented).</p>	<p>Was self-employed (including employed as a farmer, rancher, or fisherman)</p> <p><u>BUT</u></p>	<p><u>Self-employed/business closed -</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Business Quarterly or Annual Tax Return <input type="checkbox"/> State Tax Identification Number <input type="checkbox"/> Business License/Permit <input type="checkbox"/> IRS documentation for the business <input type="checkbox"/> Business ledgers showing expenses exceeding income/financial statements <input type="checkbox"/> Chapter 7 or 11 bankruptcy published in newspaper <input type="checkbox"/> Business Closure Notice <input type="checkbox"/> Lending Institution documentation

	Is unemployed as a result of general economic condition in the community in which the individual resides because of the emergency or disasters.	<u>General economic conditions -</u> <ul style="list-style-type: none"> <input type="checkbox"/> Letter or documentation of the failure of a business supplier or customer <input type="checkbox"/> Depressed price(s) or market(s) for the article (s) produced by self-employed individual. <input type="checkbox"/> State/Local Economic Development or Chamber of Commerce data which indicates less than favorable economic conditions <input type="checkbox"/> Federal/state declaration of disaster <input type="checkbox"/> Media reports of general economic conditions <input type="checkbox"/> Substantial layoffs, or permanent closure(s) of one or more plants or facilities that support a significant portion of the State or local economy
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Long-Term Unemployed or Significantly Underemployed		
Long-Term Unemployed and/or underemployed NMDWS long-term unemployed definition seeks to include individuals who have had a significant history of unemployment as defined by long term unemployment and/or underemployment, even though the individual may be employed at time of eligibility that are underemployed. (1 is required)	NMDWS Long-term unemployed	<input type="checkbox"/> Completed and signed grant designated Self-Attestation form only indicating that individual has been unemployed for 15 nonconsecutive weeks of <u>the last 26 weeks</u> and has made specific efforts to find a full-time employment.
	Individual employed less than full-time who is seeking full-time employment	<input type="checkbox"/> Completed and signed grant designated Self-Attestation form only indicating that individual has been unemployed for 15 nonconsecutive weeks of the last 26 weeks and has made specific efforts to find a full-time employment
	Individual who is employed in a position that is inadequate with respect to their skills and training	<input type="checkbox"/> Self-Attestation form; and <ul style="list-style-type: none"> o Documentation in the electronic case management system showing the higher skills and training. Documentation could be listed on: o Participant's profile page; o Participant's resume;
	Individual who is employed but meets the definition of a low-income individual in WIOA sec. 3(36)	<input type="checkbox"/> Self-Attestation form; and <ul style="list-style-type: none"> o Allowable source documentation for low-income status per the current NMDWS Adult and Dislocated Worker Guidance Letter (DWS 20-001 Change 2).
	Individual who is employed but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment	<input type="checkbox"/> Self-Attestation form; and <ul style="list-style-type: none"> o Supporting documentation to document the difference in wages from previous employment and current employment. Appropriate documentation could be: o previous and current check stubs, o bank statements to show direct deposit differences, o or as a last resort, an applicant statement

New Mexico Dislocated Worker Emergency Grant
Self-Attestation Form

I hereby certify, under penalty of perjury that I, _____
have been unemployed for 15 nonconsecutive weeks of the last 26 weeks and have made
every effort to find full-time employment.

How does this relate to State wide emergency or disaster?

I attest that the information stated above is true and accurate, and understand that the
above information, if misrepresented, or incomplete, may be grounds for immediate
termination and/or penalties as specified by law.

Applicant's Signature and Date Witness Signature

Applicant's Address Witness' Relationship to Applicant

Office Use Only

The above statement is being utilized for documentation of the long-term unemployment
status of this applicant.

NMWC Staff Signature Date

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Workforce Connection of Central New Mexico Assessments

Action Requested:

Approval for reinstatement of OP-406 Assessments policy.

Background:

During the NMDWS' PY20 Program and Fiscal Monitoring of WCCNM, NMDWS requested documentation demonstrating the Adult, Dislocated Worker, and Youth service providers have procedures and scoring benchmarks in place to identify participant skills, interests and Basic Skills Deficiency (BSD). TEGL 19-16 states priority must be given to individuals who have low literacy (an individual who is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual's family, or in society) and recipients of public assistance, other low-income individuals and individuals who are basic skills deficient.

NMDWS Required Action #1: The WCCNM must:

- Prepare a plan on the steps moving forward regarding the use of assessments. Assessments should be approved.
- Provide DWS with the crosswalk and conversion table demonstrating how the scores relate to BSD.

To comply with the NMDWS Assessment directive, the Workforce Connection of Central New Mexico must set policy guidelines to direct service providers to include in their procedure manuals the WCCNM approved assessment tools being utilized and the scoring benchmarks demonstrating how each assessment is measured by service provider staff.

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

Operational Policy NO. OP- 406 – Reinstatement

Subject: Assessments
Effective: PY21 – 3/28/2022

BACKGROUND:

Assessments are an integral part of WCCNM participant career services, which are identified in Section 134(c)(2) of WIOA and consist of three types: 1) Basic Career Services; 2) Individualized Career Services; and 3) Follow-up Services.

Assessments are not used to determine participant eligibility. Assessments are a holistic, ongoing process and should not be viewed as a one-time event. Assessments provide valuable information and insight to decipher the best way to guide participants towards an employment goal. The results of assessments must be explained to an individual and analyzed to provide guidance in determining action steps and services to be included in Basic Career Services, Individualized Services, as well as Follow-up Services.

From the information compiled during assessments, appropriate WCCNM One-Stop partners and services should be identified to provide the participant with direct linkage to supportive services needed to succeed in career pathway development and sustainable employment.

POLICY:

Service providers shall be responsible for determining the appropriate assessment tools as applicable to the individual and ensure staff are trained in program participant eligibility and assessment procedures. Service Provider procedures must include score benchmarks for each assessment to ensure participants' skills, interests and Basic Skills Deficiency are properly identified, and accurately and consistently measured. Per TEGL 19-16, priority must be given to individuals who have low literacy (an individual who is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual's family, or in society) and recipients of public assistance, other low-income individuals and individuals who are basic skills deficient.

Assessments shall be a client-centered diagnostic. Staff will conduct evaluation and identification of participant's barriers, taking into account the family situation, work history, education, occupational skills, interests, aptitudes (including those relating to non-traditional occupations), attitude toward work, motivation, behavior patterns affecting employment potential, financial resources, and needs, supportive service needs, personal employment information relating to local labor market shortages/demands, and other related information required to prepare the participant to obtain meaningful employment.

For youth, content must identify the academic levels and service needs of each participant and, at a minimum must include a review of basic and/or occupational skills; prior work experience; work/career interests and aptitudes (including interests and

aptitudes for nontraditional jobs); supportive service needs, and developmental needs of the participant. Exception: A new assessment of a youth participant is not required if the service provider determines it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program.

For Adults and Dislocated Workers, assessment informs development of the Individual Employment Plan (IEP). In the case of youth, assessment informs development of the Individual Service Strategy (ISS).

INITIAL ASSESSMENT

The initial assessment is part of the Wagner-Peyser program and is included in Basic Career Services. The initial assessment is completed through conversations to determine appropriate One-Stop services and coordinated referrals with partner agencies to assist an individual in achieving their goals. The Initial Assessment is part of the overall intake process and includes informal verbal discussion and the initial determination of the following:

- Identification of strengths.
- Identification of workplace skills.
- Career interests.
- Work values.
- Identification of prior work history.
- Family situation.
- Service needs.
- Basic skills.
- Potential barriers to employment

OBJECTIVE ASSESSMENT

The Objective Assessments are part of the WIOA Title I program and include a further analysis of the Initial Assessment results and formal testing as it applies to the Individualized Employment Plan (IEP). This can include the following:

- Identification of Skills Gaps
- Identification of strengths.
- Identification of workplace skills.
- Career interests.
- Work values.
- Identification of prior work history.
- Family situation.
- Service needs.
- Digital Literacy.
- Financial situation.
- Reality check.
- Identification of potential barriers to employment

The WCCNM's Adult, Dislocated and Youth Service Providers are responsible for identifying and administering objective assessments as required by the service provider

contract and scope of work and as outlined in the service provider's procedure manual.

WIOA-funded services to Obtain or Retain Employment include comprehensive and specialized assessments of skills and needs, development of an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), group and/or individual counseling, career planning, case management, prevocational services to prepare individuals for employment or training, work experiences linked to careers, financial literacy services, and English language acquisition. Allowances may be identified when the job seeker has a college degree or prior assessment within the previous 1 year period.

Service providers should include in their procedures a contingency assessment plan for use when proctored assessments are not available or feasible, such as pandemic or other disaster shutdowns, and in cases when job seekers are not capable of participating in assessments including, but not limited to, disabilities, reading or language barriers, etc.

Adult and Dislocated Workers – Title I funds are to be used to provide core Level 1 services to individuals who are adults or dislocated workers through the one-stop delivery systems which at minimum must also include an initial assessment of skill levels, aptitudes, abilities, and supportive service needs. Under Section 134 (d) (3) (C), eligible adults and dislocated workers who are unemployed and unable to obtain employment through core Level 1 services may be provided intensive services which must include, as the first intensive service, a comprehensive and specialized assessment of participant skill levels and service needs. Additionally, training services consistent with 134 (d) (4) (A) (ii) shall be provided to adults and dislocated workers who after an interview, evaluation, or assessment, and case management, have been determined as appropriate, to need training services and to have the skills and qualifications to successfully participate in the selected program of training services.

Youth - Section 129(b)(2)(c)(1)(A) requires that an objective assessment of the academic levels, skill levels, and service needs of each participant be developed. Such assessment must include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of the participant.

APPLICABILITY:

All WCCNM contracted service providers.

INQUIRIES:

WIOA Manager 505-724-3629

Workforce Connection of Central New Mexico WIOA One-Stop Certification Application/Affiliate Certification Application

ACTION REQUESTED:

Request for approval of the Workforce Connection of Central New Mexico (WCCNM) "One-Stop Application/Affiliate Certification Applications" effective PY2022, on March 28, 2022. Applications include One-Stop Centers in all four counties: Bernalillo, Sandoval, Torrance and Valencia.

BACKGROUND:

WCCNM's Operational Policy NO. OP-431, One-Stop Certification Policy provides guidance, process, and deadlines for the certification of the one-stop centers and one-stop delivery system, and sets criteria for the development for one-stop certification.

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.

PURPOSE:

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.

WCCNM 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

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

New Mexico Department Workforce Solutions One-Stop Delivery System Submittal Notification

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

Applicant Name: Workforce Connection of Central New Mexico (Bernalillo County – Comprehensive Center)	
Address: 809 Copper NW, Albuquerque, New Mexico 87102	Phone: (505) 724 - 3636
Contact Person, Title, Phone: Jerry Schalow, WCCNM Chair (505)724-3636	

This cover page is notification to the New Mexico State Workforce Development Board that the entity named above has submitted an application for One Stop Career Center Certification.

WCCNM's Chair Signature

Date of Submittal

Submit Notification in Writing to: New Mexico Dept. of Workforce Solutions
C/O Office of WIOA Administration
401 Broadway NE
PO Box 1928
Albuquerque, NM
87102

Submit Electronic Notification to: Yolanda.Montoya-Cor@state.nm.us

New Mexico Department of Workforce Solutions

One-Stop Certification Application/Affiliate Certification Application

1. Name of Applicant: Workforce Connection of Central New Mexico – (Bernalillo County - Comprehensive Center)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 724-3636 Fax No.: (505) 247-1753 Email: AMartinez@mrcog-nm.gov

Contact Person: Arthur Martinez, Workforce Administrator

2. Name of One Stop Operator: Mid Region Council of Governments
(if different from applicant)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 697-7279 Fax No. : (505) 843-1990 Email: JForehand@wccnm.org

Contact Person: Joy Forehand, Operations Manager

3. Location of One Stop: 501 Mountain Road NE, Albuquerque, New Mexico 87102

4. Of the mandated partners identified in the WIOA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. *Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:*

- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
- Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
- Detailed process of how core services are provided to clients

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez Marcos.Martinez@state.nm.us</p>	Co-located	10	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	5	Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans in New Mexico.
Trade Adjustment Assistance (TAA)	<p>New Mexico Department of Workforce Solutions (NMDWS) – TAA Attn: Marcos Martinez PO Box 1928</p>	Co-located	1	Yes, Contributing Financially	The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or

<p>REQUIRED</p> <p>Authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</p>	<p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>Marcos.Martinez@state.nm.us</p>				<p>whose hours of work and wages are reduced as a result of increased imports.</p> <p>The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment.</p> <p>Workers may be eligible for training, job search and relocation allowances, income support, and other reemployment services.</p>
<p>WIOA Title 1 Adult and Dislocated Worker Services WIOA Act of 2014</p> <p>Required</p>	<p>Workforce Connection of Central New Mexico - Mid-region Council of Governments, Workforce Connection of Central New Mexico LWDB</p> <p>809 Copper Ave. NW, Albuquerque, NM 87102</p> <p>505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair</p> <p>JerryABQ@gmail.com</p>	Co-located	18	Yes, Contributing Financially	<p>The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services</p> <p>Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system;

					<ul style="list-style-type: none"> • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs; • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; • Information on job skills necessary to obtain the vacant jobs listed; • Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs; • Provision of performance information and program cost information on eligible providers of training services by program and type of providers; • Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; • Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support;
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					<ul style="list-style-type: none"> • Medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program; • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services</p> <p>Once Workforce Connection Center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-
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					<p>depth interviewing and evaluation to identify employment barriers and appropriate employment goals;</p> <ul style="list-style-type: none"> • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; • Group and/or individual counseling and mentoring; • Career planning (e.g., case management); • Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training; • Internships and work experiences that are linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment; • Financial literacy services; • Out-of-area job search assistance and relocation assistance; and • English language acquisition and integrated education and training programs. <p>Follow-up Services</p>
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					Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
WIOA Title 1 Youth Services WIOA Act of 2014 Required	<p>Workforce Connection of Central New Mexico - Mid-region Council of Governments, 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>	Co-located	14	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <ul style="list-style-type: none"> (1) Financial Literacy (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (6) Adult Mentoring (7) Supportive Services (transportation, child care, housing, medical) (8) Guidance and Counseling (9) Leadership Development (10) Alternative Education (11) Dropout Prevention/Tutoring (12) Paid/Unpaid work experience including internships & summer employment (13) Occupational Skills Training (14) Follow-up Services

					<p>Additional activities that support the fourteen WIOA program elements include but are not limited to the following:</p> <p>(1) Comprehensive work readiness training and career exploration (2) Development of quality work experience sites to provide meaningful work experience and skill development (3) Co-enrollment with adult WIOA program for OJT and further training opportunities</p> <p>Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives;
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					<ul style="list-style-type: none"> • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand industry sectors and occupations, and performance and program cost information on eligible training providers for training services; • Work readiness training to develop soft and foundational employability skills required for successful attainment and retention of employment; • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
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<p>State Vocational Rehabilitation (VR) program</p> <p>REQUIRED</p> <p>Authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA</p>	<p>Authorized by the Department of Education (ED) - NMDVR</p> <p>Attn: Teresa Arias 2935 Rodeo Park Drive East Santa Fe, NM 87505</p> <p>Fax: 505-207-2307 Phone: 505-954-8500</p> <p>Teresa Arias Teresa.Arias@state.nm.us</p>	Co-located	2	Yes, Contributing Financially	<p>The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities. Services include vocational counseling and guidance, job search assistance, job development and placement assistance, pre-employment transition services, training, and post-employment services. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.</p>
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS)</p> <p>Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	Same 10 Staff as Wagner-Peyser	Yes, Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.</p>

<p>Reemployment Services and Eligibility Assessment (RESEA)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	6	Yes, Contributing Financially	<p>The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the New Mexico Workforce Connection Centers.</p>
<p>Apprenticeship Expansion Team</p> <p>ADDITIONAL</p>	<p>Workforce Connection of Central New Mexico (WCCNM) - Mid-region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>	Co-located	2	Yes, Contributing Financially	<p>The Apprenticeship Expansion Team was created as a support system designed to help promote and develop apprenticeship models to businesses and individuals in the Central Region. Apprenticeship Coordinators work to connect interested individuals with apprenticeship programs in New Mexico, as well as to support businesses and organizations through the process of developing their own Registered Apprenticeship programs. Apprenticeship Coordinators conduct outreach to local businesses to share information about the apprenticeship model, respond to inquiries from interested individuals and businesses, and, in partnership with the NMDWS State Apprenticeship Office, work closely with program sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs. The Apprenticeship Expansion Team also collaborates closely with other Workforce Connection of Central New Mexico partners, including on the referral of individuals and employers that are interested in apprenticeship.</p>

<p>Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs</p> <p>REQUIRED</p> <p>TANF, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)3</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) - Authorization by Department of Health and Human Services (HHS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	4	Yes, Contributing Financially	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. This partner is co-located in the New Mexico Workforce Connection Centers.
<p>Accelerated College and Career Education (ACCE)</p> <p>ADDITIONAL</p> <p>Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)3</p>	<p>UNM Valencia – Authorized by the Department of Health and Human Services (HHS) Ronald Salazar, Ph.D. Accelerated College & Career Education Program (ACCE) ACCE ABQ Instructor/ Training Specialist</p> <p>rasalaz@nmdelt.org</p>	Itinerant only	1	MOU Pending, not contributing financially	The Accelerated College and Career Education (ACCE) program is a large collaborative project funded in part by the Human Services Department (HSD). It serves students receiving Temporary Assistance to Needy Families (TANF) who are often referred to as a “hardest to serve” population and are seeking to obtain their high school credential.

<p>Temporary Assistance for Needy Families (TANF) – NMWorks</p> <p>REQUIRED</p> <p>Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)3</p>	<p>New Mexico Human Services Department (HSD) - Authorized by Department of Health and Human Services (HHS), Work and Family Support Bureau</p> <p>Attn: Eva Salazar, Program Manager P.O. Box 2348 Santa Fe, NM 87504</p> <p>Eva.salazar@state.nm.us</p>	Off Site	0	Yes, Contributing Financially	<p>The New Mexico Temporary Assistance for Needy Families (TANF) program, known as NMWorks, is designed to help needy families achieve self-sufficiency. States receive grants to design and operate programs that accomplish one of the purposes of the TANF program.</p> <p>The four purposes of the TANF program are to:</p> <ul style="list-style-type: none"> • Provide assistance to needy families so that children can be cared for in their own homes; • Reduce the dependency of needy parents by promoting job preparation, work and marriage; • Prevent and reduce the incidence of out-of-wedlock pregnancies, and; • Encourage the formation and maintenance of two-parent families. <p>To be eligible for New Mexico Family Assistance, you must be a resident of New Mexico, and a U.S. citizen, legal alien or qualified alien. You must be unemployed or underemployed and have low or very low income. You must also be one of the following:</p> <ul style="list-style-type: none"> • Have a child 18 years of age or younger, or • Be pregnant, or • Be 18 years of age or younger and the head of your household.
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WIOA National Indian Youth Council (NIYC) REQUIRED	<p>National Indian Youth Council Authorized by the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA) program</p> <p>318 Elm St SE Albuquerque, NM 87102</p> <p>Additional Contact : Lorraine Edmo, Senior Field Office Manager (505) 247-2251</p> <p>ledmo@niyc-alb.org</p>	Off Site	NA	Yes, not contrib uting financi ally per WIOA 212(h)(2)(D)(iv)	<p>The National Indian Youth Council, Inc., (NIYC) workforce development program is designed to empower urban Native Americans to achieve educational and economic success. For instance, the program provides career coaching, work experience, classroom training, and other services to those who reside within the <u>Albuquerque/Las Cruces</u>, <u>Farmington</u>, and <u>Gallup</u> service areas. As a result, NIYC's goal is to support, assist, and enable participants to:</p> <ul style="list-style-type: none"> • Strengthen academic, occupational, and literacy skills; • Be more prepared and competitive in the workforce; • Attain personal and economic self-sufficiency; and • Successfully enter, re-enter, or retain employment. <p>NIYC's short-term employment program will provide participants with an opportunity to work, learn, and earn. It is designed to connect participants to potential careers and grow in professional pursuits.</p>
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<p>Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>There are no current Second Chance Act grants active in New Mexico.</p> <p>https://nationalreentryresourcecenter.org/second-chance-act/sca-grantee-program-map</p>	NA	NA	NA	NA
<p>HUD Employment & Training Programs</p> <p>REQUIRED</p> <p>https://www.hud.gov/program_offices/public_indian_housing/jpi</p>	<p>Employment & Training Programs – authorized by Department of Housing & Urban Development (HUD)</p> <p>There are no current employment & training programs active in New Mexico from HUD.</p>	NA	NA	NA	NA

<p>Title V – Senior Community Service Employment Set-Aside Grantees</p> <p>REQUIRED</p> <p>Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 seq.)</p>	<p>1 - NM Aging and Long-term Services Department Attn: Doug Calderwood SCSEP P.O. Box 27118 Santa Fe, NM 87502-7118</p>	Off Site	0	Yes, contributing financially	<p>The WCCNM works closely with the SCSEP programs, administered through the New Mexico Aging and Long-Term Services Department, National Indian Council on Aging, and Goodwill New Mexico in our state. Our offices host participants of this program, providing skills training and access to job placement. Our NMDWS partner and service provider program hires some SCSEP participants into permanent positions as they become available and places others with local employers. The State Director of the program is a member of our local workforce development board.</p>
	<p>1-505-476-4799 DougCalderwood@State.nm.us</p>				
	<p>2 - NICOA, National Indian Council on Aging Senior Community Service Employment Program Set-Aside Grantees Randella Bluehouse, Executive Director 8500 Menaul Blvd NE, Suite B-470 Albuquerque, NM 87112 505-292-2001 rbluehouse@nicoa.org</p>	Off Site	0	Yes, Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	
	<p><u>3</u> - Goodwill Industries of New Mexico – authorization by the Department of Labor (DOL) Attn: Sesha Lee 5000 San Mateo Blvd. NE Albuquerque, NM 87109 505-881-6401 slee@goodwillnm.org</p>	Off Site	0	Yes, contributing financially	

	<p>3411 Candelaria Rd NE Albuquerque, NM 87107 505-352-3444 Dr. Diego Gonzales and/or Concha Cordova</p> <p>ccordova@ydinm.org</p>			g, contrib uting financi ally	
	<p>4 - Adult Education Catholic Charities Catholic Charities – ABE Attn: Tara Armijo-Prewitt 2010 Bridge Blvd. SW Albuquerque, NM 87105</p> <p>505-724-4670 James Gannon gannonj@ccasfnm.org</p>	Off Site	0	Yes, contrib uting financi ally	
	<p>5 - Central New Mexico Community College – (CNM) School of Adult & General Education CNM – SAGE Attn: David Valdes 525 Buena Vista SE Albuquerque, NM 87106 505-224-3457</p> <p>David Valdes, Interim SAGE Associate Dean & Adult Education Director dvaldes@cnm.edu</p>	Off Site	0	Yes, contrib uting financi ally	

	<p>6 - Southwestern Indian Polytechnic Institute 9169 Coors Blvd. NW Albuquerque, NM 87120</p> <p>Sherry Allison, President 505-792-2976 sherry.allison@bie.edu</p>	Off Site	0	MOU Pending, not contributing Per WIOA 121(h)(2)(D)(iv)	
<p>Carl D. Perkins Career & Technical Education Act (Perkins V), authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)</p>	<p>CNM – Carl Perkins Attn: Sharon Gordon-Moffett 10549 Universe Blvd. NW Albuquerque, NM 87114</p> <p>505-224-3068 sgordon@cnm.edu</p>	Off Site	0	Yes, contributing financially	<p>CNM is the current provider of Carl D. Perkins services. The purpose of this Act is to develop more fully the academic and career and technical skills of secondary education students and postsecondary education students who elect to enroll in career and technical education programs, by:</p> <ol style="list-style-type: none"> 1. Building on the efforts of states and localities to develop challenging academic and technical standards and to assist students in meeting such standards, including preparation for high skill, high wage, or high demand occupations in current or emerging professions; 2. Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students; 3. Increasing state and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education, including tech prep education; 4). Conducting and disseminating national research and disseminating information on best practices that improve career and technical education programs, services, and activities;

					<p>5. Providing technical assistance that:</p> <p>A. Promotes leadership, initial preparation, and professional development at the state and local levels; and</p> <p>B. Improves the quality of career and technical education teachers, faculty, administrators, and counselors.</p> <p>6. Supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local workforce investment boards, business and industry, and intermediaries; and</p> <p>7. Providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive.</p>
<p>Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Authorized by the Department of Health and Human Services (HHS)</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site	0	Yes, contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>

<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Lynne Throop UI Director Lynne.Throop@state.nm.us</p>	Co-located	0	Yes, Contributing Financially	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>
<p>Behavioral Health</p> <p>ADDITIONAL</p>	<p>HopeWorks, LLC Greg Morris 505-242-4399, ext. 239 gmorris@hopeworksnm.org</p> <p>Non-profit organization providing homelessness and behavioral health services</p>	Off Site	0	Yes, not contributing financially.	<p>HopeWorks' programs have a profound effect on the health and well-being of the individuals they serve. Their clients are healthier. They find better jobs. They are proud in their homes, living with dignity and respect. They are happier, and they are independent. And most importantly, they remain strong and healthy, not allowing their homeless episode to take their life away.</p> <p>HopeWorks' long-term goals include:</p> <ul style="list-style-type: none"> • Engaging strategic partnerships to address community gaps in service • Raising community awareness • Enhancing comprehensive array of services

					<ul style="list-style-type: none"> • Ensuring best practice approaches • Cultivating long-term sustainability <p>Key Programs and Continuation of Care include:</p> <ul style="list-style-type: none"> • Employment Services • Housing • Behavioral Health • Outreach • Day Shelter • Meals
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000</p> <p>Mike Kivitz, CEO and/or kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante’s Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>

Pueblos REQUIRED Authorized by the Department of Labor (DOL) WIOA Title I, section 166 program, Indian and Native American Programs	1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us	Off Site	0	MOU Pending, Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.
	2 - San Felipe Pueblo Anthony Ortiz, Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com	Off Site	0	Same as above	
	3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111	Off Site	0	Same as above	
	4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez)	All Off Site	All - 0	Yes, All Exempt from mandatory contribution	

	<p>Daniel J. Madalena, Executive Director</p> <p>4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org</p> <p>Daniel J. Madalena, Executive Director</p> <p>4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor</p> <p>505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p>			<p>Per WIOA 121(h)(2)(D)(iv)</p>	
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	4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org				
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Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

The following are questions to guide your process for evaluating the comprehensive One-Stop Center for effectiveness, accessibility and continued quality improvement. Answer the questions in the interactive fields of the PDF certification document, it will scroll to accommodate the length of the answers. Use TAB to move between the fields. Then SAVE AS to your desktop with *your name* added to the document title and email back to Yolanda.Montoya-Cor@state.nm.us. If you have any questions or technical issues with the document, please contact Christina Garcia-Tenorio at 505-228-1932 or Christina.Tenorio2@state.nm.us

- I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.
 - 5 = achieved the standard and excelling
 - 4 = significantly meeting standard with some work yet to do
 - 3 = have some of the elements in place, some of the time
 - 2 = making progress but long way to go
 - 1 = no progress yet

These scores will be use by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement.

I. EFFECTIVENESS

Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
5	4 X	3	2	1
CRITERIA		RESPONSE		
<p>How well does the one-stop integrate available services for participants and business? (Including job training programs offered through community colleges and other public and private institutions, registered apprenticeships, adult education, on the job training, etc.)</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 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>		<p>The Operator coordinates the service delivery of all partners within the One-Stop system. Partner managers and supervisors have oversight and directly authority over their respective program staff, and the Operator works collaboratively with partner staff and their managers and supervisors to make the centers function as a whole.</p> <p>Currently, the Bernalillo County One-Stop is organized by functional areas, which include representation of all partners currently co-located as well as referrals to entities that provide training and employment services. Functional areas include: Welcome Team, Resource Room, Career Assessment/Career Services Team, Training and Education Opportunities Team, Business Services Team, and Veterans Team.</p> <p>See Attachment A - "Service Integration and Functional Management Plan" – Functional Areas. The functional teams consist of members from all co-located partners.</p> <p><i>Number of Partner Programs available at one-stop and or participating through MOU.</i></p> <p>Partners Co-located in Bernalillo County New Mexico Workforce Connection Center</p> <ul style="list-style-type: none"> • WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments) • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) 		

	<ul style="list-style-type: none"> • Veteran Services Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) <p>Partners Co-located in other New Mexico Workforce Connection Centers in the Central Region</p> <ul style="list-style-type: none"> • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <ul style="list-style-type: none"> ○ Co-Located in the Torrance County Center <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • SCSEP (Goodwill) • SCSEP (NICOA) • SCSEP (NM Aging and Long-Term Services Department) • Help NM-Community Based Service Grant • TANF Program (NM Human Services Department) • Isleta Pueblo WIOA Program • Job Corps • Unemployment Insurance Program (NM Department of Workforce Solutions) • Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none"> • Innovate+Educate • HopeWorks LLC • Gordon Bernell Charter School
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	<p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM has enhanced online communication between all partners via a new intranet system, launched in September 2019. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM also hosts Quarterly Gatherings, half-day to full-day events that bring together all 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 events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals</i></p>
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	<p><i>with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the New Mexico Workforce Connection centers to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the NMWC centers may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p>
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	<p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year for Quarterly Gatherings, as mentioned above, to meet, train, and share information.</p> <p><i>Evidence of cost efficiency strategies used to maximize funds for services.</i></p> <p>Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:</p> <ul style="list-style-type: none"> • Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the New Mexico Workforce Connection services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences.
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	<ul style="list-style-type: none"> • Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs. • Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include: <ul style="list-style-type: none"> ○ Constant Contact ○ Social media (Facebook, Instagram, Twitter, YouTube, & TikTok) ○ WCCNM website (www.wccnm.org) ○ RingCentral ○ Lobby Central ○ WCCNM Intranet ○ See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform <p><i>Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p>
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	<p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and Quarterly Gatherings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 <u>X</u>
3	2
1	
CRITERIA	RESPONSE
<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: reasonable accommodations to provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?</p> <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p>	<p><i>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.</i></p> <p>The Youth Program utilizes a “Positive Youth Development Framework” to assess each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.</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 one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>As part of Project E3, WCCNM, NMDVR, and the NM Workforce Connection staff sought to continue to build 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 (BWIP) position at the NM Workforce Connection center. 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 Work Incentive Practitioner (WIP-C™) credential. Ms. Morrison is able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>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.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals.</p>
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	<p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth, NM Division of Vocation Rehabilitation, Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists), and UNM Valencia Accelerated College & Career Education services are provided at the comprehensive one-stop. Referrals are issued to customers for SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>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.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individuals receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual</p>
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	<p>Platforms” and one on “Website and Document Accessibility,” to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals. Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during these trainings, to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022 (in-person assessments have not been offered during 2020-21 due to the COVID-19 pandemic).</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional</p>
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	<p>partner and program training). Trainings are also provided at the Quarterly Gatherings, as requested, and online. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p>
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	<p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas?</i></p> <p>The Workforce Connection Online System, or WCOS (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, YouTube, and TikTok) to promote events and services. In 2021 a new website (www.wccnm.org) was launched to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p>
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	<p><i>Evidence of extended hours of service to meet the needs of customers?</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 <u>X</u>
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop support the achievement of negotiated local performance levels for the local area?	<i>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 contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i>
Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?	
Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?	See attachment A – Service Integration and Functional Management Plan – Performance Measures
How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?	The Bernalillo County center receives the most customer traffic of all centers in the four-county region, so the majority of the Central Region's performance is determined by this center. For example, in November 2021 the Bernalillo County Center made up almost 97% of in-person customer appointments, 67% of WIOA Adult and Dislocated Worker program enrollments, and almost half of WIOA Youth program enrollments. As the region's comprehensive center, it also hosts the largest partner network and longest list of co-located

	<p>partners.</p> <p><i>Evidence of strategies used to 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.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p>
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	<p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM Continuous Quality Improvements (CQI) subcommittee is supporting the development of a formal WCCNM CQI planning process and is working to prioritize efforts for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers and is currently monitoring its first formal CQI plan regarding WIOA Youth program performance.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

New Mexico Department Workforce Solutions One-Stop Delivery System Submittal Notification

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

Applicant Name: Workforce Connection of Central New Mexico (Sandoval County – Affiliate Center)	
Address: 809 Copper NW, Albuquerque, New Mexico 87102	Phone: (505) 724 - 3636
Contact Person, Title, Phone: Jerry Schalow, WCCNM Chair (505)724-3636	

This cover page is notification to the New Mexico State Workforce Development Board that the entity named above has submitted an application for One Stop Career Center Certification.

WCCNM's Chair Signature

Date of Submittal

Submit Notification in Writing to: New Mexico Dept. of Workforce Solutions
C/O Office of WIOA Administration
401 Broadway NE
PO Box 1928
Albuquerque, NM
87102

Submit Electronic Notification to: Yolanda.Montoya-Cor@state.nm.us

New Mexico Department of Workforce Solutions

One-Stop Certification Application/Affiliate Certification Application

1. Name of Applicant: Workforce Connection of Central New Mexico – (Sandoval County - Affiliate Center)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 724-3636 Fax No. : (505) 247-1753 Email: AMartinez@mrcog-nm.gov

Contact Person: Arthur Martinez, Workforce Administrator

2. Name of One Stop Operator: Mid Region Council of Governments
(if different from applicant)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 697-7279 Fax No. : (505) 843-1990 Email: JForehand@wccnm.org

Contact Person: Joy Forehand, Operations Manager

3. Location of One Stop: 4061 Ridge Rock Rd SE Rio Rancho, NM 87124

4. Of the mandated partners identified in the WIOA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. *Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:*

- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
- Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
- Detailed process of how core services are provided to clients

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez Marcos.Martinez@state.nm.us</p>	Co-located	3	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	2	Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans in New Mexico.
WIOA Title 1 Adult and Dislocated Worker Services	Workforce Connection of Central New Mexico - Mid-region Council of Governments, Workforce	Co-located	2	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in

WIOA Act of 2014 Required	<p>Connection of Central New Mexico LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>				<p>any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services</p> <p>Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
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					<ul style="list-style-type: none"> • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; • Information on job skills necessary to obtain the vacant jobs listed; • Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs; • Provision of performance information and program cost information on eligible providers of training services by program and type of providers; • Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; • Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support; • Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program; • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
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				<ul style="list-style-type: none"> • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services</p> <p>Once Workforce Connection Center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; • Group and/or individual counseling and mentoring; • Career planning (e.g., case management); • Short-term pre-vocational services, including development of learning skills, communication
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					<p>skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training;</p> <ul style="list-style-type: none"> • Internships and work experiences that are linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment; • Financial literacy services; • Out-of-area job search assistance and relocation assistance; and • English language acquisition and integrated education and training programs. <p>Follow-up Services</p> <p>Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Workforce Connection of Central New Mexico - Mid-region Council of Governments, 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair</p>	Co-located	3	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p>

	JerryABQ@gmail.com				<p> (1) Financial Literacy (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (6) Adult Mentoring (7) Supportive Services (transportation, child care, housing, medical) (8) Guidance and Counseling (9) Leadership Development (10) Alternative Education (11) Dropout Prevention/Tutoring (12) Paid/Unpaid work experience including internships & summer employment (13) Occupational Skills Training (14) Follow-up Services </p> <p> Additional activities that support the fourteen WIOA program elements include but are not limited to the following: </p> <p> (1) Comprehensive work readiness training and career exploration (2) Development of quality work experience sites to provide meaningful work experience and skill development (3) Co-enrollment with adult WIOA program for OJT and further training opportunities </p> <p> Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and </p>
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					<p>former foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand
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					<p>industry sectors and occupations, and performance and program cost information on eligible training providers for training services;</p> <ul style="list-style-type: none"> • Work readiness training to develop soft and foundational employability skills required for successful attainment and retention of employment; • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	Same 3 Staff as Wagner-Peyser	Yes, Not Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.</p>

<p>Reemployment Services and Eligibility Assessment (RESEA)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	1	Yes, Contributing Financially	<p>The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the New Mexico Workforce Connection Centers.</p>
<p>Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs</p> <p>REQUIRED</p> <p>TANF, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)³</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) - Authorization by Department of Health and Human Services (HHS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	4	Yes, Contributing Financially	<p>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. This partner is co-located in the New Mexico Workforce Connection Centers.</p>

<p>Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>There are no current Second Chance Act grants active in New Mexico.</p> <p>https://nationalreentryresourcecenter.org/second-chance-act/sca-grantee-program-map</p>	NA	NA	NA	NA
<p>HUD Employment & Training Programs</p> <p>REQUIRED</p> <p>https://www.hud.gov/program_offices/public_indian_housing/jpi</p>	<p>Employment & Training Programs – authorized by Department of Housing & Urban Development (HUD)</p> <p>There are no current employment & training programs active in New Mexico from HUD.</p>	NA	NA	NA	NA

<p>Adult Basic Education</p> <p>REQUIRED</p> <p>Authorized by the Department of Education (ED)</p> <p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program</p>	<p>1 - Adult Education Santa Fe Community College Adult Education 6401 Richards Ave. Santa Fe, NM 87508 505-428-1330 Letty Naranjo, Director Letty.naranjo@sfcc.edu</p>	Off Site	0	MOU Pending, not contributing financially	<p>WIOA Title II programs seeks to ensure that state and local service providers (two listed) offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and older) with obtaining postsecondary education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>
	<p>2 - Adult Education UNM- Los Alamos 4000 University Dr. Los Alamos, NM 87544 505-669-3400 Dr. Cynthia J. Rooney, Chief Executive Officer gbaca@unm.edu</p>	Off Site	0	MOU Pending, not contributing.	
<p>Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Authorized by the Department of Health and Human Services (HHS)</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site	0	Yes, not contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>

<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Lynne Throop UI Director Lynne.Throop@state.nm.us</p>	Co-located	0	Yes, Contributing Financially	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b-19]</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000 Mike Kivitz, CEO and/or kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante's Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client's SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p>

	3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111	Off Site	0	Same as above	
	4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director	All Off Site	All - 0	Yes, All Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	
	4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org				
	Daniel J. Madalena, Executive Director				
	4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor				
	505-867-3301 governor@santaana-nsn.gov				
	4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor				

	505-867-3317 sparkinson@sandiapueblo.nsn.us 4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org 4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org				
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Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

The following are questions to guide your process for evaluating the comprehensive One-Stop Center for effectiveness, accessibility and continued quality improvement. Answer the questions in the interactive fields of the PDF certification document, it will scroll to accommodate the length of the answers. Use TAB to move between the fields. Then SAVE AS to your desktop with *your name* added to the document title and email back to Yolanda.Montoya-Cor@state.nm.us. If you have any questions or technical issues with the document, please contact Christina Garcia-Tenorio at 505-228-1932 or Christina.Tenorio2@state.nm.us

- I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.
 - 5 = achieved the standard and excelling
 - 4 = significantly meeting standard with some work yet to do
 - 3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

These scores will be used by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement.

I. EFFECTIVENESS				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
5	4 <u>X</u>	3	2	1
CRITERIA		RESPONSE		
How well does the one-stop integrate available services for participants and business? (Including job training programs offered through community colleges and other public and private institutions, registered apprenticeships, adult education, on the job training, etc.)		The Operator coordinates the service delivery of all partners within the One-Stop system. Partner managers and supervisors have oversight and directly authority over their respective program staff, and the Operator works collaboratively with partner staff and their managers and supervisors to make the centers function as a whole.		
How well does the one-stop meet the workforce needs of participants?		Currently, the Sandoval County One-Stop is organized by functional areas, which include representation of all partners currently co-located as well as referrals to entities that provide training and employment services.		
How well does the one-stop meet the employment needs of businesses?		See Attachment A - "Service Integration and Functional Management Plan" – Functional Areas. The functional teams consist of members from all co-located partners.		
Does evidence exist to demonstrate any cost efficiencies?		<i>Number of Partner Programs available at one-stop and or participating through MOU.</i>		
How well are services coordinated across programs?		Partners Co-located in the Sandoval County New Mexico Workforce Connection Center		
Does evidence exist to support effective partnership development and implementation among partner programs and staff?		<ul style="list-style-type: none"> • WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments) • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce 		
Does evidence exist to support effective partnership development and implementation among partner programs and staff?				
Does evidence exist to support effective and practical resolution to one-stop customer feedback?				

	<p>Solutions)</p> <ul style="list-style-type: none"> • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • Veteran Services Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) <p>Partners Co-located in other New Mexico Workforce Connection Centers in the Central Region</p> <ul style="list-style-type: none"> • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant • UNM Valencia Accelerated College & Career Education (ACCE) <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • SCSEP (Goodwill) • SCSEP (NICOA) • SCSEP (NM Aging and Long-Term Services Department) • Help NM-Community Based Service Grant • TANF Program (NM Human Services Department) • Isleta Pueblo WIOA Program • Job Corps
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	<ul style="list-style-type: none">• Unemployment Insurance Program (NM Department of Workforce Solutions)• Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none">• Innovate+Educate• HopeWorks LLC• Gordon Bernell Charter School <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM has enhanced online communication between all partners via a new intranet system, launched in September 2019. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM also hosts Quarterly Gatherings, half-day to full-day events that bring together all 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 events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p>
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	<p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the New Mexico Workforce Connection centers to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the NMWC centers may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate</p>
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	<p>service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p><i>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year for Quarterly Gatherings, as mentioned above, to meet, train, and share information.</p> <p><i>Evidence of cost efficiency strategies used to maximize funds for services.</i></p> <p>Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:</p> <ul style="list-style-type: none"> • Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all
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	<p>partner programs in the Central Region. This has maximized the exposure of all of the New Mexico Workforce Connection services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences.</p> <ul style="list-style-type: none">• Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs.• Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include:<ul style="list-style-type: none">○ Constant Contact○ Social media (Facebook, Instagram, Twitter, YouTube, & TikTok)○ WCCNM website (www.wccnm.org)○ RingCentral○ Lobby Central○ WCCNM Intranet○ See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform <p><i>Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program</p>
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	<p>managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and Quarterly Gatherings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
5	4 <u>X</u>	3	2	1
CRITERIA		RESPONSE		
How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?		<i>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.</i>		
What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?		The Youth Program utilizes a “Positive Youth Development Framework” to access each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.		
Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?				

<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 one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>As part of Project E3, WCCNM, NMDVR, and the NM Workforce Connection staff sought to continue to build 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 (BWIP) position at the NM Workforce Connection center. 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 Work Incentive Practitioner (WIP-C™) credential. Ms. Morrison is able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>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.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19</p>
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	<p>pandemic were accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists) are provided at the Sandoval County one-stop. Referrals are issued to customers for NM Division of Vocation Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>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.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individuals' receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual</p>
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	<p>Platforms” and one on “Website and Document Accessibility,” to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals. Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during these trainings, to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022 (in-person assessments have not been offered during 2020-21 due to the COVID-19 pandemic).</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional</p>
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	<p>partner and program training). Trainings are also provided at the Quarterly Gatherings, as requested, and online. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individuals’ receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p>
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	<p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the Comprehensive One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas.</i></p> <p>The Workforce Connection Online System, or WCOS (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, YouTube, and TikTok) to promote events and services. In 2021 a new website (www.wccnm.org) was launched to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p>
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	<p><i>Evidence of extended hours of service to meet the needs of customers.</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 X
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop support the achievement of negotiated local performance levels for the local area?	<i>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 contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i>
Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?	
Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?	See attachment A – Service Integration and Functional Management Plan – Performance Measures
How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?	The Sandoval County One-Stop Center hosts a variety of its own employer and recruitment events, such as a November 2021 hiring event with Home Instead and a December 2021 Career Fair held in partnership with Loma Colorado Main Library, and participates in community employment events such as Rio Rancho Public School job fairs. Sandoval County is the second-most populous county in the Central Region, so makes up a significant portion of the Central

	<p>Region’s performance, enrollments, and customers served. The one-stop center also hosts the second-largest number of co-located partners in the Central Region, after the Bernalillo County Center.</p> <p><i>Evidence of strategies used to 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.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy</p>
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	<p>and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM Continuous Quality Improvements (CQI) subcommittee is supporting the development of a formal WCCNM CQI planning process and is working to prioritize efforts for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers and is currently monitoring its first formal CQI plan regarding WIOA Youth program performance.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

New Mexico Department Workforce Solutions One-Stop Delivery System Submittal Notification

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

Applicant Name: Workforce Connection of Central New Mexico (Torrance County – Affiliate Center)	
Address: 809 Copper NW, Albuquerque, New Mexico 87102	Phone: (505) 724 - 3636
Contact Person, Title, Phone: Jerry Schalow, WCCNM Chair (505)724-3636	

This cover page is notification to the New Mexico State Workforce Development Board that the entity named above has submitted an application for One Stop Career Center Certification.

WCCNM's Chair Signature

Date of Submittal

Submit Notification in Writing to: New Mexico Dept. of Workforce Solutions
C/O Office of WIOA Administration
401 Broadway NE
PO Box 1928
Albuquerque, NM
87102

Submit Electronic Notification to: Yolanda.Montoya-Cor@state.nm.us

New Mexico Department of Workforce Solutions

One-Stop Certification Application/Affiliate Certification Application

1. Name of Applicant: Workforce Connection of Central New Mexico (Torrance County – Affiliate Center)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 724-3636 Fax No. : (505) 247-1753 Email: AMartinez@mrcog-nm.gov

Contact Person: Arthur Martinez, Workforce Administrator

2. Name of One Stop Operator: Mid Region Council of Governments
(If different from applicant)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 697-7279 Fax No. : (505) 843-1990 Email: JForehand@wccnm.org

Contact Person: Joy Forehand, Operations Manager

3. Location of One Stop: 777 Central Ave (Old Route 66), Moriarty, NM 87035

4. Of the mandated partners identified in the WIOA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. *Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:*

- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
- Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
- Detailed process of how core services are provided to client

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Wagner-Peyser Employment Services (ES) program REQUIRED Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange	New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 Marcos Martinez Marcos.Martinez@state.nm.us	Co-located	1	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.
Jobs for Veterans State Grants (JVSG) Required Authorized under chapter 41 of title 38, U.S.C.	New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 Marcos.Martinez@state.nm.us	Co-located	1	Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans in New Mexico.
WIOA Title 1 Adult and Dislocated Worker Services	Workforce Connection of Central New Mexico - Mid-region Council of Governments, Workforce	Co-located	1	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in

WIOA Act of 2014 Required	<p>Connection of Central New Mexico LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>				<p>any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services</p> <p>Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
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					<ul style="list-style-type: none"> • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; • Information on job skills necessary to obtain the vacant jobs listed; • Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs; • Provision of performance information and program cost information on eligible providers of training services by program and type of providers; • Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; • Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support; • Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program; • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
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				<ul style="list-style-type: none"> • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services</p> <p>Once Workforce Connection Center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; • Group and/or individual counseling and mentoring; • Career planning (e.g., case management); • Short-term pre-vocational services, including development of learning skills, communication
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					<p>skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training;</p> <ul style="list-style-type: none"> • Internships and work experiences that are linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment; • Financial literacy services; • Out-of-area job search assistance and relocation assistance; and • English language acquisition and integrated education and training programs. <p>Follow-up Services</p> <p>Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Workforce Connection of Central New Mexico - Mid-region Council of Governments, 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>	Co-located	2	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <p>(1) Financial Literacy</p>

					<p> (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (6) Adult Mentoring (7) Supportive Services (transportation, child care, housing, medical) (8) Guidance and Counseling (9) Leadership Development (10) Alternative Education (11) Dropout Prevention/Tutoring (12) Paid/Unpaid work experience including internships & summer employment (13) Occupational Skills Training (14) Follow-up Services </p> <p> Additional activities that support the fourteen WIOA program elements include but are not limited to the following: </p> <p> (1) Comprehensive work readiness training and career exploration (2) Development of quality work experience sites to provide meaningful work experience and skill development (3) Co-enrollment with adult WIOA program for OJT and further training opportunities </p> <p> Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former foster youth, offenders, and/or expecting </p>
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					<p>and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand industry sectors and occupations, and performance
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					<p>and program cost information on eligible training providers for training services;</p> <ul style="list-style-type: none"> • Work readiness training to develop soft and foundational employability skills required for successful attainment and retention of employment; • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>WIOA of 2014 Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	Same Staff person (1) as Wagner-Peyser	Yes, Not Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.</p>

<p>National Farmworker Job Program (NFJP) WIOA Sec. 167</p> <p>REQUIRED</p>	<p>MET, Inc. – NFJP Attn : Victor Cabrera 226 S Alameda Blvd Las Cruces, NM 88005</p> <p>(575) 644-6636 Victor Cabrera cabrera@metinc.org</p>	Co-located	1	Yes, Contributing Financially	<p>The National Farmworker Jobs Program (NFJP) is a nationally-directed, locally-administered program of services for migrant and seasonal farmworkers and their dependents. Career Services and Training grant recipients help farmworkers and their dependents acquire necessary skills to either stabilize or advance in their agricultural jobs or obtain employment in new industries. To support better economic outcomes for farmworkers, housing grant recipients work to meet a critical need for safe and sanitary permanent and temporary housing. The NFJP is an integral part of the public workforce system and a partner in the nationwide network of American Job Centers. Additionally, NFJP partners with the Monitor Advocate System to ensure farmworkers have equitable access to career services, skill development, and workforce protections offered by the American Job Centers (New Mexico Workforce Connection Centers), so they may improve their living and working conditions. This partner is co-located in the New Mexico Workforce Connection Center in Torrance County.</p>
<p>Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL))</p>	<p>There are no current Second Chance Act grants active in New Mexico.</p> <p>https://nationalreentryresourcecenter.org/second-chance-act/sca-grantee-program-map</p>	NA	NA	NA	NA

under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169					
<p>HUD Employment & Training Programs</p> <p>REQUIRED</p> <p>https://www.hud.gov/program_offices/public_indian_housing/jpi</p>	<p>Employment & Training Programs – authorized by Department of Housing & Urban Development (HUD)</p> <p>There are no current employment & training programs active in New Mexico from HUD.</p>	NA	NA	NA	NA
<p>Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Authorized by the Department of Health and Human Services (HHS)</p> <p>Employment and training activities</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site	0	Yes, not contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in</p>

carried out under the CSBG Act (42 U.S.C. 9901 et seq.)					<p>the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>
<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Lynne Throop UI Director Lynne.Throop@state.nm.us</p>	Co-located	0	Yes, Contributing Financially	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>

<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000 Mike Kivitz, CEO and/or kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante’s Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p>	Off Site	0	MOU Pending, Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	<p>Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

	2 - San Felipe Pueblo Anthony Ortiz, Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com	Off Site	0	Same as above	
	3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111	Off Site	0	Same as above	
	4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director	All Off Site	All - 0	Yes, All Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	
	4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org				
	Daniel J. Madalena, Executive Director				
	4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor				

	<p>505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				
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Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

The following are questions to guide your process for evaluating the comprehensive One-Stop Center for effectiveness, accessibility and continued quality improvement. Answer the questions in the interactive fields of the PDF certification document, it will scroll to accommodate the length of the answers. Use TAB to move between the fields. Then SAVE AS to your desktop with *your name* added to the document title and email back to Yolanda.Montoya-Cor@state.nm.us. If you have any questions or technical issues with the

document, please contact Christina Garcia-Tenorio at 505-228-1932 or Christina.Tenorio2@state.nm.us

- I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.
- 5 = achieved the standard and excelling
 - 4 = significantly meeting standard with some work yet to do
 - 3 = have some of the elements in place, some of the time
 - 2 = making progress but long way to go
 - 1 = no progress yet

These scores will be use by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement.

I. EFFECTIVENESS				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
5	4 <u>X</u>	3	2	1
CRITERIA		RESPONSE		
How well does the one-stop integrate available services for participants and business? (Including job training programs offered through community colleges and other public and private institutions, registered apprenticeships, adult education, on the job training, etc.)		The Operator coordinates the service delivery of all partners within the One-Stop system. Partner managers and supervisors have oversight and directly authority over their respective program staff, and the Operator works collaboratively with partner staff and their managers and supervisors to make the centers function as a whole.		
How well does the one-stop meet the workforce needs of participants?		Currently, the Torrance County One-Stop is organized by functional areas, which include representation of all partners currently co-located as well as referrals to entities that provide training and employment services. Functional areas include: Welcome Team, Resource Room, Career Assessment/Career Services Team, Training and Education Opportunities Team, Business Services Team, and Veterans Team.		
How well does the one-stop meet the employment needs of businesses?				
Does evidence exist to demonstrate any cost efficiencies?				
How well are services coordinated across programs?		See Attachment A - "Service Integration and Functional Management Plan" – Functional Areas. The functional teams consist of members from all co-located partners.		

<p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</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>	<p><i>Number of Partner Programs available at one-stop and or participating through MOU.</i></p> <p>Partners Co-located in Torrance County New Mexico Workforce Connection Center</p> <ul style="list-style-type: none"> • WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments) • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) • Veteran Services Program (NM Department of Workforce Solutions) (itinerant services available) • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <p>Partners Co-located in other New Mexico Workforce Connection Centers in the Central Region</p> <ul style="list-style-type: none"> • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program
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	<ul style="list-style-type: none">• SCSEP (Goodwill)• SCSEP (NICOA)• SCSEP (NM Aging and Long-Term Services Department)• Help NM-Community Based Service Grant• TANF Program (NM Human Services Department)• Isleta Pueblo WIOA Program• Job Corps• Unemployment Insurance Program (NM Department of Workforce Solutions)• Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none">• Innovate+Educate• HopeWorks LLC• Gordon Bernell Charter School <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM has enhanced online communication between all partners via a new intranet system, launched in September 2019. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p>
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	<p>WCCNM also hosts Quarterly Gatherings, half-day to full-day events that bring together all 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 events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the New Mexico Workforce Connection centers to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the NMWC centers may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p>
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	<p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year for Quarterly Gatherings, as mentioned above, to meet, train, and share information.</p>
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Evidence of cost efficiency strategies used to maximize funds for services.

Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:

- Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the New Mexico Workforce Connection services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences.
- Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs.
- Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include:
 - Constant Contact
 - Social media (Facebook, Instagram, Twitter, YouTube, & TikTok)
 - WCCNM website (www.wccnm.org)
 - RingCentral
 - Lobby Central
 - WCCNM Intranet
 - See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform

Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.

Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.

	<p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and Quarterly Gatherings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 <u>X</u>
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?	<i>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.</i>
What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to	

<p>provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?</p> <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 one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>The Youth Program utilizes a “Positive Youth Development Framework” to access each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.</p> <p>As part of Project E3, WCCNM, NMDVR, and the NM Workforce Connection staff sought to continue to build 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 (BWIP) position at the NM Workforce Connection center. 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 Work Incentive Practitioner (WIP-C™) credential. Ms. Morrison is able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>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</p>
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	<p>March 2021.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists) are provided at the Torrance County one-stop. Referrals are issued to customers for NM Division of Vocation Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>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.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individual's receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive</p>
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	<p>and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals. Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during these trainings, to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022 (in-person assessments have not been offered during 2020-21 due to the COVID-19 pandemic).</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and New Mexico Workforce Connection Training</p>
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	<p>Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided at the Quarterly Gatherings, as requested, and online. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p>
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	<p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas?</i></p> <p>The Workforce Connection Online System, or WCOS (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, and TikTok) to promote events and</p>
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	<p>services. In 2021 a new website (www.wccnm.org) was launched to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers?</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 X
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop support the achievement of negotiated local performance levels for the local area?	<i>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 contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i>
Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?	
Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?	See attachment A – Service Integration and Functional Management Plan – Performance Measures
	The Torrance County One-Stop Center hosts a variety of its own

<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>employer and recruitment events, such as the October 2021 East Mountain Career Fair. This is also the only center to host the National Farmworker Jobs Program as a co-located partner, an important program that serves one of WIOA’s target populations.</p> <p>While Torrance County has the smallest population of any Central Region County, partner program staff at the Torrance County One-Stop Center still make an important contribution to overall Central Region performance.</p> <p><i>Evidence of strategies used to 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.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the</p>
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	<p>Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM Continuous Quality Improvements (CQI) subcommittee is supporting the development of a formal WCCNM CQI planning process and is working to prioritize efforts for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers and is currently monitoring its first formal CQI plan regarding WIOA Youth program performance.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

New Mexico Department Workforce Solutions One-Stop Delivery System Submittal Notification

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

Applicant Name: Workforce Connection of Central New Mexico (Valencia County – Affiliate Center)	
Address: 809 Copper NW, Albuquerque, New Mexico 87102	Phone: (505) 724 - 3636
Contact Person, Title, Phone: Jerry Schalow, WCCNM Chair (505)724-3636	

This cover page is notification to the New Mexico State Workforce Development Board that the entity named above has submitted an application for One Stop Career Center Certification.

WCCNM's Chair Signature

Date of Submittal

Submit Notification in Writing to: New Mexico Dept. of Workforce Solutions
C/O Office of WIOA Administration
401 Broadway NE
PO Box 1928
Albuquerque, NM
87102

Submit Electronic Notification to: Yolanda.Montoya-Cor@state.nm.us

New Mexico Department of Workforce Solutions

One-Stop Certification Application/Affiliate Certification Application

1. Name of Applicant: Workforce Connection of Central New Mexico (Valencia County – Affiliate Center)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 724-3636 Fax No. :(505) 247-1753 Email: AMartinez@mrcog-nm.gov

Contact Person: Arthur Martinez, Workforce Administrator

2. Name of One Stop Operator: Mid Region Council of Governments
(If different from applicant)

Address: 809 Copper NW, Albuquerque, New Mexico 87102

Phone No.: (505) 697-7279 Fax No. :(505) 843-1990 Email: JForehand@wccnm.org

Contact Person: Joy Forehand, Operations Manager

3. Location of One Stop: 428 Los Lentes Rd. SE, Los Lunas, NM 87031

4. Of the mandated partners identified in the WIOA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. *Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:*

- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
- Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
- Detailed process of how core services are provided to clients

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez Marcos.Martinez@state.nm.us</p>	Co-located	3	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	1	Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans in New Mexico.
WIOA Title 1 Adult and Dislocated Worker Services	Workforce Connection of Central New Mexico - Mid-region Council of Governments, Workforce	Co-located	2	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in

WIOA Act of 2014 Required	<p>Connection of Central New Mexico LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>				<p>any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services</p> <p>Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;
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					<ul style="list-style-type: none"> • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; • Information on job skills necessary to obtain the vacant jobs listed; • Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs; • Provision of performance information and program cost information on eligible providers of training services by program and type of providers; • Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; • Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care, child support; • Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program; • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
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				<ul style="list-style-type: none"> • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services</p> <p>Once Workforce Connection Center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; • Group and/or individual counseling and mentoring; • Career planning (e.g., case management); • Short-term pre-vocational services, including development of learning skills, communication
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					<p>skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training;</p> <ul style="list-style-type: none"> • Internships and work experiences that are linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment; • Financial literacy services; • Out-of-area job search assistance and relocation assistance; and • English language acquisition and integrated education and training programs. <p>Follow-up Services</p> <p>Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Workforce Connection of Central New Mexico - Mid-region Council of Governments, 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Jerry Schalow, WCCNM Board Chair JerryABQ@gmail.com</p>	Co-located	4	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <p>(1) Financial Literacy</p>

					<p> (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (6) Adult Mentoring (7) Supportive Services (transportation, child care, housing, medical) (8) Guidance and Counseling (9) Leadership Development (10) Alternative Education (11) Dropout Prevention/Tutoring (12) Paid/Unpaid work experience including internships & summer employment (13) Occupational Skills Training (14) Follow-up Services </p> <p> Additional activities that support the fourteen WIOA program elements include but are not limited to the following: </p> <p> (1) Comprehensive work readiness training and career exploration (2) Development of quality work experience sites to provide meaningful work experience and skill development (3) Co-enrollment with adult WIOA program for OJT and further training opportunities </p> <p> Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former foster youth, offenders, and/or expecting </p>
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					<p>and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand industry sectors and occupations, and performance
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					<p>and program cost information on eligible training providers for training services;</p> <ul style="list-style-type: none"> • Work readiness training to develop soft and foundational employability skills required for successful attainment and retention of employment; • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 Marcos.Martinez@state.nm.us</p>	Co-located	Same 3 Staff as Wagner-Peyser	Yes, Not Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the New Mexico Workforce Connection Centers.</p>

<p>Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>There are no current Second Chance Act grants active in New Mexico.</p> <p>https://nationalreentryresourcecenter.org/second-chance-act/sca-grantee-program-map</p>	NA	NA	NA	NA
<p>HUD Employment & Training Programs</p> <p>REQUIRED</p> <p>https://www.hud.gov/program_offices/public_indian_housing/jpi</p>	<p>Employment & Training Programs – authorized by Department of Housing & Urban Development (HUD)</p> <p>There are no current employment & training programs active in New Mexico from HUD.</p>	NA	NA	NA	NA

<p>Adult Basic Education</p> <p>REQUIRED</p> <p>Authorized by the Department of Education (ED)</p> <p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program</p>	<p>Adult Education UNM- Valencia 280 La Enbtradam Los Lunas, NM 87031 505-925-8540</p> <p>Dr. Alice Lettney, CEO alicel@unm.edu</p>	Off Site	0	MOU Pending, not contributing financially	<p>WIOA Title II programs seeks to ensure that state and local service providers offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and older) with obtaining postsecondary education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>
<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Lynne Throop UI Director Lynne.Throop@state.nm.us</p>	Co-located	0	Yes, Contributing Financially	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the New Mexico Workforce Connection online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>

<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000 Mike Kivitz, CEO and/or kswilliams@goadelante.org</p>	Off Site	0	<p>Yes, not contributing financially.</p>	<p>Adelante’s Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p>	Off Site	0	<p>MOU Pending, Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)</p>	<p>Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

	2 - San Felipe Pueblo Anthony Ortiz, Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com	Off Site	0	Same as above	
	3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111	Off Site	0	Same as above	
	4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director	All Off Site	All - 0	Yes, All Exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	
	4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org				
	Daniel J. Madalena, Executive Director				
	4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor				

	<p>505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				
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Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

The following are questions to guide your process for evaluating the comprehensive One-Stop Center for effectiveness, accessibility and continued quality improvement. Answer the questions in the interactive fields of the PDF certification document, it will scroll to accommodate the length of the answers. Use TAB to move between the fields. Then SAVE AS to your desktop with *your name* added to

the document title and email back to Yolanda.Montoya-Cor@state.nm.us_. If you have any questions or technical issues with the document, please contact Christina Garcia-Tenorio at 505-228-1932 or Christina.Tenorio2@state.nm.us

- I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.
- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

These scores will be used by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement.

I. EFFECTIVENESS				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
5	4 <u>X</u>	3	2	1
CRITERIA		RESPONSE		
How well does the one-stop integrate available services for participants and business? (Including job training programs offered through community colleges and other public and private institutions, registered apprenticeships, adult education, on the job training, etc.)		The Operator coordinates the service delivery of all partners within the One-Stop system. Partner managers and supervisors have oversight and directly authority over their respective program staff, and the Operator works collaboratively with partner staff and their managers and supervisors to make the centers function as a whole.		
How well does the one-stop meet the workforce needs of participants?		Currently, the Valencia County One-Stop is organized by functional areas, which include representation of all partners currently co-located as well as referrals to entities that provide training and employment services. Functional areas include: Welcome Team, Resource Room, Career Assessment/Career Services Team, Training and Education Opportunities Team, Business Services Team, and Veterans Team.		
How well does the one-stop meet the employment needs of businesses?				
Does evidence exist to demonstrate any cost efficiencies?				
How well are services coordinated across programs?				

<p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</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>	<p>See Attachment A - “Service Integration and Functional Management Plan” – Functional Areas. The functional teams consist of members from all co-located partners.</p> <p><i>Number of Partner Programs available at one-stop and or participating through MOU.</i></p> <p>Partners Co-located in Valencia County New Mexico Workforce Connection Center</p> <ul style="list-style-type: none"> • WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments) • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) • Veteran Services Program (NM Department of Workforce Solutions) (itinerant services available) <p>Partners Co-located in other New Mexico Workforce Connection Centers</p> <ul style="list-style-type: none"> • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute)
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	<ul style="list-style-type: none">• CNM Carl D. Perkins Grant• Five Sandoval Pueblos Inc. WIOA Program• National Indian Youth Council WIOA Program• SCSEP (Goodwill)• SCSEP (NICOA)• SCSEP (NM Aging and Long-Term Services Department)• Help NM-Community Based Service Grant• TANF Program (NM Human Services Department)• Isleta Pueblo WIOA Program• Job Corps• Unemployment Insurance Program (NM Department of Workforce Solutions)• Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none">• Innovate+Educate• HopeWorks LLC• Gordon Bernell Charter School <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM has enhanced online communication between all partners via a new intranet system, launched in September 2019. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers</p>
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	<p>between program to ensure they access all services available to them.</p> <p>WCCNM also hosts Quarterly Gatherings, half-day to full-day events that bring together all 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 events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the New Mexico Workforce Connection centers to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the NMWC centers may also facilitate the leveraging</p>
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	<p>and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year for Quarterly Gatherings, as mentioned above, to meet, train, and share information.</p>
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Evidence of cost efficiency strategies used to maximize funds for services.

Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:

- Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the New Mexico Workforce Connection services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences.
- Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs.
- Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include:
 - Constant Contact
 - Social media (Facebook, Instagram, Twitter, YouTube, & TikTok)
 - WCCNM website (www.wccnm.org)
 - RingCentral
 - Lobby Central
 - WCCNM Intranet
 - See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform

Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.

Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.

	<p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and Quarterly Gatherings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 <u>X</u>
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?	<i>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.</i>
What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to	

<p>provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?</p> <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 one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>The Youth Program utilizes a “Positive Youth Development Framework” to access each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.</p> <p>As part of Project E3, WCCNM, NMDVR, and the NM Workforce Connection staff sought to continue to build 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 (BWIP) position at the NM Workforce Connection center. 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 Work Incentive Practitioner (WIP-C™) credential. Ms. Morrison is able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>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</p>
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	<p>March 2021.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists) are provided at the Valencia County one-stop. Referrals are issued to customers for NM Division of Vocation Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>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.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individual's receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive</p>
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	<p>and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>In February and March of 2021, the Governor's Commission on Disability, NM Technology Assistance Program offered WCCNM staff two virtual trainings, one on "Assistive Technology & Virtual Platforms" and one on "Website and Document Accessibility," to assist in ensuring that virtual services offered during the COVID-19 pandemic were accessible to all individuals. Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during these trainings, to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022 (in-person assessments have not been offered during 2020-21 due to the COVID-19 pandemic).</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and New Mexico Workforce Connection Training</p>
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	<p>Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided at the Quarterly Gatherings, as requested, and online. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The New Mexico Workforce Connection is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p>The One-Stop administration is in the process of scheduling a Physical and Programmatic Accessibility study to be completed in Spring 2022.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p>
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	<p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the Comprehensive One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas.</i></p> <p>The Workforce Connection Online System, or WCOS (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, YouTube, and TikTok) to promote</p>
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	<p>events and services. In 2021 a new website (www.wccnm.org) was launched to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers.</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
5	4 <input checked="" type="checkbox"/>
3	2
1	
CRITERIA	RESPONSE
How well does the one-stop support the achievement of negotiated local performance levels for the local area?	<i>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 contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i>
Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?	
Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?	See attachment A – Service Integration and Functional Management Plan – Performance Measures
	The Valencia County One-Stop Center hosts a variety of its own

<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>employer and recruitment events, such as a November 2021 Hiring Event at the Los Lunas Rail Runner Station, a 2020 Career Connection Hiring Event, and a 2019 Community Career Fair at the Los Lunas Goodwill location. The Valencia County center is smaller than the Bernalillo or Sandoval County centers and the county's population is smaller, but partner program staff at the center still make an important contribution to overall Central Region performance.</p> <p><i>Evidence of strategies used to 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.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all "core" WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all "participating" partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed</p>
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	<p>training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM Continuous Quality Improvements (CQI) subcommittee is supporting the development of a formal WCCNM CQI planning process and is working to prioritize efforts for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers and is currently monitoring its first formal CQI plan regarding WIOA Youth program performance.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	