



Operations Standing Committee

Virtual

Thursday, May 18, 2023

1:00 pm

<https://us06web.zoom.us/j/86173139832?pwd=Mk1rZHZoQ0pLYINidFFOSWVTMk9Ddz09>

Meeting ID: 861 7313 9832

Passcode: 160402

AGENDA

1. Operations- Daniel will talk about Strategies and Initiatives (social media)
2. Career Services Report (DWS)
3. Budget- PY 23 Estimated Allocation
4. Monitoring Update for Adult and Youth
5. Training Providers Discussion (Guided by Patricia and Tammy)
 - CNM Internship Initiatives by Joy Forehand
6. Adult & Dislocated Worker / Youth Provider (s) Strategies
7. Committee Discussion
8. Adjourn

Next Meeting – Thursday, July 27, 2023 (Date Change)

The Operations Standing Committee will review and make recommendations to the WCCNM Full Board and or Executive Committee on service delivery, and all workforce partner matters related to WCCNM's Regional One-Stop services, performance, monitoring activities, training provider approvals and related activities.



**CENTRAL REGION
OPERATIONS COMMITTEE
REPORT**

MARCH/APRIL 2023

This report was made to deliver a few aspects of the ongoing operations at NMWC and presented to





STRATEGIES

The strategy for the last 2 months was to increase engagement across Facebook/Instagram/Meta in order to determine what content our audience needs most. This will make our social channels more valuable and develop trust to improve our brand identity and reach more residents who need our services.

GOALS AND OBJECTIVES:

The Workforce Connection Center has clear goals and objectives in place to drive its mission forward. With a focus on empowering job seekers and fostering economic growth, their objectives include:

- Increase the number of job placements
- Improving brand awareness
- Expand employer partnerships

A black and white photograph of two business professionals shaking hands. The image is partially obscured by a yellow rectangular box at the top containing text. The background is a blurred office setting with a table and papers.

**FACILITATE ENGAGEMENT
WITH BUSINESSES**

BUSINESS ENGAGEMENT TOOL

SOFT-LAUNCH PHASE

Is a brand-new addition to our website, designed to allow businesses to quickly submit their workforce needs to business team representatives with a defined process, workflow, and tracking database on the backend. It also allows staff across programs to collaborate more easily when responding to requests from businesses. No more handing off sticky notes to other teams – all staff who are involved in an inquiry will receive real-time updates on the progress of that inquiry and will be able to virtually share relevant information with employers and with each other.



FACILITATE JOB SEEKER'S REGISTRATION

TOOL FOR REGISTRATION TO NMWC LAPTOPS

In a bid to enhance efficiency and engagement, Workforce is introducing laptops for registering participants during job fairs and outreach events. We are working on a new form to reduce the time and have more user-friendly interfaces and seamless functionality for registration, these new laptops make the registration process a breeze, empowering individuals to easily connect with our diverse range of workforce programs and services.

Marketing Updates

WCCNM's Social Media Coordinator develops a targeted marketing campaign for each event using a data-driven approach, which includes analytics about the best time to post on each platform, which audiences to target with outreach, when to boost posts to maximize return on investment, and more. The team also works closely with employers to develop promotional material advertising their open positions before the event, which boosts employer engagement and deepens relationships between WCCNM and our business customers.

With a better understanding of our audience, we changed the strategy of our digital marketing approach, highlighting the open job positions instead of the name of the employer, in that way, we give job seekers relevant information.

- **New projects:** Streamline our procedures for learning where job seekers hear of our events. This will help us better adapt our marketing efforts.
- **Milestones:** Our Facebook following has finally crossed the 4K threshold! We have had a month-over-month increase in page followers for the last 3 months, which was one of our goals initiated in late December.

Marketing Updates



Instagram

In Last 3 Months February -May 2023

Reach up 51%

Engagement up 51%

Overview

You reached **+51.3%** more accounts compared to Nov 12 - Feb 9

Accounts reached: 5,577 **+51.3%**

Accounts engaged: 286 **+50.5%**

Follow, like & subscribe @nmworkforce (Workforce Connection of Central New Mexico).



Events Updates

The Workforce Connection of Central New Mexico (WCCNM) has been bustling with activity, hosting various events and orientations to support job seekers and employers alike.

WCCNM had a busy period (March-April) with over 80 participants attending the monthly hiring events. They also conducted 16 RESEA orientations, participated in more than 30 outreach events, and organized two regular hiring events along with two rapid hiring events. Additionally, eight WIOA orientations were held, ensuring comprehensive support for job seekers.

80+

Participants in
the Monthly
hiring Events

2

Rapid Hiring
Events

8

WIOA's
Orientations

16

RESEA's
Orientations

30+

Outreach
events
participation

2

Hiring Events

Partner Network Updates



NMWC is collaborating with Job Corps to enhance its presence at the center, offering increased support and opportunities. Their increased presence at the center will provide enhanced support and opportunities for job seekers, further strengthening the pathway to success.

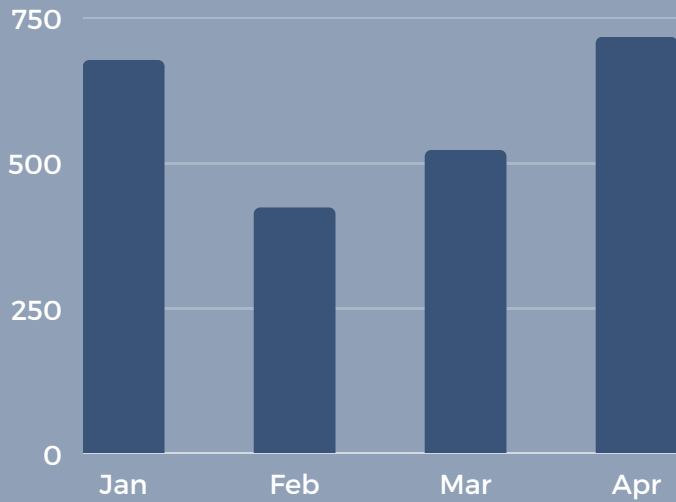
Workforce Connection of Central New Mexico (WCCNM) has formed valuable partnerships with numerous programs and organizations across our central region. This collaboration enables us to provide comprehensive and improved services to job seekers and employers, fostering a stronger workforce and economic growth. Visit our website at <https://www.wccnm.org/wccnm-partners/>

Job Corps is expanding its presence at the center to twice a week, offering valuable resources and support to the local workforce.

Exciting opportunities await as they increase their engagement and collaboration efforts.

Individual Services

BI-MONTHLY REPORT BY OPERATIONS TEAM

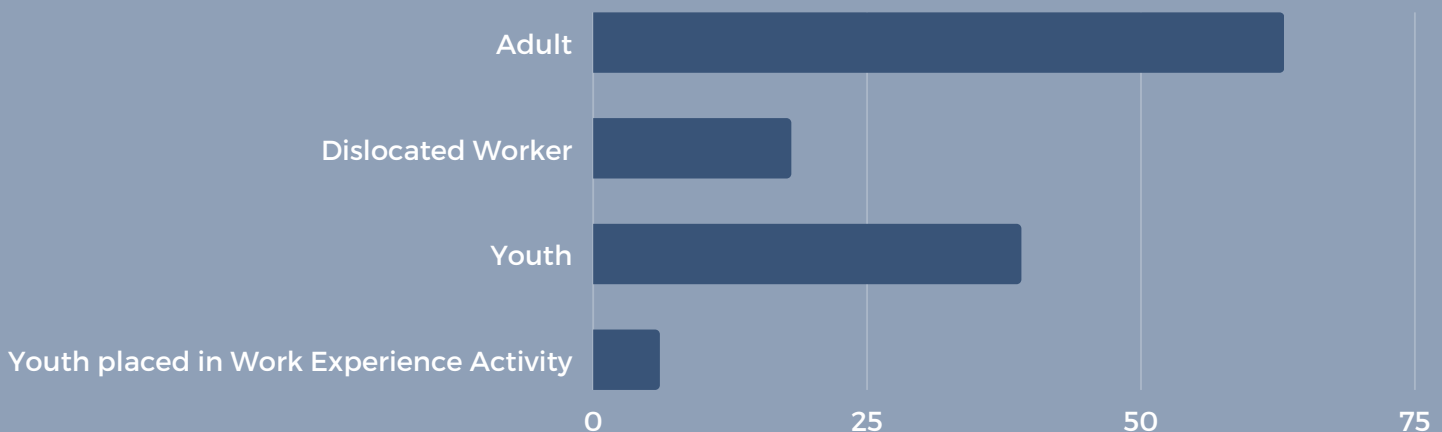


INDIVIDUALS REGISTERED

In March & April 2023, 1237 new clients were registered in the NMWC online system (www.jobs.state.nm.us), compared to 1048 individuals in January-February, representing an increase of 18%.

WIOA TITLE 1.B ADULT & DISLOCATED WORKER & YOUTH PROGRAMS

Total participants enrolled in the different programs for WIOA Title 1 during March and April.



1237

New clients
Registered at NMWC
Online System

18%

Increase comparing
with 1048 individuals
registered during
January and February

WIOA Title III Wagner-Peyser and Employment & Career Services

The Career Services team at the Workforce Connection Center has delivered exceptional performance during the latest reporting period. They provided one-on-one counseling services to approximately 823 individuals, slightly lower than the previous period's 971. They assisted 92 individuals in developing resumes and employment plans, showing a minor decrease from 96 in the last period.

The team has excelled in providing reemployment services, serving 457 unemployed individuals through the RESEA program, compared to 348 in the last period. Moreover, they processed 266 total job orders, a decrease from the previous period's 294.

In terms of referrals, the team referred 166 individuals to the Workforce Innovation and Opportunity Act (WIOA), a substantial increase from the 116 referrals in the last period. They placed eight job seekers with employment opportunities, maintaining consistent performance from the previous period.

Furthermore, the team significantly increased their pre-screening efforts, screening 50 individuals for employment, a significant improvement compared to the 10 individuals screened in the last period. The Career Services team's dedication and commitment to helping job seekers succeed are evident in their impressive performance.

In addition to their outstanding performance, the Career Services team at the Workforce Connection Center has also prioritized providing exceptional services to veterans. During the reporting period, they served a total of 261 veterans, slightly lower than the previous period's 286. They registered 43 new veterans, showcasing an increase from 37 last month. The team also provided 62 job referrals to veterans, a slight decrease from the 71 referrals in the previous month. Their dedicated support to veterans remains a cornerstone of their efforts.

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

261

Veterans received services

43

Veterans registered for services

62

Veterans were referred to jobs

Business Services

BI-MONTHLY REPORT BY OPERATIONS TEAM

The Business Services department at the workforce center has been instrumental in fostering economic growth. Through strong partnerships with local businesses and effective support services, they have played a vital role in connecting job seekers with employment opportunities and assisting employers in finding qualified candidates.

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

Outreach events include:

- Job fairs
- On-site visits
- Promotional calls

1026

Outreach activities with
employers

100

Business we have
conducted outreach
activities

143

Employers received referrals
of qualified candidates

3355

Jobs Posted in the NM
Workforce Connection
system by NMWC staff

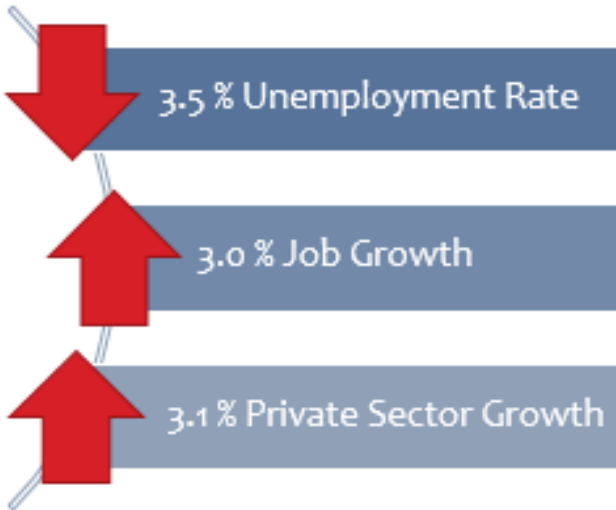
Labor Market Information & Economic Update

BI-MONTHLY REPORT BY OPERATIONS TEAM

STATEWIDE

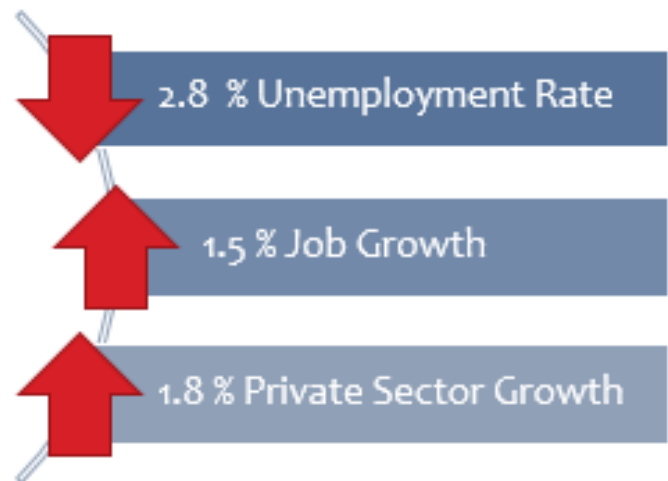
New Mexico's economic recovery showed promising signs in March 2023, with a decrease of 1.1 percentage points in the unemployment rate, reaching 3.5%. Although slightly higher than the record low of 3.4% in August 2022, it marked a significant improvement from the pandemic peak of 9.3% in May 2020. Total nonagricultural employment grew by 25,300 jobs (3.0% increase) over the year, largely driven by a 3.1% rise (20,400 jobs) in the private sector. Notably, six out of the nine major private industry sectors reported employment gains, highlighting a broad-based recovery across New Mexico's economy.

(Labor Market Review, Volume 52 No. 3 Published April 28, 2023. NMDWS, Economic Research & Analysis)



ALBUQUERQUE MSA (BERNALILLO, SANDOVAL, TORRANCE, AND VALENCIA COUNTIES)

In the Albuquerque MSA, the not-seasonally adjusted unemployment rate outperformed the state average, standing at 2.8 percent below, with a rate of 3.1 percent. Over the course of a year, the region experienced growth in total nonfarm employment, adding 5,900 jobs (1.5 percent increase). Several private sector industries contributed to this growth, including leisure and hospitality (up 2,800 jobs, 6.8 percent), private education and health services (up 2,400 jobs, 3.6 percent), professional and business services (up 1,200 jobs, 1.9 percent), and more. However, trade, transportation, and utilities experienced a decline of 1,000 jobs (1.5 percent), while the information sector saw a decrease of 300 jobs (5.1 percent).



(Labor Market Review, Volume 52 No. 3 Published April 28, 2023. NMDWS,

PY22 WIOA A/DW Report April 2023

	April Totals:	Adult	Dislocated Worker
Total Enrollments/IEP created	20	14	6
By County: Bernalillo	16	11	5
Sandoval	2	2	0
Valencia	2	1	1
Torrance	0	0	0
Attended LMI Workshop	35	NA	NA
Attended WIOA Orientation	108	NA	NA
Assigned & Completed Assessments	23	NA	NA
ITA's Issued	20	14	6
ICS's Issued	0	0	0
New OJT Contracts Written	5	3	2
OJT Participants Placed	5	3	2
New CT Contracts Written	0	0	NA
CT Participants	0	0	NA
Unsubsidized Job Placements	51	NA	NA
Co-enrollments WIOA Youth	0	0	0
Co-enrollments TechHire NM	NA	NA	NA
Internship Agreements	2	2	0
Internship Participants Placed	2	2	0
Transitional Job Agreements	0	0	0
Transitional Job Participants Placed	0	0	0
Apprenticeship Participants	0	0	0

Staffing:

Currently recruiting for two Career Development Specialist positions, one in Albuquerque and one in Los Lunas.

Dislocated Worker:

We have been reaching out to dislocated workers thorough referrals, social media, phone and email. We have not received the UI bridge report since the end of January 2023.

We are still working with RESEA appointments, four workshops a week where we meet with attendees who express interest in training or seeking a new career path through work based learning. Business and Career Specialist staff are available after the workshops to answer questions and start interested UI recipients with the WIOA application process.

New RESEA staff for DWS have been doing a superior job in funneling RESEA participants to WIOA in the recent months and we appreciate the support and collaboration.

Staff have been attending all hiring events in house and at locations within our region to connect with Job Seekers to fill open positions we have, query on interest in job training and to also provide WIOA information to employers in attendance.

Career Development:

Staff attended the CTE event at CNM on April 20th, we had the privilege of listening to a two hour presentation from Mark Perna. He spoke on the culture of generation y and how it applies to all generations. It was engaging and informative and enlightened us on certain topics and affirmed our thoughts on other points. We also learned about some of CNM programs for work based learning.

We still see new referrals coming in from, CNMI, Pima Medical, Brookline College, Carrington College, Phoenix Truck Driving School, 160 Driving Academy, Intellitec, New Horizons, UNMCE, UNM Valencia, and CNM Main. These requests are mostly in the Healthcare, Transportation and Information Technology fields.

WIOA Orientation is offered in Albuquerque on Mondays starting at 9:00am and 3:00pm. Labor Market Information Workshop is offered Tuesdays at 9:00am. These services will also still be available virtually for those whose circumstances prohibit them from attending. These workshops are also available in the outlying counties; please check with the local Workforce Connection for times.

Business Consulting:

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

On April 6th we had a booth at the Construction Career Fair sponsored by AGC at Sandia Casino. The event was well attended and gave us the opportunity to connect with job seekers as well as speak with construction companies that use WIOA and those that might be interested in learning more about the Workforce Connection and what we do.

On April 12th we had a table at the WCCNM monthly hiring fair, these are always a great opportunity for use to meet potential WIOA participants that are looking for work. We provide a list of WIOA openings and connect with attendees to tell them about all the benefits of WIOA. We also look for opportunities to connect with any new employers.

On April 15th staff attending the City of Albuquerque's Small Business Resource Fair. This is a series of 4 that assist in introducing small business to available services. The event was well attended and we made some great connections with new business and they learned about all the services the the Workforce Connection can provide.

We attended the B2B business Expo at Isleta Casino on April 18th 2023. The event was excellent and we spoke to many employers. The staff feedback is as follows: "I think it was one of the best events we have been to so far. There were many new businesses who had either never heard of WIOA before or had little information on it. The variety of businesses involved was very wide which was good because it gave us a lot of opportunities. The booths from the businesses were all very engaging and drew people in to talk with them. Some booths had raffles and small games that made attendees want to approach them. The price for entry was high, but it also vetted out the attendees so that everyone there was serious about advancing either their career or their business. The fact that it was also a networking event contributed to the great contacts we received."

The 8 participants enrolled in "Advancing Careers in Trades" a pre-apprenticeship Program, completed their 4 weeks of classroom training. This program is sponsored by Meta and Fortis Construction who is the General contractor on the data center project. All 8 participants successfully completed the training and were offered entry into a trade union and a job with a sub-contractor on the META Data Center site. Staff attended what they called the signing day and were very impressed with the change in the participants during the first four weeks. Staff stated they were different people than the ones they first enrolled, some had come out of their shell and were more communicative and overall everyone had positively improved the way they presented themselves. Another cohort will begin in June in this effort to build a pipeline of new apprentices for the trades.

We conducted outreach to the following businesses during April: West Mesa Wellness, Baker Utility Supply, Farmers Insurance (Larissa Luce), National Roofing, Ocotillo Solar Electric, Baca Community Health, Indigenous Jewelry Network, Cross River Therapy, Stretch Zone, Austins Mechanical, N.A.ME, Accent Southwest Windows and Doors, First Impressions Inc., Environment Control, Modern Alchemist, Gruet Winery, American Indian Alaska Native Tourism Association, Nilson Advertising & Entertainment, Estancia Police Department, Coast to Coast Cars, Duke City Digital,

Warby Parker, Southwest Glass & Glazing, Kelly Cable of NM, Sweep Constructions, Siemens, Farmers Insurance (Gregory Wright), GAHLA, Best Buddies, MedNet LLC., Elite Dri-Wall, Fast Signs, HHC Supply, Superior Roofing, Rhino Roofing, Sunshine Plumbing & Heating, H3 Environmental LLC., Southwest Auto, Farm Bureau Financial Services, City of Rio Rancho, Lobo Protective Services, Points for Health Suga Suga, The Neighborhood Rio Rancho, Farmers Insurance (Erin Kirk), Jump 4 Fun, The Printing Guy, Pizza9/Revel Burgers/Chelo Grill, Fundaxi, Town of Bernalillo, Olive Tree Pharmacy, Aeroparts, Innovative Auto Solutions, and the City of Rio Rancho.

WCCNM
WIOA SUCCESS STORIES
April 2023

Bernalillo County – Celeste

<i>Months in Staff Assisted Service</i>	Q-2 <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	Q-4 <i>Employed 4th Qtr. After Exit (Effective date)</i>	Credential Attained a recognized postsecondary credential or diploma	Measurable Skill Gain (MSG) Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
5 months (08/25/2022)	Projected 3rd qtr. 2023 (Jul-Sept 2023)	Projected 1st qtr. 2024 (Jan-Mar 2024)	OJT N/A	Achieved PY 22

Services Provided:

Intake and eligibility determination. Case file development, forms completion, orientation and enrollment. Career Counseling, basic skills assessment, comprehensive assessment (Work Keys), development of a comprehensive individual employment plan to help Celeste move forward in her new position and career. Negotiation for and completion of all OJT required contract forms with Tenderlove Community Care. Monthly follow-up, to provide moral support and encouragement. Time sheet/evaluation development and collection to help determine progress and identify potential barriers that could have hindered Celeste’s successful completion. Celeste remains employed but follow-up will occur to assure on-going employment and offer additional assistance as required.



When Celeste came into our office seeking employment and training, she disclosed that she had a history of substance abuse and a felony background and was currently living in a shelter. She explained that she had lost custody of her child as a result of her unfortunate substance abuse issues. After eligibility determination and career counseling, Celeste was enrolled into the WIOA program on 8/25/2022.

In order to reside at the shelter, Celeste had to sign an agreement with several stipulations. One of the stipulations of the agreement required her to do volunteer work. Celeste was participating in her volunteer assignment at Tenderlove Community Care when the owner noticed her strong soft skills; Celeste was showing up on time and seemed to enjoy interacting with the agencies clients. The owner was so impressed he offered her a full time position as a Case Manager for the Agency starting at \$15 per hour. The only downside was that she would require some on-the-job training to fill the skill gaps that were present.

There were lots of specific requirements that Celeste would need to learn before becoming fully competent in her new position; specifically, how to appropriately interact and handle the many barriers the agencies clients needed help with. Her previous work experience had been working in food service but Celeste knew with a little training, she could do the job. Her employer believed that Celeste’s background and current life status could inspire others in similar situations who were seeking assistance through their agency. She would also be able to learn new transferable skills in an office setting. It seemed an ideal situation.

Celeste completed her on-the-job training and remains employed with the Agency, where she is providing Case Management assistance to individuals with the same life struggles she once had. She has built self-confidence, and is working toward financial stability. Celeste is truly a success.

Bernalillo County – Yasmin

<i>Months in Staff Assisted Service</i>	Q-2 <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	Q-4 <i>Employed 4th Qtr. After Exit (Effective date)</i>	Credential Attained a recognized postsecondary credential or diploma	Measurable Skill Gain (MSG) Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
4 months (11/17/2022)	Projected 3rd qtr. 2023 (Jul-Sept 2023)	Projected 1st qtr. 2024 (Jan-Mar 2024)	OJT N/A	Achieved for PY 22

Services Provided:

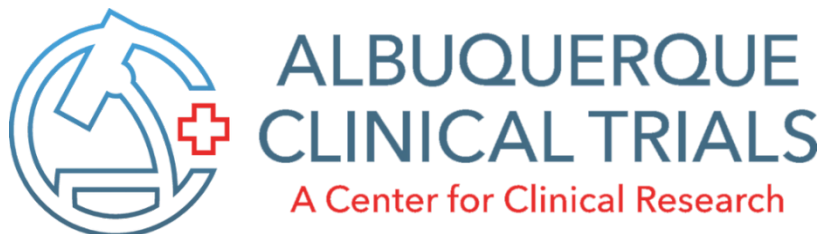
Intake and eligibility determination. Case file development, forms completion, orientation and enrollment. Career Counseling, basic skills assessment, comprehensive assessment (Work Keys), development of a comprehensive individual employment plan to help Yasmin along in her new position and advancing career. Negotiation of the OJT contract with her employer and completion of all OJT required contract forms. Monthly follow-up, to check in with Yasmin to determine additional needs and offer encouragement. Time sheet/evaluation development and collection to help determine progress and identify potential barriers that might impede Yasmin’s success. Yasmin remains employed in her new position but follow-up will occur to assure on-going employment and offer additional assistance as required.



On November 17th 2022, Yasmin came into the NM Workforce Connection Bernalillo County office seeking assistance with her promotion with Albuquerque Clinical Trials. Her employer spoke with WIOA staff and learned about the WIOA OJT Skill upgrade training program and thought that Yasmin would be a great fit. Yasmin stated she really enjoyed her previous work as a data entry specialist and wanted to continue growing within the company. She had many transferable skills but really needed on the job training to succeed as a Clinical Research Technician.

Yasmin was promoted from a Data Entry specialist to Clinical Research Technician, and went from making \$16.00 to \$18.00 an hour. Yasmin was allocated 670 hours of OJT Skill upgrade hours to fill the skill gaps for her new position. Yasmin flourished in her new role and gained the new skills necessary for her promotion. She mastered her training in the CTMS management system and fully understood patient charting on a variety of platforms (ConMed, Visits, and Demo). She also became CPR and AED certified.

Yasmin successfully completed her OJT hours on March 22, 2023 and stayed on as a full time employee with the company. Yasmin was thankful for all the support that she received from the WIOA Program and hopes to use her new skills to stay competitive in the workforce.



Bernalillo County – Janely

<i>Months in Staff Assisted Service</i>	<u>Q-2</u> <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	<u>Q-4</u> <i>Employed 4th Qtr. After Exit (Effective date)</i>	<u>Credential</u> Attained a recognized postsecondary credential or diploma	<u>Measurable Skill Gain (MSG)</u> Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
20 months (02/18/2022)	Projected 2nd qtr. 2023 (Apr-Jun 2023)	Projected 4th qtr. 2023 (Oct-Dec 2023)	Medical Assistant 10/25/2023	Achieved for PY 22

Services Provided:

Initial assessment to determine accuracy of service need and subsequent provision. Intake, eligibility determination, intensive assessment (Work Keys) to assure meeting of training program requirements. Case file development, extensive forms completion. Development of a comprehensive employment plan aligned with all requirements of the training and employment goal. The IEP will identify all required steps necessary for Janely to achieve the degree she is seeking. Monthly contact to provide support and determine progress and identification of any potential barriers that may affect a successful experience and ultimate job placement. Janely successfully completed her program and has obtained permanent, unsubsidized employment. Follow-up will be provided with an offer for on-going support to assure continued employment.

ID#1811136



Janely is a single female with zero dependents. Her previous experience was working in the fast food industry with skills that didn't seem to be taking her anywhere in a career. She always thought about working in the Healthcare industry and thought she might like to pursue a certification in Medical Assisting. She believed the Healthcare field could provide the stability she needed to become more self-sufficient. Janely conducted her research and decided upon PIMA Medical Institute.

She was accepted into PIMA Medical Institute because she displayed aptitude and interest in the Medical Field. Janely had a desire to learn and want to do something that she could be passionate about. She excelled in her classes in Pharmacology, Phlebotomy, Surgical Procedures, and Clinical Applications; she excelled in all of her classes.

It was very helpful that Janely was bilingual while looking for an employers to complete her internship and Baca Community Healthcare was happy to have her at their facility. They were very happy with her work and knew they wanted to keep her on so offered her full time employment. Janely remains with Baca Community Health and is very grateful to have participated in the WIOA program.

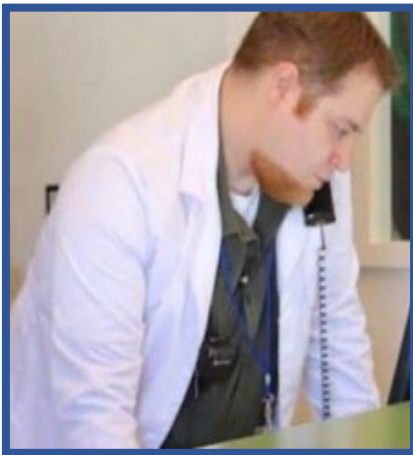


Bernalillo County – Cullen

<i>Months in Staff Assisted Service</i>	<u>Q-2</u> <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	<u>Q-4</u> <i>Employed 4th Qtr. After Exit (Effective date)</i>	<u>Credential</u> Attained a recognized postsecondary credential or diploma	<u>Measurable Skill Gain (MSG)</u> Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
27 months (11/30/2020)	Projected 3rd qtr. 2023 (July-Sept 2023)	Projected 1st qtr. 2024 (Jan-Mar 2024)	RN 01/05/2023	Achieved for PY 22

Services Provided:

Initial assessment to determine accuracy of service provision. Intake, eligibility determination, intensive assessment (Work Keys) to assure meeting of training program requirements. Case file development, extensive forms completion. Development of a comprehensive employment plan aligned with all requirements of the training and employment goal. The IEP will identify all required steps necessary for Cullen to achieve the degree he is seeking. Monthly contact to provide support and determine progress and identification of any potential barriers that may affect a successful experience and ultimate job placement. Cullen successfully completed his program and has obtained permanent, unsubsidized employment. Follow-up will be provided with an offer for on-going support to assure continued employment.



Cullen is a 33 year old single man with no dependents. He has had a difficult life growing up with the challenges associated with having epilepsy. He suffered from many seizures as a child and on into his adulthood. He learned to live with his disability by understanding the importance of paying attention to his body and his energy levels to enable the prevention of a full on seizure.

Cullen refused to just stay at home and do nothing. As an example, his most recent employment history was working as a Dispensary Manager in the Cannabis Industry. He did such a great job that an article was written about him calling him “The Best Male Bud Tender of the Season”. But Cullen wanted a career change. He had previously been employed as a CNA in the medical industry for many years and knew it was time to up his game. He wanted to become a Registered Nurse.

Needless to say, Cullen conducted research to determine the best institution to meet his training requirements and opted to enroll himself in the Bachelor of Science in Nursing (BSN) Program at Brookline College. He was determined eligible and enrolled into and ITA with the WIOA program on 11/30/2022.

It has been a long and rough 2 years but Cullen has finally completed the program. He has now obtained employment as a Registered Nurse Level 1 at New Mexico Department of Health earning \$33.00 per hour. Cullen is a great example of success!



Bernalillo County – Jimmy

<i>Months in Staff Assisted Service</i>	Q-2 <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	Q-4 <i>Employed 4th Qtr. After Exit (Effective date)</i>	Credential Attained a recognized postsecondary credential or diploma	Measurable Skill Gain (MSG) Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
5 months (09/23/2022)	Projected 3rd qtr. 2023 (July-Sept 2023)	Projected 1st qtr. 2024 (Jan-Mar 2024)	N/A	Achieved for PY 22

Services Provided:

Initial assessment to determine service needs. Intake and eligibility determination. Case file development, forms completion, orientation and enrollment. Comprehensive assessment (Work Keys) was provided by our WP partner and used in the development of a comprehensive individual employment plan to help Jimmy plot out and understand all potential steps necessary to achieving his employment goal. Completion of all required IT forms to enable training for heavy truck driving. Monthly follow-up and evaluation to provide on-going support and check progress to determine any potential barriers that may impede Jimmy’s successful goal achievement. Jimmy has obtained employed in his chosen field. Follow-up will occur to assure on-going employment and to determine requirement of additional assistance.



Jimmy is a 44-year-old single individual who wanted to enhance his employment skills and find a career that would help him to become more successful. He had previous experience as a Lineman working with high voltage but in order to excel and be considered for promotion in his chosen field he needed to obtain his Class-A, CDL.

Jimmy was able to successfully complete the training and obtained his class-A, CDL with 160 Truck Driving School. He has obtained employment in the Oilfields at Midland Texas where he works as a lineman making \$33 an hour and 100.00 Per-dium. However, he is now living his dream since leaving his lineman job and is now working with the Teamsters Union making \$38.00 an hour. Jimmy tells us he is the happiest he has ever been and so grateful to have had the opportunity to use the WIOA Program to gain his Class A CDL License.

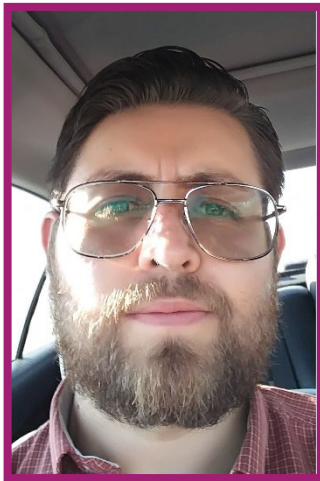


Torrance County – *Ulises*

<i>Months in Staff Assisted Service</i>	Q-2 <i>Employed 2nd Qtr. After Exit (Effective Date)</i>	Q-4 <i>Employed 4th Qtr. After Exit (Effective date)</i>	Credential Attained a recognized postsecondary credential or diploma	Measurable Skill Gain (MSG) Defined as a documented academic, technical, occupational, or other form of progress, towards a credential or employment (Annual/Real Time).
2 months (11/21/2022)	Projected 3rd qtr. 2023 (July-Sept 2023)	Projected 1st qtr. 2024 (Jan-Mar 2024)	Commercial Drivers Licensure	Achieved for PY 22

Services Provided:

Initial assessment to determine service needs. Intake and eligibility determination. Case file development, forms completion, orientation and enrollment. Comprehensive assessment (Work Keys) was provided and used in the development of a comprehensive individual employment plan to help Ulises identify and understand all requirements necessary to achieving his employment goal as a truck driver. Completion of all required forms for the ITA contract with Phoenix Truck Driving School. Monthly follow-up and progress evaluation was done along with on-going support and to eliminate any potential barriers that may impede his successful goal achievement. Ulises has obtained employed in his chosen field. Follow-up will occur to assure on-going employment and to determine requirement of additional assistance.



Ulises, a dislocated worker, came into the New Mexico Workforce Connection center seeking employment assistance. He had been working as a car inspector at a local dealership and felt he had limited skills. His desire was to retrain in an occupation that would allow him to advance in his career. During our initial interview He expressed interest in the transportation industry and becoming a CDL driver although his initial concern was that he might have to work over the road to get driving experience. He lacked credentials, however, he did have some limited personal experience driving a large RV and some heavy equipment.

Ulises brought in all required eligibility documentation and was determined eligible as a WIOA Dislocated Worker. He was able to use the WIOA funded ITA Program to obtain a CDL license at Phoenix Truck Driving School.

Upon completion of the training program, Ulises received assistance with job search and shortly thereafter, was hired as a CDL driver at a distribution center for Blake’s Lota Burger. He is very happy that he is able to use his CDL in a local employment opportunity where he can still spend time with his family. He is earning \$21.00 hour with no experience, which exceeded his expectations. Ulises thanked the Workforce Connection staff for the financial assistance, career guidance, and the continued support he received.



WIOA Youth Report – April 2023

	Totals:	Cumulative:
Enrollments	18	206
Itinerant Enrollments	9	112
Bernalillo County Enrollments	9	94
Sandoval County Enrollments	3	45
Torrance County Enrollments	2	22
Valencia County Enrollments	4	45
Completed Program and Follow-ups	1	292
Youth Placed in Work Experience Activity	11	102
Bernalillo County	4	33
Sandoval County	0	28
Torrance County	3	14
Valencia County	4	27
Youth Receiving ITA's	3	83
Youth Placed in Online Training	1	35
Total YDI Caseload: 676		
Incentives:	Totals:	Cumulative:
Basic Skills Increase (2 grade levels)	7	55
Attainment of GED or HS Diploma	1	17
Post-Secondary ("C" average first semester)	5	46
Secondary ("C" Average)	1	6
Training Milestone Certificates	6	32
Skills Progression Certificates	1	6

Presentations and Outreach:

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

Staff announcements:

- One Youth Development Practitioner vacancy in Sandoval County.
- A Youth Development Practitioner for Bernalillo County has been selected. Start date TBD

Issues Affecting Operations:

There are no issues to report at this time.

Projects:

- Communication has been established with Susan Yasenka, Program Manager of Adult Basic Education at UNM-Valencia. Discussions focus on creating a partnership in Valencia county for cross-referrals, HSE preparation, and employability training.

Success Stories:

Torrance:

Eri, a 19 year old male, came to the WIOA Youth Program in September 2022 hoping to receive funding to pay for him to attend the Electric Lineman Program with Commercial Driver's License (CDL) at Central New Mexico Community College Ingenuity (CNMI). Eri successfully qualified for and enrolled in the program and was able to receive money through the grant to allow him to pay for his Electric Lineman and CDL classes. Eri also qualified to receive Mileage Reimbursement in the amount of \$15.00 per day as a Supportive Service, since he was driving from Estancia to Rio Rancho to attend his training program. Eri graduated from the CNMI Electric Lineworker program and achieved his Lineman Certificate and CDL on Friday, April 28, 2023.

Sandoval:

Jonathan is an 18 year old out of school youth who joined the WIOA Youth Program on 06/10/22, to find employment and learn job skills. When Jonathan started the program he was very determined and willing to work hard to be the best he could be. Jonathan was placed in work experience at Albertsons as a sacker/stocker. Jonathan enjoyed his job very much. Jonathan finished his work experience journey with the WIOA Youth program and was given the opportunity to become a permanent employee with Albertson's. During the time Jonathan was with WIOA, he also achieved an increased TABE Math score and earned an incentive of \$100.00. Jonathan states he is very grateful for the WIOA services he received through YDI

Bernalillo:



Tanya is shown in the above photo standing, fourth from the right.

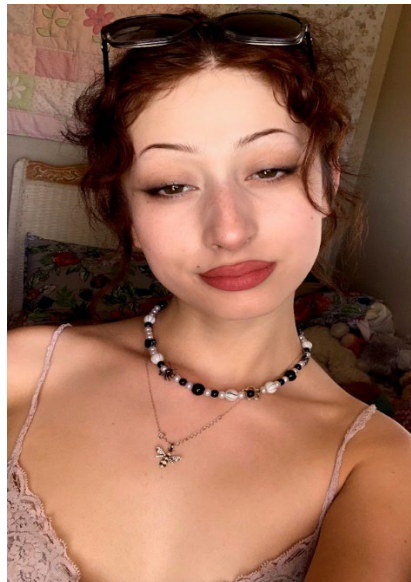
Tanya joined the WIOA program in June 2022. She qualified for the program due to being Basic Skills Deficient.

Tanya enrolled the program with hopes to join PIMA's dental assistant program and stated that she was the first person in her family to go to college. She was determined to succeed in her goals.

Once enrolled in the Dental Assistant program at PIMA she worked hard and kept up her grades, maintaining a 3.64 cumulative GPA. She earned a Measurable Skills Gain for post-secondary GPA. Tanya completed her clinicals in Albuquerque before moving to Santa Fe where she was able to gain full time employment at Santa Fe Modern Dentistry. She has earned her dental assistant certificate from PIMA and her dental assistant license from the New Mexico state board. She likes her job and enjoys working in her chosen field. She is considering going back to school to become a Dental Hygienist after she has gained a few years of experience.

Tanya is doing well and feels the WIOA program greatly helped her to overcome her barriers and meet her employment goals.

Valencia:



On August 30, 2022 Jay'da came into the Workforce Connection in Valencia County office. She was seeking assistance securing a job and obtaining her GED or HiSet. Upon in-take she was unemployed and she was Basic Skills Deficient in reading and math. Jay'da dropped out of high school in May 2020 is currently living with her grandmother. Jay'da has not had her mother or father in her life. But has been a determined young lady despite the challenges she faces.

Jay'da completed her work experience activity at Europa where she has since been hired. She is now co-enrolled in the Adult WIOA program. The WIOA Youth Program was able to make it possible for her to get assistance with this. She completed four hours of Basic Employability skills Training and five hours of tutoring, before she started her work experience hours.

During her work experience activity, Jay'da was struggling with personal issues. She was involved in a car accident and was without a vehicle and she had to stop her classes at UNM-Valencia campus and was getting rides to work. She finally bought another vehicle, and will be able to attempt to earn her GED or HiSet.

Jay'da has been very successful in the WIOA Youth Program. When Jay'da first started the program, she was a shy and a quiet young lady that was unsure of her future. Josh and Faron; manager and assistant manager of Europa appreciates the WIOA Youth Program, this gave them the opportunity to give a young lady from the community a chance and are glad they are able to hire Jay'da on full time. They have expressed that Jay'da is a very passionate, caring, hardworking, and motivated young lady. She is willing to learn and has covered for other employees that did not show up to work. She will be trained in other areas of the job, she will learn to open and close the business.

Jay'da is thankful for the help that the WIOA Youth Program provided for her, from assistance with getting a job, clothing reimbursement, tutoring, and the guidance that all the Youth Practitioner provided for her. With the help of the program, she was able to successfully receive training in a career that she is compassionate about and earned a full time position at Europa. Jay'da was referred to Central New Mexico Community College to work on her GED or HSE. She is determined to advance in life and knows she needs an education to accomplish this. The manager at Europa will increase her pay if she obtains her GED or HSE.

WIOA Youth Program Goals – Report April 2023



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

County	Location	Hosted By	Result/estimated # reached
Bernalillo	WCCNM – Bernalillo	WCCNM	Provided Information
Bernalillo	Tony Hillerman Middle School College & Career Fair	Tony Hillerman MS	Provided Information
Bernalillo	Mark Armijo Career Fair	Albuquerque Public Schools	Provided information
Bernalillo	Atrisco Heritage High School – College & Career Fair	Atrisco Heritage	Provided Information
Bernalillo	Cottonwood Classical Preparatory – Mock It til You Rock It	Katherine Smith	Provided Information

Work Site Development:

County	Name of Business	Location	Result/# in attendance-type of business
Bernalillo	Warehouse 508	Albuquerque	Re-Established Worksite
Bernalillo	ABQ Transmission	Albuquerque	Provided Information
Bernalillo	Home Instead	Albuquerque	Provided Information
Bernalillo	CNS Care	Albuquerque	Provided Information
Bernalillo	Living	Albuquerque	Provided Information
Bernalillo	Street Cat Hub	Albuquerque	Established Worksite
Bernalillo	Center	Albuquerque	Provided Information
Bernalillo	Services	Albuquerque	Provided Information

Bernalillo	Katharsis Media	Albuquerque	Provided Information
Bernalillo	Intelecure LLC	Albuquerque	Provided Information
Bernalillo	JCE Inc	Albuquerque	Established Worksite
Bernalillo	Power Ford	Albuquerque	Re-Established Worksite
Bernalillo	AVI SPL	Albuquerque	Provided Information
Bernalillo	District Attorney Victim Advocate	Albuquerque	Provided Information
Sandoval	City of Rio Rancho	Rio Rancho	Provided Information
Sandoval	Christian Daycare	Rio Rancho	Established Worksite
Sandoval	Loma Colorado Library	Rio Rancho	Re-established Worksite
Sandoval	Rio Rancho Chamber of Commerce	Rio Rancho	Re-established Worksite
Sandoval	Gruda Veterinary Hospital	Rio Rancho	Established Worksite
Torrance	Torrance County	Estancia	Provided Information
Torrance	Alpine Alley Cafe	Mountainair	Provided Information
Valencia	Los Lunas Community Center	Los Lunas	Provided Information
Valencia	UNM-Valencia	Los Lunas	Provided Information

Presentations conducted this month

County	Location	Audience	Result/estimated # reached
Bernalillo	Mark Armijo Academy	Staff & Students	Provided Information
Bernalillo	Atrisco Heritage Academy	Family Partnership Staff	Provided Information
Bernalillo	Valley High School	Staff	Provided Information
Bernalillo	YAC - Second Judicial Court	Staff & Students	Provided Information
Bernalillo	Sandia High School	CSL Staff and Students	Provided Information

Bernalillo	West Mesa	ACS Staff and Students	Provided Information and Presented BEST & Financial Literacy
-------------------	-----------	------------------------	--

List ITA's and YSA's submitted this month

County	Name of Training Provider	Amount Paid	Occupational –Career Field
Bernalillo	PIMA	\$9,000.00	Veterinary Assistant
Bernalillo	New Mexico Institute of Dental Assistant	\$7,100.00	Dental Assistant
Bernalillo	Corus Academy	\$1,715.00	Nurse Assistant

WCCNM LWDB Quarterly Report

Performance PY2022 – 3rd Quarter

	Adult	Dislocated Worker	Youth
Enrolled	118	29	61
Exited	16	1	8
Carry Over	395	90	332
Served (Enrolled + Carry Over)	513	119	393

Updated and Extracted from Future Works 05/15/2023.

	Participants Served		
	Adult	Dislocated Worker	Youth
Eligible Veterans	18	4	1
Individuals with a Disability	11	0	82
Displaced homemakers	0	10	0
Low-income individuals	285	112	391
Older individuals	23	9	0
Ex-offenders	4	1	3
Homeless individuals or runaway youth	2	0	6
Current or former foster care youth	0	0	0
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	249	52	354
Eligible migrant and seasonal farmworkers	0	0	0
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0	0
Single parents (Including single pregnant women)	34	9	12
Long-term unemployed (27 or more consecutive weeks)	12	6	0

Updated and Extracted from WCOS on 05/15/2023.

	Title I	Title II N/A	Title III	Title IV N/A
Enrolled	208		1633	
Exited	25		174	
Carry Over	818		702	
Served (Enrolled + Carry Over)	1026		2335	

Updated and extracted from Future Works 05/15/2023. Title II and Title IV unavailable.

	Adult			
Indicator - Numerator/Denominator	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate: 109/138	79%	75.50%	104.64%	Exceeds
Employed in Q4 Rate: 101/121	83.5%	75.5%	110.6%	Exceeds
Median Wages in Q3: 109	\$10543.71	\$8,000.00	131.8%	Exceeds
Credential Attainment Rate: 41/69	59.4%	64.00%	92.8%	Meets
Measurable Skills Gains Rate: 134/470	28.5%	63.25%	45.1%	*TBD
Adult Participation Threshold: 500/850	500	850	58.82%	*TBD

Extracted from WCOS 05/15/2023. *TBD = Annual Indicator, determined in the Rolling Four - year-end report.

	Dislocated Worker			
Indicator - Numerator/Denominator	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate: 56/70	80.0%	68.00%	117.65%	Exceeds
Employed in Q4 Rate: 43/61	70.5%	68.50	102.92%	Exceeds
Median Wages in Q3: 56	\$9046.44	\$7,850.00	115.24%	Exceeds
Credential Attainment Rate: 34/44	77.3%	70.00%	110.43%	Exceeds
Measurable Skills Gains Rate: 36/105	34.3%	61.00%	56.23%	*TBD
DW Participation Threshold: 113/300	113	300	36.67%	*TBD

Extracted from WCOS 05/15/2023. *TBD = Annual Indicator, determined in the Rolling Four - year-end report.

	Youth			
Indicator - Numerator/Denominator	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate: 53/72	73.6%	67.00%	109.85%	Exceeds
Employed in Q4 Rate: Median Wages in Q2: 33/48	68.8%	66.00%	104.24%	Exceeds
Median Wages in Q3: 50	\$4857.40	\$3,700.00	131.28%	Exceeds
Credential Attainment Rate: 20/28	71.4%	52.00%	137.3%	Exceeds
Measurable Skills Gains Rate: 51/227	22.5%	51.00%	44.12%	*TBD
Youth Participation Threshold: 395/525	395	525	75.24%	*TBD

Extracted from WCOS 05/15/2023. *TBD = Annual Indicator, determined in the Rolling Four - year-end report.

	Title III - WP			
Indicator - Numerator/Denominator	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate: 757/1230	61.5%	58.00%	106.03%	Exceeds
Employed in Q4 Rate: 600/962	62.4%	58.00%	107.59%	Exceeds
Median Wages in Q3: 757	\$7820.28	\$5,574.00	140.30%	Exceeds

Extracted from WCOS 05/15/2023. *TBD = Annual Indicator, determined in the Rolling Four - year-end report.