



WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

**LOCAL WORKFORCE DEVELOPMENT PLAN
PROGRAM YEARS 2020 -2023**

CENTRAL AREA WORKFORCE BOARD

Approved on October 17, 2022 by the WCCNM Full Board

Modification developed by the WCCNM Ad Hoc Committee and includes submission to NMDWS for Mandated Partners Comments and Input from the Public Comment (Period - from August 22 through September 20, 2022).



809 Copper Avenue NW Albuquerque, New Mexico 87102

Table of Contents

Strategic Plan Update 2022 - Executive Summary.....1
Process for Plan3
§679.580(b)(2)(ii) – Funding4

Plan Content

Strategic Planning Elements

A. Economic and Workforce Analysis.....6
B. Analysis of Workforce Development Activities25
C. Strategic Vision and Goals32

Operational Elements

A. Local Workforce System Structure36
B. Local Workforce Development System Alignment.....48
C. Local Strategy Implementation51
D. One-Stop Delivery System54
E. Service Implementation for Indicated Populations.....59
F. Coordination of Services Across Programs.....75
G. Fiscal and Performance Management.....84
H. Definitions92
I. Note on Regional Planning.....93
J. Assurances94
K. Attachments96
Attachment A - WCCNM Policies relevant to the implementation
of WIOA.....96
Attachment B - WCCNM Full Roster of Membership98
Attachment C - One-Stop Centers101
Attachment D - Cooperative Agreements/MOU103
Attachment E - Local levels of performance negotiated with the
NMDWS and Chief Elected Officials.....124

Workforce Connection of Central New Mexico - Strategic Plan Update 2022

Executive Summary

Introduction

The WCCNM Board engages in a strategic planning process to establish the direction and align resources to efficiently manage operations in support of the Board's mission and goals. The Board's goals are broadly aligned with the goals of the Workforce Innovation and Opportunities Act (WIOA) which include:

- Increasing access to and opportunities for employment, education, training and support services for individuals with barriers to employment.
- Promoting alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.
- Improving the quality of the workforce, increasing economic self-sufficiency, reducing welfare dependency, meeting employer skill requirements, and enhancing the nation's productivity and competitiveness.

Our Vision

Every Central New Mexico resident has access to a meaningful career pathway and the support needed to fulfill their aspirations. Every business in Central New Mexico has access to a skilled workforce.

Our Mission

To build the systems, teams, and approaches that will make Central New Mexico an environment that attracts, motivates, and equips individuals and employers to achieve their highest potential.

Strategic Areas of Focus

- Further Sector Strategies and Career Pathways.
- Leverage technology to increase awareness, efficiency, and equity.
- Continue to support and implement work-based learning opportunities such as internships and apprenticeships.
- Develop Youth Career and Training events.
- Acquire additional funding through competitive grant opportunities and alternative funding methods.
- Strengthen industry focused workforce advisory \ planning councils.
- Strengthen participant focused advisory \ planning councils.
- Educate individuals to industry standards and employer-based certifications.
- Provide value-added services for employers and individuals.
- Prioritize continued improvements via Performance Measures.

Our Plan

Is the result of a continuous process involving volunteers from businesses, educational institutions, community organizations, the workforce board, labor unions, nonprofit service organizations, philanthropies, as well as staff members of our government agencies.

Updates

This modification now includes current funding levels for PY2022, it also includes historical funding amounts back to PY2019. A strong focus was updating the most current economic conditions and analysis of employment and current labor force needs. Additional modifications include Work-based Learning Opportunities and updates on Sector Strategies, in addition to altering traditional methods of job search and use of related resource due to COVID-19. As a result of reviewing the Strategic Vision and Goals, updates were made to include additional investments for contractor assistance in the development of Career Pathways in support for Sector Strategies, as well as leveraging efforts with local economic development entities also related to sector strategies. Additionally, the WCCNM will partner with the NMEDD for implementation of the State NMEDD strategies at the regional level.

New to this plan, is the description of WCCNM's newly formed Economic Development Standing Committee to facilitate sector strategies and economic development goals as outlined within. Updates has also been made on services provided through the one-stop delivery system, including remote areas through the use of technology and other means. Minor updates included WCCNM's Youth services providers on collaborations with trade associations to implement integrated education and workforce preparation with pre-apprenticeships and High School Equivalency classes. Our Adult/Dislocated Worker program service provider also provided minor updates to career and follow-up services.

In addition, this modification includes NMDVR's cross collaboration efforts with and between partners regarding on-boarding information sessions and targeting trainings. Updates to the Native American programs were made to expand information on the National Indian Youth Council, Inc. and its services, as well as updates with the Native American affiliated Adult Basic Education programs in the region.

This plan now includes additional efforts on remaining a high performing workforce board such as calling for an AD Hoc Strategic Planning/Planning Committee to consider adopting best practices, effective strategies, and tactics from successes of other boards and workforce related initiatives. In addition, continuing with quality improvements of the Central Region and expanding outreach efforts for business, participants, and workforce partners.

All active policies will now be available at WCCNM's website at: www/wccnm.org, Full Rosters of local board memberships and standing committee, along with mission, goals and objective of each are included.

Lastly, Attachment E includes updates with the current negotiated Performance Indicators for PY2022 through PY2023, including a new Participant threshold requirement for all funding areas, except for Wagner-Peyser.

Process for Plan

In accordance with §679.580(a), the following describes the process for developing and submitting plan modifications. LWDBs, in partnership with the appropriate chief elected officials, must review the local plan, and prepare and submit modifications to the plan to reflect the following changes.

The WCCNM Central Region Board approved the development of a “Four-year Plan Ad Hoc Committee” on July 5 through July 8, 2022, to engage entities in updating/modifying the local plan. The Ad Hoc Committee’s membership is representative of a wide variety of entities. The Ad Hoc Committee reached out to the WCCNM Full Board Membership (as needed) which includes all the WIOA mandated partners as well as all other required members defined. In addition, the Ad Hoc Committee reached out to the WCCNM One-Stops in the Central Region which includes all WIOA required partners as well as affiliated programs and services (internal and some external).

The WCCNM Ad Hoc Committee met a total of three times to review, discuss and plan strategies to engage entities (internal and external of the Board and One-Stops) in updating the Central Region’s Plan. Members of this committee specifically reached out to Indicated Targeted Population Service Providers (as needed) to coordinate services and to garner information for contribution into the plan, examples include: Youth, Adult and Dislocated Workers, Individuals with Disabilities, Veterans, Migrant Seasonal Farmworkers, Native Americans, Individual with Low Income, Older Individuals, Individuals with Low Literacy Levels. Outreach efforts also include coordination of service discussion and planning with programs including Wagner Peyser, Rapid Response, Secondary and Post- Secondary Education, and multiple Supportive Service programs.

The Ad Hoc Committee has reviewed and incorporated public comments received during the 30-day public comment period (August 22, 2022, through September 20, 2022.) In addition, Mandated Partner input was received, and necessary changes/edits addressed before presenting the plan for recommendation of approval to the WCCNM Full Board on October 17, 2022.

Therefore, upon approval by the Full Board, in partnership with the appropriate chief elected officials, who has also reviewed and approved the updated/modified local plan and has prepared updates to the plan to reflect changes and additions to the New Mexico Department of Workforce Solutions for the State Review Period which is scheduled for shortly after October 17, 2022. Potential final approval from the NMDWS is scheduled from October, 2022 through December 2022. The Ad Hoc Committee will address any deficiencies as requested and provide updates as needed and required in the future.

§679.580(b)(2)(ii) – Funding

Explanation of any changes in the financing available to support WIOA title I and partner- provided WIOA services.

Workforce Connection of Central New Mexico (WCCNM), part of Congress's Workforce Innovative Opportunity Act (WIOA) of 2014, has dealt with fluctuations in its funding carried out by New Mexico Department of Workforce Solutions. Over the last two years, PY21 (7-1-21 to 6-30-22) & PY22 (7-1-22 to 6-30-23), WCCNM has received decreases of 1% & 4% respectively from its prior year funding. These swings are directly related to the decrease in Federal contributions delivered to all the states, but New Mexico still has the highest unemployment rate in the Nation (June 30. 2022) at 4.9%. Washington DC providence must have intercepted our gift as they are highest at 5.5%. WCCNM still receives the largest portion of New Mexico's four WIOA Regions with this formula allocation due to its servicing demographics which includes population. WCCNM serves the Central Regions counties of Bernalillo, Sandoval, Torrance, and Valencia. Based on the relatively fixed infrastructure of the WCCNM's service program, now only two service providers and four county facilities, a majority of the additional funding falls straight into the client services lines of the budget. Incrementally, the additional costs to serve more clients at the service provider level is lower per dollars spent serving clients.

WCCNM Formula									
WIOA Funding & Budget Item Comparison PY19 PY20 PY21 PY22									
PY22 (July 1, 2022 to June 30, 2023)									
Total WIOA Formula Budget									
	PY19		PY20		PY21		PY22		
		Increase %		Decrease %		Decrease %			Decrease %
Granted	\$ 10,634,255	10%	\$ 9,836,490	-8%	\$ 11,549,596	17%	\$ 9,310,916		-19%
Carry-In Adult / DW	\$ 539,514		\$ 1,300,000		\$ 1,545,935		\$ 1,450,533		
Carry-In Youth	\$ 196,023		\$ 915,000		\$ 1,464,271		\$ 1,140,309		
Carry-In Admin	\$ 278,781		\$ 450,000		\$ 446,400		\$ 289,677		
Carry In Totals Per Year	\$ 1,014,318		\$ 2,665,000		\$ 3,456,606		\$ 2,880,519		
Total	\$ 11,648,573		\$ 12,501,490		\$ 15,006,202		\$ 12,191,435		
% Change of Prior Year	3%		7%		20%		-19%		
Contractors									
	PY19		PY20		PY21		PY22		
		% to Total PY19		% to Total PY20		% to Total PY21		% to Total PY22	
		Budget		Budget		Budget		Budget	
SER	\$ 1,336,672	11%	\$ 1,336,700	11%	\$ 314,479	2%	\$ -	0%	0%
% to Client Specific Budget	22%		22%		5%		0%		
MRCOG					\$ 1,517,140	10%	\$ 1,606,880	13%	
% to Client Specific Budget					63%		120%		
YDI	\$ 1,056,800	9%	\$ 1,080,861	9%	\$ 1,534,770	10%	\$ 1,570,000	13%	
% to Client Specific Budget	65%		53%		64%		117%		
MRCOG BCC Operations & AE	\$ 879,197	8%	\$ 861,014	7%	\$ 1,168,477	8%	\$ 1,034,115	8%	
% to Client Specific Budget	12%		11%		14%		17%		
MRCOG Operator	\$ 148,213	1%	\$ 149,183	1%	\$ 169,353	1%	\$ 202,368	2%	
% to Client Specific Budget	2%		2%		2%		3%		
Total	\$ 3,420,883	29%	\$ 3,427,759	27%	\$ 4,704,219	31%	\$ 4,413,363	36%	
% Change of Prior Year	8%		0%		37%		-6%		
Client Services Program Year									
	PY19		PY20		PY21		PY22		
		% to Total PY19		% to Total PY20		% to Total PY21		% to Total PY22	
		Budget		Budget		Budget		Budget	
Adult / DW (Inc. Carry In)	\$ 5,959,905	51%	\$ 6,026,890	48%	\$ 6,183,634	41%	\$ 4,755,310	39%	
Youth (Inc. Carry In)	\$ 1,635,943	14%	\$ 2,027,034	16%	\$ 2,414,434	16%	\$ 1,342,485	11%	
Total	\$ 7,595,848	65%	\$ 8,053,924	64%	\$ 8,598,068	57%	\$ 6,097,795	50%	
% Change of Prior Year	1%		6%		7%		-29%		
Remaining Activites Program Year									
	PY19		PY20		PY21		PY22		
		% to Total PY19		% to Total PY20		% to Total PY21		% to Total PY22	
		Budget		Budget		Budget		Budget	
BCC Operating Expenses	\$ 446,243	4%	\$ 854,208	7%	\$ 402,351	3%	\$ 565,000	5%	
Board Expenses	\$ 185,600	2%	\$ 165,600	1%	\$ 175,600	1%	\$ 175,600	1%	
Total	\$ 631,843	5%	\$ 1,019,808	8%	\$ 577,951	4%	\$ 740,600	6%	
% Change of Prior Year	10%		61%		-43%		28%		
Carved Out Carry -In 2nd Years Monies - New					\$ 1,125,964	8%	\$ 939,677	8%	
Ck TOTAL WIOA Budget of WCCNM	\$ 11,648,573	100%	\$ 12,501,490	100%	\$ 15,006,202	100%	\$ 12,191,435	100%	

Strategic Planning Elements

A. Economic and Workforce Analysis

§679.560(a)(1)(i)

Regional analysis of economic conditions including existing and emerging In-demand industry sectors and occupations

New Mexico's seasonally adjusted unemployment rate (based on the Current Population Survey, also known as the household survey) was 4.9 percent in June 2022, down from 5.1 percent in May 2022 and down from 7.3 percent in June 2021. The national unemployment rate in June was 3.6 percent, unchanged from May and down from 5.9 percent last year.

The number of unemployed New Mexicans in June 2022 was 46,432, a decline of 32.5 percent, or 22,393 people, from the year before. Since May 2020 when it peaked at 88,330, the number of unemployed has declined by almost half. In fact, there are currently less unemployed New Mexicans than before the pandemic.

In June, New Mexico's labor force saw an over-the-month increase of 0.1 percent, or 971 people. Since June 2021 the labor force grew by 5,779, or 0.6 percent.

Over the year, New Mexico's total nonagricultural employment increased by 45,100 jobs, or 5.6 percent. Most of these gains were in the private sector, which was up 41,300 jobs, or 6.5 percent. The public sector was up 3,800 jobs, or 2.2 percent. Eight of the nine major private industry sectors reported employment increases over the year.

Leisure and hospitality reported a gain of 13,500 jobs, or 15.1 percent. Employment in mining and construction was up 8,300 jobs, or 12.7 percent. Most gains in mining and construction came from construction, which grew by 7,000 jobs, or 14.8 percent. Mining employment was up 1,300 jobs, or 7.1 percent. Professional and business services employment expanded by 6,200 jobs, or 5.7 percent. Employment in trade, transportation, and utilities was up 4,400 jobs, or 3.3 percent. Within the industry, retail trade was up 2,600 jobs; transportation, warehousing, and utilities Highlights was up 1,200 jobs; and wholesale trade was up 600 jobs. Miscellaneous other services employment grew by 1,100 jobs, or 4.0 percent. Manufacturing was up 2,400 jobs, or 8.8 percent, with the majority of jobs in durable goods manufacturing. Education and health services was up 4,900 jobs, or 3.6 percent. The majority of gains within the industry were in education services. Information was up 500 jobs, or 5.3 percent. Financial activities were unchanged from the rate in June 2021.

Over the year, the Albuquerque MSA grew by 16,200 jobs in total nonfarm employment, representing a gain of 4.3 percent. The following private sector industries added jobs: leisure and hospitality, up 5,500 jobs, or 13.9 percent; trade, transportation, and utilities, up 3,900 jobs, or 6.3 percent; mining and construction employment, up 3,300 jobs, or 13.0 percent; professional and business services, up 1,700 jobs, or 2.8 percent; manufacturing, up 1,000 jobs, or 6.2 percent; information up 500 jobs, or 9.8 percent; miscellaneous other services, up 400 jobs, or 3.5 percent; and education and health services, up 300 jobs, or 0.5 percent. Financial activities were unchanged from the previous year's employment level. In the public sector, state government was up 200 jobs, or 0.8 percent; federal government was down 400 jobs, or 2.7 percent; and local government was down 200 jobs, or 0.6 percent.

A focus looks at New Mexico's youth, identified as individuals aged 16 to 24 years of age. All data are provided by the U.S. Census Bureau's 2016–2020 American Community Survey 5-Year Estimates.

- About one in four New Mexico youth aged 16–19 who were enrolled in school were also working.
- Slightly more than half of New Mexico youth aged 16–19 who were not enrolled in school were either unemployed or not in the labor force. (This figure includes high school graduates, including equivalency, and those who did not receive a diploma.)
- About 11.0 percent of New Mexicans aged 20–24 were unemployed. (Please note the first four years of compiled data were collected before the COVID epidemic started.)

- About 15.6 percent of New Mexicans aged 18–24 years did not have a high school diploma or equivalent. This figure is 3.4 percentage points higher than the national rate of 12.2 percent
- The rate of 18–24-year-old youth who received an associate degree or higher was 12.4 percent in New Mexico, 4.9 percentage points lower than the U.S. rate of 17.3 percent.

Source: New Mexico Workforce Solutions: “Labor Marker Review”, June 2022.

§679.560(a)(1)(ii) Regional Analysis of Employment Needs of Employers in Existing and Emerging In- demand Industry Sectors and Occupations

Baseline Summary

Total Job Posts	Occupations	Locations	Employers	Certifications	Hard Skills	Soft Skills	Job Titles	Education Levels	Programs	Job Types
132,871	846	3,352	12,605	716	2,119	107	57,598	6	499	9

Source: [JobsEQ®](http://www.chmuraecon.com/jobseq), <http://www.chmuraecon.com/jobseq>
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Openings by Locations

Locations

Location	Active Job Ads	
Albuquerque, New Mexico	26,502	
Albuquerque, NM, 87115	7,795	
Albuquerque, NM, 87106	3,520	
Albuquerque, NM 87101	3,425	
Rio Rancho, New Mexico	2,882	
Albuquerque, New Mexico 87101	2,537	
Albuquerque, NM 87190	2,026	
ALBUQUERQUE, NM, 87117	1,648	
Albuquerque, NM, 87131	1,634	
Albuquerque, NM 87107	1,590	

Source: [JobsEQ®](#),
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<http://www.chmuraecon.com/jobseq>

Openings by Occupations

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Occupations

SOC	Occupation	Active Job Ads	
29-1141.00	Registered Nurses	8,021	
41-2031.00	Retail Salespersons	3,910	
41-1011.00	First-Line Supervisors of Retail Sales Workers	3,797	
53-7065.00	Stockers and Order Fillers	3,338	
11-9111.00	Medical and Health Services Managers	2,638	
15-1232.00	Computer User Support Specialists	2,610	
43-4051.00	Customer Service Representatives	2,590	
35-3023.00	Fast Food and Counter Workers	2,481	
53-3032.00	Heavy and Tractor-Trailer Truck Drivers	2,353	
43-6014.00	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2,280	

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Openings by Employers

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Employers

Employer Name	Active Job Ads	
Presbyterian Healthcare Services	5,631	
University of New Mexico	4,530	
Sandia National Lab	3,011	
Humana	1,846	
Ardent Health-Lovelace Division	1,775	
Sandia National Laboratories	1,577	
State of New Mexico	1,166	
University of New Mexico - Hospitals	1,010	
Healthcare Services Group, Inc.	982	
Walgreens	922	

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Openings by Job Titles

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Job Titles

Job Title	Active Job Ads	
Cook	435	
Team Member	410	
Intern	406	
Customer Service Representative	390	
Dishwasher	389	
ADMINISTRATIVE ASSISTANT	371	
Cashier	359	
Housekeeper	339	
General Manager	288	
Assistant Manager	275	

Source:

[JobsEQ®](#),

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Openings by Programs

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Programs

Program Name	Active Job Ads	
Engineering	3,780	
Nursing	3,630	
Computer Science	3,341	
Business	2,593	
Business Administration	1,835	
Electrical Engineering	1,484	
Accounting	1,437	
Science	1,335	
Mathematics	1,274	
Mechanical Engineering	1,204	

Source:

[JobsEQ®](#),

<http://www.chmuraecon.com/jobseq>

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Openings by Job Types

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Job Types

Type	Active Job Ads	
Full-Time	75,088	
Permanent	28,683	
Part-Time	20,701	
Remote	7,068	
Temporary (unspecified)	6,927	
Temporary (short-term)	696	
Temp-to-Hire	643	
Temporary (long-term)	175	
Remote Not Indicated	125,803	

Source:

[JobsEQ®](#),

<http://www.chmuraecon.com/jobseq>

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§679.560(a)(2)

Knowledge and skill needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.

Openings by Educational Levels

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Education Levels

Minimum Education Level	Active Job Ads	
High school diploma or equivalent	33,446	
Bachelor's degree	22,513	
Associate's degree	7,443	
Master's degree	3,006	
Doctoral or professional degree	1,180	
Unspecified/other	65,283	

Source:

[JobsEQ®](#),

<http://www.chmuraecon.com/jobseq>

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Openings by Certifications

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Certifications

Certificate Name	Active Job Ads	
Basic Life Support (BLS)	6,124	
Driver's License	4,872	
Registered Nurse (RN)	4,484	
Certification in Cardiopulmonary Resuscitation (CPR)	3,578	
Secret Clearance	3,176	
Advanced Cardiac Life Support Certification (ACLS)	2,477	
Pediatric Advanced Life Support (PALS)	1,734	
Certified Nursing Assistant (CNA)	1,009	
First Aid Certification	790	
Licensed Practical Nurse (LPN)	774	

Source:

[JobsEQ®](#),

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Openings by Hard Skills

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Hard Skills

Skill Name	Active Job Ads	
Microsoft Office	12,092	
Microsoft Excel	10,885	
Ability to Lift 41-50 lbs.	6,314	
Ability to Lift 51-100 lbs.	5,266	
Microsoft Word	4,694	
Microsoft Outlook	4,284	
Microsoft PowerPoint	4,092	
Spanish	4,046	
Personal Computers (PC)	3,748	
Bilingual	3,680	

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Openings by Soft Skills

Source: [JobsEQ®](#)

Data reflect online job postings for the 30 day period ending 8/23/2020

Note: Data are subject to revision. Time series data can be volatile with trends unrelated to actual changes in demand; use with caution.

Soft Skills

Skill Name	Active Job Ads	
Communication (Verbal and written skills)	61,438	
Cooperative/Team Player	34,582	
Customer Service	29,730	
Organization	16,489	
Problem Solving	14,408	
Self-Motivated/Ability to Work Independently/Self Leadership	13,447	
Detail Oriented/Meticulous	13,354	
Adaptability/Flexibility/Tolerance of Change and Uncertainty	13,182	
Interpersonal Relationships/Maintain Relationships	12,320	
Supervision/Management	12,136	

Source:

[JobsEQ®](#),

<http://www.chmuraecon.com/jobseq>

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15

§679.560(a)(3)

An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

Demographic Profile

The population in the Albuquerque, NM MSA was 915,986 per American Community Survey data for 2016-2020.

The region has a civilian labor force of 445,261 with a participation rate of 60.6%. Of individuals 25 to 64 in the Albuquerque, NM MSA, 32.2% have a bachelor's degree or higher which compares with 34.3% in the nation.

The median household income in the Albuquerque, NM MSA is \$55,362 and the median house value is \$199,969.

Summary¹

Demographics	Percent			Value		
	Albuquerque, NM MSA	New Mexico	USA	Albuquerque, NM MSA	New Mexico	USA
Population (ACS)	—	—	—	915,986	2,097,021	326,569,308
Male	49.2%	49.5%	49.2%	450,378	1,038,007	160,818,530
Female	50.8%	50.5%	50.8%	465,608	1,059,014	165,750,778
Median Age ²	—	—	—	38.5	38.1	38.2
Under 18 Years	22.1%	23.1%	22.4%	202,606	483,454	73,296,738
18 to 24 Years	8.8%	9.5%	9.3%	80,900	198,269	30,435,736
25 to 34 Years	14.2%	13.5%	13.9%	130,325	282,896	45,485,165
35 to 44 Years	12.8%	12.1%	12.7%	117,128	254,173	41,346,677
45 to 54 Years	12.1%	11.5%	12.7%	110,872	240,522	41,540,736
55 to 64 Years	13.2%	13.0%	12.9%	120,663	272,807	42,101,439
65 to 74 Years	10.1%	10.4%	9.4%	92,881	217,619	30,547,950
75 Years and Over	6.6%	7.0%	6.7%	60,611	147,281	21,814,867
Race: White	70.7%	70.0%	70.4%	647,918	1,467,849	229,960,813
Race: Black or African American	2.6%	2.1%	12.6%	23,792	43,476	41,227,384
Race: American Indian and Alaska Native	5.8%	9.3%	0.8%	52,677	195,166	2,688,614
Race: Asian	2.3%	1.6%	5.6%	21,507	33,695	18,421,637
Race: Native Hawaiian and Other Pacific Islander	0.1%	0.1%	0.2%	817	1,853	611,404
Race: Some Other Race	9.5%	8.8%	5.1%	86,788	184,680	16,783,914
Race: Two or More Races	9.0%	8.1%	5.2%	82,487	170,302	16,875,542
Hispanic or Latino (of any race)	49.4%	49.2%	18.2%	452,590	1,031,788	59,361,020
Population Growth						

Summary¹

	Percent			Value		
	Albuquerque, NM MSA	New Mexico	USA	Albuquerque, NM MSA	New Mexico	USA
Population (Pop Estimates) ⁴	—	—	—	923,630	2,106,319	329,484,123
Population Annual Average Growth ⁴	0.4%	0.2%	0.6%	3,405	4,171	2,015,698
People per Square Mile	—	—	—	98.9	17.3	92.9
Economic						
Labor Force Participation Rate and Size (civilian population 16 years and over)	60.6%	57.3%	63.2%	445,261	951,773	164,759,496
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	80.0%	76.7%	82.4%	284,820	591,210	105,137,520
Armed Forces Labor Force	0.5%	0.7%	0.4%	3,703	11,034	1,143,342
Veterans, Age 18-64	6.0%	5.7%	4.5%	33,125	70,495	8,920,267
Veterans Labor Force Participation Rate and Size, Age 18-64	74.5%	72.4%	76.8%	24,662	51,009	6,853,673
Median Household Income ²	—	—	—	\$55,362	\$51,243	\$64,994
Per Capita Income	—	—	—	\$30,397	\$27,945	\$35,384
Mean Commute Time (minutes)	—	—	—	24.1	22.7	26.9
Commute via Public Transportation	1.3%	1.0%	4.6%	5,614	8,796	7,044,886
Educational Attainment, Age 25-64						
No High School Diploma	9.9%	12.6%	10.5%	47,202	132,007	17,929,220
High School Graduate	24.2%	26.5%	25.4%	115,899	278,015	43,289,555
Some College, No Degree	24.1%	24.3%	20.5%	115,571	255,130	34,959,338
Associate's Degree	9.6%	9.7%	9.3%	45,875	101,397	15,776,790
Bachelor's Degree	18.7%	15.9%	21.6%	89,707	167,167	36,888,244
Postgraduate Degree	13.5%	11.1%	12.7%	64,734	116,682	21,630,870
Housing						
Total Housing Units	—	—	—	392,001	943,568	138,432,751
Median House Value (of owner-occupied units) ²	—	—	—	\$199,969	\$175,700	\$229,800
Homeowner Vacancy	1.5%	1.8%	1.4%	3,658	10,155	1,129,755
Rental Vacancy	7.3%	8.3%	5.8%	9,247	23,236	2,704,553
Renter-Occupied Housing Units (% of Occupied Units)	32.6%	32.0%	35.6%	116,690	253,673	43,552,843
Occupied Housing Units with No Vehicle Available (% of Occupied Units)	6.0%	5.7%	8.5%	21,317	45,059	10,344,521
Social						
Poverty Level (of all people)	15.5%	18.6%	12.8%	140,156	381,026	40,910,326
Households Receiving Food Stamps/SNAP	15.1%	17.0%	11.4%	54,132	134,602	13,892,407
Enrolled in Grade 12 (% of total population)	1.3%	1.4%	1.3%	11,842	28,700	4,358,865
Disconnected Youth ³	3.9%	4.2%	2.5%	1,870	4,762	433,164
Children in Single Parent Families (% of all children)	41.4%	43.1%	34.0%	78,806	194,278	23,628,508
Uninsured	7.9%	9.5%	8.7%	71,211	194,896	28,058,903
With a Disability, Age 18-64	12.9%	13.4%	10.3%	70,906	163,242	20,231,217
With a Disability, Age 18-64, Labor Force Participation Rate and Size	42.3%	39.5%	43.2%	29,960	64,417	8,740,236
Foreign Born	8.9%	9.2%	13.5%	81,172	193,223	44,125,628
Speak English Less Than Very Well (population 5 yrs and over)	6.9%	8.6%	8.2%	60,094	169,269	25,312,024

Source: [JobsEQ®](#)

1. American Community Survey 2016-2020, unless noted otherwise

2. Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties.

3. Disconnected Youth are 16-19 year old's who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

4. Census Population Estimate for 2020, annual average growth rate since 2010.

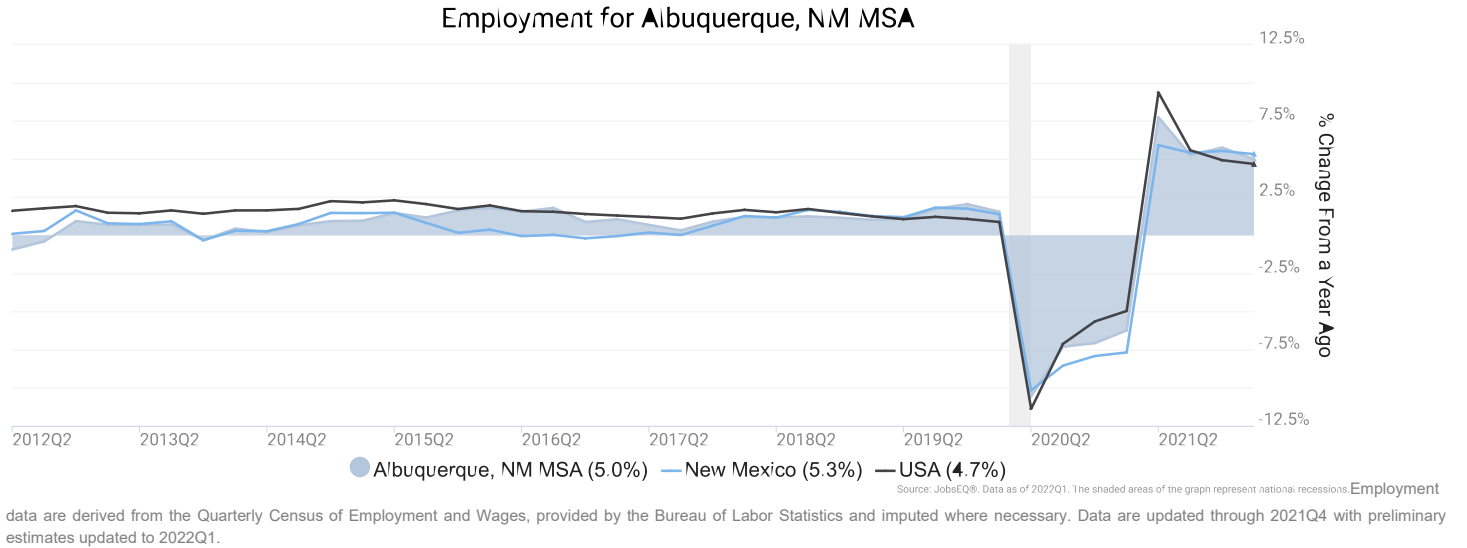
The Program for the International Assessment of Adult Competencies (PIAAC), National Center for Education Statistics illustrates a large need for low-skilled individuals (literacy, numeracy, and digital literacy) in New Mexico, ranking New Mexico in the bottom 25% (by average score for literacy and numeracy combined). In addition, PIAAC comparison data on literacy/numeracy levels within WCCNM's counties as compared to the State and the Federal Level:

At or below the Level 1 Literacy/Numeracy

County	State	Federal
Bernalillo 26%/35%	29%/40%	22%/32%
Sandoval 21%/30%	29%/40%	22%/32%
Valencia 35%/46%	29%/40%	22%/32%
Torrance 31%/44%	29%/40%	22%/32%

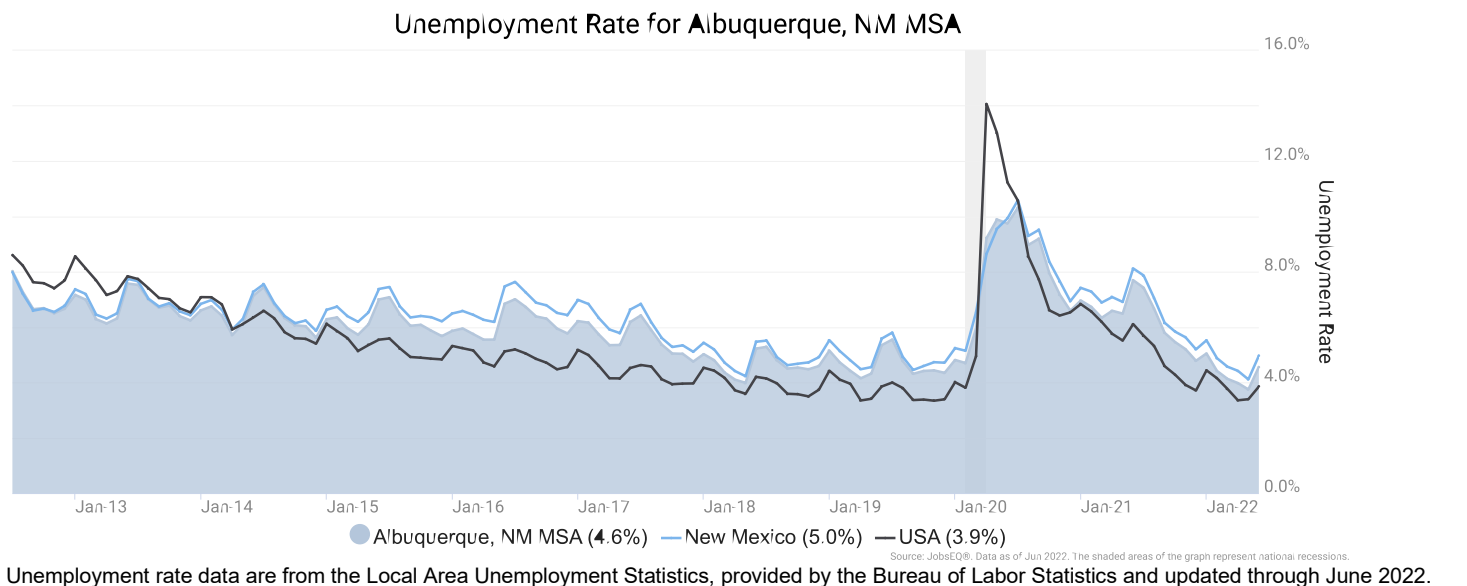
Employment Trends

As of 2022Q1, total employment for the Albuquerque, NM MSA was 400,726 (based on a four-quarter moving average). Over the year ending 2022Q1, employment increased 5.0% in the region.



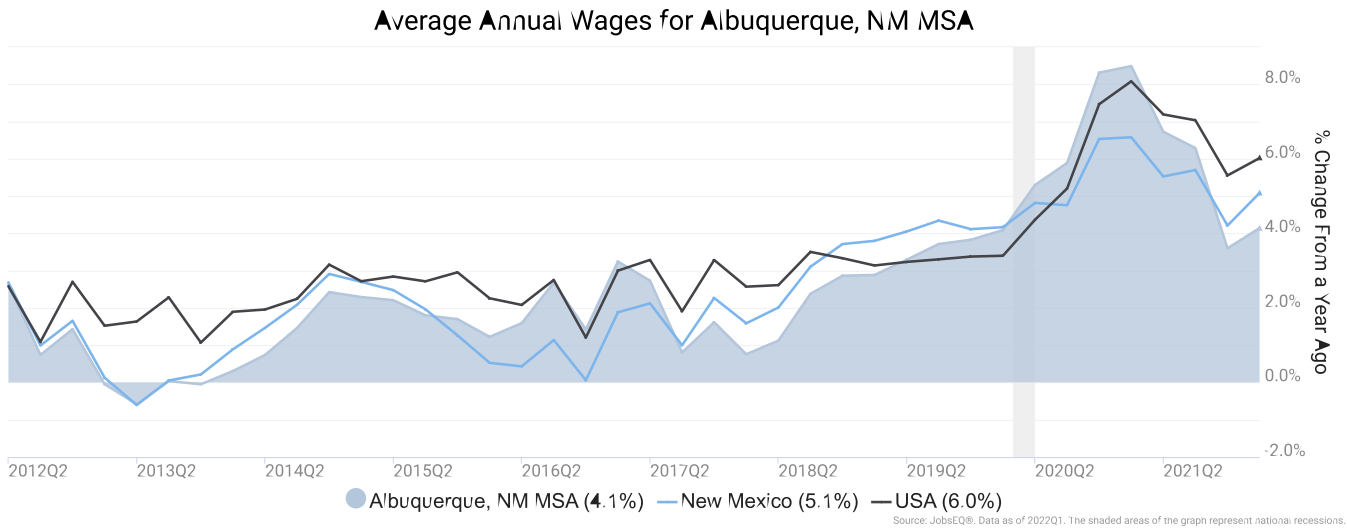
Unemployment Rate

The unemployment rate for the Albuquerque, NM MSA was 4.6% as of June 2022. The regional unemployment rate was higher than the national rate of 3.9%. One year earlier, in June 2021, the unemployment rate in the Albuquerque, NM MSA was 7.7%.



Wage Trends

The average worker in the Albuquerque, NM MSA earned annual wages of \$53,726 as of 2022Q1. Average annual wages per worker increased 4.1% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$66,637 in the nation as of 2022Q1.



Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q4 with preliminary estimates updated to 2022Q1.

Cost of Living Index

The Cost-of-Living Index estimates the relative price levels for consumer goods and services. When applied to wages and salaries, the result is a measure of relative purchasing power. The cost of living is 6.9% lower in Albuquerque, NM MSA than the U.S. average.

Cost of Living Information

	Annual Salary	Average Cost of Living Index (Base US)	US Purchasing Power
Albuquerque, NM MSA	\$53,726	93.1	\$57,708
New Mexico	\$51,954	91.4	\$56,847
USA	\$66,637	100.0	\$66,637

Source: [JobsEQ®](#)

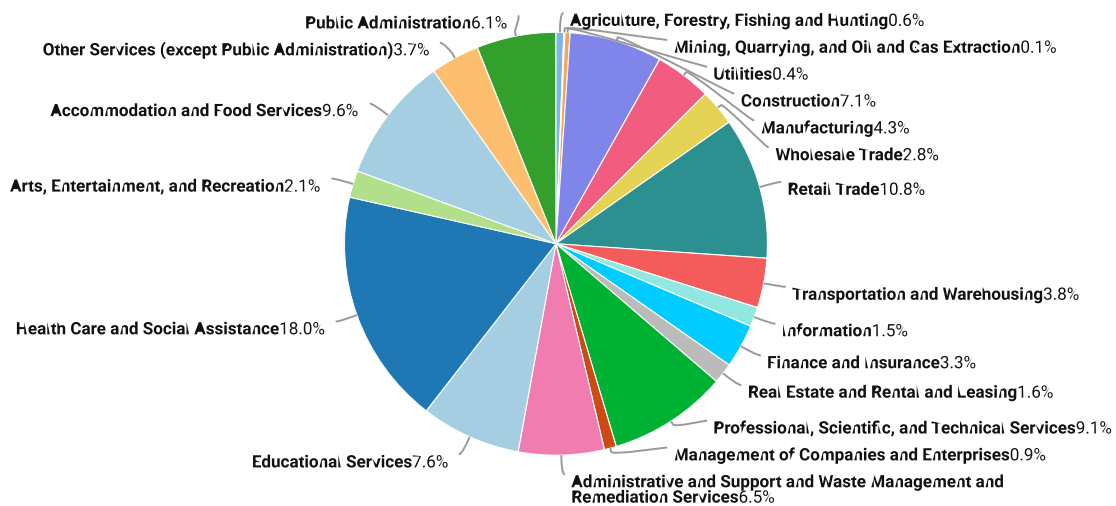
Data as of 2022Q1

Cost of Living per [COLI](#), data as of 2021Q3, imputed by Chmura where necessary.

Industry Snapshot

The largest sector in the Albuquerque, NM MSA is Health Care and Social Assistance, employing 72,226 workers. The next-largest sectors in the region are Retail Trade (43,398 workers) and Accommodation and Food Services (38,498). High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. The sectors with the largest LQs in the region are Public Administration (LQ = 1.29), Professional, Scientific, and Technical Services (1.27), and Health Care and Social Assistance (1.24).

Total Workers for Albuquerque, NM MSA by Industry



Source: JobsEQ®. Data as of 2022Q1

Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q4 with preliminary estimates updated to 2022Q1.

Sectors in the Albuquerque, NM MSA with the highest average wages per worker are Management of Companies and Enterprises (\$93,102), Professional, Scientific, and Technical Services (\$91,404), and Utilities (\$84,499). Regional sectors with the best job growth (or most moderate job losses) over the last 5 years are Professional, Scientific, and Technical Services (+3,776 jobs), Construction (+3,692), and Transportation and Warehousing (+2,722).

Over the next 1 year, employment in the Albuquerque, NM MSA is projected to expand by 1,514 jobs. The fastest growing sector in the region is expected to be Arts, Entertainment, and Recreation with a +2.8% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Health Care and Social Assistance (+772 jobs), Accommodation and Food Services (+671), and Arts, Entertainment, and Recreation (+235).

Albuquerque, NM MSA, 2022Q1¹

NAICS	Industry	Current			5-Year History		1-Year Forecast			Empl Growth	Ann Growth	%
		Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers			
62	Health Care and Social Assistance	72,226	\$53,807	1.24	2,163	0.6%	7,682	3,121	3,789	772	1.1%	
44	Retail Trade	43,398	\$36,601	1.05	-349	-0.2%	5,345	2,335	3,447	-437	-1.0%	
72	Accommodation and Food Services	38,498	\$24,381	1.16	-3,155	-1.6%	7,181	2,756	3,753	671	1.7%	
54	Professional, Scientific, and Technical Services	36,552	\$91,404	1.27	3,776	2.2%	3,266	1,099	2,081	86	0.2%	
61	Educational Services	30,654	\$52,779	0.96	-1,226	-0.8%	2,913	1,288	1,597	28	0.1%	
23	Construction	28,411	\$56,643	1.20	3,692	2.8%	2,699	866	1,857	-24	-0.1%	
56	Administrative and Support and Waste Management and Remediation Services	26,180	\$41,464	1.01	431	0.3%	3,115	1,161	1,867	87	0.3%	
92	Public Administration	24,281	\$70,283	1.29	-91	-0.1%	2,195	874	1,398	-77	-0.3%	
31	Manufacturing	17,315	\$61,873	0.53	695	0.8%	1,695	612	1,169	-86	-0.5%	
48	Transportation and Warehousing	15,189	\$53,961	0.76	2,722	4.0%	1,741	645	1,025	70	0.5%	
81	Other Services (except Public Administration)	14,990	\$34,757	0.87	-732	-0.9%	1,780	683	986	111	0.7%	
52	Finance and Insurance	13,340	\$77,017	0.81	728	1.1%	1,186	415	785	-14	-0.1%	
42	Wholesale Trade	11,128	\$66,915	0.74	-827	-1.4%	1,135	406	763	-34	-0.3%	
71	Arts, Entertainment, and Recreation	8,247	\$27,223	1.14	-968	-2.2%	1,376	471	670	235	2.8%	
53	Real Estate and Rental and Leasing	6,287	\$48,985	0.90	3	0.0%	616	258	362	-4	-0.1%	
51	Information	6,018	\$66,038	0.75	-2,561	-6.8%	602	191	382	30	0.5%	
55	Management of Companies and Enterprises	3,690	\$93,102	0.61	130	0.7%	317	113	217	-13	-0.4%	
11	Agriculture, Forestry,	2,430	\$19,405	0.45	41	0.3%	287	117	177	-7	-0.3%	

Albuquerque, NM MSA, 2022Q1¹

NAICS	Industry	Current			5-Year History		1-Year Forecast			Empl Growth	Ann Growth %
		Empl	Avg Wages	Ann LQ	Empl Change	Ann %	Total Demand	Exits	Transfers		
	Fishing and Hunting										
22	Utilities	1,606	\$84,499	0.78	57	0.7%	135	48	99	-12	-0.8%
21	Mining, Quarrying, and Oil and Gas Extraction	286	\$62,119	0.21	7	0.5%	31	8	21	2	0.6%
	Total - All Industries	400,726	\$53,726	1.00	4,535	0.2%	45,229	17,209	26,507	1,514	0.4%

Occupation Snapshot

The largest major occupation group in the Albuquerque, NM MSA is Office and Administrative Support Occupations, employing 56,595 workers. The next-largest occupation groups in the region are Sales and Related Occupations (36,599 workers) and Food Preparation and Serving Related Occupations (34,466). High location quotients (LQs) indicate occupation groups in which a region has high concentrations of employment compared to the national average. The major groups with the largest LQs in the region are Architecture and Engineering Occupations (LQ = 1.57), Life, Physical, and Social Science Occupations (1.49), and Healthcare Support Occupations (1.30).

Occupation groups in the Albuquerque, NM MSA with the highest average wages per worker are Management Occupations (\$105,300), Architecture and Engineering Occupations (\$104,100), and Legal Occupations (\$94,000). The unemployment rate in the region varied among the major groups from 1.9% among Healthcare Practitioners and Technical Occupations to 10.4% among Food Preparation and Serving Related Occupations.

Over the next 1 year, the fastest growing occupation group in the Albuquerque, NM MSA is expected to be Healthcare Support Occupations with a +1.9% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Food Preparation and Serving Related Occupations (+562 jobs) and Healthcare Support Occupations (+450). Over the same period, the highest separation demand (occupation demand due to retirements and workers moving from one occupation to another) is expected in Food Preparation and Serving Related Occupations (6,397 jobs) and Office and Administrative Support Occupations (6,085).

Albuquerque, NM MSA, 2022Q1¹

SOC	Occupation	Current				5-Year History				1-Year Forecast				
		Empl	Mean Ann Wages ²	LQ	Unempl	Unempl Rate	Online Job Ads ³	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
43-0000	Office and Administrative Support	56,595	\$39,400	1.14	3,088	5.2%	4,077	-4,112	-1.4%	5,695	2,646	3,439	-390	-0.7%
41-0000	Sales and Related	36,599	\$39,000	0.97	3,013	7.7%	3,561	-2,150	-1.1%	4,499	1,888	2,856	-244	-0.7%
35-0000	Food Preparation and Serving Related	34,466	\$27,100	1.11	3,962	10.4%	2,928	-2,450	-1.4%	6,959	2,721	3,676	562	1.6%
53-0000	Transportation and Material Moving	28,014	\$38,500	0.80	2,455	8.2%	2,350	2,609	2.0%	3,665	1,333	2,224	108	0.4%
29-0000	Healthcare Practitioners and Technical	26,413	\$90,300	1.13	504	1.9%	6,634	1,800	1.4%	1,563	674	779	111	0.4%
11-0000	Management	23,798	\$105,300	0.87	791	3.2%	3,625	2,242	2.0%	2,060	600	1,325	136	0.6%
13-0000	Business and Financial Operations	23,260	\$76,200	0.91	767	3.2%	2,446	3,763	3.6%	2,027	617	1,340	70	0.3%
31-0000	Healthcare Support	23,133	\$30,300	1.30	1,483	6.1%	1,838	1,394	1.3%	3,579	1,513	1,617	450	1.9%
47-0000	Construction and Extraction	21,549	\$46,200	1.19	1,882	8.2%	590	1,765	1.7%	2,123	637	1,470	16	0.1%
25-0000	Educational Instruction and Library	20,058	\$53,000	0.94	799	3.8%	1,566	-870	-0.8%	1,873	839	942	92	0.5%
49-0000	Installation, Maintenance, and Repair	15,817	\$48,200	1.02	674	4.1%	1,499	-379	-0.5%	1,560	506	1,018	37	0.2%
51-0000	Production	13,827	\$40,700	0.61	950	6.5%	808	-68	-0.1%	1,429	526	973	-70	-0.5%
37-0000	Building and Grounds Cleaning and Maintenance	13,123	\$29,700	0.99	1,118	7.9%	1,069	-1,307	-1.9%	1,788	758	969	62	0.5%
15-0000	Computer and Mathematical	11,028	\$87,400	0.80	277	2.4%	3,673	2,026	4.1%	857	228	558	70	0.6%
33-0000	Protective Service	10,483	\$44,800	1.22	517	4.6%	785	154	0.3%	1,221	486	683	52	0.5%
17-0000	Architecture and Engineering	10,279	\$104,100	1.57	318	2.9%	1,293	434	0.9%	746	248	500	-2	0.0%
39-0000	Personal Care and Service	8,415	\$29,600	0.88	921	9.8%	471	-234	-0.5%	1,389	538	693	157	1.9%
21-0000	Community and Social Service	7,613	\$53,300	1.07	239	3.0%	1,339	100	0.3%	879	269	515	95	1.3%
27-0000	Arts, Design, Entertainment, Sports, and Media	6,235	\$54,000	0.89	511	7.4%	518	-671	-2.0%	700	237	403	61	1.0%
19-0000	Life, Physical, and Social Science	5,249	\$77,500	1.49	218	3.8%	799	389	1.6%	485	110	368	8	0.1%
23-0000	Legal	3,765	\$94,000	1.09	94	2.4%	157	-93	-0.5%	272	106	149	17	0.4%
45-0000	Farming, Fishing, and Forestry	1,008	\$32,500	0.39	109	8.7%	52	192	4.3%	154	42	113	-1	-0.1%
	Total Occupations	All 400,726	\$52,600	1.00	24,689	5.8%	42,079	4,535	0.2%	45,642	17,519	26,609	1,514	0.4%

Source: [JobsEQ®](#)

Data as of 2022Q1 unless noted otherwise

Note: Figures may not sum due to rounding

1. Data based on a four-quarter moving average unless noted otherwise.

2. Wage data are as of 2021 and represent the average for all Covered Employment

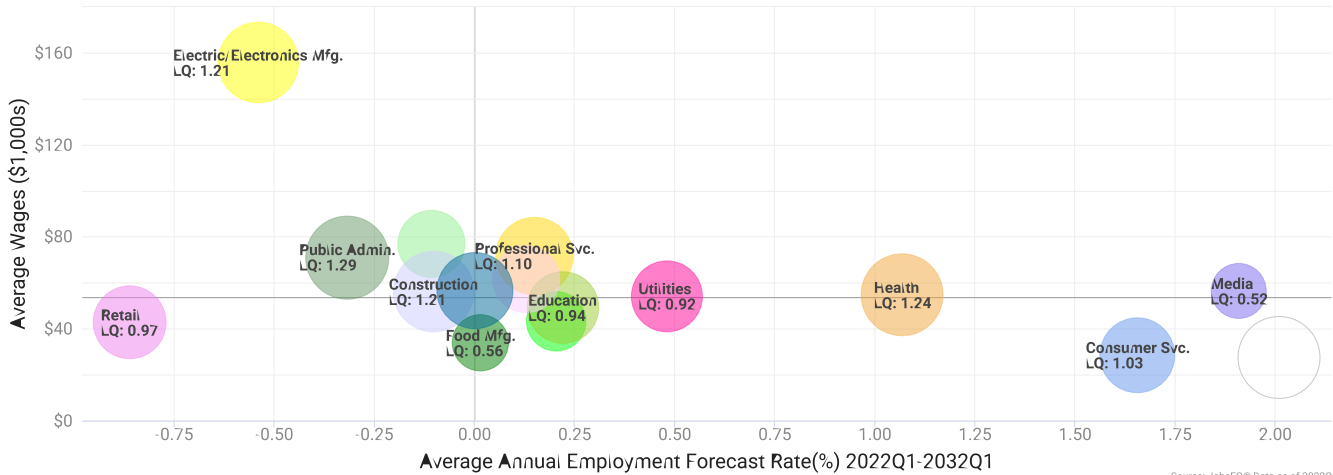
3. Data represent found online ads active within the last thirty days in the selected region; data represents a sampling rather than the complete universe of postings. Ads lacking zip code information but designating a place (city, town, etc.) may be assigned to the zip code with greatest employment in that place for queries in this analytic. Due to alternative county-assignment algorithms, ad counts in this analytic may not match that shown in RTI (nor in the popup window ad list).

Occupation employment data are estimated via industry employment data and the estimated industry/occupation mix. Industry employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and currently updated through 2021Q4, imputed where necessary with preliminary estimates updated to 2022Q1. Wages by occupation are as of 2021 provided by the BLS and imputed where necessary. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Industry Clusters

A cluster is a geographic concentration of interrelated industries or occupations. The industry cluster in the Albuquerque, NM MSA with the highest relative concentration is Public Admin. with a location quotient of 1.29. This cluster employs 24,281 workers in the region with an average wage of \$70,987. Employment in the Public Admin. cluster is projected to contract in the region about 0.3% per year over the next ten years.

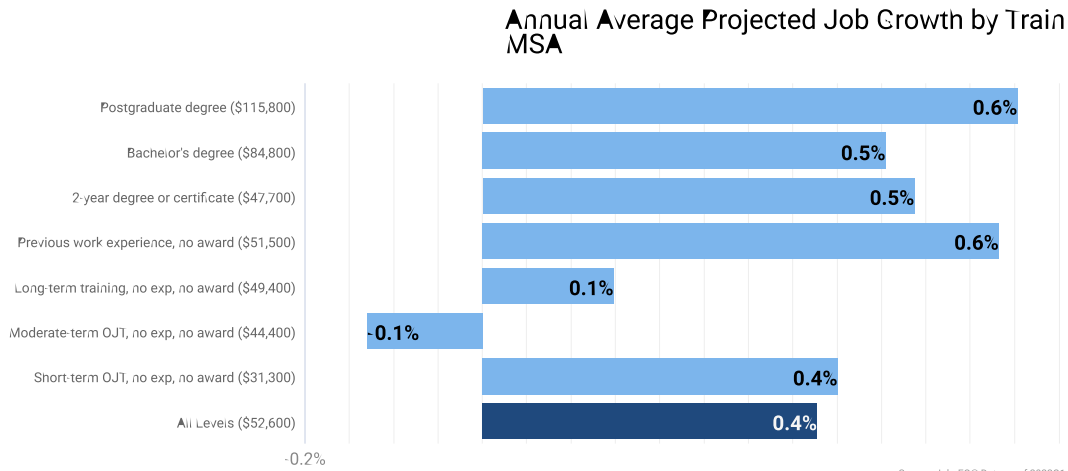
Industry Clusters for Albuquerque, NM MSA as of 2022Q1



Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2021Q4 with preliminary estimates updated to 2022Q1. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in the Albuquerque, NM MSA is projected to grow 0.4% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 0.6% per year, those requiring a bachelor's degree are forecast to grow 0.5% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 0.5% per year.

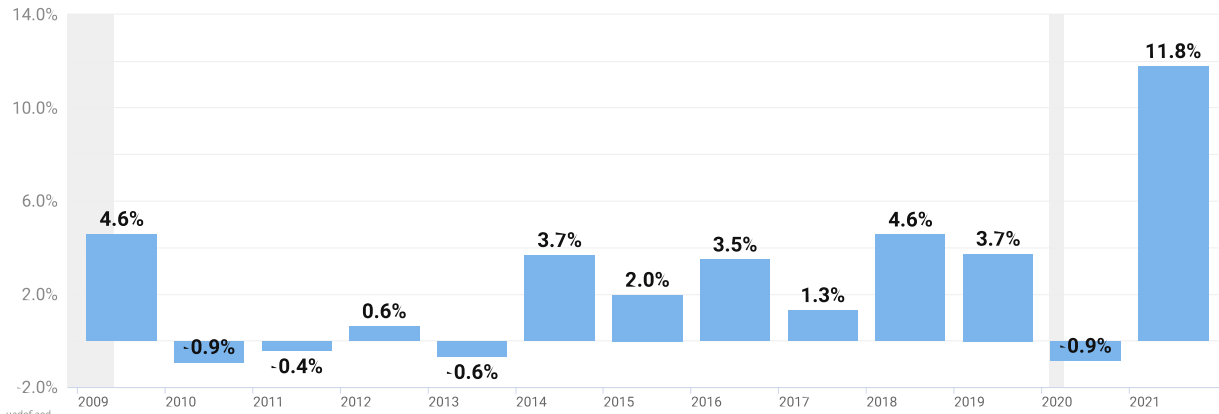


Employment by occupation data are estimates as of 2022Q1. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Gross Domestic Product

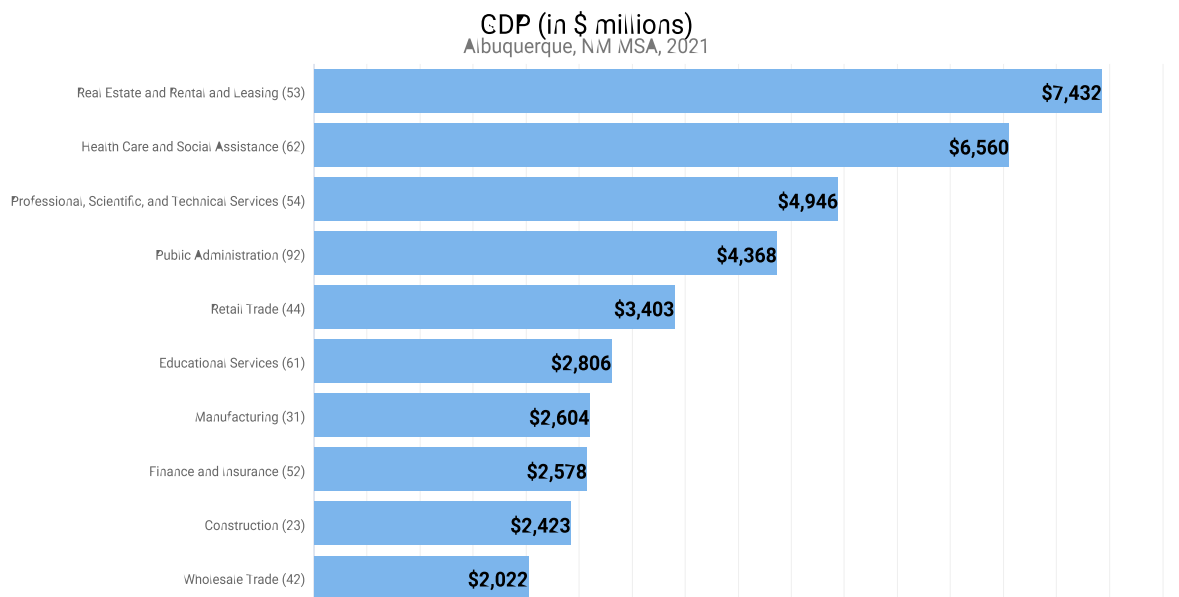
Gross Domestic Product (GDP) is the total value of goods and services produced by a region. In 2021, nominal GDP in the Albuquerque, NM MSA expanded 11.8%. This follows a contraction of 0.9% in 2020. As of 2021, total GDP in the Albuquerque, NM MSA was \$50,226,990,000.

1 year % Change in GDP



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

Of the sectors in the Albuquerque, NM MSA, Real Estate and Rental and Leasing contributed the largest portion of GDP in 2021, \$7,432,373,000. The next-largest contributions came from Health Care and Social Assistance (\$6,559,665,000); Professional, Scientific, and Technical Services (\$4,945,677,000); and Public Administration (\$4,368,123,000).



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2021.

B. Analysis of Workforce Development Activities

\$679.560(a)(4)

An analysis of workforce development activities, including education and training, in the region. This analysis must include the strengths and weaknesses of workforce development activities and capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers.

The Workforce Connection of Central New Mexico (WCCNM) connects individuals with career opportunities and partners with employers for workforce success by overseeing the delivery of workforce development services in the New Mexico Workforce Connection (NMWC) Centers. In the NMWC Centers in the Central Region, there is a wide range of workforce development activities and programs available to adults, dislocated workers, youth, young adults, individuals with disabilities, and employers. Individuals receiving services must meet specific eligibility requirements as specified in WCCNM Policy which is available on request or by visiting www.wccnm.org/wccnm-board.

Activities include:

- **Career Services:** Various partners in the Central Region provide basic and individualized career services, with the majority provided by core partners within the one-stop system. Career services include a wide range of service types including those specific to adults, dislocated workers, and youth. Examples include assessments, job search assistance, career counseling, referrals to other programs and services, provision of labor market information, interview and resume workshops, individual employment planning, career planning, financial literacy, mentoring, and more.
- **Training Services:** The New Mexico Workforce Connection Centers in the Central Region offer work-based learning opportunities as well as occupational training through career pathways, stackable credentials, and traditional programs. Multiple programs and partners provide training and education services including the Adult & Dislocated Worker Program; the Youth Program; TechHire New Mexico; and, the Trade Adjustment Assistance Act Program. As with all workforce development programs, eligibility and program requirements are unique to each funding source. However, the programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments. Examples of services include tuition assistance for post-secondary education programs, short-term training programs, on-the-job training, adult and youth apprenticeships, and internships.
- **Business Services:** The Business Services teams strive to coordinate activities and services within the workforce system to provide a comprehensive and streamlined approach that reduces duplication and maximizes resources to employers. Business services include but are not limited to: recruitment and hiring assistance, assessments for applicants and for existing employees, on-the-job training, apprenticeships and apprenticeship pathway programs, work experiences, internships, incumbent worker training, customized training, and more.

Areas of strength in WCCNM workforce activities include:

- **Performance:** The WCCNM has a history of meeting and exceeding performance measures. This reflects the high-quality programs and services delivered as well as skilled workforce development professionals and service providers operating the programs.
- **Partnerships:** 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.
- **Work-Based Learning Opportunities:** The WCCNM has increased the number of work-based learning opportunities available through the public workforce system in the Central Region. The WCCNM passed multiple policies to increase internships, transitional jobs, and work experiences in the region. Projects such as the Facebook Career Connections program, have resulted in successful internships, and in many cases, full-time permanent employment with some on-the-job training opportunities. Opportunities afforded via the WCCNM Transitional Jobs policy as well as the National Emergency Grant-Dislocated Worker Grant (NEG-DWG) may be significant for disadvantaged individuals, such as former prisoners and long-term unemployed, with a goal to reduce recidivism and poverty within the Central Region.

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

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

Education and Training Providers: The Central Region has numerous institutions of higher education including Central New Mexico Community College (CNM), CNM Ingenuity, the University of New Mexico (UNM), UNM-Valencia, UNM West, UNM Continuing Education, the Southwestern Indian Polytechnic Institute, and many private institutions. Partnerships with postsecondary schools includes support and collaboration by targeting their focused areas of studies, degree plans, as well as certificates. There is a direct connection in building a pipeline between postsecondary schools and employers, so this should be a more prominent aspect of the strategic vision. The WCCNM will continue to facilitate relationships with postsecondary schools to develop the training programs that will generate the workers employers need.

Recent efforts of collaboration with education entities are numerous, however it is important to highlight the following initiatives:

- **H-1B One Workforce Grants (FOA-ETA-20-13) H1B Emerging Technologies New Mexico** - is a statewide effort to scale a successful approach to IT and cybersecurity career pipeline training, forging a One Workforce Partnership between college/university, workforce, economic development, industry, and employer partners to adapt and expand trainings along four tracks, including wrap-around support, career coaching, and co-enrollment in other supportive services. Lead Applicant is the Workforce Connection of Central NM.

Targeted Population(s) to be Served: Un- and underemployed individuals who are 17 and older and not in secondary school, including people under-represented in the industry; and workers displaced from industries such as food, hospitality, self-employed, contract, gig and other underemployed workers; and incumbent workers.

EMPLOYERS: Ten employers, including: 1. AT&T; 2. Ingenuity Software Labs; 3. Los Alamos Natl. Labs; 4. Minerva Robotics; 5. RS21; 6. Rural Sourcing; 7. Sandia Natl. Labs ...

INSTITUTIONS OF HIGHER EDUCATION: 1. Central New Mexico Community College; 2. CNM Ingenuity; 3. Doña Ana Community College; 4. Eastern New Mexico University- Ruidoso; 5. New Mexico State University; 6. San Juan College; 7. Santa Fe Community College

WORKFORCE DEVELOPMENT ENTITIES (Lead Applicant Workforce Connection of Central NM): 1. Eastern, 2. Northern Area (WIOA Service Provider Help NM), 3. Southwestern

OPTIONAL PARTNERS: Ten additional partners, including: 1. New Mexico Technology Council (Industry Assoc.); 2. Manufacturing Extension Partnership (Industry Assoc.); 3. NM Economic Development Dept., 4 Airforce Research Laboratory Community Development Office

- **Nation Emergency Grant (NEG) - Dislocated Worker COVID-19 Economic Recovery:** A key component of the Central Region's COVID-19 economic recovery will be through supporting and investing in information technology, local entrepreneurship, and existing small businesses which are core to increasing economic resiliency and driving job creation. The WCCNM strongly believes that now is the time for a partnership amongst the region's local governments, education, economic development, and the workforce system in a significant way to help lead our community to economic recovery through investing in entrepreneurs and funding short-term training opportunities for in-demand information technology (IT) occupations. The hardest hit sectors include food services, hospitality, and the arts, recreation, and entertainment industries—all disproportionately staffed by women and people of color. In the most recent *Labor Market Review*, relative to the prior year, leisure and hospitality jobs were down 44% and retail was down 9.5% (New Mexico Department of Workforce Solutions, April 2020). The Central Region is at a critical juncture with projections of a long-lasting depression and industry associations' projections that many of these jobs may never come back.
- The Workforce Connection of Central New Mexico (WCCNM) in collaboration with CNM Ingenuity, CNM and City of Albuquerque will increase access and opportunities for employment, education, training, and support services to individuals who are dislocated from employment and those that were self-employed, contract, gig and other workers not eligible for regular unemployment benefits with the launch of the new federal and temporary Pandemic Unemployment Assistance (PUA) program. Project partners asked and received \$1.1 million of NEG WIOA COVID-19 Dislocated Worker funding for the majority of these efforts.

Goals

Provide “cradle to launch” efforts (outreach, training, relationship post-training) for displaced workers by envisioning a path forward through entrepreneurship and technology training for jobs in more stable technology sectors and one that has potential to cross geographical boundaries to promote commerce:

Provide training resources to help small businesses pivot and increase competitiveness;

Promote efforts from training to employment should be fast paced (6 months or less) and position individuals for career growth; and,

Develop programs with an emphasis on increased partner collaboration and sustainability.

- **WCCNM, APS, UNM and CNM – Teacher Licensure:** We continue our support of higher education through funding for Alternative Teacher

Licensure. Currently we sponsor the collaborative work-based programs that CNM and UNM have with APS to create a pipeline of certified teachers to fill APS's teacher shortage. We just recently have expanded our partnership with UNM to get approval to fund the regular Alternative Licensure program for those that might work in another field and not available for the work-based model.

Sector Strategies: The WCCNM sector strategies have progressed with the IT/tech and healthcare industries. For IT/tech, the WCCNM and NMWC partners will continue to leverage the employer and industry relationships that have been established with other sector work, including the TechHire Advisory Council, formed under the TechHire New Mexico program, a \$4 million, four-year grant to support and fund IT/tech training opportunities in the region. Also, the NMWC partners will coordinate with other existing IT/tech efforts that are currently going on in the region that are also engaging key industry representatives including programs such as NMITAP, the City of Albuquerque Job Training Assistance, etc. For healthcare subsectors, an inventory and assessment of existing healthcare-related business and community relationship will be used to facilitate meetings and strategy sessions based on feedback from employers, associations, educational institutions, economic development, and other stakeholders. Apprenticeship Coordinators assisted with the development of the first healthcare Registered Apprenticeship program in New Mexico, the RN Residency apprenticeship program through TruMont, and will continue to support the development of Registered Apprenticeship programs in the healthcare field. As part of future discussions and meetings within both of these key industry sectors, there will be a focus on various activities including strategic plans establishing industry-driven workforce goals and career pathways to make it easier for individuals to access the opportunities in healthcare and IT/tech in the Central Region. The WCCNM will review board policy to determine what can further promote a focused strategy for the two primary industries identified.

Additionally, the WCCNM is performing county specific strategic planning to explore ways to support and engage with county-specific leading & emerging sectors to include: Bernalillo - Film; Sandoval - Advanced Manufacturing; Torrance - Sustainable energy; and Valencia - Manufacturing/Construction. In 2020, the WCCNM Board launched a series of joint WCCNM and Perkins Region E business meetings. The goal of these meetings was to improve the ability of the local workforce system to meet county-specific business needs in the fastest-growing industries in each of the Central Region's four counties. Staff met virtually with business leaders in the healthcare, manufacturing, trades, and information technology industries in Sandoval County, with the goal of identifying common business needs within each industry and developing education and training programs to meet those needs. These conversations were incredibly productive, and breakout groups for each industry were able to identify several focus areas that the WCCNM could support in the future.

- **Career Pathways:** The WCCNM and the NMWC partners have begun work on a regional career pathways system, focusing on select IT/tech and healthcare pathways first. The preliminary information and data will be compiled within the workforce system, and then the pathways work will be presented to a diverse group of industry sector leaders, employers, postsecondary entities, economic development, and other key partners to further guide the process and validate the information and the approach. The WCCNM will lead and facilitate the process leveraging partners and stakeholders who are key to the IT/tech and healthcare sector strategies.

- **Investment in Infrastructure and Technology:** With support from the WCCNM, the NMWC in the Central Region continues to brainstorm and improve ways in which services can be delivered effectively in a remote and virtual mode. WCCNM is incorporating all available technologies and tools, in addition to investing and developing much needed tech upgrades including:
 - A cloud-based communications system for phone, text, and video conferencing;
 - A new WCCNM website with a UX design that provides robust information about all services and programs available in the NMWC centers in the Central Region;
 - An online partner referral system that is embedded in the WCCNM/NMWC intranet; and
 - An employer/business services inquiry tool on the new website that allows for businesses to quickly submit their workforce needs to business team representatives with a define process, workflow, and tracking database on the backend.

With COVID-19 altering traditional methods of job search and use of related resources, WCCNM's use of communicating on social media platforms (Facebook, Instagram, Twitter TikTok, LinkedIn, & YouTube) has ramped up in recent months with notable results. Outreach has expanded to include information on apprenticeship and apprenticeship pathways opportunities, Rapid Hire, and virtual requirement events, weekly "Hot Jobs", career prep workshops, employment related webinars, and resources available to job seekers and employers. As the WCCNM has adapted the marketing mix to the COVID-19 crisis, e-blasts and social media have been invaluable modes of communication, with social media presence growing an average of close to 1,000 page views every 30 days, and an average of 11,000 people who saw content from posts, news feeds, and stories over a 30-day period. WCCNM will continue increase social media activity while also continuing to use traditional modes like email marketing to ensure that we are reaching all our target audiences in a variety of ways.

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

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

All outreach includes the various ways that an individual can contact the New Mexico Workforce Connection, including email, phone, and social media private message.

Areas of weakness in the WCCNM workforce activities include:

- **Lack of Common Intake, Referral, and Data Systems:** Many of the programs and services in the Central Region have their own set of reporting requirements and performance measures. Each program, including some core partners, often has a unique case management system, different data entry requirements, and intake paperwork. The lack of having a common intake, referral and data system across the workforce system creates an additional burden for both the customer and staff. The WCCNM will explore a common intake process and system, and has several referral systems pilots underway, including with the New Mexico Division of Vocational Rehabilitation (NMDVR), and plan to expand these efforts over the next program year. The recently launched "New Mexico Longitudinal Data System

Projects” is now underway to address these concerns, with a target launch date in 2023. The high-priority project is a collaboration between the New Mexico Higher Education, the New Mexico Department of Workforce Solutions, the New Mexico Public Education Department, the New Mexico Department of Information Technology, and the engineering partner RESPEC. The plan is for New Mexico Higher Education Department to house the new data base.

The WCCNM is facing significant challenges and issues related to the utilization of the New Mexico Workforce Connection online system (www.jobs.state.nm.us) and consistency in the application of function, activity, and service codes. With many new initiatives, approaches, and strategies quickly moving forward over the next program year, the Central Region faces challenges with the data quality in the online system. Staff have taken a deep dive to begin understanding the inconsistent data entry, inaccuracies, and data gaps that may impact the workforce system and the analysis that is required to ensure success on these various efforts. The WCCNM will become increasingly dependent on data analysis, beyond federal performance measures, for adopting additional continuous improvement processes and improve data informed decisions within operations as well as at the WCCNM Board level.

- **Repeat Business Customers:** Repeat business may be a significant challenge for the Central Region. Although there is success within the area of business services, it is important that the WCCNM and NMWC partners pursue business services with strategic intent to ensure that the system is addressing business needs from a workforce system-wide perspective versus individual partner program goals and performance criteria. The WCCNM is building additional capacity, expertise and dedicating significant investments in technology and partner training. Opportunities for improvements is possible by leveraging industry sector strategies and “work and learn” initiatives, and with significant investments in technical solutions to promote quality business engagement and increased customer satisfaction. Continuous quality improvement efforts focused on business engagement will also help WCCNM produce high-quality business services.
- **Silos and Competing Outcome Measurements:** The WCCNM is fortunate to have a variety of service providers, funding streams, grant opportunities, and programs and services; however, there are sometimes obstacles that many of the programs and funding streams have their own unique set of eligibility requirements and outcome measurements which can be limiting as well as create confusion for the customer. The WCCNM will require an operational approach in the NMWC Centers that promotes collaboration, strengthens programs, and encourages innovation in the delivery of services to individuals and employers in the Central Region. The NMDWS has sponsored a New Mexico State WIOA Evaluation team with all core WIOA Titled Programs represented, along with industry, as participants in a Learning Cohort with a focus of addressing such Silos and Competing Outcome measures.

C. Strategic Vision and Goals

§679.560(a)(5)

Description of the local board's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on performance indicators described in §677.155(a)(1) of the WIOA Joint Rule.

Vision: WCCNM Business-Driven One Stops

A strong economic environment, growing industries, highly competitive and profitable businesses, skilled and productive workers, growing and thriving communities.

Mission: WCCNM Business-Driven One Stops

To deliver value-added workforce and human resource services that contribute to an economic environment in which Central Area industries are growing, businesses are highly competitive and profitable, workers are skilled and productive, and communities are growing and thriving.

Goals: WCCNM – NM Workforce Connection

1. Further Sector Strategies and Career Pathways (related to Health Care and Information Technology) and implement county stakeholder collaboration to include county specific emerging industries. Provide additional investment for contractor assistance in the development of Career Pathways in support of Sector Strategies. This will include leveraging efforts with the local economic development entities related to sector strategies. Additionally, the WCCNM will partner with the NMEDD for implementation the State NMEDD strategies at the Regional Level.
2. Leverage technology to:
 - a. Implement improved access to workforce system services and information.
 - b. Develop innovated methods of service delivery.
3. Continue to support and implement work-based services to include:
 - a. Apprenticeships - WIOA Adult, Dislocated Worker and Youth (within Work Experience) Programs.
 - b. Internships
 - c. Transitional Jobs
4. Develop Youth Career and Training events to connect employers and young adults.
5. Acquire additional funding through competitive grant opportunities and promote alternative funding methods to include Income Share Agreements and other innovative concepts.
6. Develop industry focused workforce advisory\planning councils, ensuring regional and county stakeholders' involvement to include:
 - a. Economic Development Entities
 - b. Businesses
 - c. Business and Industry Associations
 - d. Elected Officials
 - e. Local Governments
 - f. Workforce System Partners
 - g. Workforce Representatives
 - h. Education
7. Develop participant focused advisory\planning councils, ensuring regional and county stakeholders' involvement to include:

- a. Workforce Partners
 - b. Community Based Organizations
 - c. Workforce Representatives
 - d. Elected Officials
 - e. Education
8. Educate individuals to industry standards and employer-based certifications with emphasis on short-term education offering stackable credentials.
 9. Provide value-added services, i.e., services that are relevant, valuable, reliable, customized, responsive, flexibly delivered, accessible and meet expectations.
 10. Performance Measures – Prioritize continued improvements, program evaluation and active board member participation within the WCCNM Operations Standing Committee. These efforts are imperative to ensure Performance Measure identified in **Attachment E** are met, assurance of fiscal compliance and board oversight.

The Workforce Connection of Central New Mexico (WCCNM) vision and goals aligns and supports the Governor’s vision for “human-centered, inclusive, and innovative workforce development system that grows the talent, knowledge, and skills of people in our diverse communities, including Veterans, unemployed workers, youth and state tribal and pueblo communities.” These goals continue to encourage the Central Region to promote innovation, collaboration, and quality improvements with a focus on sector strategies and career pathways, to ensure education and training at every level are closely aligned with jobs/industries (emerging and expanding), that are in demand and in high growth occupations within the Central Area. Review and develop strategies to assist employers and job seekers with work-from-home opportunities. The COVID 19 has brought the work-from-home concept to the forefront and the WCCNM and its partner network must be prepared to support these efforts.

§679.560(a)(6)

Local Board’s overall strategy for working with the entities that carry out the core programs and required partners to align resource available to the local area, to achieve the strategic vision and goals.

The WCCNM is working diligently to connect and integrate activities to ongoing workforce investments through the aforementioned strategies listed under Local Vision and Goals.

- The WCCNM system will utilize all available resources to serve the increased numbers of workers in need through the use of regular formula funding and additional federal funds when available. With the availability of additional funds, an increased number of workers may be served, through regular WIOA; in addition, ETA grants received through workforce partners where referrals or co-enrollments can occur. The WCCNM has been awarded the DL-ETA Pathway Home 3 Grant. Throughout the grant period, the WCCNM will serve 200 reentry citizens to acquire a career and pathway to sustainable employment. The enrolled participant will be provided with WIOA Adult training services and additional services specified within the grant proposal to include stipends and emergency services. These additional services are key to ensure their success and reduce recidivism.
- Partners within our system include state and local agencies, school districts, community-based organizations, faith-based organizations, higher education, ABE, Job Corps, Division of Vocational Rehabilitation, Commission for the Blind, Ticket to Work, TANF Work Programs, Goodwill Industries, Veterans programs, as well as other community-based resource organizations and agencies. (Please refer to Operational Elements, B. for specifics on how WCCNM works with partners to expand access to employment, training, education and supportive services for eligible individuals, information exchange and dissemination.)

- The WCCNM and the NMWC workforce partners continue to collaborate and provide workforce system services holistically. These efforts build stronger workforce partnerships, including employers and postsecondary providers to develop a talent pipeline based upon high growth or emerging industry needs and facilitate in the preparation of our Region's under skilled adults, unemployed, dislocated workers, and other most in need populations for sustaining career opportunities and assist to gain a better understanding of labor market trends. The WCCNM will also strengthen employer awareness for workforce services by establishing strong business relationships with employers throughout the area, through the use of our local Business Units and the Boards' outreach efforts.
- The WCCNM adult/dislocated worker and youth service provider staff will thoroughly connect adults/dislocated workers, youth and other targeted groups with a range of services and activities including quality secondary and post-secondary educational opportunities. These human-centered opportunities will be recognized through the use of Career Services, Individual Training Accounts (ITA), Intensive trainings, partner Referrals, and Apprenticeships, as well as needs-based payments and supportive services activities. This approach will ensure a continuum of education and training opportunities to those individuals who have been impacted by the economy. This may require the WCCNM to design programs/pathways to ensure education and training at every level are closely aligned with jobs/industries (new and expanding) that are in demand and in high growth occupations in the Central Area
- The Central Region has and will continue to collaborate with our local partners, through the Partner Memorandum of Understanding (MOU) and beyond, to develop workforce solutions and strategies for regional development and shared prosperity using successful and active workforce partnerships with community colleges, business and labor organizations, apprenticeships and other community organizations.

WCCNM, through its quarterly partner gatherings, administrative and fiscal entity, has and will continue to develop innovative workforce development activities/services to maximize resources, increase service levels, improve service quality, achieve enhanced integration and meet our overarching local goals.

- By increasing services to workers in need, the Central Region will continue to increase outreach efforts to potential eligible adults, dislocated workers and youth, allowing these populations opportunities to improve existing skills, as well as gain new skills. This effort will increase customer access to all Workforce Connection Center services and partners.
- The Central Region supports customers in acquiring the skills needed to attain jobs in high-growth, high-wage industries and occupations. Close coordination between partners and WCCNM Business Unit staff will continue to align employer recognized skill gaps with that of a trained workforce. This effort facilitates in preparing our region's under-skilled adults, unemployed, dislocated workers, and other most in need populations for job opportunities and a better understanding of labor market trends. Customers may also be eligible for support services such as transportation, childcare and needs related payments. This collaboration results in the coordination needed by business in high growth industry to fill job vacancies. In addition, career services in the form of intensive training, basic skills remediation and skills improvement workshops will also be available for customers that need these skills to improve their career efforts.
- To ensure education and training delivered through the workforce system results in education and skills improvement, not only short term but long term, the WCCNM service provider and partner staff will be continually trained and updated through Business Unit information and trends, strategic planning outcomes and state direction. The flow of information will ensure that correct and meaningful

assessments are given to our customers, and that significant improvements in skills can occur.

- Business Unit staff work directly with local business and industry, studying trends and understanding local economic outcomes, to develop partnerships with registered apprenticeships and increase on-the-job training and customized training contracts. These collaborations also improve our outreach to local business for work experience opportunities for youth, as well as the overall range of services for all customers within the Central Region.
- As highlighted throughout this Plan, the WCCNM is working to continue to align workforce activities with education, economic and community development activities through our Sector Strategies, Business Units, WIOA Service Providers, and Workforce Partner services. The Board will continue to develop innovative strategies to increase customer skills, meet the needs of the job seeker and the local industry, all in an effort to improve the regional economy and provide quality outcomes that lead participants to a career of wage self-sufficiency.

OPERATIONAL ELEMENTS

A. Local Workforce System Structure

§679.550(c)

Local Board Area Profile. Describe the geographical workforce development area, including the LWDA's major communities, major employers, training and educational institutions (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.

The Central Region embraces the center of New Mexico. Busy interstate highways, rail and an international airport link the region in the same way historic trade routes linked the original Indian tribes hundreds of years ago and tied together the Spanish settlements 300 years ago.

It's a region of remarkable diversity, in population, lifestyle and economy. About the size of Massachusetts, the area is both urban and rural, mountain and plains, modern and traditional. Central New Mexico includes Albuquerque, the state's largest city; Rio Rancho, the state's fastest-growing city; Bernalillo, one of the nation's oldest towns and even older Indian pueblos; and Peralta, the state's newest incorporated community. 12-Indian tribes and pueblos are located wholly or partly within the region.

It is a place that boasts great beauty, with four mountain ranges, the legendary Rio Grande, two national forests, two national monuments, three wilderness areas, four state monuments and parks, and two game refuges.

The Albuquerque Metro Area is home to many recognizable companies like Intel, Facebook, and Netflix, find here, a list of Albuquerque's largest employers.

Kirtland Air Force Base
University of New Mexico
Albuquerque Public Schools
Sandia National Labs
Presbyterian Hospital
UNM Hospital
City of Albuquerque
State of New Mexico – Albuquerque Offices
Bernalillo County
Lovelace
Central NM Community College
Blue Cross Blue Shield of NM
NM Gas Co.
PNM
Safelite Auto glass
Intel
General Mills

*Employer list unofficial. Data collected from various sources including community organizations, chambers of commerce and economic development employer lists; media articles; employer websites; and other sources.

Source: City of Albuquerque, Economic Development Department Website 2020.

Major Trainings

Examples of programs that provide workforce training:

- Job Training Albuquerque (JTA) is a workforce development program that provides opportunities for the local workforce to gain necessary skills in order to fill skill gaps and meet the workforce needs of existing and potential employers. Ultimately, JTA will result in company growth, job creation and a deep employment talent pool for existing and potential companies.

JTA provides an opportunity for Albuquerque employers to skill up their workforce and provides opportunity for employees to gain high-demand skills and industry specific credentials.

Program and skills areas include: Supervisor Skills, Digital Marketing, UX Web Design, Cyber Security, Accounting & Finance, Operations Management, Project Management and Business & Operations Training for Artisans and Creatives

- JTIP: The Job Training Incentive Program (JTIP) funds classroom and on-the-job training for newly-created jobs in expanding or relocating businesses for up to 6 months. The program reimburses 50-75% of employee wages. Custom training at a New Mexico public educational institution may also be reimbursed.
- CNM Workforce Training Center: WTC offers customized training services for local employers. WTC provides high quality and innovative employee training, professional development, continuing education and skill development. CNM can assist with company's training needs by making instructors available on site to teach CNM courses or customized training programs (including classroom or on-the-job). CNM can lease equipment or use the company's equipment to make sure employees are getting training on specific industry equipment. And, an offsite training program can be created to help identify the most qualified applicants prior to hiring.
- UNM Continuing Education: UNM-CE's custom training programs offers businesses a cost-effective, targeted way to enhance employees' job skills and performance. UNM- CE can customize any course to meet the unique needs of an employer.
- Innovate ABQ: Innovate ABQ is focused on creating industry-relevant skills programs, supporting entrepreneurs, helping existing firms expand and innovate and strengthening local assets that improve the economic prospects of local workers and industries. This is an approach that prioritizes the skills, infrastructure, capital and innovation needs of existing industries and emphasizes creating value and income in the economy through increased productivity and trade, especially from our advanced industries.
- Workforce Connection of Central New Mexico (WCCNM): WCCNM operates five workforce development centers in the metro area. The development centers match the needs of employers with the skills of job seekers by offering pre-screening assistance, recruitment assistance, on-the-job training programs, and labor market information. A no charge, WCCNM will pre-screen applicants to a client's basic criteria, providing a list of those meeting the criteria to the company for future interviews.
- CNM Ingenuity: CNM Ingenuity supports a new approach to education that provides accelerated educational and training opportunities in key workforce areas, wrap-around support for aspiring entrepreneurs, and cooperative ventures that foster economic development and job creation in the region
- Deep Dive Coding: Intensive, accelerated technical training bootcamps in a variety of modern web programming and software development. Students learn the fundamentals of modern web development and learn to code and build sites and

apps. The programs teach in-demand skills relevant to what employers need today. Bootcamps include full stack web development, java and android, Microsoft.net and more.

- Deep Dive Coding Digital Media Bootcamp: Students learn the fundamentals of digital media design and production to build a career in digital animation, game design and more.
- Cultivating Coders: CC is an accelerated 8-week coding bootcamp provider that specializes in facilitating intensive software development training programs for underserved and rural communities. Here are some notable metrics from the program:
 - 14 successful camps in just three years.
 - Three graduates are now instructors.
 - The high school program has a 100% completion rate, and all camps have a 94.8% completion rate.
- Emprende Latino: Emprende Latino is a first of its kind tech accelerator for Hispanics and Latinos, providing \$100K venture investment to participants upon successful completion of the 3-month program.
- Girl Develop It: GDI is a nonprofit organization that exists to provide affordable opportunities for women interested in learning web and software development. Through in-person classes and community support, GDI helps women of diverse backgrounds achieve their goals and build confidence in their careers.
- New Mexico IT Apprenticeship Program: NMITAP bridges the gap between training opportunities and workforce needs by offering apprenticeships and supporting training.
- New Mexico TechHire: TechHire is an innovative job training program to prepare Albuquerque residents for high-demand careers in technology.
- EC-Council: Headquartered in Albuquerque, EC-Council is a global leader in cybersecurity certification programs such as Certified Ethical Hacker and Computer Hacking Forensic Investigator.
- New Mexico Technology Council: NMTC is a statewide association that helps create opportunities for tech businesses in New Mexico to connect and grow.

Source: City of Albuquerque, Economic Development Department Website 2020.

Associated Builders and Contractors Apprenticeship Programs: ABC currently offers formal apprenticeship training in seven trades: Carpentry, Craft Laborer, Electrical, Plumbing, HVAC-R Technician, Masonry and Sheet Metal. ABC's Carpentry, Electrical, HVAC-R, Plumbing, and Sheet Metal programs are four-year programs. Masonry is a three-year program and Craft Laborer is a two-year program. In order to complete the program, apprentices must successfully complete 144 hours of classroom training and perform 2,000 hours of on-the-job training each year.

These programs conform to Office of Apprenticeship (OA) standards and have been approved by the New Mexico State Apprenticeship Council (SAC). They are qualified programs for purposes of the training requirements imposed by New Mexico's Public Works (Little Davis-Bacon) Act. ABC's apprenticeship programs are accredited by the National Center for Construction Education and Research (NCCER).

Source: City of Albuquerque, Economic Development Department Website September 2020

STEM

- Kirtland Air Force Base used a \$45,000 grant from Raytheon and the Boys and Girls Clubs of America to open a STEM Center of Excellence for children. The center gives kids access to advanced technologies including 3D printing, computer programming and other STEM-related activities.
- Albuquerque Public Schools received a \$7.8 million grant from the U.S. Department of Education to increase STEM education for North Valley STEM Schools. The money will convert Mission Avenue Elementary School, Garfield Middle School and Valley High School into "engineering for the future" schools.
- AFRL New Mexico: As the largest contributor to STEM education, spending more than \$1.5 million in the state on hands-on learning initiatives to develop the future workforce. AFRL programs and spending reach students across the state from elementary to grad students.

Source: Albuquerque Economic Development, September 2020.

Education K-12 System

More than 118,000 students attend elementary, middle and high schools in the metro area's school districts. The Albuquerque Public School (APS) district is the 25th largest system in the nation, with more than 89,000 students, 139 schools and 14,000 employees.

Preparing students for college is a strong priority for APS; its students earned more than \$45 million in scholarships in 2009. APS offers its students the opportunity to participate in its highly successful charter school program that specializes in areas such as mathematics, digital media, arts and sciences and more. APS continually invests in its infrastructure; from a total budget of \$1.2 billion, almost 25 percent is dedicated to facility improvements and new construction.

The public-school districts in Rio Rancho, Belen, and Los Lunas make up over 29,000 students. The International School at Mesa del Sol is an accepted International Baccalaureate (IB) candidate school for grades K through 12. The IB school program is taught in over 3,000 schools in 139 countries to prepare students for a rapidly globalizing world.

There are many private schools located throughout the Albuquerque area, offering prospective students a wide array of options. Approximately 13 percent of Albuquerque's children attend private or parochial schools in the community. The Albuquerque Academy, located on 312 acres in Northeast Albuquerque, offers a first-rate education for students in grades 6 through 12. Accredited by the National Association of Independent Schools, the school was recently ranked as the fifth best independent high school in the nation by bestcolleges.com. Albuquerque Academy has an endowment of more than \$177 million. Menaul School is an independent, values-based 6th-12th grade day and boarding school, giving students a diverse intellectual, cultural and personal educational experience. Bosque School and Sandia Preparatory School, both accredited by the National Association for Independent Schools, are college preparatory schools that offer challenging academic programs. Other private schools in Albuquerque offering a 6th-12th grade education include St. Pius and Hope Christian, among many others.

At the elementary school level, Manzano Day School enrolls students in pre-kindergarten through 5th grades. Founded in 1938, Manzano Day School is the only elementary school in Albuquerque accredited by the Independent Schools Association of the Southwest and is a member of the National Association of Independent Schools. Manzano Day School is dedicated to innovative child-centered education, excellence in teaching, and Joy in Learning® to prepare children for a life of discovery and community involvement in our diverse world. Other private elementary schools offer parents in Albuquerque a range of choices for their children's education.

Source: Albuquerque Economic Development, September 2020.

Lottery Funded Scholarship

All resident New Mexican high school students with at least a 2.5 out of 4.0 grade point average are eligible for a New Mexico Lottery Scholarship, which pays for a percentage of a student's state college/university tuition fee. The scholarship is funded by a New Mexico Lottery program in which 100 percent of lottery net proceeds go to the Lottery Tuition Fund.

The lottery scholarship pays for seven semesters of tuition, beginning with the student's second semester, providing the student attends full-time, maintains a 2.5 out of 4.0 GPA, and takes a minimum of 15 credit hours per semester. The lottery program has improved the public education system in the state, as New Mexico colleges and universities have reported record enrollment since the program began in 1996. Since then, the New Mexico Lottery has raised more than \$863.6 million for education in New Mexico and more than 128,697 from across the state have attended New Mexico public colleges, universities and technical colleges, resulting in 77,182 legislative lottery scholarship graduates.

Higher Education

Albuquerque is home to a robust educational system. In fact, the City of Albuquerque ranks among the top in the nation for cities with the most college graduates, with 32 percent of persons 25 or older having a bachelor's degree or higher (29 percent in the Albuquerque metro area). New Mexico also has one of the largest concentrations of PhDs per capita in the nation. There are more than 69,000 college students in the Albuquerque metro area enrolled in a wide range of programs. Albuquerque's educational system provides a wide variety of choices for private, public, continuing and advanced education.

University of New Mexico (UNM)

The main campus of UNM has more than 29,000 students with major schools of engineering, education, business, medicine, and law. More than 130 undergraduate degrees are offered,

along with master's degrees in 94 fields and doctoral degrees in 44 areas. UNM is a nationally recognized Class I research institution. UNM's Continued Learning program drives a culture of lifelong education in the area. UNM Valencia is also in the Central Region and is considered a key partner in the workforce development system. Past UNM Valencia representatives have served on the WCCNM Training and Service Provider Committee.

Central New Mexico Community College (CNM)

CNM provides occupational and technical education as well as traditional associate degrees. 30,000 students attend CNM, and the school has some of the country's most innovative programs in advanced manufacturing and microelectronics.

CNM has long been a partner to industry. Albuquerque's Central NM Community Workforce Training Center specializes in customized training programs to meet company needs. CNM's Workforce Training Center facility provides video conferencing capability, a high-bay area for large manufacturing equipment, computer training rooms, and available instructors for industry to use as a resource for developing and implementing a training curriculum.

CNM also offers a two-year program dedicated to Advanced Manufacturing that provides a steady supply of trained personnel for local manufacturing companies. CNM is on the leading edge of continuing education and industrial training with programs focused in the microelectronics industry for the local semiconductor industry and a new program dedicated to training microsystems technicians. CNM is also considered a key partner in the Central Region, also with past representatives on the WCCNM Training and Service Provider Committee.

Source: Albuquerque Economic Development, September 2020.

State Authorized New Mexico Universities and Colleges (in the Central Region)

Carrington College (Albuquerque)
Embry Riddle Aeronautical University (Albuquerque)
Lewis University (Albuquerque)
Park University (Alamogordo, Holloman AFB)
Southwest University of Visual Arts (Albuquerque)
University of New Haven (KAFB, Albuquerque)
University of Phoenix (Albuquerque)
University of St. Francis (Albuquerque)
Wayland Baptist University (Albuquerque)

State Authorized New Mexico Colleges and Vocational Schools (in the Central Region):

A Better U Beauty Barber Academy (Albuquerque)
Albuquerque Dental Assistant School (Albuquerque)
American Institute of Dental Assisting (Albuquerque)
Associated Builders and Contractors Construction Education Training Trust (Albuquerque)
Aveda Institute New Mexico (Albuquerque)
Bode Aviation (Albuquerque)
Brookline College (Albuquerque)
Central New Mexico Horizons, LLC (Albuquerque)
EC-Council University (Albuquerque)
Hypnotherapy Academy of America (Albuquerque)
IntelliTec College (Albuquerque)
Matrix School of Dental Assisting (Albuquerque)
New Mexico Institute of Dental Assisting (Albuquerque)
Olympian Academy of Cosmetology (Albuquerque and Roswell)
Phoenix Truck Driving School Albuquerque NM (Albuquerque)
Pima Medical Institute (Albuquerque)
Pima Medical Institute (Albuquerque West)
Southwest Institute of Montessori Studies (Albuquerque)
TONI & Guy Hairdressing Academy (Albuquerque)
Universal Healthcare Training Institute (Albuquerque)
Vertical Limit Aviation, LLC (Albuquerque)
VIP Dental Training Center of New Mexico (Albuquerque)
The Ayurvedic Institute (Albuquerque)

Additionally, Albuquerque is home to many other brick and mortar universities and colleges. Source: New Mexico Higher Education Department's Website, September 20

Adult Education Programs

Adult Education Programs such as Catholic Charities, Albuquerque – Adult Learning Center (community-based organizations), CNM, Southwestern Indian Polytechnic Institute and UNM Valencia are available programs in the Central Region and funded by WIOA Title II, as specified in section 231(e) of WIOA, each eligible provider establishes or operates programs that provide adult education and literacy activities as identified in section 203 of WIOA including:

- Adult education;
- Literacy;
- Workplace adult education and literacy activities;
- Family literacy activities;
- English language acquisition activities;
- Integrated English literacy and civics education;
- Workforce preparation activities; or
- Integrated education and training.

(see Attachment D, MOU Update for current Central Region funded Adult Education Programs on page 114)

Postsecondary schools, especially community colleges, are a fundamental part of the workforce development systems. Strengthening communication between schools and colleges is especially important so that today's students have hope for future employment in a post-pandemic economy. Key partners with the WCCNM Workforce Board include representatives from schools such as CNM, UNM-Valencia, etc.

Population

The Central Region which includes Bernalillo, Sandoval, Tarrant, and Valencia counties, is the nation's 60th most populated metropolitan area. This area represents the majority of the Central Region with the exception of southern Santa Fe County. It also represents New Mexico's State Planning and Development District 3 (SPDD3), which is a designation by the U.S. Economic Development Administration (EDA) that guides economic planning and strategic investments.

The largest municipalities among the 18 incorporated communities within the Central Region are Albuquerque, Rio Rancho, Los Lunas, Bernalillo, Corrales, and Belen. The area also includes eight Indian pueblos - Sandia, Isleta, Cochiti, Jemez, San Felipe, Santa Ana, Santo Domingo, and Zia - as well as portions of the Navajo, Jicarilla, and Laguna Pueblo Indian reservations.

Population Growth

When New Mexico became a state in 1912, the population within Central New Mexico was small. The population increased rapidly during the 1940s and 1950s with World War II and post-war growth and continued a steep climb through the 1980s as the economy diversified. Central New Mexico has experienced significant growth, with an average annual growth rate of 3.4% between 1950 and 2010. However, more recent post-recessionary growth has been slow; year-to-year growth has been below 1% for each year between 2010 and 2015. In 2015, the four-county population was 907,301, a total increase of 2.3% from 2010.

Albuquerque's metropolitan area population has grown at a faster rate than New Mexico's since 1950. Central New Mexico's share of the state's population has increased from 27 percent in 1950 to 44 percent in 2015. In addition to serving as the largest population center of New Mexico, the metropolitan area also holds 45 percent of the state's non-agricultural employment.

The Albuquerque metro area population totals 909,906 residents. The region has a favorable ratio of residents in the key working age group of 20-34 years. Current estimates show that 19 percent of the population is in this key age bracket, compared to the national average of 18 percent. Albuquerque's 20-34-year-old category is also projected to expand by a greater rate than the national average. The pace of growth in the Central Region had been consistently around 22% per decade since the 1980's, but since the economic recession of the late 2000's population growth has slowed substantially, increasing by just 2.2% in the five years between 2010 and 2015. This slowdown can be attributed to outmigration, with many movers in search of new employment opportunities, and conservative changes in family planning historically common during periods of economic uncertainty

The area is also home to more than 60,000 college students from which to recruit. This is a young, affordable, and smart work force. Albuquerque ranks among the top metros in the nation for the percentage of workers with a college degree: 32 percent in Albuquerque and 29 percent of our combined workforce in the metro area have a bachelor's or advanced college degree. (Source: Albuquerque Economic Development, September 2020)

Certain municipalities in Central New Mexico, such as the burgeoning City of Rio Rancho,

have grown faster than others. Its smaller neighbor, the Town of Bernalillo, has also seen substantial growth, assisted by commuter rail stops within its boundaries. The City of Albuquerque has seen sustained growth, but the population leveled off at 559,121 in 2015, which was only 2.4% higher than in 2010. Valencia County growth, while slower in rural areas and the City of Belen, has seen growth in its largest municipality, the Village of Los Lunas, with many new subdivisions coming on line over the decade. The percentage of the four- county population that was in incorporated municipalities has increased from 70% in 1960 to 79% in 2015, indicating an increased urbanization of Central New Mexico.

Source: US Census Bureau; Decennial Census and Population Estimates Program.

Population growth in Central New Mexico has been significantly dampened by the recession. In the years immediately following the recession, permits issued within Central New Mexico plunged from a high of over 10,000 in 2005 to below 3,000 every year since 2008. Recovery of the construction industry and the number of housing permits has been somewhat stagnant statewide. Chart 2 shows the course of new housing starts from 2000 to 2014 in the area’s three largest municipalities.

Source: Individual Permitting Jurisdictions and U.S. Census Bureau; Building Permits

2015 Racial & Ethnic Composition of the United States, New Mexico, Central New Mexico & Counties

Source: U.S. Census Bureau; Population Estimates Program.

Ethnicity	United States	New Mexico	Central New Mexico	Bernalillo	Sandoval	Torrance	Valencia
American Indian and Alaska Native, Not-Hispanic	0.7%	8.6%	5.3%	4.2%	12.2%	2.1%	3.6%
Asian Alone, Not-Hispanic	5.4%	1.5%	2.1%	2.5%	1.4%	0.4%	0.6%
Black or African American, Not-Hispanic	12.4%	1.9%	2.3%	2.5%	2.0%	1.4%	1.1%
Hispanic or Latino (Of Any Race)	17.6%	48.0%	48.2%	49.2%	37.8%	41.6%	59.9%
Other or Two or More Races, Not-Hispanic	2.2%	1.6%	1.8%	1.8%	1.9%	1.9%	1.2%
White, Not-Hispanic	61.6%	38.4%	40.2%	39.8%	44.8%	52.6%	33.8%

Source: US Census Bureau; Population Estimates Program

Total Population

By 2040 it is projected that the region will have a population of 1,121,020. The region is projected to grow by 194,000 people, which amounts to an overall 24-year growth of 21 percent or an average annual growth rate of 1 percent. By comparison, the region grew by 82 percent in the thirty years between 1980 and 2010. The growth will be shared among all counties, with Bernalillo County capturing the largest numeric growth and its surrounding counties experiencing faster growth.

Figure 1: Population by County, 2016 and 2040

County	2016 Population	2040 Population	Numeric Growth	Percentage Growth
Bernalillo	681,854	832,206	150,352	22%
S. Santa Fe	10,397	11,564	1,167	11%
Sandoval	142,066	177,390	35,324	25%
Torrance	15,584	18,319	2,735	18%
Valencia	76,484	81,541	5,057	7%
MRCOG Total	926,385	1,121,020	194,635	21%

Total Employment

Overall, the region is projected to gain 73,000 new jobs between 2016 and 2040 to reach a total employment forecast of 485,000. Bernalillo County, which includes the City of Albuquerque, will continue to be the economic engine for both the state and the region. With over 413,000 jobs in 2040, it will contain four out of every five jobs in the region. However, it is notable that surrounding counties are expected to see much faster job growth. Sandoval County will see more substantial employment growth than it has seen in the past, as it is forecast to grow by 20 percent. This growth is driven by the City of Rio Rancho, which is expected to attract new jobs in order to meet the demands of a growing population. There is evidence of this potential by its rapidly expanding health services sector. Valencia County is also expected to see a 19 percent employment expansion that will help to provide more convenient options for the existing workforce and grow local economies.

Figure 2: Employment by County, 2016 and 2040

County	2016 Jobs	2040 Jobs	Numeric Growth	Percentage Growth
Bernalillo	352,002	413,338	61,336	17%
S. Santa Fe	1,784	2,111	327	18%
Sandoval	35,852	42,991	7,139	20%
Torrance	4,322	5,118	796	18%
Valencia	18,123	21,606	3,483	19%
MRCOG Total	412,083	485,164	73,081	18%

Source: MTP Connections 2040 Socioeconomic Forecast for the MRCOG Region, By County and Data Analysis Subzone (DASZ): Methodology Document, May 202

§679.550(c)

Local Board Structure. Provide a full roster of local board membership, including the group each member represents, in Attachment B. Include a list of all standing committees, along with a description of the purpose of each committee.

A full roster of local board membership, including the group each member represents, may be found in **Attachment B** of this document. It includes a list of all standing committees, along with a description of the purpose of each committee.

§679.560(b)(1)(i)

Provide a description of the workforce development system in the local area that identifies the programs that are included in the system; demonstrating alignment with regional economic, workforce and workforce development analysis. (In addition, please provide a list in *Attachment C* of the one-stop centers in your local area, including address and phone numbers. Indicate the one-stop operator for each site and whether it is a comprehensive or satellite center. Include a list of the one-stop partners physically located at each of the one-stop centers in the local board area, and the services provided by these partners.)

The Workforce Connection of Central New Mexico (WCCNM) board oversees the workforce partner network and federally-funded employment and training programs and services in the four-county region including Bernalillo, Sandoval, Torrance, and Valencia counties. These programs and services help job seekers gain sustainable employment and connect businesses with a qualified and accessible workforce. The WCCNM directs the planning, oversight, policy guidance, and design of services in four New Mexico Workforce Connection

Centers located across the region. The New Mexico Workforce Connection Centers' hours of operation are from 8 am to 5 pm, Monday through Friday. The centers are strategically located in each county with considerations for overall population, eligible population for services, access, and business locations. Most New Mexico Workforce Connection Centers have been at their current locations for many years and are well established in the communities. The Rio Rancho location is the newest location which opened in March 2020. (Additional information available in **Attachment C**)

Access to services in the WCCNM partner network is provided through the New Mexico Workforce Connection Centers or through referrals to various programs and organizations. Co-located partners in New Mexico Workforce Connection centers across the four-counties:

- WIOA Title I.B Adult & Dislocated Worker (SER Jobs for Progress)
- WIOA Title I.B Youth (YDI)
- WIOA Title II (UNM Valencia Accelerated College & Career Education-Adult Education Program and ACCE partnership with ACCS classes at Mountain Road location only.)
- WIOA Title III (NM Department of Workforce Solutions)
- WIOA Title IV (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)
- Veterans' Services Program (NM Department of Workforce Solutions)
- TechHire New Mexico (Mid-Region Council of Governments)

Required external partners:

- WIOA Title II (Albuquerque Adult Learning Center, Catholic Charities, CNM, Southwestern Indian Polytechnic Institute and UNM-Valencia)
- WIOA Title II (Catholic Charities)
- WIOA Title II (CNM Adult Basic Education Program)
- CNM Carl D. Perkins Grant
- Five Sandoval Pueblos Inc. WIOA Program
- SCSEP (Goodwill)
- Help NM-Community Based Service Grant
- Help NM - HELP NM-National Farmworker Jobs Program-Employment and Training Grant
- TANF Program (NM Human Services Department)
- Isleta Pueblo WIOA Program

- Job Corps
- SCSEP (NICOA)
- NM Aging and Long-Term Services Department
- Unemployment Insurance Program (NM Department of Workforce Solutions)
- Santo Domingo Pueblo WIOA Program
- Southwestern Indian Polytechnic Institute
- National Indian Youth Council WIOA Program

Additional external community partners:

- Innovate+Educate
- NMCAN
- HopeWorks LLC
- Graduate! ABQ (United Way)

A list of the of the one-stop centers in the central local area, including address and phone numbers may be found in **Attachment C**. The one-stop operator for each site is noted and all centers are considered as comprehensive.

§679.560(b)(1)(ii)

Describe how the LWDB will support the strategies identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment.

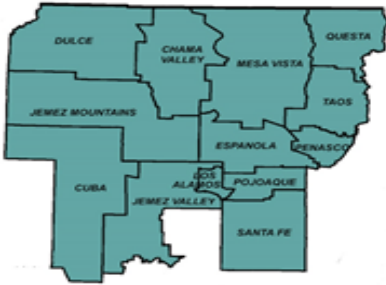
The WCCNM sector strategies, career pathways work, and work-based learning opportunities align with and are supportive of the strategies outlined in the New Mexico Workforce Innovation and Opportunity Act (WIOA) Combined State Plan: Program Years 2020-2023

For sector strategies, the WCCNM and the NMWC partners work holistically as a system to build stronger partnerships with industry to develop a talent pipeline that delivery the workforce supply needed for the IT/tech and healthcare industries. The Central Region has progressed with the strategies for both sectors, and in continuing the work with private and public partners, the WCCNM will ensure that the Central Region partners' role is supportive in addressing skills gap and promoting career pathways.

WCCNM will continue to strengthen program relations and continue to include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment. WCCNM plans to strengthen its service alignment through continued coordination and planning with Carl D. Perkins staff and program leadership, as well as utilizing results from the Perkins V - Comprehensive Local Needs Assessments, which reflects the three regions represented in the Central Workforce. Carl D. Perkins regions, associated County in the Central Region (Workforce) and their priority sectors are:

Region B (Sandoval County) – Healthcare, Skilled Trades, STEM/IT- CS

CTE Region B
Priorities: Healthcare, Skilled Trades, STEM/IT-CS



CTE Region B

Investing for tomorrow, delivering today.

- **Counties (5)** Los Alamos, Rio Arriba, Sandoval, Santa Fe, Taos
- **Workforce Boards** Central, Northern
- **Economic Development Districts** 1, 2, and 3
- **Postsecondary (4)** Northern NM College, UNM-Los Alamos, UNM-Taos, Santa Fe CC
- **School Districts (13)** shown
- **RECs (2)** REC 2
- **CCRB Coach** [Rick Schmidt](#)
- **Lead** [Val Alonzo](#) Regional Development Corporation
- **Vision** CTE in Region B provides relevant career exposure, preparation, & pathways for students aligned to meaningful careers in key industry sectors. CTE programs are agile and responsive to employers’ needs, equipping students with foundational skills for cross-industry application. It is flexible in design & delivery to provide the broadest possible access to high-quality programs throughout the region.

17

Region D (Bernalillo County) – Healthcare, Hospitality/Tourism, Skilled Trades

CTE Region D
Priorities: Healthcare, Hospitality/Tourism, Skilled Trades, STEM/IT-CS



CTE Region D

Investing for tomorrow, delivering today.


- **Counties (1)** Bernalillo
- **Workforce Board** Central
- **Economic Development District** 3
- **Postsecondary** Central New Mexico CC
- **School Districts (1)** shown
- **RECs** 5
- **CCRB Coach** [Barb Armijo](#)
- **Lead** [Rob Black](#) Association of Commerce and Industry
- **Vision** CTE in Region D is seamlessly aligned & integrated in supporting career readiness for students as they navigate accessible pathways between K-12, college, & careers in relevant industry sectors. CTE is flexible & responsive to the evolving needs of both students & employers, generating talent with the right skills, attitudes, & credentials for long-term success.

19

Region E (Bernalillo, Sandoval, Torrance and Valencia Counties) – Health Science, STEM/IT, Manufacturing, Skilled Trades

CTE Region E

Priorities: Health Science, STEM/IT, Manufacturing, Skilled Trades



CTE Region E

Investing for tomorrow, delivering today.

- Counties Bernalillo, Sandoval, Torrance, Valencia
- Workforce Board Central
- Economic Development District 2 & 3
- Postsecondary UNM-Valencia, Central NM CC
- School Districts (8) shown
- REC 5
- CCRB Coach Veronica Sanders
- Leads [Jerry Schalow](#), Rio Rancho Chamber of Commerce; [Fred Shepherd](#), Sandoval County EDC
- Vision CTE in Region E is driven by collaboration with industry, students, & community & maximizes all of the resources in the region to achieve success. Talent in Region E is informed, educated, excited, & ready for careers here now, & in the future.

20

As part of the larger IT/tech and healthcare sector strategies, the WCCNM has begun work on a regional career pathways system to respond to the workforce supply needs of employers in the Central Region. The pathways system will better connect individuals, including low- skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities) with workforce development activities and education/training that improve career options and opportunities in these growing industries.

Lastly, the Central Region has a long history of utilizing work experience in the Youth Program to allow youth participants to try out careers and expand their occupational knowledge, the Adult & Dislocated Worker Program has had success with on-the-job training opportunities across industries. The WCCNM has recognized and promoted the importance of work-based learning activities of all types and passed multiple policies to increase internships, transitional jobs, and work experiences in the region. The WCCNM and NMWC partners look forward to enhancing job seeker opportunities with a range of work-based learning opportunities, and all initiatives, including internships and apprenticeships, will continue to expand to advance the careers of the individuals in the four-county region.

B. Local Workforce Development System Alignment

§679.560(b)(2)(i)

Describe how the local board will work with entities carrying out core programs to expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

The WCCNM will utilize data analysis, policy analysis, and program evaluation to continue and drive strategies to expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

This includes:

- Assessment of the geographic coverage of existing service delivery system;
- Evaluation of current training strategies and best practices from other regions across the country, especially as integrated with sector strategies;
- Review of existing business engagement strategies; and
- Operational evaluation of ongoing efforts to integrate service delivery with all WIOA core partners, including Adult Basic Education and the NMDVR.

A large piece of ongoing work to support increased access will be the evaluation of existing service strategies for priority populations. WIOA has a focus on helping low-income and disadvantaged populations. The NMWC partners in Central Region operate within the integrated system, complete with co-located partners, procured service providers, and shared resource leveraging. However, funding and available public resources are still finite and limited, so populations with significant or multiple barriers to employment should receive priority for services. Sometimes these populations will be referred to as “hard-to-serve” or “hard-to-employ” clients. Some special populations the Central Region workforce system serves include, but are not limited to:

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

As part of increasing workforce services to the priority populations, the WCCNM will continue work with the Project E3 grant. The mission of the VRTAC-TC or Project E3 is to improve the capacity of State Vocational Rehabilitation agencies and their community partners to address barriers to VR participation and attainment of competitive, integrated employment of historically-underserved groups of individuals with disabilities from economically disadvantaged communities. In Albuquerque, New Mexico the two target populations, i.e., High Leverage Groups of National Applicability (HLGNA), have been identified as persons with a primary disability of anxiety disorder, depressive disorder, personality disorders, and/or other mood disorder (HLGNA 1), and persons with a primary disability of alcohol or drug dependence. (HLGNA 2).

The project has four primary objectives:

- Increase participation of HLGNA groups in the State VR program;
- Increase the number and percentage who complete their VR program and enter into competitive integrated employment;
- Increase the amount of community support service provided to the HLGNA groups;
- Develop collaborative, coordinated service strategies among State VR programs and community support service agencies to provide more comprehensive services to HLGNA groups.

In order to build capacity of service providers to provide a full array of services, the WCCNM is committed to seek additional resources to make available benefit advisement services through a newly created community-based Benefits and Work Incentives Practitioner (BWIP) position in their organization. These services will be offered in order to improve services to SSA beneficiaries and increase competitive integrated employment outcomes for targeted under-served populations within the community. The WCCNM will also continue to pursue other opportunities, such as a pending proposal to the Bernalillo County Behavioral Health organization which proposes to integrate these services within the workforce system and provide full wrap around workforce services via peer-to-peer case management to help support the needs of priority populations.

§679.560(b)(2)(ii)

Describe how the local board will work with entities carrying out core programs to facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.

The Business and Career Centers continue to enhance service integration within the Central Region's comprehensive workforce development system with a holistic approach for the delivery of workforce services. The focus for service integration is to provide demand driven, performance oriented and cost-effective services that contribute to regional economic growth by increasing business productivity and increased competitiveness. The primary driver is that the business community acquires relevant services to fully address their workforce needs and promote future growth, as well as to provide efficient and flexible client services with enhanced customer outcomes. WCCNM has developed and utilizes a comprehensive customer flow for effective access to all services and without duplication of services within the workforce system. Furthermore, the WCCNM is heavily investing in infrastructure to improve access to services and share relevant information such as career pathways and education opportunities. Thus, it expands access to employment, training, education and supportive services for eligible individuals, including individual with barriers to employment. Many of the workforce system partners have an array to referral opportunities to outside programs and services that support the workforce system, partner staff are also involved at various levels with non-mandated partners that directly or indirectly support local and state strategies.

The Central Region was the first Comprehensive Workforce Center in the state to house and integrate multiple core partner program to include DVR services, Adult/Dislocated Worker and Youth services, Wagner Peyser services as well as additional grant funded programs that leveraged workforce system partner program services by co-enrollment and program collaboration. These initiatives include:

- Tech Hire NM – A \$4.5 Million initiative to build and sustain a talent pipeline for the IT industry.
- Graduate ABQ! – to encourage and promote post-secondary education for individuals from family history that does not include post-secondary education.
- Project E3 Grant - to improve the capacity of State Vocational Rehabilitation agencies and their community partners to address barriers to VR participation and attainment of competitive, integrated employment of historically-underserved groups of individuals with disabilities from economically disadvantaged communities
- Pandemic Economic Recovery for Dislocated Workers Grant – In partnerships with CNM Ingenuity, Bernalillo County and community-based organizations to increase education and work experience opportunities for those affected by the related economic downturn.

Career, Training, and Education (CTE) events were created by the Bernalillo County Center. These events Incorporated programs such as TAA, DVR, WIOA, ITAP, TechHire and VETERANS enhances the ability to serve employers by providing training opportunities to eligible program participants, which can include traditional school and/or connecting employers with qualified candidates for on-the job training opportunities.

The benefits of CTE events are enhanced integration of workforce services, and a contribution to regional economic growth and competitiveness. CTE events connects qualified candidates with employers in a small intimate setting other than the typical job fair, this increasing the odds of securing a job. Career counseling for individuals occurs throughout training, making a smoother transition from graduation into employment, thus enhancing the retention rates of employees. Planning, implementation and participation includes all partners at the One-Stop (including

Core Partners). The Board's role is to ensure that all mandated partners are participating in innovative and new methodologies of service delivery and ensuring that the outcome of these types of projects result in positive outcomes of performance, since these events take place at the service level.

§679.560(b)(2)(iii)

Describe how the local board will work with entities carrying out core programs to improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

A critical component for WCCNM service integration is to ensure that coordination and planning is performed with involvement and active participation of all partners. The

quarterly partner gathering facilitate the transfer of knowledge between the core partners, enhanced training and a basic understanding of programs, services and responsibilities of all partners. Furthermore, governance of the workforce system service delivery methods and strategies are consistent with the local workforce board's Objective and Operational Goals. Quarterly partner meetings comprised of all partners within the Central Region, ensure that partner's priorities, responsibilities and performance measures are fully addressed in the delivery of workforce services and integration. Such coordination and planning with all partners enhance and promotes the development of career pathways and opportunities for co-enrollment for eligible participants.

The intake and career services provided by the partners, included for each client, an exploration of career pathways, taking into account individual interests. The partners meeting members will have identified, through the grid (or a rubric), which they will continue to track, the type of services offered by each partner. Career pathways may be available, not only through the training providers, but by all the core and workforce partners. Where clients are able to co-enroll in programs and services offered by all partners, their individual needs can readily be met which will increase retention, program completion, and ultimately employment. Students will also have opportunities to earn stackable credentials, enabling them to stop-out at various levels in the pathway in order to work; re-enter training within the pathway, and continue to progress toward higher wage and high demand jobs. One example: local Charter Schools have exceptional bio-medical programs where high school students can earn college credits prior to entering college, thus better preparing them to earn their degrees and potentially staying in the state to fulfill their careers.

In an effort to address this issue, NMHED awarded a JFF grant to begin systematic examination of equitable Career Pathways access and infrastructure in New Mexico and to act on the analysis results in the near future.

C. Local Strategy Implementation

§679.560(b)(3)(i)

Describe the strategies and services that will be used in the local area to facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

(and)

§679.560(b)(3)(ii)

Describe the strategies and services that will be used in the local area to support a local workforce development system that meets the needs of businesses in the local area.

In overseeing the public workforce system and the NMWC centers in the Central Region, the WCCNM operates with the goal of delivering upon the needs of the employers and the businesses in our regional economy. The WCCNM Business Teams are engaged with the employer and business customer base to better understand their immediate and future workforce needs and gain a snapshot of their industry and organization's culture and strategic business objectives.

This partnership is critical in growing the Central Region's talent pipeline, and the WCCNM plays a role in not only recruiting and connecting qualified candidates to the employers and businesses but in helping to respond to the workforce gaps with linkages to training, education opportunities, and skill development strategies. To ensure that employers are engaged in the Central Region public workforce system, the WCCNM intends to continue a multi-pronged approach of traditional engagement activities in addition to incorporating new strategies and tools.

In order to increase networking and outreach opportunities with small businesses and employers in in-demand industries, the WCCNM joins local chambers of commerce across the four-county region every program year and attends regular meetings and special community-wide events. The chambers invited the WCCNM teams to present about services, programs, and initiatives. The WCCNM Business Teams have benefitted from reaching out to businesses through chambers, in addition to outreach through economic development entities and industry associations.

The WCCNM Business teams, including staff from Adult & Dislocated Worker, Youth, Career Services, Veterans, and NMDVR, continue to work together in order to avoid multiple contacts with same businesses, associations, etc. by leveraging communication tools. Over the next program year, the WCCNM will create updated, professional business material and launch a new WCCNM website that provides improved information to the entire customer base, including the business community. As part of the new website, there will be an employer services mapping/inquiry tool that will guide the employer to available resources and potential subsidized solutions based upon the employer's workforce needs. The Employer Mapping Tool will also possess interactive capability to include the development of a data repository and assignment of work to the WCCNM's Business Team representatives.

§679.560(b)(3)(iii)

Describe the strategies and services that will be used in the local area to better coordinate workforce development programs and economic development.

(and)

§679.560(b)(4)

Describe how the local board will coordinate local workforce investment activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and small business services.

In April 2021, the WCCNM formed the Economic Development Committee to facilitate sector strategy and economic development goals outlined in this plan. The WCCNM Economic Development Committee meets monthly with the mission to forge alliances with Central Region economic development organizations, including those of local governments, businesses, communities, and training providers, identify workforce needs, develop strategies for county level planning, bridge skill gaps and support economic development initiatives.

The WCCNM Economic Development Committee is currently comprised of 32 members representing economic development and workforce development organizations located throughout the Central Region, as well as the New Mexico EDD. Ongoing strategy development initiatives encompass building stronger partnerships within the Central Region's in-demand industries, engaging employers to address skill gaps, and developing talent pipelines that deliver

the workforce supply needed by employers. In addition, the WCCNM Economic Development Committee is working to better align Central Region and State Economic Development entities plans with training providers and regional workforce development programs to create an employer-driven and worker-centered training workforce system.

The WCCNM and NMWC partners' connection to local economic development is an area of focus that will continue to grow in the coming years. The NMWC partners will continue to work towards providing quality services that benefit and bolster the efforts of economic development organizations in the region and specifically in each of the four counties. The WCCNM Board will facilitate bringing industry and education together to address worker needs in priority sectors and collaborate with industry and education partners to develop solutions for workers to acquire essential skills in high-growth, high-demand sectors.

An important component of effective economic development is ensuring that a skilled workforce can support business and economic growth. The WCCNM, through the Training and Service Provider Committee, works with the Adult & Dislocated Worker and Youth Program to forge strategic alliances between the workforce system, talent development (training providers), business, communities and economic development organizations. These alliances bring together the expertise to identify workforce needs and develop strategies and trainings to address skill gaps, and other barriers to successful employment. The WCCNM has two members that represent economic development in the region and one that specifically participates in the Training and Service Provider Committee.

A key component of New Mexico's and the Central Region's economic growth plan is focused on supporting and investing in the in-demand industries including healthcare, information technology (IT), local entrepreneurship, and existing small businesses, which are core to increasing economic resiliency and driving job creation.

In addition to focusing on healthcare and IT, WCCNM will continue to work closely with local economic development officials through the Economic Development Committee to identify new emergent industries of focus in the Central Region such as aerospace. WCCNM will continue to use this dialogue with economic developers to ensure the Central Region has aligned training offerings to meet the needs of potential future growth areas.

The WCCNM strongly believes that now is the time for a partnership amongst the region's local governments, education, economic development, and the workforce system in a significant way to help lead our community to economic recovery through investing in entrepreneurs and funding short-term training opportunities for in-demand IT occupations.

The WCCNM is also leading initiatives, in collaboration with CNM Ingenuity, to provide "cradle to launch" efforts (outreach, training, relationship post-training) for displaced workers by envisioning a path forward through entrepreneurship and technology training for jobs in more stable technology sectors and one that has potential to grow regional businesses and cross geographical boundaries to promote commerce. There is also a goal to provide training resources to help small businesses pivot and increase their competitiveness. The initiatives will also promote efforts from training to employment that should be fast paced (6 months or less) and position employers to quickly fill vacant positions, as well as position individuals for career growth, and develop programs with an emphasis on increased partner collaboration and sustainability. In partnership, the WCCNM strives to help build and support the future economic base of New Mexico through efforts like these that promote entrepreneurial skills training and small business growth.

§679.560(b)(3)(iv)

Describe the strategies and services that will be used in the local area to strengthen linkages between the one-stop delivery system and unemployment insurance programs.

To ensure a strong and customer focused linkage with the Unemployment Insurance (UI) program, the WCCNM has considered the partnership with the NMDWS program to be critical. The Reemployment Services and Eligibility Assessment (RESEA) program staff

in the centers provide the Adult & Dislocated Worker Program with the needed connection to the front line of unemployment services. The Adult & Dislocated Worker Program continues to expand outreach efforts and explore strategies to engage more dislocated workers including strengthening the partnership with the RESEA program, utilizing reporting via the UI Tax & Claims System, developing more tailored and measurable marketing efforts and initiating needs-related-payments for dislocated workers that remain in training after exhausting Unemployment Insurance benefit payments.

The WCCNM has mandated training for the NMWC partners that covers meaningful assistance to individuals applying and certifying for UI benefits. Also, through weekly “Toolbox Talks” that the NMDWS provides, the NMWC Center Operations Team has also become much more comfortable with guiding claimants through the UI Tax & Claims online system and UI Operations Center with the dramatic increase of UI claimant customer flow resulting from COVID-19.

§679.550(c)

Describe how the local board will develop and implement training across systems for all core partners to ensure a unified approach to service delivery: including vocational rehabilitation.

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.

Quarterly Gatherings are ½ day to full day sessions that include all partners listed in the previous (co-located, core, mandatory, and additional) across the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. Four Quarterly Gatherings were held in PY18, each event with a tailored agenda depending on current training needs, new approaches, and upcoming initiatives/strategies. Training and guest speaker presentations included sessions on each of the WIOA core programs, additional programs such as TechHire and Grad! ABQ, core partner performance measures, Carl D. Perkins funding, EEO and ADA process, sector strategies, Unemployment Insurance meaningful assistance, and guidelines and best practices for serving individuals with disabilities. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets. The Quarterly Gatherings are held offsite, often at partner organization locations and educational institutions such as CNM and have 80-100 attendees.

The Operations Manager maintains a training database to record all completed training for all Central Region staff and training provided at the Quarterly Gatherings. WCCNM exploring incorporating a nationally recognized career counselor/workforce development professional certification into the current training strategy to build the overall capacity of staff working in counseling roles across the four-county region.

D. One-Stop Delivery System

§679.560(b)(5)(i)

Describe how the local board will ensure the continuous improvement of eligible providers through the system and how such providers will meet the employment needs of local employers, workers, and job seekers.

Providers of training programs are an essential component for a successful workforce

investment system. The WCCNM recognizes the important role training providers serve in ensuring that all employers in Central New Mexico have a qualified workforce readily available, and that all job-seekers in our area have the opportunity to gain and maintain the skills they need for successful careers.

The workforce development system established under WIOA emphasizes informed consumer choice, job- driven training, provider performance, and continuous improvement. The quality and selection of providers and programs of training services is vital to achieving these core principles. As required by WIOA Sec. 122, states, in partnership with Local Boards (such as WCCNM), must identify eligible training providers (ETPs) and programs that are qualified to receive WIOA title I-B funds to train adults, dislocated workers and out-of- school youth ages 16 through 24, including those with disabilities. The approved State list of eligible training providers and programs serves as an important tool for participants seeking training to identify appropriate providers and programs, and relevant information, such as cost and program outcomes. WIOA Sec. 122 (c) specifies that states must establish an application procedure for training providers and programs to maintain their eligibility and the eligibility of their programs. Under WIOA, the local board has a designated Training Services Provider Committee for the purpose of advising the Board in matters such as vetting, approving and maintaining providers related to the Statewide Eligible Training Provider List (ETPL). For additional information see Operational Policy No. OP – 423, Change 1, effective in PY2017, on July 1, 2017 found in **Attachment A**.

WCCNM is responsible for the following:

- Verifying the initial minimum eligibility of entities providing a program of training services.
- Reviewing **in-state** applications to recommend approval or renewal, the overall effectiveness of providers and programs to determine initial and continued eligibility based on ETP criteria.
- Notifying **in-state** providers/programs of determination, if approved or denied.
- Reviewing applications to recommend possible termination of ETPs due to the provider's submission of inaccurate eligibility and performance information or the provider's substantial violation of WIOA requirements.
- Reviewing training provider applications within 30 working days of the receipt of application.
- Working with the State to ensure there are sufficient numbers and types of providers of training services, including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities.
- Ensuring the accessibility and use of the State ETPL and use of the programs through the local one-stop delivery system, ensuring the information is available to inform consumer choice.
- Identify in-demand sectors or occupations for the local area by using relevant labor market information.
- Ensuring priority consideration for programs of training that lead to recognized post-secondary credentials and are aligned with in-demand industry sectors or occupations in the local area.
- Recommending to the state, as necessary, removal of an eligible training provider from the ETPL with appropriate justification.
- Facilitating and supporting the appeals process for training providers deemed ineligible as an Eligible Training Provider.
- For the purposes of the statewide list, LWDBs may not require additional

criteria and information from local providers; or set higher levels of performance than those required by the State criteria.

- Regarding Registered Apprenticeship programs, LWDBs may not require additional criteria and information from local providers to become or remain eligible in that local area; or set higher levels of performance than those required by the State as criteria for local programs to become or remain eligible to provide services in that local area.

§679.560(b)(5)(ii)

Describe how the local board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other mean

The New Mexico Workforce Connection partners continue to brainstorm and improve ways in which services can be delivered effectively in a remote and virtual mode. The WCCNM uses and leverages multiple platforms for customers to access services through technology including the New Mexico Workforce Connection online system (www.jobs.state.nm.us); the WCCNM website (wccnm.org); phone numbers including a central number (505.843.1900) and numbers for the affiliates; email (NMWorkforceConnection@wccnm.org); and social media platforms (Facebook, Instagram, Twitter, and YouTube). The WCCNM is incorporating all available technologies and tools, in addition to investing and developing much needed tech upgrades including:

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

For visual impairment, all computers in the NWMC centers have Microsoft Windows 10 with the built-in accessibility features that can effectively accommodate mild to moderate visual impairments. These features include enlarged fonts, simplified icon displays and high contrast, and changeable color schemes for text and background. All computers in the NMWC centers have 20" monitors. The WCCNM purchase(s) will depend on the recommendations of the WCCNM Disability Committee for the best screen reading software for the blind or visually impaired. The Commission for the Blind's Assistive Technology Unit recommends the following:

Both Narrator (screen reader) and Magnifier (screen magnification) utilities that come built-in to the Windows operating system are sufficient for the needs of blind and visually impaired job seekers. Although neither is quite as robust as commercial products such as JAWS (screen reader) and ZoomText (screen magnifier), they are extremely solid programs and provide the core features of accessibility necessary for blind and visually impaired job seekers to create resumes, research employment opportunities, and complete online applications using one-stop computers. Additionally, since they are built-in to Windows, they are updated when Windows is updated and require no additional maintenance by staff.

If PDF handling or optical character recognition (OCR) are required, a third tool would be needed. Recommends for use of the BookWorm program. A fully accessible, free, and supports PDF and EPUB formats for reading. More info on this program can be found at: <https://getbookworm.com/>

In addition, the Commission for the Blind recommends that shortcuts be added to the Desktop that will quickly take a blind or visually impaired job seeker to the on-board instructions and keyboard commands for Narrator, Magnifier, and Bookworm if Bookworm is installed.

§679.560(b)(5)(iii)

Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA sec. 188 (Nondiscrimination), if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

The WCCNM Standing Disability Committee has led and overseen efforts to improve the physical and programmatic accessibility for individuals with disabilities. These efforts include infrastructure investments in equipment for mobility impairment including height adjustable desks, large-key keyboards, and ergo armrests for the NMWC Centers in the Central Region. Building upgrades have included updated signage and more accessible lobbies and welcome desk areas.

Hearing impairment equipment upgrades includes noise cancelling audio headsets, captioning options for video-conferencing platforms. The WCCNM had recommendations from the New Mexico Commission for Deaf and Hard of Hearing for an induction loop system (such as the Contacta Mini Counter Induction Loop System), in particular for the Bernalillo County (ABQ) NMWC Center since this is a high traffic center and it would be ideal and easy to install at the Welcome Desk. WCCNM budgets every program year for ASL interpretive services in the infrastructure funding agreements with all co-located and required partners. NMWC staff can request these services from the WCCNM Operations team easily through a request on the WCCNM/NMWC Central Region Intranet.

For visual impairment, all computers in the NWMC centers have Microsoft Windows 10 with the built-in accessibility features that can effectively accommodate mild to moderate visual impairments. These features include enlarged fonts, simplified icon displays and high contrast, and changeable color schemes for text and background. All computers in the NMWC centers have 20" monitors. The WCCNM purchase(s) will depend on the recommendations of the WCCNM Disability Committee for the best screen reading software for the blind or visually impaired.

Training efforts will continue in the Central Region. To recognize National Disability Employment Awareness Month (NDEAM) and to focus on bettering serving individuals with disabilities, the WCCNM held a Quarterly Gathering in October 2019. The event included trainings covering disability etiquette, how to work with people who are deaf or hard of hearing, and disability awareness. The WCCNM will be organizing additional training opportunities for partner staff (co-located and required) and board members throughout PY20 based on any recommendations from the WCCNM Disability Committee.

§679.560(b)(5)(iv)

Describe the specific roles and resource contributions of the one-stop partners, to date. Please include your process for updating any cooperative agreements, resource sharing agreements, and memoranda of understanding relevant to the Workforce Innovation and Opportunity Act. (If any of these documents have already been updated or are even still in draft form, please provide copies as a part of Attachment D.)

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with this agreement of the Chief Elected Officials (CEO's), to develop and enter into a Memorandum of Understanding (MOU) and the One-Stop Partners consistent with WIOA Sec. 121(c)(2) concerning the operation of the one-stop delivery system in a local area. The primary purpose of the MOUs is to create a partnership between the Workforce Connection of Central New Mexico (WCCNM) and the New Mexico Workforce Connection Center (American Job Center) Partners within the counties of Bernalillo, Sandoval, Tarrant, and Valencia Counties. The development and implementation of a comprehensive workforce system requires teamwork between the Partners and the WCCNM. The Partners and the WCCNM agree to work together to establish shared goals, operating strategies, and procedures for the effective integration of workforce services. The MOUs cover data sharing, confidentiality, referrals, accessibility, outreach, dispute resolution, monitoring, and non-discrimination/EO.

The purpose of the MOUs is to also establish a financial plan, including terms and conditions, to fund the services and operating costs of the WCCNM's New Mexico Workforce Connection Centers (American Job Center) network through the Infrastructure Funding Agreements (IFAs). The Parties to the MOUs agree that joint funding is a necessary foundation for an integrated service delivery system. Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), it is implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative requirement, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) ant 2 CFR part 200. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the local area;
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness);
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs; and,
- Ensures that costs are appropriately shared by WCCNM's NMWC Centers (American Job Centers) Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received. This requires that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The WCCNM and NMWC Partners consider the one-stop operating budget the master budget that is necessary to maintain the WCCNM's NMWC Centers (American Job Centers) network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA),
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

The annual Operating Budget estimated costs are developed on an annual basis and distributed to all partners for review and planning prior and to the beginning of each Program Year (PY). A complete copy of the of the MOU may be found in **Attachment D**.

§679.560(c)

Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will provide for the Accessibility for English Language Learners (ELL).

Embedded in the workforce system is a database entitled The New Mexico Workforce Connection On-line system (NMWCOS). There is no cost for employer and jobseeker to utilize the system. Employers throughout the state can enter job listing and update as needed; this system is safe and secure. The NMWCOS allows employers to post their job openings and requirements online, this allows the WCCNM staff to refer qualified job seekers that match the requirements back to the employer. Staff have access to both the employer request and the job seeker information in the system, thus allowing for a qualified referral based on specific and detailed requirements. These services can be accessed through the WCCNM Centers in the local region and many services are available remotely through the internet via smart phones, tablets, computers and other technology.

Recruitment assistance, pre-screening, interview rooms, job fairs, specialized testing, on-site staff assistance, and LMI are also available for employers through the Centers.

NMCOS Services for Employers include online self-registration, online job listing and job matching in real time, ability to view résumés and contact job seekers immediately, e-mail notification of matches, if requested, current labor market information, and other recruiting tools and information

The NMCOS Services for *Jobseekers* include online self-registration, resume creation, online job matching, ability to browse jobs and contact employers immediately, e-mail notification of matches, labor market information, access to career tools and training resources, and access to job notices from external job listings.

The WCCNM Youth Provider has developed partnerships with the schools, community centers and libraries in the remote areas of the region to allow for use of facility space, equipment and other resources in an effort to provide services to youth in these areas. A satellite site has also been established in Rio Rancho at StarHeights Community Center. WCCNM youth staff are available one day a week to provide services to Sandoval County youth who do not have transportation to the Town of Bernalillo through this satellite site.

Service delivery for English Language Learner (ELL) is one of WCCNM's core objectives and is also a high priority of the Title II - AEFLA activity, including English Language Acquisition instruction and related instruction/activities. Example, Civics Instruction and engagement which account for nearly 1/3 of all Adult Education program services.

E. Service Implementation for Indicated Populations

1. Youth

§679.560(b)(8)

Provide a description and assessment of the type and availability of youth workforce investment activities in the local area including activities for youth with disabilities, and other barriers, such as homeless youth, foster and former foster youth, and/or expecting and parenting youth.

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:

- (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

Additional activities that support the fourteen WIOA program elements include but are not limited to the following:

- (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
- (4) Online training to enhance employability and occupational skills

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. For example, youth may be referred to Title II Adult Education for services (youth ages 16 and over) who are not enrolled in school or required to be.

Youth services provided to all participants include:

- 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 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.

In an effort to expand programs and services to youth with disabilities who are eligible for Supported Employment services, the New Mexico Division of Vocational Rehabilitation has developed intergovernmental agreements with the Center for Developmental Disabilities to implement Partners for Employment initiatives and Project Search. New Mexico Division of Vocational Rehabilitation is working in collaboration with the founders of Project Search out of Cincinnati, Ohio to expand services statewide. The past two years have been a great success with Albuquerque Public Schools having completed its second Cohort Program at UNM hospital. The 2016-2017 school year started out with an additional two sites in Central New Mexico; Embassy Suites-Albuquerque Public School and Rust Presbyterian Hospital-Rio Rancho Public Schools.

To provide essential services for homeless and foster care youth, the WCCNM youth provider has both internal and external resources and partnerships with Casa Hermosa Transitional Living, YDI Amistad Crisis Shelter, YDI Marron House, Serenity Mesa, and New Day Youth & Family Services that provide temporary shelter, transitional living skills, crisis intervention, counseling/therapy, life and social skills training, and case management. These services integrated with WIOA youth services has been beneficial in assisting these youth with a successful transition to adulthood or permanent housing.

§679.560(c)

Describe how the local board is planning or working to fulfill specific Youth requirements, as laid out in the Workforce Innovation and Opportunity Act, including:

- how the board is providing for the 14 required Youth service elements:**
- approach towards meeting the 20% work experience, including the use of Registered Apprenticeship as a service strategy:**
- approaches toward meeting the 75% OSY minimum expenditure:**
- a description of changes in the youth provider's service delivery models:**
- a description of any changes in outreach activities around Youth; and**
- any changes in Youth case management approach, including the use of supportive services.**

The WCCNM will ensure that all specific youth requirements outlined by WIOA are implemented and fulfilled.

- The 14 required Youth service elements under WIOA are available to youth through direct service by the WCCNM youth provider or through referrals to partners and other community resources. Collaborations and coordinated referral processes are in place with these partners and community resources to ensure effective delivery of service.
- The WCCNM has historically expended 20% or more of youth budget for work experience and will continue to employ current strategies to continue this practice. Youth are placed in paid work experience opportunities aligned to career interest for up to 400 hours. Placements are made to gain work skills required for long-term employment or to fulfill clinical hours required by training programs for occupational credentialing. The WCCNM will explore working with the State Apprenticeship office to strengthen the partnership and opportunity for registered apprenticeships as a service strategy. The youth provider also collaborates with trade associations to implement integrated education and workforce preparation with pre-apprenticeship and High School Equivalency classes. The youth program provides projects with the Associated Builders and Contractors provided youth with the ability to complete their pre-apprentice in general construction trades and their high school equivalency to advance into employment or full apprenticeships programs.

- c. Historically, the WCCNM has maintained an average of 75% out-of-school (OSY) expenditure. The 75% OSY minimum expenditure will continue to be met through a concentration of outreach and recruitment efforts of OSY. Outreach will occur with partners that serve OSY youth including city and county community centers, ABE programs, juvenile justice facilities and other youth serving community agencies.
- d. The WCCNM WIOA youth provider will continue to employ comprehensive, cost-effective, and flexible strategies while working with youth. The youth provider utilizes a human-centered design to best identify participant needs and employs a positive youth development framework to effectively meet the needs of youth and their families. With a higher concentration on OSY, the youth service provider will focus its outreach and recruitment strategies on OSY and develop effective partnerships and collaborations that will provide opportunity for this population to progress through the workforce development system. For in-school youth, partnership with the school system, including the career technical education programs will continue to be utilized. A comprehensive objective assessment is administered at intake to develop a Service Strategy that will enable youth provider staff to work effectively with youth to work through barriers and establish education and employment goals.
- e. The WCCNM will continue to provide effective and flexible outreach activities in each county that have resulted in high recruitment numbers and development of waiting lists. These outreach activities include:
 - Provide program brochures to all public, alternative and charter high school counselors and post fliers around school campuses;
 - Provide program brochures to all college counselors and student organizations and post fliers around college campuses;
 - Consistent visits and presence in the rural and pueblo communities;
 - Posting of fliers in community centers, community-based organizations and other youth gathering places;
 - Media releases including radio, newspaper, social media and other advertising methodologies;
 - Promotional videos;
 - Involvement in community job fairs, career fairs, school events and other community and mass recruitment events to provide program information;
 - Involvement in community youth initiatives by participating in committees, task forces, advisory councils and planning groups;
 - Development of collaborations with agencies that serve similar populations to make referrals to the program including Juvenile Justice, Foster Care, ABE programs, DVR, TANF, and other youth serving organizations; and,
 - Provide program information to the business community for potential employees in need of WIOA services.
- f. With special attention paid to the hardest to serve, WCCNM's youth provider integrates effective case management methods on a consistent basis to all youth participants by providing access to support services identified through the Individual Educational Plan. The WCCNM youth provider utilizes the Data, Assessment and Plan (DAP) method to provide and document case management services. DAP is a clinical model that includes both subjective and objective data about the participant as well as observations and all contact and progress notes. The case management includes assessment, planning, referrals, monitoring and documenting. Case management is conducted through one-on-one sessions with youth to maintain confidentiality. All case management efforts, referrals and outcomes are documented in the participant file.

2. Adults and Dislocated Workers

§679.560(b)(6) and §679.560(c)

Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area, including

any services targeted toward adult populations with barriers, such as displaced homemakers, homeless adults, ex-offenders, single parents and pregnant women, and/or long-term unemployed.

WIOA authorizes “career services” for adults and dislocated workers, rather than “core” and “intensive” services, as authorized formerly by WIA. 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 provision to the needs of each customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, outreach is conducted to local and nearby correction facilities, Metropolitan Detention Center, CYFD reintegration services, Fathers Building Futures, Pueblos within the region, Healthcare for the Homeless, Veterans Integration Center, Diersen Charities, State Probation and Parole, Federal Probation and Parole, Gordon Bemell Charter School, Goodwill, Roadrunner Foodbank, The Rock, TANF (Career Link), Lutheran Family Services, Catholic Charities, and Crossroads Services geared toward women (pregnant, substance abuse, and/or incarceration). The Dislocated Worker population is also targeted through Department of Workforce Solution’s UI Bureau and Re-employment Services. The three categories of career services offered are defined as follows:

Basic Career Services

Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth 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;
- 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 and 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
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.

Individualized Career Services

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.

These services include:

- 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 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.

Adult/Dislocated Worker Follow-up Services

The WCCNM has developed an Administrative Directive regarding follow-up services that will be offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. This directive provides guidance to service providers in the provision of this service and now has become Board policy

Training Services

In addition to the three categories of career services offered, Training services can be used to upgrade the current skill sets of eligible adults and dislocated workers. Training service can be critical to the employment success of many adults and dislocated workers. There is

no sequence of service requirement for “career services” and training. This means that WCCNM workforce center staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if Title I, WIOA staff determine, after an

interview, evaluation or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Has the skills and qualifications to successfully participate in the selected program of training services.

Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance (see WIOA sec. 134(c)(3)).

Registered Apprenticeship (RA) Training Programs

These programs are made up of employers and unions. They have an apprenticeship training school where the instructional portion of the apprenticeship program is delivered. The training schools are usually administered by the union, in which case the union would be the Eligible Training Provider.

Given the unique nature of RA, there are several ways in which training services may be used in conjunction with these programs:

- An ITA may be developed for a participant to receive RA training;
- An OJT contract may be developed with a RA program for training participants. OJT contracts are made with the employer, and RA generally involves both classroom and on-the-job instruction. The OJT contract may be made to support some or all of the OJT portion of the RA program;
- A combination of an ITA to cover the classroom instruction along with an OJT contract to cover on-the-job portions of the RA is allowed; and
- Incumbent worker training may be used for upskilling apprentices who already have an established working/training relationship with the RA program.

On-the-Job Training

OJT continues to be a key method of delivering training services to adults and dislocated workers. WIOA provides for States and local Areas to provide up to 50 percent of the wage rate of the participant to employers for the costs of training while the participant is in the program. Additionally, State and local areas have the flexibility under WIOA to increase the reimbursement level to up to 75 percent taking into account the various factors established within local policy.

Individual Training Accounts (ITAs)

ITA's are the primary method used for procuring training services under WIOA, and are primarily used to increase the skill levels of eligible participants as deemed appropriate by WCCNM WIOA-Title I Staff. ITAs must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. It should maximize customer choice, linked to in-demand occupations, on the Eligible Training Provider Listing (ETPL), and coordinated to the extent possible with other sources of assistance

Transitional Jobs

Transitional jobs are a new type of work-based training that is allowed under WIOA. Transitional jobs are time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, and are combined with comprehensive career and supportive services. The goal of transitional jobs is to establish a work history for the individual that demonstrates success in the workplace,

and develops the skills that lead to entry into and retention in unsubsidized employment. Unlike OJT, there is no assumption that the individual will be retained in their transitional job after the experience is over, though that would be a successful experience and outcome. Under section 134(d)(5) of WIOA, local boards may use up to 10 percent of their adult and dislocated worker funds to provide transitional jobs to individuals.

Incumbent Worker Training

Incumbent Worker training provides both workers and employers with the opportunity to build and maintain a quality workforce. Incumbent Worker training can be used to help avert potential layoffs of employees, or to increase the skill levels of employees so they can be promoted within the company and create backfill opportunities for the employers. Under section 134(d)(4) of WIOA, local boards can use up to 20 percent of their adult and dislocated worker funds to provide for the federal share of the cost of providing Incumbent Worker training.

Supportive Services and Needs-Related Payments.

A key principle in WIOA is to provide local areas with the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides local areas the discretion to provide the supportive services they deem appropriate, subject to the limited conditions prescribed by WIOA.

Supportive services may be made available to anyone participating in Title I career or training services.

Supportive Services may include, but are not limited to:

- Transportation;
- Child Care;
- Dependent Care;
- Housing; and
- Needs-Related Payments (available only to individuals enrolled in training services).

3. Individuals with Disabilities

§679.560(b)(13) and §679.560(c)

Describe how individuals with disabilities will be served through the one-stop center system in the local area, including copies of executed cooperative agreements (MOUs) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA sec. 107(d)(11)) between the LWDB or other local entities described in WIOA sec. 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of the Rehabilitation Act (29 U.S.C. 720 et seq.) (The Division of Vocational Rehabilitation within the NM Public Education Department and the Commission for the Blind) (other than sec. 112 or part C of that title (29 U.S.C. 732, 741) and subject to sec. 121(f) in accordance with sec. 101(a)(11) of the Rehabilitation Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information and resources, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination, such as improving or creating referral processes, joint enrollment and case management.

All partners in the WCCNM network are party to the MOUs which require partners to carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system in the Central Region. All NMWC partners work together to increase the inclusion of individuals with disabilities across all programs. Through the MOU, all partners agree to identify and coordinate capacity-building activities to improve the effectiveness and performance of partners working with and within the

WCCNM's NMWC Centers including services and programs for individuals with disabilities.

The NMDVR provides technical assistance to both workforce partners and individuals with disabilities on employment, training, and career opportunities. WCCNM, NMWC partners, including NMDVR staff, and continue to cross-train on all workforce programs and partners which has led and will continue to promote cross-referrals. A process for collaborative case management will continuously be developed. NMDVR staff along with all partners attend the bi-weekly Team Coordination Meetings and Quarterly Gatherings with other workforce partners. This partnership has led to knowledge about assessment tools, employment leads, job fairs, and hiring events being shared by all the partners within the Central Region. There is an increase collaboration for on-the-job training (OJT) experiences and other work-based training opportunities for disabled job seekers.

NMDVR has representation on the WCCNM's Disability Committee which meets bi-monthly to make recommendations to the Board to improve employment outcomes for persons with disabilities.

NMDVR's online referral process has been successfully implemented, Metro DVR offices have utilized this feature for several years to refer appropriate individuals to WCCNM. Finally, NMDVR works in collaboration with WCCNM to train partners in disability awareness and ADA resources. NMDVR has worked to with local WCCNM partners to introduce training on performance measures and shared exit measures with appropriate staff. Cross collaboration efforts continue between partners, regular on-boarding information sessions with new DWS staff statewide. Additionally, several targeted trainings have been received by NMDVR on resources and tools available through partner programs and website resources and tools. DVR staff continue to participate and support in attending Job Fairs and WCCNM initiatives for hire. Promotional efforts have increased in support of WCCNM and DWS through the establishment of NMDVR social media platforms.

4. Veterans

§679.560(c) and §680, Subpart E

Describe the board's strategic approach to serving Veterans to improve employment outcomes for this population, including priority of service efforts.

The NMWC Centers in the Central Region have modified the screening and assessment process that has helped all programs ensure that each veteran seen obtains the services and benefits to which he or she is entitled, and receives services that address individual needs as determined through assessment and/or case management. NMWC Center staff identifies veterans and other eligible spouses at each point of entry (in-person or remote services) by encouraging them to self-identify. All customers who self-identify as veterans or eligible spouses are immediately referred to a Career Services Team member (Wagner- Peyser), and the customer is screened and notified that they may be qualified to receive additional services from a Disabled Veteran Outreach Program (DVOP) Specialist with the Veterans Services Team. The notification includes the following:

- As a veteran or eligible spouse, the customer is entitled to receive Priority of Service;
- As a veteran or eligible spouse, the customer may be eligible to receive personalized employment services from a DVOP Specialist;
- DVOP Specialist services may be in addition to other services.

If a veteran or eligible spouse customer is interested in pursuing DVOP services, the customer will complete the screening process with the Career Services Team member. If not, staff continues to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service.

Veteran's priority/preference and other veterans' issues are further described in the WCCNM Veterans & Priority of Service Policy and the Veterans Services Program manual/SOP. The WCCNM abides by the Jobs for Veterans Act Public Law 107-288 of 2002, Title 38 of the

U.S. Code 4215, which states that veterans be given priority of service over non-veterans for the receipt of employment, training, and placement services provided under any covered program, as long as the individual otherwise meets the requirements for participation in the program. Priority of service includes a 24-hour hold on job postings for veteran applicants in addition to the current process and customer flow approach for Veterans, the WCCNM will increase outreach to individuals via the WCCNM website, with community partners and organizations that service veterans and their families, and social media postings/ads. There will be continued efforts to support directed outreach strategies to serve veterans with special difficulty accessing services such as incarcerated or homeless veterans. Increased outreach will also include employers, and the NMWC partners will emphasize the valuable skills that veterans bring to the workplace.

5. Migrant Seasonal Farmworkers

§679.560(c).

Parts 653 and 685

Describe, as appropriate, the board's approach to serving migrant seasonal farmworkers within its respective area to increase education and employment outcomes for this population.

The goal of assisting migrant seasonal farmworkers and their families attain greater economic stability is an approach shared by the WCCNM. As part of its overall program design, Motivation, education, and training New Mexico Inc. (METNM), is the provider for the National Farmworker Jobs Program (NFJP), has provided migrant seasonal farmworker (MSFW) services through a competitive grant for several years. The migrant seasonal farmworker program is one of many leveraged funding sources that the WCCNM has access to through its Centers. The National Farmworker Jobs Program helps farmworkers acquire the new skills they need to start careers that offer higher wages and a more stable employment outlook. The partnership will offer a three-fold approach to assistance: 1) Basic career services to MSFWs that will include initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; 2) Individualized career and training services to include the development of an individual employment plan, to identify employment goals, achievement objectives, and the combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; and 3) Related assistance that will assist MSFWs in mitigating barriers for short-term assistance that may include such things as emergency assistance, remedial education, and Pesticide Safety Training. In addition to employment and training services, the program provides supportive services that helps farmworkers retain and stabilize their current agriculture jobs, as well as enable them to participate in training and enter new careers. Although these programs are METNM programs, coordination of services through the WCCNM offices are facilitated so individuals may access other services of the Central Region's workforce system.

The WCCNM will continue to partner with the National Farmworker Jobs Programs grantee for New Mexico and acknowledge the importance of establishing formal roles and responsibilities, when appropriate. The WCCNM has entered into an MOU with the grantee that defines the efforts to increase education and employment for those who are migrant and seasonal farmworkers in the Central Area service delivery counties; the grantee is also co-located in the Bernalillo County Business and Career Center.

Native Americans

§679.560(c) and Part 684

Describe, as appropriate, the board's approach to serving Native Americans within its respective area to increase education and employment outcomes for this population.

Regional analysis of economic conditions including existing and emerging in-demand industry sectors and occupations.

Economic Conditions

31% of Native Americans in the state of New Mexico live in poverty. Regarding other measures of economic security such as savings, interest from investments, and rental income, few tribal families have access to these types of resources with the exception of the Jicarilla Apache which reports 40% of its households having this type of income.

Regarding food security, 16% of Native American households receive SNAP benefits. Up to a third or more Native American families don't have secure employment with the exception of Isleta, San Ildefonso, and Jicarilla.¹

Hospitality

Many tribally-owned and tribal member-owned businesses have been affected by the COVID-19 Pandemic. Tribally-owned cultural centers, tourist visitor centers and gaming enterprises have been closed and will require significant support to re-start and re-gain clientele. Smaller businesses in this industry have had to close their operations as well; some unfortunately, will not be re-opening.

Renewable energy and infrastructure

Tribal Utility Authorities have been advancing renewable energy projects including solar, wind, natural gas as well as water and broadband projects. Many of these projects are tribally funded with support from federal and some state government resources. The COVID-19 Pandemic has exposed the urgent need to improve basic infrastructure in tribal communities, especially relative to electricity, water, waste water and broadband.

Film

There is growing interest in developing film studios on Native American lands. Some major Hollywood productions have been filmed on tribal land and there is interest to film more of the production locally, on tribal land, to promote cost efficiency with less travel and transportation of equipment. Some tribes have created a tribal film office to promote this opportunity.

Outdoor recreation

Tribal member-owned micro businesses have been emerging to provide a more hands-on, feet-on, experience for tourists. From guided hiking and biking tours to demonstrations including bread baking and pottery making these are emerging opportunities for visitors to our great state.

¹ Native American Children and Families in NM: Strengths and Challenges. By Christine Hollis, December 2012. <https://www.nmvoices.org/archives/5834>

Regional analysis of employment needs of employers in existing and emerging in-demand industry sectors and occupations.

Hospitality

Tribally-owned and tribal member-owned businesses are in constant need of employees due to changing business strategies and employee turnover.

Renewable energy and infrastructure

Some Tribal Utility Authorities have taken over or developed new electrical, water and broadband infrastructure. In doing so, there is demand for talent from front-line workers to management positions.

Film

Film producers are interested in developing Native American film crews to instantly increase job opportunities, lessen production costs by importing out-of-state film crews, and increase long-term career opportunities.

Outdoor recreation

This emerging industry is mostly serviced by entrepreneurs needing business development support in topical areas such as leadership, operations, marketing, and financial.

Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.

Many business owners have identified the need for workers to have improved work ethics, improved soft skills and better employee readiness.

An analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.

A recent study conducted by PolicyLink², a national research and action institute advancing racial and economic equity, revealed several key findings. Two of those findings include:

FINDING 3: The jobs with higher risk of exposure to coronavirus will likely be among the last to come back, putting Black, Latinx and Native American workers at heightened risk of long-term unemployment.

Assuming that higher risk non-essential jobs will experience a longer duration of disruption due to COVID-19, workers of color will be disproportionately impacted. Among those found in these roles, 43 percent of White workers and 38 percent of Asian workers are in higher

² Race, Risk, and Workforce Equity in the Coronavirus Economy, By Abbie Langston and Sarah Treuhaft (PolicyLink), Justin Scoggins (USC Program for Environmental and Regional Equity), and Joel Simon and Matthew Walsh (Burning Glass Technologies), 2020. <https://www.policylink.org/our-work/economy/national-equity-atlas/COVID-workforce?fbclid=IwAR0gaySpbMTvZhSfTp8VOSx-lfVfPC1v1-2JvMMEEyfepnAiP-kZ3Knk4IA#finding3>

risk roles. By contrast, slightly more than half of Black, Pacific Islander, and Native American workers in non-essential occupations are in higher risk jobs, along with 57 percent of Latinx workers — the highest rate of any racial/ethnic group.

The non-essential jobs with the highest COVID-19 risk will likely be the slowest to rebound — and many of them may not return at all. People of color are overrepresented in the largest of these occupations, and those that pay the lowest wages.

The federal Paycheck Protection Program has provided more than \$650 million in forgivable loans, primarily to businesses with fewer than 500 employees, to help cover payroll and other costs for struggling businesses. The program expires on June 30; without additional funding, job losses in these occupations may spike again if businesses

cannot yet safely resume operations or, if despite modified operations, their customers are reluctant to return. Workers in high-risk, non-essential jobs — hairdressers and barbers, manicurists, teaching assistants, restaurant workers and bartenders, maintenance and landscaping workers, among others — are at increased risk for long-term unemployment. In the first six weeks of the economic crisis, demand declined for most of these jobs by more than 50 percent.

FINDING 4: Essential jobs have been less impacted by slowing growth, but Native Americans and immigrants are more concentrated than other workers in the essential jobs where opportunities are declining.

While essential occupations have been relatively insulated from the demand shock of the 2020 economic downturn, growth has slowed considerably. Within all racial/ethnic groups, immigrant workers are most likely to be negatively impacted by these labor market dynamics, and Native Americans are more likely than other US-born workers to be negatively impacted. Overall, immigrants find themselves in occupations that have experienced far greater declines in employment opportunities, with an average decline in new weekly job postings of 31 percent compared with 23 percent for US-born workers. Latinx, Black, and Pacific Islander immigrants have seen the steepest drops in employment opportunities (30 percent or higher), while US-born Asian and Latinx workers have experienced the least job market disruption (22 percent or less).

As allowed under WIOA, the Navajo Nation was designated as an interstate region directly under the United States Department of Labor. A Memorandum of Agreement (MOA) was developed between Arizona, New Mexico and the Navajo Nation to separate administration of the WIOA program and placed it directly under the jurisdiction of the United States Department of Labor. The agreement required each state to identify appropriate funding stream allocations based upon the funding formula. The agreement consolidated WIOA funds from New Mexico and Arizona and Utah at the federal level into one funding stream which flows from DINAP directly to the Navajo Nation.

Although Navajo Nation has its own direct WIOA funding source, local and regional tribal members may continue to access services through the Central Region facilities (**as required and authorized by the Department of Labor, WIOA Title I, section 166 program**). 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). The Title II Adult Basic Education is researching culturally sensitive curriculum and diversity training to enhance service to this group and its providers are located/affiliated within each county in the Region. The Adult Education program 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.

As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate exploring pre-apprenticeship partnership with ABC, 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.

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 Albuquerque/Las Cruces, Farmington, and Gallup service areas. As a result, NIYC's goal is to support, assist, and enable participants to:

- 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.

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.

6. Individuals with Low Income

§679.560(c) and §680. Subpart E

Describe how the board will identify and work with low-income individuals, including any plans to coordinate locally with the Temporary Assistance for Needy Families (TANF) program to serve this population, as well as to serve TANF exhaustees.

The Workforce Connection Centers in the Central Region receive referrals from TANF, Creative Work Solutions and other agencies that target low-income individuals. Within the TANF program, WCCNM works with the Career Link program to convert recipients from paid work experience to a WIOA OJT or direct work placement to help move them to permanent full-time employment. This process allows participation in training and employability development services while receiving child care and other support services. WCCNM is also participating in our Wage Subsidy program which allows TANF participants to work 40 hours a week paid while gaining experience and training for open positions throughout many State agencies or businesses looking for qualified individuals.

The Workforce Connection Centers work with local business to identify job openings and determine the level of skill needed to perform job functions. All participants, including TANF recipients referred by Creative Work Solutions, are then tested through WorkKeys for their occupational skill level and scores are matched against the employer's job criteria to find suitable employment. If the participant does not meet the WorkKeys skill level required for the position they are interested in, an online skills remediation program called Career Ready 101 is utilized to help the participant get to the level they need to qualify for the position. Creative Work Solutions also has an in-person job readiness curriculum and creates an opportunity for classroom training for those who need more hands-on guidance and direction for career readiness.

Participants may also be referred to other intensive services provided through adult basic education programs or to other workforce system partners including vocational training programs. The goal of this interagency collaboration is to help individuals find meaningful employment and end their dependence on public assistance.

Adult Education partners with HDS to serve TANF clients in the ACCE (Accelerated College & Career Education) program. ACCE classes help individuals strengthen core academic and workplace readiness skills and work toward earning a secondary credential. The HSD/Title II partnership in New Mexico is through a formal agreement with UNM Valencia and many local Adult Education programs around the state. The ACCE classes are offered in the Albuquerque center and UNM Valencia supplies the curriculum and the instructor. The same service is available to Older Individuals as described in the next section (#8).

In addition, the TANF program is working with the NMDWS to provide TANF staff with access to the New Mexico Workforce Connection Online System to improve the ability to appropriately match TANF clients with online job vacancies.

7. Older Individuals

§679.560(c)

Provide a description of how the local board will coordinate WIOA title I workforce investment activities with the Senior Community Service Employment Program (Title V of the Older Americans Act of 1965) to serve the employment needs of

older individuals.

The WCCNM works closely with the Senior Community Service Employment Program (SCSEP), administered through Goodwill New Mexico, the New Mexico Aging and Long-Term Services Department and the National Indian Council on Aging in our state. We are aware that a USDOL funding opportunity has been released and may result in changes to the SCSEP contractors in New Mexico. We will do all that we can to ensure a smooth transition, should this be required. 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.

8. Individuals with Low Literacy Levels

§679.560(b)(12)

Provide a description of how the local board will coordinate WIOA title I workforce investment activities with adult education and literacy activities under WIOA title II. Describe the joint planning processes planned or underway that will enhance the provision of services to individuals with receiving adult education services, such as cross training of staff, technical assistance, sharing resources, sharing of information, cooperative efforts to improve or create referral processes, joint enrollment and case management. This description must also include how the LWDB will carry out the review of local applications submitted under title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232.

Assurances must be provided that all funds awarded under AEFLA will be used to provide, establish, or operate programs that provide instruction and services corresponding to allowable AEFLA activities listed and defined in Section 203 of WIOA. These activities are listed below. The first two listed (Adult Education and Literacy) are required activities; the remaining six are allowable AEFLA activities.

1. Adult Education Academic - instruction and education services below the postsecondary level that include an individual's ability to read, write, and speak English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its equivalent; transition to postsecondary education and training; and obtain employment.

2. Literacy - The ability to read, write, and speak in English and to compute and solve problems at levels of proficiency necessary to function on the job, in the family, and in society.

3. Workplace Adult Education and Literacy Activities- Adult Education and literacy activities in collaboration with an employer or employee organization at a workplace or off-site location that is designed to improve the productivity of the workforce.

4. Family Literacy Activities - Activities of sufficient intensity and quality to make sustainable improvements in the economic prospects for a family that better enable parents or family members to support their children's learning needs, and that integrate all of the following activities:

- (1) Parent or family Adult Education and literacy activities that lead to readiness for postsecondary education or training, career advancement, and economic self-sufficiency;
- (2) Interactive literacy activities between parents or family members and their children;
- (3) Training for parents or family members regarding how to be the primary teacher for their children and full partners in the education of their children; and
- (4) Age-appropriate education to prepare children for success in school and life experiences. NOTE: As previously indicated, no funds under an AEFLA grant may be used for the purpose of supporting or providing programs, services, or activities for individuals who are under the age of 16 and are enrolled or required to be enrolled in secondary school under State law. In providing family literacy

activities under AEFLA, an eligible provider shall attempt to coordinate with programs and services that are not assisted under this title prior to using funds for adult education and literacy activities under this title for activities other than activities for eligible individuals.

5. English Language Acquisition Activities - A program of instruction designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language and that leads to the attainment of a secondary school diploma or its equivalent and transition to postsecondary education and training or employment.

6. Integrated English Literacy and Civics Education - Education services provided to English language learners who are adults, including professionals with degrees and credentials in their native countries that enable them to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers, and citizens in the United States. Services shall include instruction in literacy and English language acquisition and instruction on the rights and responsibilities of citizenship and civic participation, and may include workforce training. NOTE: As previously indicated, IELCE funding will be awarded under a separate RFA following the same process as the Adult Education and English language acquisition RFA. IELCE proposers are required to describe their civics curriculum and instructional materials and how they align with OCTAE's Employability Skills or other widely-accepted national employability skills framework, as well as how they align with local industry needs and standards. Section 243 applicants are required to describe their relationships with workforce and economic development boards and systems and how those relationships will support integrated education and training for speakers of languages other than English, including professionals with credentials and degrees in their native countries.

7. Workforce Preparation Activities - Activities, programs, or services designed to 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. 8. Integrated Education and Training A service approach that provides Adult Education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement. This includes offering courses in collaboration with postsecondary institutions, employers, or trade associations that are team-taught by an Adult Education basic skills instructor and a Career and Technical Education instructor.

There are five entities (three are local Adult Education providers/Higher Education Institutions) offering adult education in the Central Region. The WCCNM, through its Operator, can identify students in need of basic literacy skills through WorkKeys testing and those lacking high school equivalency diplomas or equivalency credentials. They can then be referred to the Adult Education provider that can provide basic skills training.

WIOA eligible Clients will/may be co-enrolled in WCCNM Career Services with adult education entities that provide basic literacy training. In today's current situation, many current adult education program clients receiving adult education services (outside of WIOAWCOS system), may not be con-enrolled until they are referred and enrolled for WIOA services. Thus, creating a weakness in the ability to provide a true WIOA co-enrollment service. Efforts are needed to integrate Title II services within the WCOS system. Staff from the Centers, and the ABE agency, have been cross trained to know what services are being provided by each agency so as not to duplicate, but to enhance those services. All agencies are capable of providing technical assistance through web-based learning and assessment, i.e., WorkKeys, Key Train, and resources that can be shared so that all clients can be served at both locations. Joint-enrollment, cross training and resource sharing will ensure that students maximize their time to completion and ability to enter the workforce well-

prepared.

The WCCNM will carry out the review process (during the RFP cycle) of the Adult Education local applications submitted under title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA sec. 232, securing an Ad Hoc committee from the Local Board Membership and its committees with an interest and background in the subject. Each Ad Hoc Committee will follow the guidelines as described in the WIOA Sections described above.

F. Coordination of Services Across Programs

1. Coordination with Wagner Peyser Services

§679.560(b)(11)

Provide a description of plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner Peyser Act (29 U.S.C. 49 et seq.) services and other services provided through the one-stop delivery system:

Under WIOA, Wagner Peyser (WP) is a mandatory partner under the work force system, as a result a WP representative is a required member on the Local Board. This representative will also participate in the Board's Standing Committee of Core Partners to address a variety of strategies for maximizing coordination, improving service delivery, and avoidance of service duplication.

WP staff work closely and in coordination with all workforce partners to offer Basic Career Services as authorized by WIOA. WP Individualized Career Services are also made available through the WP Employment Services staff. WP Employment Services staff work closely with the WCCNM, site managers and the Workforce Operator as well as with all partners to provide services to employers and jobseekers. WP staff also attend the Business Service, WCCNM Team, and Core Partner meetings at the service delivery level.

The WP program's key role is to provide employers with potential jobseekers. WP's program service includes self-service, facilitated self-help, and staff-assisted services. The worker and jobseeker services include job search assistance, reemployment services to unemployment insurance claimants, labor market information, evaluation and assessment of knowledge, skills, and abilities, referral to training and support services and Veterans priority of service.

The services offered to employers include outreach to promote the use of Workforce Connection Center facilities and services, entry, review, and maintenance of job listings in the New Mexico Workforce Connection Online System (NMWCOS), filling job listings, specialized assessment and testing of applicants, Workforce Connection Online System technical assistance, recruitment assistance, such as job fairs, training services, and rapid response to layoffs and business closures. See the attached Business and Career Center Customer Flow Chart for further detail.

The New Mexico Workforce Connection On-Line System (NMWCOS) is available to employers and jobseekers. NMWCOS gives employers access to a database of job seekers in New Mexico. Employers can submit and update job listings in a secured system. Employers can post their own jobs or provide job listing information to WCCNM staff for the matching and referral of qualified job seekers. WCCNM staff can access both employer job listings and job seeker accounts entered into the system. The job listing information allows Workforce Connection Center staff to evaluate the hiring requirements of the employer, as well as the qualifications of the job seeker.

Recruitment assistance is also available to employers, including available interview rooms, job fair development, testing, pre-screening of candidates and labor market

information.

The Work Opportunity Tax Credit (WOTC) program is a federal tax credit administered at the state level and available to employers that hire workers in designated target groups with barriers to employment.

Disabled Access Tax Incentives is an incentive for small businesses that are eligible for two tax incentives to help cover the cost of providing reasonable accommodations for employees or customers with disabilities, such as sign language interpreters, readers, materials in alternative format (such as Braille or large print), the purchase of adaptive equipment, the modification of existing equipment, or the removal of architectural barriers.

The Empowerment Zone Employment Credit is an incentive for businesses located in an Empowerment Zone to hire employees who live in the zone, earning a tax credit of up to \$3,000 per eligible employee. The Federal Bonding Program, sponsored by the U.S. Department of Labor, serves as a tool to secure the job placement of ex-offenders and other high-risk applicants by issuing Fidelity bonds to businesses who offer jobs to workers in "at risk" groups. These bonds are business insurance policies that protect the employer in case of any loss of money or property due to employee dishonesty.

The Renewal Community Employment credit allows companies located within a Renewal Community to earn a tax credit of up to \$1,500 for each of their employees who lives in the community.

2. Coordination with Rapid Response Activities

§679.560(b)(7)

A description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities:

Rapid Response is an early intervention service that assist both employers and employees affected by layoffs or plant closures. It provides access to user-friendly resources and information to help transition affected workers into re-employment. When a company has to lay off employees it is difficult for both the employer and affected workers. The New Mexico Department of Workforce Solutions along with its partners proved Rapid Response assistance statewide to help employees gain access to all federal and state programs that have resources available to help them

State Rapid Response teams respond within 12 to 24 hours of notification of a layoff by coordinating with the employer to provide on-site information to the workers and employers about employment and retraining services that are designed to help participants find new jobs. In cases of natural disaster, response teams will also coordinate with FEMA and other entities. Rapid Response services may include information on unemployment insurance, job search and placement assistance; labor market information (occupational information and economic trends); on-the-job training; classroom training; and/or referral to basic and remedial education. Teams also address at-risk companies and workers by educating employers about layoff aversion strategies.

WCCNM's provides access to user-friendly resources and information to help transition affected workers into re-employment. WCCNM's role is to provide information on the following:

- Registration in NMWCOS (required to receive unemployment).
- Resume writing assistance.
- Interviewing Skills.
- ACT Career Assessments/Workkeys and any special testing required by employer
- Job Search/Placement Assistance.
- Access to internet for job search and posting resumes.
- Resource rooms for computer, fax, and copies.
- Land lines for accessing Unemployment Call Center.

- Labor Market Information.
- Education and training opportunities through WIOA.
- NAFTA/Trade Adjustment Assistance.
- All partners located in WCCNM offices.

3. Coordination with Secondary and Postsecondary Education System

§679.560(b)(9)

Provide a description of how the local board will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services:

New Mexico has adopted the Common Core Standards for its K-12 school system. Beginning in program year 2016-2017, the New Mexico Higher Education Department (NMHED) adopted the College and Career Readiness Standards (CCRS) developed by the Office of Career, Technical, and Adult Education at the U.S. Department of Education to align with the Common Core. All courseware used by Adult Education programs statewide, both online and in the classroom, must adhere to CCRS and thus align to the Common Core. NMHED's focus on quality professional development supports teacher preparation in all levels of pedagogy, including standards-based lesson design. Professional development is built on the U.S. Department of Education, Office of Career, Technical, and Adult Education (OCTAE) "Standards to Action" model, which is designed to support excellence in teaching in the CCRS environment and to help teachers prepare students for the Webb's Depth of Knowledge measures used in all standard High School Equivalency tests, including the two sanctioned for use in New Mexico (GED and HI SET), as well as by additional secondary school credential routes like the National External Diploma Program, which New Mexico is in the process of adopting. The combination of standards-aligned courseware and focus on pedagogical excellence support the development of courses and programs that are not only aligned with CCRS and serve to prepare students to pass high school equivalency tests and earn recognized secondary credentials, but also courses and programs that provide strong foundational preparation for postsecondary education and training, current and future workplace demands, productive civic engagement, and supporting the educational needs of children.

NMHED will, using the considerations specified in section 231(e) of WIOA, fund each eligible provider to establish or operate programs that provide any of the following adult education and literacy activities identified in section 203 of WIOA, including programs that provide such activities concurrently.

Adult Education and Literacy Activities (Section 203 of WIOA):

- Adult education;
- Literacy;
- Workplace adult education and literacy activities;
- Family literacy activities;
- English language acquisition activities;
- Integrated English literacy and civics education;
- Workforce preparation activities; or
- Integrated education and training that:
 1. Provides adult education and literacy activities, concurrently and contextually with both, workforce preparation activities, and workforce training for a specific occupation or occupational cluster, and
 2. Is for the purpose of educational and career advancement.

The WCCNM has a Training and Service Provider Committee whose members represent the postsecondary schools in the region, NMHED, economic development, and the Board's Administrative Entity, who together coordinate education programs and activities,

strategies, in order to avoid duplication of efforts. In addition, Title II's partnership with JFF will systematically address coordination issues and planning process (although in the early stages). Title II Adult Education along with Secondary Schools, Mission Graduate, College and Career Readiness Bureau at PED and other partners will play a vital role in bridging education and workforce as more in-depth coordination and planning continue.

§679.560(b)(2)(iii)

Describe how the local board will work with entities carrying out core programs to improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

Currently the WCCNM, with the use of available resources such as WorkKeys assessment, Key Train, computer training, referrals to adult education programs and programs on the ETPL, can direct clients to training services available in the region. Through the Training & Service Provider Committee, with its representation of local postsecondary schools, economic development, Department of High Education and the Administrative Entity, a strong emphasis on economic development and workforce needs can be matched to career pathways leading to industry-recognized certificates, portable and stackable credentials, and training that can be accepted with employers in and outside the service area or the state. By leveraging these existing resources, the WCCNM will improve access to programs that will meet workforce needs well into the future.

The State of New Mexico passed Legislation in 2008 creating a state plan to offer dual credit to all high school students. The statewide Dual Credit Master Agreement is signed by school districts and colleges and outlines the rules for administering this program. Students receive both high school and college credit for taking the same course. The colleges waive the tuition, and the high schools pay for the books and are reimbursed by PED for the cost of books. Upwards of 10,000 students per year take advantage of this program.

In addition, WCCNM has a strong partnership and project with Mission Graduate, as they assist with post-secondary transition and offer services that make it easier for youth and adults to enroll in post-secondary.

4. Coordination of Supportive Services

§679.560(b)(10)

Provide a description of how the local board will coordinate WIOA title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.

Supportive services include transportation, childcare, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA Title I. In the Federal Law, services for Adults and Dislocated Workers are defined in WIOA section 3(59) and 134(d)(2) and (3); youth supportive services also include those listed in WIOA section 129(c)(2)(G).

WCCNM developed and approved Operational Policy No. OP-410, Change 9 on June 17, 2019 on supportive services that ensures resource and service coordination in the local area. This policy defines the process for the use of supportive services to eligible adult, dislocated worker and youth participants.

Supportive services may only be provided to individuals who are: (a) participating in Basic Career Services or Individual Career services; and (b) are unable to obtain supportive services through other programs providing such services. (Note: due to Supportive Services being a youth "element", they are available for all WIOA youth participants) They may be provided only when determined necessary to enable individuals to participate in Title I activities. Participants in "HOLD" status are not eligible to receive supportive service payments.

Staff shall determine the supportive service needs of each individual to be enrolled based on the comprehensive assessment along with the documented justification and approval of supportive services as outlined in the participant's Individual Educational Plan (IEP) or Individual Service Strategy (ISS). Service Providers shall periodically review the need for supportive services. Participants shall demonstrate denial of supportive services from all other available community resources and documentation shall be kept in the participant's file. The State and Local Board policy has established 104 weeks as the time limit for the provision of supportive services to participants. In certain cases, a written waiver request may be submitted to the WCCNM Board which may grant exceptions to the time limitations in consideration of extenuating circumstances. Approval shall be granted prior to the actual extension date.

Transportation and Temporary Shelter Assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been identified in their IEP/ISS. Supportive services payments do not include payment of membership, club and/or activities fees or dues.

Transportation Mileage: The WCCNM Board will allow:

- Participants residing in, and traveling to/from a training or work experience site within Bernalillo County, will only be allowed supportive services in the form of public transportation bus passes.
- Participants residing in and traveling to/from a training or work experience site, within Sandoval, Valencia or Tarrant Counties, will only be allowed supportive service payments if public transportation is not available. If public transportation is available, those costs may be incurred by WCCNM.
- Participants traveling between twenty-five (25) and seventy-five (75.0) miles, round-trip, to/from a training or work experience site to receive a maximum of \$10.00/day— not to exceed \$50.00/week--based upon need and as verified by participant attendance report.
- Participants traveling seventy-six (76.0) miles or more, round-trip, to/from a training or work experience site to receive \$15.00/day—not to exceed \$75.00/week— based on need and as verified by participant attendance report.
- Participants traveling to/from Sandoval or Valencia counties for training or work experience can receive funding toward Rail Runner passes, not to exceed \$15/day, for each day they attend training and/or work experience, not to exceed \$75.00/week—based on need and as verified by participant attendance and/or class or work schedule.

5. Coordination of Follow-up Services

§679.560(c)

Provide a description of the board's follow-up policy and procedures for each of the targeted groups in Section G

The WCCNM developed and approved the Operational Policy NO. OP-416, Change 6, effective January 1, 2020 which transmits guidance for provided follow up services to customers accessing services through the New Mexico Workforce Connection in the Central Region. The Workforce Innovation and Opportunity Act (WIOA) final rules for Follow-Up activity for Adult, Dislocated Workers and Youth are defined and identified.

Adult and Dislocated Worker

In the past and currently, information on Adult/Dislocated Worker follow up services are provided to the customer in a listed format at the time of orientation to inform customers on-going service availability. Under WIOA (TEGL No. 19-16) Follow-Up services must be provided, as appropriate, for participants in Adult or Dislocated Worker Workforce Investment Activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Supportive Services are not allowed during the follow up. In an effort to clarify Adult/Dislocated Worker Follow-Up Services, upon employment from the WIOA program, those customers assessed in need of Follow-Up services will be provided with such service:

- Additional career planning and counseling
- Contact with the participant's employer including assistance with work-related problems
- Peer support groups
- Information about additional educational opportunities
- Referral to supportive service to meet the participant's employment goals

Follow-up activity known as data entry in our state data base system (WCOS) is required, including documentation in the participant case file and activity coding as applicable. Follow-up activity required for special USDOL funded grants shall follow the Agreements set forth in the grant guidelines.

Note: Appropriate follow-up (as defined by WCCNM) will be conducted once within the following two quarters of unsubsidized employment.

Youth

Follow-up services (20 CFR S 681.580) are critical services provided following a youth's exit (participant has not received services for 90 days and no additional services are scheduled) from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. (Follow-up services may begin immediately following the last expected date of service in the Youth Program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program.)

- Follow-up services for youth also may include the following program elements:
- Supportive services
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in demand industry sectors or occupation available in the local area, such as career awareness, career counseling, and career exploration services
- Activities that help youth prepare for and transition to postsecondary education and training.

All youth participant must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Provisions of these program elements must occur after the exit date in order to count as follow-up services. When these follow-up services are provided, they are coded as follow up services in WCOS as opposed to program services provided prior to program exit. This allows WCOS to clearly differentiate follow-up services from those services provided prior to exit. (WCCNM's Follow Up Policy is available by request **or by visiting Workforce Connection of Central New Mexico's website: <https://www.wccnm.org/wccnm-board/>**)

6. Coordination of Service Priorities

§679.560(b)(21)

Describe the direction given by the Governor (NMDWS) and the LWDB to the one-stop operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals

who are basic skills deficient consistent with WIOA sec. 134(c)(3)(E) and §680.600 of the WIOA DOL Rule.

WCCNM staff continues to ensure that Priority of Services are offered to Veterans, Veteran families, low-income individuals and those deemed basic skills deficient through assessment. Effective July 1, 2015 the Workforce Innovation and Opportunity Act (WIOA) required that the Priority of Service Policy to be implemented. The WCCNM approved Operational Policy NO. OP-404, Change - 4 to reflect WIOA requirements effective also on July 1, 2015

ADULT PRIORITY OF SERVICES

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 paragraph WIOA Section 134(b) (2) (A) (xii) and training services.

VETERAN PRIORITY

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.

ORDER OF PRIORITY

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.

All WCCNM Adult/DW Service providers will track the participation level in each priority area.

7. Coordination of Outreach Efforts

§679.560(c)

Describe how the board will coordinate outreach efforts across partner programs for shared customers and target populations.

The WCCNM implemented several new approaches to strengthen communication and marketing efforts with all partners in the Central Region. To communicate the system-wide activities on a routine basis, the Monthly Report is provided to WCCNM board members and includes the program status and performance of all partners. Also, the “Weekly Connection” is a regular e-newsletter launched in July 2018 for all partner staff to share information, new partnership opportunities, upcoming events, ideas and best practices, important dates, and much more.

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

Other efforts included a more active presence on social media. WCCNM has nearly doubled the number of followers on the three social media platforms over the last program year, and posts reflect the range of partner services in the four-counties. In addition to increasing social media presence, the WCCNM is enhancing online communication via a new intranet that was launch in September 2019. The intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies and procedures, contact information, IT work tickets, event kit requests, and room reservations. The WCCNM will also be launching a new website in order to tailor information for our various customer bases, better reach job seekers and businesses, improve our ranking in search engines, provide consistent and updated program information, announce events, integrate our social media, measure the interest in the programs across our network, and highlight our achievements and successes.

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

- building their skills;
- engaging in career prep activities such as resume writing and interview skills;
- exploring short-term training programs that lead to in-demand careers;
- considering all types of training opportunities include apprenticeship and apprenticeship pathway programs; and
- taking advantage of New Mexico Workforce Connection virtual webinars,

workshops, and videos that they can attend from anywhere and view on their phone, tablet, or PC.

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

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

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

8. Coordination of Professional Development Activities

§679.560(c)

Describe how professional development activities will be coordinated across all partner programs staff.

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. WCCNM also is receiving funding for an initial investment to integrate the Graduate! ABQ curriculum (developed based on the work of the full-time coach) along with a nationally recognized career counselor/workforce development professional certification into the current training strategy to build the overall capacity of staff working in counseling roles across the four-county region.

9. Coordination of Referrals

§679.560(c)

Describe how the board will coordinate customer referrals across partner programs.

Referring customers amongst all of the NMWC partners has been challenging given the application and technological constraints that exist within the statewide workforce system and the New Mexico Workforce Connection system (www.jobs.state.nm.us). There has been opportunity to use tools that are readily available, currently used, and easy for all of the partners to access and see if a region-wide referral approach will be possible. The WCCNM has enhanced online communication via a Central Region intranet that launched in September 2019. The intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room

reservations. Since the intranet has become the single point of coordination across all partners, co-located and external, it has been the vehicle for a referral pilot. All incoming referrals from phone calls, emails, and external partners are captured in an online referral system within the intranet. There is also a specific referral form that is being tested for NMDVR and all workforce partners that will eventually be available to all NMDVR counselors.

For business services, as part of the new website, there will be an employer services mapping/inquiry tool that will guide the employer to available resources and potential subsidized solutions based upon the employer's workforce needs. The Employer Mapping Tool will also possess interactive capability to include the development of a data repository and assignment of work to the WCCNM's Business Team representatives.

10. Coordination with Other Partner Programs

§679.560(c)

Describe any other services provided in the one-stops to support the local workforce development system and customers. Include any coordination plans or activities the board has with any other partner programs such as, AmeriCorps, JobCorps, Youth Build, Mission: Graduate, Innovate Educate, etc.

The WCCNM partner network includes additional workforce partners and programs that further enhance the public workforce system and service delivery in the Central Region. Additional partners include TechHire New Mexico, the four-year, four million-dollar USDOL Employment and Training grant awarded to WCCNM, that is designed to provide innovative Information Technology (IT) job training and placement for residents in the Central Region. TechHire is now in its fourth and final grant year, and the work from this grant opportunity will continue through the IT/tech sector strategy in the Central Region.

Graduate! ABQ is another additional partner, and the program launched in 2017 as a partnership between United Way of Central New Mexico, WCCNM, NMDWS, CNM, the University of New Mexico, Youth Development, Inc., and the City of Albuquerque. Housed at the NMWC Center in Albuquerque, Graduate! ABQ has served more than 250 adult clients since its inception. The work of Graduate! ABQ has become a part of the mandatory professional development training of all staff across the partner organizations who work in a career-counseling role.

Quarterly Gatherings

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

WCCNM/NMWC Intranet

The WCCNM has successfully launched a "Central Region" that 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 provides training modules and information/program updates for all partners, including additional programs such as JobCorps, Graduate! ABQ, and TechHire, to share with the WCCNM network.

ADMINISTRATIVE ELEMENTS

G. Fiscal and Performance Management

§679.560(b)(14)

Identify the entity responsible for the disbursement of grant funds described in WIOA sec. 107(d)(12)(B)(i)(III).

The Mid Region Council of Governments (MRCOG) is designated as the Administrative Entity for WIOA and supports the WCCNM. MRCOG is the lead agency responsible for the fiscal and program administration of the core programs listed below as specified in WIOA.

- Adult Program (WIOA, Title I)
- Dislocated Worker Program (WIOA, Title I), and
- Youth Program (WIOA, Title I).

The WCCNM provides oversight of WIOA programs by contracting with service providers to provide job training and employment services. The board's membership represents the WIOA vision and requirements as well as a wide variety of individuals, businesses, and organizations throughout the local area who work to:

- Promote relationships between economic development, education, and workforce partners;
- Develop strategies to improve and strengthen the workforce development system and alignment and improvement of employment, training, and education programs to promote economic growth.;
- Collaborate closely with all partners of the workforce development system, including public and private organizations; and,
- Integrate and align a job-driven workforce development system.

The CEOs in the local area serve as the local grant recipients for WIOA funds allocated to the WCCNM. The Administrative Entity disburses WIOA funds for services to youth, adults, and dislocated workers, based on receipt of state allocations. While WIOA and other federal funds are utilized, Perkins and NextGen (Legislative State Funding, NMAC 22-1-12) funds are offered to Local Education Agencies that support Career Technical Education. These funds can work in conjunction with the efforts of the Central Workforce Region. For example, NextGen, state funds are offered to strengthen CTE in public schools, districts and state charter schools. Funds from NextGen are used to leverage federal Perkins funding, and aligns with statewide labor market priority sections.

The local board adopts policies based on the policy and guidance from NMDWS, thus providing guidance of activities at the Centers. The WCCNM works to improve the quality of workforce development services available to it local job seekers and businesses through coordination of its partners.

§679.560(b)(15)

Provide a detailed description of the competitive process that will be used to award the subgrants and contracts for WIOA title I activities. (Please provide a copy of the board's procurement policy or policies, including conflict of interest provisions as a part of Attachment A.)

WRCP-02-14 Procurement Policy has been updated to reflect WIOA requirements and is slated to be introduced for approval on October 19, 2020 to the WCCNM Full Board.

1. SCOPE.

This policy pertains to all procurement initiated by or on behalf of the Workforce Connection of Central New Mexico (WCCNM) including those initiated by a contractor or subgrantee to the WCCNM. All entities involved in procuring items of tangible personal property, services or construction shall adhere to the Workforce Innovative Opportunity Act (WIOA), attendant federal and state laws and regulations including applicable OMB

circulars; and WCCNM policies. Except as otherwise provided in the Procurement Code (Code), the policy applies to any procurement with WIOA funds.

2. AUTHORITY & REFERENCES.

The Workforce Innovative Opportunity Act of 2014; the state Workforce Development Act, Sections 50-14-1 through 50-14-8 NMSA 1978; the state Procurement Code, Sections 13-1-21 through 13-1-199 NMSA 1978; WIOA Procurement and Contracting Activities Guidelines, 11.2.28 NMAC; WIOA Procurement, STAG 10-03; and other applicable OMB Circulars, federal, state and laws, regulations, and guidelines and WCCNM policy, including revisions and updates of applicable laws, regulations and guidelines.

OBJECTIVE.

- a. To establish minimum WCCNM requirements for procurements and contracting conducted under the Workforce Innovative Opportunity Act (WIOA). The purpose of the WIOA procurement process is to provide for fair and equal treatment of all persons and organizations involved in a procurement, to maximize the purchasing power or value of WIOA funds, and to provide safeguards to ensure the integrity of all WIOA procurements through the maintenance of a quality procurement system (11.2.28.6 NMAC).
- b. The WCCNM and its contractor or subgrantees must comply with any requirement imposed by federal and state law and regulations, WCCNM policy, and the terms of the federally funded WIOA grant.
- c. Compliance with the standards promulgated in the WIOA, OMB Circulars and the Code and this policy that governs procurement will ensure that procurement practices are acceptable.
- d. The objective of this policy is to have the force and effect of law to implement, interpret or make policy specific as it applies to federal procurement law and the Code, and the purposes stated therein.

A Complete copy of this policy (WFCP-02-14) may be found in **Attachment A**.

ADMINISTRATIVE POLICY NO. AP- 207, Change #1

WCCNM Conflict of Interest Policy

Effective: PY18 12/10/2018

SUBJECT: Conflict of Interest Policy under the Workforce Innovation and Opportunity Act (WIOA) governing WIOA Program Operators, designated fiscal agent and administrative entity, American Job Centers, Local Workforce Development Board/Chief Local Elected Officials, other elected officials.

PURPOSE: To ensure that individuals or representatives of organizations entrusted with public funds will not personally or professionally benefit from the award or expenditure of such funds. This policy is established to provide direction for all Grantees, sub-recipients, contractors, staff, and board members of WCCNM conducting services and business within the guidelines that will prevent actual, potential, or perceived and questionable conflicts of interest.

BACKGROUND: Based on the 2014 release of new Uniform Administrative Guidance, WIOA expands the definition of "conflict of interest," from "direct or indirect" under WIOA, to "real, apparent or organizational" conflict of interest. Safeguards must be in place, ensuring that all those served in the program are not only eligible and suitable but also protected from being part of the perception of impropriety or conflict of interest.

The Workforce Connection of Central New Mexico (WCCNM) recognizes that by its very composition, conflicts of interest and issues concerning the appearance of fairness may arise. Therefore, it is essential for the Board members and Board staff to be sensitive and err on the side of caution when potential, perceived, or real conflict or matters of

fairness occur.

WCCNM is committed to maintaining the highest of standards of ethical conduct and to guard against problems arising from real, perceived, or potential conflict of interest. All partners, providers, and one-stop operators at every level of participation in the Workforce System funded by the WIOA are expected to read, understand and apply this policy to ensure system integrity and effective oversight of the Workforce System.

Rules and Regulations. To accomplish these purposes, the WCCNM establishes definitions, actions, and guidelines for interpretation. A Complete copy of this policy (AP- 207, Change 1) may be found in **Attachment A**.

§679.560(b)(16)

Provide the local levels of performance negotiated with the Governor (NMDWS) and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA title I subtitle B, and the one-stop delivery system in the local area. in Attachment E.

The WCCNM has negotiated (Proposed, not NMDWS Approved) with NMDWS and the Chief Elected Official consistent with WIOA sec. 16(c) to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the fiscal agent, eligible provider and the one-stop delivery system in the Central Region for PY 20-22 as describe in **Attachment E**.

§679.560(b)(17)

Describe the actions the LWDB will take toward becoming or remaining a high-performing workforce development board.

The WCCNM will continue to structure Strategic Planning sessions for its Board Members to review and update the Vision, Mission Statement, Goals and Objectives in relationship to WCCNM Board initiatives and to promote efforts for economic strength and recovery. The intent is to provide guidance and establish procedures regarding the preparation the Central Region's strategic plan and to promote individual county plans to fulfill the requirements of the Workforce Innovation and Opportunity Act (WIOA). In addition to WCCNM Workforce Board members, planning sessions will also include input from New Mexico Department of Workforce Solutions, New Mexico Economic Development, Chambers of Commerce, Community Based Organizations, One Stop Workforce Partners and Elected Officials. To further this effort, the WCCNM Chair has called for an AD Hoc Strategic Planning/Planning Committee.

Furthermore, the results of these efforts will include a framework to guide the workforce system for continued improvements and methods to measure performance.

WCCNM Goals:

To increase the competitiveness, productivity and growth of our workforce and businesses, WCCNM will coordinate with business to develop a skilled workforce to build talent pipelines that fulfills the needs of area businesses.

1. Strategic Goals:

- Connection to high growth Industry/Employers.
- Review and consider adopting best practice, effective strategies and tactics from successes of other boards and workforce related initiatives.
-
- Continue with quality improvements of the Central Regions Talent Pipeline Infrastructure.
- Integration with area Economic Development organizations.

- Improved visibility of WCCNM programs.
- Guidance Driven by Data and Economic Analysis.
- Promote work and learn opportunities, and education for individuals that lead to a career path for self-sufficiency.
- Partner with key community-based organization to reduce barriers to employment and promote career opportunities.

2. Key Objectives:

In order to achieve our vision, WCCNM will focus on these key objectives:

- Augment the current automated and integrated computer intake system (WCOS) by leveraging technology to efficiently and effectively deliver services.
- Implement the web-based Employer Engagement tool which guides the employer to available resources and potential subsidized solutions based upon the employer's current and future workforce needs and assist business representative to collaborate across workforce programs to meet employer workforce needs.
- Develop career technical education program(s) that will bring employers and youth together.
- Reduce and/or eliminate barriers to youth entering workforce.
- Develop a trained workforce to meet industry needs.
- Develop county level planning\advisory councils for both business and participants with barriers.
- Expand outreach efforts for business, participants and workforce partners.

§679.560(b)(18)

Describe how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts, and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

Effective August 17, 2020 the WCCNM approved the Operational Policy NO. OP-419, Change 9 to provide guidance and instruction to WCCNM service provider(s) when considering and making available training services in the form of an Individual Training Account (ITA) to eligible Workforce Innovation and Opportunity Act (WIOA) participants. The ITA is established on behalf of a participant to finance training services from eligible training providers selected from a list of approved providers and their programs in consultation with the case manager.

BACKGROUND.

The Workforce Innovation and Opportunity Act (WIOA) allows for training services provided to eligible Title 1 Adults, Dislocated Workers and Out-of-School Youth through the use of ITAs. ITAs shall be used for classroom training, with limited exceptions listed in Sec. 134(c)(3)(G) and expanded in 5680.320, and may include apprenticeship training or other training options. The ITAs may also be used as appropriate for out-of-school youth, ages 16 to 24, utilizing the WIOA Title I Youth program funds.

POLICY:

A. General ITA Requirements

ITAs shall be issued only to individuals who have been determined in need of training services to obtain employment and who are eligible for WIOA services. ITAs are not considered an entitlement. WIOA Eligibility STAG, Revised July 1, 2015.

ITAs shall be issued to meet the workforce needs of employers for a skilled labor force by preparing individuals to gain higher skills through training and employment leading to economic Self-Sufficiency. Operational Policy NO. OP- 430.

Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Also see Priority of Service Operational Policy NO. OP-404.

Under Title 1 of WIOA, training services are typically provided by ETP's who receive payment through an ITA. Eligible individuals may select training services from the ETPL, in consultation with a case manager. The workforce delivery system will refer the individual to training and establish a payment agreement on behalf of a participant with the training provider. Only those training providers that are on the State's ETPL are able to establish an ITA for payment.

B. Informed Customer Choice

Training services, whether accessed by ITAs, or under contract, must be provided in a manner that maximizes informed consumer choice in selecting an eligible training service provider in accordance with the goals and objectives outlined in the client's individual employment plan (IEP). Customers are to receive assistance with career choices; however, the ultimate decision rests with the customer. Priority consideration shall be given to programs that lead to recognized post-secondary credentials that are aligned with in-demand industries sectors or occupations in the local area, as identified by the local board.

C. Coordinating ITAS with Other Sources of Funding

WIOA funding for training is limited to participants who are either unable to obtain grant assistance from other sources to pay the costs of their training; or require assistance beyond that available under other grant assistance. Each local board, through the workforce center, must consider the availability of other sources of grants to pay for training costs so that WIOA funds are used to supplement other funding sources. They must coordinate funding for ITAs with funding from other Federal, State, local, or private job training programs or sources, including Federal Pell grants, to assist the individual in obtaining training services. In making the funding determination, WCCNM should take into account the full cost of participating in training services, including the cost of support services and other appropriate costs. A WIOA participant may enroll in WIOA-funded training while an application for a Pell Grant is pending as long as the workforce center has made arrangements with the training provider and the WIOA participant regarding allocation of the Pell Grant, if it is subsequently awarded.

D. ITAs in Conjunction with On-the-Job Training (OJT) and Apprenticeship.

ITAs may be provided to individuals in conjunction with On-the-Job Training funds when appropriate, and the ITA may be used before, during, or after an OJT.

ITAs can be used to support participants enrolled in apprenticeship programs by providing services listed:

1. Pre-apprenticeship training- Basic skills preparation; under WIOA funds can be used to fund pre- apprenticeship programs that provide basic skills, work experiences, and other support to help participants obtain the skills needed to be placed into an apprenticeship.
2. Related Instruction - Related classroom instruction component of an apprenticeship program, as long as the apprenticeship program or the education/training provider is on the ETPL. Under WIOA, all Registered Apprenticeship programs sponsors are automatically eligible to be on the ETPL.

E. ITA Requirements and Limits - 5680.310

The WCCNM imposes requirements and limits on ITAs such as:

1. Individual needs based on the individual's employment plan, such as the participant's occupational choice or goal and the level of training needed to succeed in that goal;
2. A limit on the maximum amount of an ITA in a five (5) year period: shall

be limited for up to \$9,000 per participant or up to \$15,000 per participant for programs offering stackable credentials and approved by the WCCNM's Training and Service Provider Standing Committee;

3. Customers entering into and/or continuing an ITA must maintain a 2.0 grade point average or demonstrate progress to ensure a timely completion of training;

4. Customers must apply each year/or semester for Student Financial Aid/Pell Grant;

5. Customer must maintain a course load sufficient to complete the program within the standard time frame (at least 6 semester hours), barring unusual circumstances which must be approved by the WCCNM Administrative Entity.

6. WCCNM-funded ITA training cannot be duplicated; therefore, for any individual, a class cannot be paid for more than once with WIOA funding.

7. An individual may select training that costs more than the maximum amount available for ITAs under a State or local board policy when other sources of funds are available to supplement the ITA. These other sources may include: Pell Grants; scholarships; severance pay; and other sources.

8. Requirement for Online/Distance Courses:

All Service Provider staff and customers must follow all the requirements noted above pertaining to the ITA process.

All Service Provider staff and customers will jointly decide upon the recommended/desired training that best fits the customer, while considering the deciding factors.

All online/distance training programs must be approved by the Administrative Entity and placed on the Eligible Training Provider List, with all costs outlined. WIOA service providers must ensure that participants have sufficient access (hardware, software and network, etc.) to ensure a successful training outcome. WIOA Support Services may be provided to ensure sufficient access on a case by-case basis.

Exceptions to the ITA

Contract for service may be used instead of ITAs, only when one or more of the following five exceptions apply and the local area has fulfilled the consumer choice requirements:

a. When the services provided are on-the-job training (OJT), customized training, incumbent worker training or transitional jobs.

b. Where WCCNM determines there are an insufficient number of eligible providers in the local area to accomplish the purpose of an ITA. The determination process must include a public comment period for interested providers of at least 30 days, and be described in the Local

c. When the WCCNM determines that there is a training services program of demonstrated effectiveness offered in the area by a community-based organization or another private organization to serve individuals with barriers to employment. The WCCNM must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to the individuals with barriers to employment to be served. The criteria may include:

(i) financial stability of the organization;

(ii) Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of skills, certificates or degrees the program is designed to provide; placement after training in unsubsidized employment; and retention in employment; and

(iii) How the specific program relates to the workforce investment needs identified in the local plan.

- d. When WCCM determines that it would be most appropriate to contract with an institution of higher education (see WIOA sec. 3(28)) or other provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract doesn't not limit consumer choice.
- e. When the WCCNM is considering entering into a Pay-for Performance contract, and the local board ensures that the contract is consistent with 5683.510.

§679.560(c)

Boards may implement a pay-for-performance contract strategy for certain elements, for which the board may reserve and use not more than 10 percent of the total funds allocated to the board under WIOA Section 128(b). Describe any plans the board may have to use pay-for-performance contracts to communicate performance expectations to service providers.

WCCNM does not have plan at this time to implement a pay-for performance contract strategy for certain elements under WIOA Section 128(b). Although the WCCNM may consider such strategies in the future.

§679.560(c)

The local board grant agreements require boards to achieve or exceed a Minimum Training Expenditure Requirement of 60%. Local boards should obligate a minimum of 80% and expend a minimum of 40% of current year funding by the end of the third quarter of the program year. Please report on the local board's expected obligation and expenditure rates for PY 2019.

The WCCNM budgets for its three contractors, five of the board discretionary expenses and the Central Regions four Business & Career Centers (Centers) each year. Once these are calculated and inserted into the budget template, all remaining dollars granted to WCCNM fall into one of two training expenditure categories; the Adult/Dislocated Worker and Youth. All granted NMDWS formula monies available to the Central Region each year, including the second-year carry-in are placed in the budget in full each year. Contractors can never exceed their contracted amounts and the board expenses have a contingency fund that can subsidize as a cushion in the event any overages occur in the Center costs or

overages occur in the participant training expenditure activities. Further these training activities are monitored by the Administrative Entity throughout the program year including meetings with staff who manage at the service level of each contract and monitoring reviews.

PY19 has a Formula budget of \$11,648,573 of its current year total \$13,997,858. There are other grants besides NMDWS's.

The two PY19 budgeted training expense categories of NMDWS formula granted monies to WCCNM are \$5,049,905 in Adult/DW and \$1,485,943 Youth. WCCNM reserved \$1,060,000 in addition for participant training to cover for 2nd year (PY20) expenses July 1, 2020 to October 31, 2020. Of this \$910,000 are Adult/DW and \$150,000 are youth. Total budgeted training expenses for PY19 are \$7,595,848 or 65% of the NMDWS's formula budget of \$11,648,573.

At the end of the third quarter of PY19, 3-31-20, WCCNM had expended \$4,159,277 Adult /DW training and \$801,497 youth dollars totaling \$4,960,774 or 65% of the \$7,595,848 available. Further another \$795,742 of Adult/ DW existed in obligations, \$226,000 more in Youth. Together this is \$1,021,742 in obligations is another 13% of the budget. Together they show 78% Expended/Obligated.

At Year end PY19 6-30-20, WCCNM resulted in \$4,808,595 Adult/DW expensed and \$905,377 Youth. Together \$5,713,972, they are 75% of the \$7,595,848 available participant training monies.

§679.560(b)(20)

Describe how one-stop centers are planning to implement or transition to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.

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

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

H. Definitions

§679.560(c)

Because the State has chosen not to define “additional assistance.” as it relates to WIOA Youth program eligibility, each local board has the responsibility for determining its own definition of this eligibility category. If the local board wishes to use this eligibility category, a local policy must be developed that specifies what conditions must be met for a youth to require “additional assistance” and what documentation is needed to demonstrate this eligibility category. In each area, not more than five percent of the in-school-youth under WIOA Section 129(3)(B) may be eligible under “individual who requires additional assistance” to complete an educational program or to secure or hold employment. If applicable, provide the definitions the board uses for “requires additional assistance” and a copy of the related local policy as a part of Attachment A.

Effective on June 20, 2016 the WCCNM passed the Operational Policy NO. OP-428-Definition of Additional Assistance Barrier, for Youth Eligibility. WIOA mandates that youth participants must have one (1) or more barriers to employment to be eligible for WIOA youth services. Interpretation of the additional assistance barrier is broad and has the potential for questionable participant eligibility situations. To ensure eligibility of those youth using the additional assistance barrier, WCCNM established parameters for documentation that is acceptable to verify the barrier.

This policy provides Youth Service Providers, contracted by WCCNM, guidance regarding the additional assistance youth barrier. Youth are eligible for program enrollment per WIOA under the additional assistance barrier if he or she is an individual who requires additional assistance to enter or complete an educational program, or to secure and hold employment due to an unstable home environment and/or a gifted student who requires additional assistance to complete an educational program, or to secure and hold employment.

“Gifted” is defined as a youth who gives evidence of high achievement capability in areas such as intellectual, creative, artistic, or leadership capacity, or in specific academic fields, and who need services and activities not ordinarily provided by the school in order

to fully develop those capabilities. The uniqueness of the gifted renders them particularly vulnerable and requires modifications in parenting, teaching and counseling in order for them to develop optimally. (*U.S. Federal Government Statutory Definition of “Gifted and Talented Students”*). This policy can be found in **Attachment A**.

§679.560(c)

The state defines “basic skills deficient” for Adults and Youth as follows.

- **For Adult – 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.**
- **For Youth – An individual who computes or solves problems, reads, writes, or speaks English at or below the eighth-grade level on a generally accepted standardized test or comparable score on a criterion-referenced test.**

Please describe the process the board uses to test individuals for basic skills deficiency.

In October 19, 2015, the WCCNM approved the following Basic Skill Deficiency Definition and policy as well as the process to test individuals for basic skills deficiency as follows:

Under the proposed regulations for the Workforce Innovation and Opportunity Act (WIOA), basic skills deficiency is defined in two parts:

3. A youth who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test.
4. An adult 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.

For number 1, “at or below the 8th grade level” will be determined by:

- TABE test score of 8.9 or below (TABE is the only assessment instrument that can be used to calculate the Basic Skills Deficiency for the WCCNM- Central Region).

For number 2, Boards may:

- Select an assessment to determine an individual’s inability 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”; and
- Set benchmarks for assessment results that determine basic skills deficiency.
- For the Central Region, it has been determined, based on WorkKeys Crosswalks and Conversion Tables (attached), that the *Basic Skills determination/definition for Adults will be at or below a Four (4) in Reading for Information or Applied Mathematics or both.*

NOTE: Documentation of the assessment(s) and results must be maintained in the hard-participant file, in the case notes and scanned into the NMWCOS system.

I. Note on Regional Planning

The Workforce Innovation and Opportunity Act identifies specific requirements for any planning that will occur across local areas, i.e., “regional areas.” This requirement does not apply in New Mexico as the New Mexico WIOA State Combined State Plan designates our existing four local areas as the regional planning areas; however, LWDBs are encouraged to describe regional economies in their local area and provide strategies of how unique regional economies will be addressed.

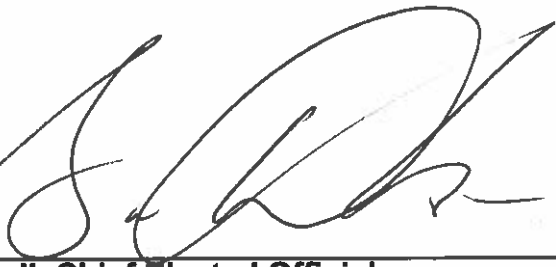
WCCNM has determined to not address this requirement at this time, due to the non-applicability to the State of New Mexico.

J. Assurances

Consistent with the NM WIOA State Combined Plan, the local plan must include assurances that:

#	Assurance	Indicate Yes or No
1.	The LWDB obtained input into the development of the Local Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administrating the core programs and other programs included in the Plan, other primary stakeholders, and the general public, and the Local Plan is available and accessible to the general public.	Yes
2.	The LWDB has established a policy identifying circumstances that may present a conflict of interest for a local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts.	Yes
3.	The LWDB has established a policy to provide to the public (including individuals with disabilities) access to meetings of local boards and local boards, and information regarding activities of local boards, such as data on board membership and minutes.	Yes
4.	The LWDB has established fiscal control and fund accounting procedures necessary to ensure the proper accounting for funds paid to the local boards for adult, dislocated worker, and youth programs to carry out workforce investment activities under chapters 2 and 3 of subtitle B.	Yes
5.	The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program.	Yes
6.	Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate.	Yes
7.	The LWDB has implemented a policy to ensure a process is in place for referring veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist.	Yes
8.	The LWDB established procedures that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members.	Yes
9	Priority of Service for covered persons is provided for each of the Title I programs; and	Yes
10.	The LWDB has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900 and WIOA 184(a)(3).	Yes

Signatures:



Greggory Hull, Chief Elected Official

10-27-22

Date



John Mierzwa, Local Board Chair

Date

K. Attachments

Attachment A

WCCNM Policies relevant to the implementation of WIOA – **are available on request or by visiting WCCNM's website** at: <https://www.wccnm.org/wccnm-board/>

Attachment B

WCCNM Full Roster of Board Membership, including the group each member represents, including a list of standing committees and a description of the purpose of each committee.

Full Board

BUSINESS MEMBERS 51% (20 active)			
Sub-Category		Name	Organization Name
	Chief Executive Officer with optimum policy making/hiring authority	Aragon, Marvis	American Indian Chamber of Commerce
	Owner of Business	Armijo-Caster Odes	Luz Energy Corp
Treasurer	Chief Operating Officer with optimum policy making/hiring authority	Barela, Beth	Manpower of New Mexico
	Owner of Business	Bizzell, Joseph	Elite Power and Recovery Inc.
	Chief Operating Officer with optimum policy making/hiring authority	Bussey, Celina	Deloitte
	Chief Executive Officer with optimum policy making/hiring authority	Causey, Karla	African American Greater Albuquerque Chamber of Commerce
	Chief Executive Officer with optimum policy making/hiring authority	Clark, Troy	New Mexico Hospital Association
	Owner of Business	Crosby, Herb	Avtec, Inc
	Chief Operating Officer with optimum policy making/hiring authority	Goodrich, Marni	Yearout Mechanical, Inc.
	Owner of Business	Grassberger, Robert	R. Grassberger, Economic Consulting
Vice-Chair	Chief Executive Officer with optimum policy making/hiring authority	Kelley, Krista	Motica Corporation
	Chief Executive Officer with optimum policy making/hiring authority	LiRosi, Joe	Toni & Guy Academy & Salon
	Chief Operating Officer with optimum policy making/hiring authority	Chavez, Vaadra	Cyber Security Works
Chair	Chief Executive Officer with optimum policy making/hiring authority	Mierzwa, John	Ingenuity Software Labs, Inc.
	Owner of Business	Ortiz, Debbie	RDO Enterprises
	Owner of Business	Sacco, Stacy	SACCO Connections
	Chief Operating Officer with optimum policy making/hiring authority	Sanchez, Leslie	Dual Language Education of New Mexico
	Owner of Business	Saya, Diane	Bottom Line Funding NM, LLC
	Chief Executive Officer with optimum policy making/hiring authority	Schalow, Jerry	Rio Rancho Regional Chamber of Commerce
	Chief Executive Officer with optimum policy making/hiring authority	Sinsabaugh, Jennifer	New Mexico MEP
PARTNERS (16)			
<u>WORKFORCE REPRESENTATION</u>			
<u>LABOR ORGANIZATION \ APPRENTICESHIPS</u>			

Name

Organization Name

	Chavez, Eleanor	NUHHCE District 1199NM
	Trujillo, Raymond	UA Local 412 Plumbers & Pipefitters Training Center
	Waldy Salazar	Apprenticeship (NMDWS)

**COMMUNITY
BASED
ORGANIZATIONS**

	<u>Name</u>	<u>Organization Name</u>
	Kolapo, Samuel	Albuquerque Job Corps
	James Salas	Commission for the Blind
	Calderwood, Doug	Aging and Long Term Svc
	Holmes, Antoinette	DVR
	Vacant	NM Dept of Human Services

EDUCATION

	<u>Name</u>	<u>Organization Name</u>
Higher Education/Post-Secondary	Hartzler, Tracey Lynn	CNM
Higher Education/Post-Secondary	Urias-Sandoval, Gina	UNM Anderson School of Management
Adult Education Basic	Valdes, David	CNM Community College
Adult Education Basic and Literacy	Musselwhite, Laura	UNM-Valencia Campus

**ECONOMIC
DEVELOPMENT**

	<u>Name</u>	<u>Organization Name</u>
	Casey, Danielle	Albuquerque Economic Development
	Gamboa, Kristen	Village of los Lunas
	Zientek, Mark	City of Albuquerque

**WORKFORCE
SYSTEM
PARTNERS**

	<u>Name</u>	<u>Organization Name</u>
WIOA Title I-B Programs	Waldy Salazar	NMDWS
Wagner Peyser Act	Waldy Salazar	NMDWS
TANF/Food Stamp employment & training program	Vacant	
Vocational Rehabilitation	Holmes, Antoinette	DVR
Title V Older American Act	Calderwood, Doug	Aging and Long Term Svc
Job Corp	Kolapo, Samuel	Albuquerque Job Corps

**CEO
REPRESENTATIVE
(1)**

	<u>Name</u>	<u>Organization Name</u>
	Hull, Gregg	City of Rio Rancho

Workforce Connection of Central New Mexico Standing and Ad Hoc Committees

Standing Committees: Standing committees of the WCCNM include an Executive Committee, Youth Standing Committee, Operations Standing Committee, Finance Standing Committee, Economic Development Standing Committee and Disability Standing Committee.

Executive Standing Committee:

A. The Executive Committee consists of the following members:

1. WCCNM Chair;
2. WCCNM Chair-elect;
3. Past WCCNM Chair (if a member of the WCCNM board);
4. WCCNM Treasurer;
5. WCCNM Standing Committee Chairs, including Co-chairs;
6. WCCNM CEO Representative;
7. One WCCNM member from Bernalillo County to be elected by members of Bernalillo County;
8. One WCCNM member from Sandoval County to be elected by members of Sandoval County;
9. One WCCNM member from Valencia County to be elected by members of Valencia County;
10. One WCCNM member from Torrance County to be elected by members of Torrance County;
11. Youth Council chair (voting member only if member of Full-Board, if not, non-voting member and not counted in quorum)

B. The chair of the WCCNM will serve as the chair of the Executive Committee.

C. The Executive Committee has the authority to act on behalf of the WCCNM on:

1. issues that cannot be deferred to the next WCCNM Full Board meeting, or;
2. for approval of policies that are mandated by federal or state law/regulatory changes and does not contain criteria that is applicable only to the Central Region, or for editorial changes or other minor modifications.

Youth Standing Committee: The Youth Standing Committee will review and make recommendations to the Executive Committee on matters related to WCCNM's WIOA Youth Program and other youth related initiatives.

Operations Standing Committee: The Operations Standing Committee will provide recommendations to the WCCNM Full Board and/or Executive Committee for the following:

1. Review and make recommendations regarding matters related to WCCNM's Training and Service Provider Programs, in addition, will review and make recommendations on all program \ operations related policies
2. Develop performance standards for each program, monitor their progress, and provide oversight and tracking of all affiliated data collection systems.
3. Define and provide oversight and guidance for Continuous Quality Improvement Initiatives.
4. Oversee and monitor all aspects of service delivery to support both employer and job seeker needs.

Finance Standing Committee:

The Finance Standing Committee will provide financial control and work with the Fiscal Agent and Workforce Director to monitor finances, procurement, and contract management. This committee will provide recommendations to the Chief Elected Officials, WCCNM Full Board and Executive Committee.

Economic Development Standing Committee:

The Economic Development Committee forges alliances with Central Region economic development organizations, businesses, communities, and training providers, identify workforce needs, develop strategies for county level planning, bridge skill gaps, and support economic development initiatives. The WCCNM Economic Development Committee will provide recommendations to the WCCNM Full Board and or Executive Committee on the development of county-level economic and or regional workforce strategic plans.

Disability Standing Committee:

The Disability Committee will review, advocate, and make recommendations for New Mexicans with Disabilities to the Executive Committee/Full Board on matters related to WCCNM's operations.

Ad Hoc Committees:

The chair may establish ad hoc committees, as the chair deems necessary or convenient to conduct WCCNM business. When establishing an ad hoc committee, the chair will indicate the purpose of the committee and the date it will disband.

Task Forces:

The chair of the WCCNM may appoint one or more task forces from the membership of the WCCNM. Task forces may only make recommendations to the WCCNM and may not act on any policy issues.

Members and Chair:

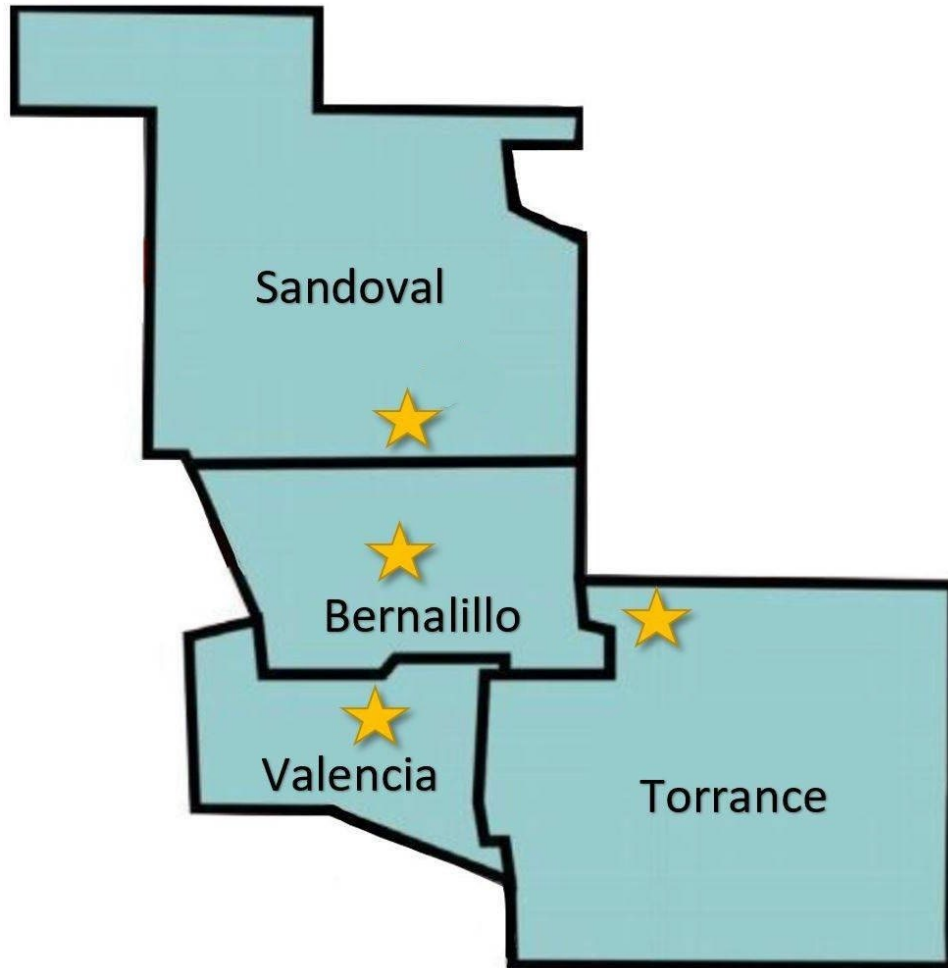
The chair of the WCCNM will appoint all members and the chair of any committee or task force, except the Youth Council and Executive Committee.

Meetings:

Committees will meet at the time and place within the Local Area as determined by the chair of the committee. All meetings of the Executive Committee must comply with the Open Meetings Act.

Attachment C

WCCNM New Mexico Workforce Connection Centers (American Job Centers)



Four Convenient Centers to Serve the Central Region

Bernalillo County Center	Torrance County Center	Valencia County Center	Sandoval County Center
501 Mountain Road NE	712 Old US Route 66	428 Los Lentos Rd SE	4061 Ridge Rock Rd SE
Albuquerque, NM 87102	Moriarty, NM 87035	Los Lunas, NM 87031	Rio Rancho, NM 87124
Phone: (505) 843-1900	Phone: (505) 832-6774	Phone: (505) 212-9115	Phone: (505) 771-2160

Within the Central Region, there is one WIOA comprehensive one-stop center in Bernalillo County, and four affiliate centers in Sandoval, Valencia and Torrance counties. These centers were established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act. All centers offer WIOA Title I.B Adult, Dislocated Worker, and Youth Services, Title III Wagner-Peyser services, and provide for both staff assisted and self-directed services and access to Unemployment Insurance via the telephone or through the resource center facilities with staff assistance available.

Resources available at each WCCNM New Mexico Workforce Connection Center (American Job Center) includes, but are not limited to: computers with internet access, fax and copy machines, online job search and career exploration resources, online filing for Unemployment Insurance benefits, labor market information and literature pertaining to careers, job search, and training. Staff assisted career services are available to customers who require some staff assistance to include job referral, job development, workshops, resume review, and other reemployment services support.

Office hours for all New Mexico Workforce Connection Centers (American Job Centers) within the Central Region are Monday through Friday 8:00 AM to 5:00 PM. In addition to the business hours in the centers, customers, including individuals and businesses, can contact the New Mexico Workforce Connection Centers (American Job Centers) by phone or by email (nmworkforceconnection@wccnm.org). The WCCNM also has a social media presence on Facebook, Instagram, Twitter, Tik Tok, LinkedIn, and YouTube.

Attachment D

Copies of any draft or completed cooperative agreements, resource sharing agreements, and memoranda of understanding relevant to the Workforce Innovation and Opportunity Act.

§679.560(c) - MOU Update

This section includes the Memorandum of Understanding between the Workforce Connection of Central New Mexico and the America's Job Center Partners, in addition it includes the Operating Budgets for all four counties in the Region. A signed IFA and Operating Budget also included is reflective of a Non-Participating and Participating Partner (Co-located within the One Stop) such as NMDWS and an IFA and Operating Budget with CNM – Carl

D. Perkins which is also reflective of a Non-Participating partner (not Co-located within the One Stop). Due to the length of this document, a copy of each partner IFA may be obtained on request, ([MOU update process for revision projected for PY2023](#)).

Memorandum of Understanding (MOU)

Between

Workforce Connection of Central New Mexico (WCCNM)

And

New Mexico Workforce Connection (American Job Centers) Partners

July 1, 2020 – June 30, 2023



LEGAL AUTHORITY

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with this agreement of the Chief Elected Officials (CEO's), to develop and enter into a Memorandum of Understanding (MOU) and the One-Stop Partners consistent with WIOA Sec. 121(c)(2) concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500 and 34 CFR 463.500 and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), it is implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative requirement, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) ant 2 CFR part 200.

PURPOSE

The primary purpose of this Memorandum of Understanding (MOU) is to create a partnership between the Workforce Connection of Central New Mexico (WCCNM) and the New Mexico Workforce Connection Center (American Job Center) Partners within the counties of Bernalillo, Sandoval, Torrance, and Valencia Counties.

The development and implementation of a comprehensive workforce system requires teamwork between the Partners and the WCCNM. The Partners and the WCCNM agree to work together to establish shared goals, operating strategies, and procedures for the effective integration of workforce services.

The Workforce Connection of Central New Mexico (WCCNM) oversees the workforce partner network and federally funded employment and training programs and services in the four-county region including Bernalillo, Sandoval, Torrance, and Valencia counties. The WCCNM directs the planning, oversight, policy guidance, and design of services in five New Mexico Workforce Connection Centers (American Job Centers) located across the region. The programs and services help job seekers gain sustainable employment and connect businesses with a qualified and accessible workforce.

Vision

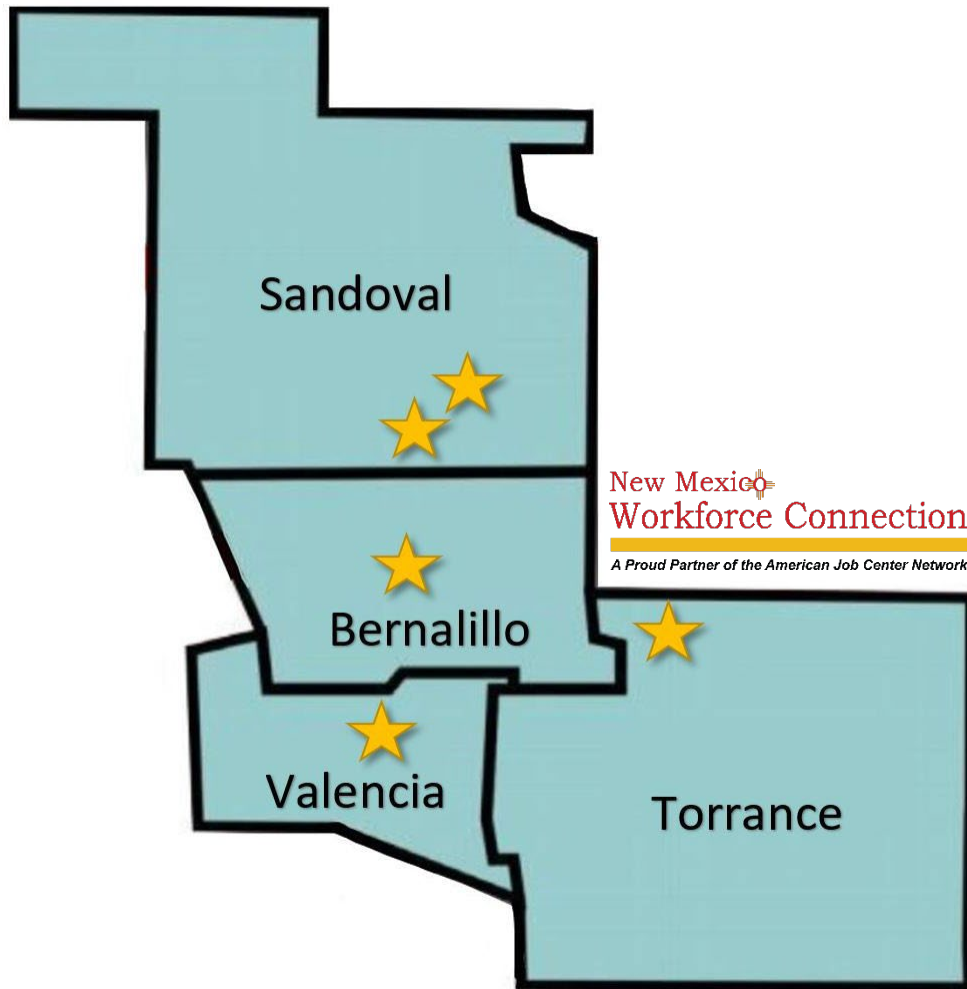
A strong economic environment, growing industries, highly competitive and profitable businesses, skilled and productive workers and growing, thriving communities.

Mission

To deliver value-added workforce and human resource services that contribute to an economic environment in which Central Region industries are growing, businesses are highly competitive and profitable, workers are skilled and productive, and communities are growing and thriving.

SYSTEM STRUCTURE

WCCNM New Mexico Workforce Connection Centers (American Job Centers)



Five Convenient Centers to Serve the Central Region		
Bernalillo County Center 501 Mountain Road NE Albuquerque, NM 87102 Phone: (505) 843-1900	Torrance County Center 712 Old US Route 66 Moriarty, NM 87035 Phone: (505) 832-6774	Valencia County Center 428 Los Lentos Rd SE Los Lunas, NM 87031 Phone: (505) 212-9115
Sandoval County Center 4061 Ridge Rock Rd SE Rio Rancho, NM 87124 Phone: (505) 771-2160	Sandoval County Center 301 Piedra Lisa Bernalillo, NM 87004 Phone: (505) 771-2305	

Within the Central Region, there is one WIOA comprehensive one-stop center in Bernalillo County, and four affiliate centers in Sandoval, Valencia and Torrance counties. These centers were established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act. All centers offer WIOA Title I.B Adult, Dislocated Worker, and Youth Services, Title III Wagner-Peyser services, and provide for both staff assisted and self- directed services and access to Unemployment Insurance via the telephone or through the resource center facilities with staff assistance available.

Resources available at each WCCNM New Mexico Workforce Connection Center (American Job Center) includes, but are not limited to: computers with internet access, fax and copy machines, online job search and career exploration resources, online filing for Unemployment Insurance benefits, labor market information and literature pertaining to careers, job search, and training. Staff assisted career services are available to customers who require some staff assistance to include job referral, job development, workshops, resume review, and other reemployment services support.

Office hours for all New Mexico Workforce Connection Centers (American Job Centers) within the Central Region are Monday through Friday 8:00 AM to 5:00 PM. In addition to the business hours in the centers, customers, including individuals and businesses, can contact the New Mexico Workforce Connection Centers (American Job Centers) by phone or by email (nmworkforceconnection@wccnm.org). The WCCNM also has a social media presence on Facebook, Instagram, Twitter, and YouTube.

WCCNM PARTNERS

Below is also a list of all partners within Central Region’s New Mexico Workforce Connection (American Job Center) system pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014.

Co-located partners in the New Mexico Workforce Connection Centers (American Job Centers) across the four-county region:

1. WIOA Title I.B Adult & Dislocated Worker (SER Jobs for Progress)
2. WIOA Title I.B Youth (YDI)
3. WIOA Title II (UNM Valencia Accelerated College & Career Education- Adult Education Program)
4. WIOA Title III (NM Department of Workforce Solutions)
5. WIOA Title IV (NM Division of Vocational Rehabilitation)
6. Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions)
7. Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions)

8. Veterans' Services Program (NM Department of Workforce Solutions)
9. TechHire New Mexico (Mid-Region Council of Governments)
10. Graduate! ABQ (United Way)

Required External Partners

1. WIOA Title II (Albuquerque Adult Learning Center)
2. WIOA Title II (Catholic Charities)
3. WIOA Title II (CNM Adult Basic Education Program)
4. CNM Carl D. Perkins Grant
5. Five Sandoval Pueblos Inc. WIOA Program
6. SCSEP (Goodwill)
7. Help NM-Community Based Service Grant
8. Help NM - HELP NM-National Farmworker Jobs Program-Employment and Training Grant
9. TANF Program (NM Human Services Department)
10. Isleta Pueblo WIOA Program
11. Job Corps
12. SCSEP (NICOA)
13. NM Aging and Long-Term Services Department
14. Unemployment Insurance Program (NM Department of Workforce Solutions)
15. Santo Domingo Pueblo WIOA Program
16. Southwestern Indian Polytechnic Institute
17. National Indian Youth Council WIOA Program

Additional external community partners

- Innovate+Educate
- NMCAN
- HopeWorks LLC

TERMS AND CONDITIONS

Services

Partners will make services available as described below, when applicable to the program, consistent with and coordinated via the WCCNM's New Mexico Workforce Connection Centers (American Job Centers). Additional services may be provided on a case-by-case basis and with the approval of the WCCNM.

Business Services		
Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information of services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site / off-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies

Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment, and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct and or assist with job fairs and hiring events	Develop customized training opportunities to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on human resources & Business Development issues	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

Job Seeker Services		
<i>Basic Career Services</i>	<i>Individualized Career Services</i>	<i>Training</i>
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
Job search and placement assistance (including provision of information on in-demand industry sectors and occupations and nontraditional employment	Referral to training services	On-the-Job Training (OJT)
Access to employment opportunity and labor market information	Group career counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the local workforce system	Individual counseling and career planning	Training programs operated by the public and private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral, and placement assistance	Skill upgrading and retraining
Information for Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA		Other training services as determined by the workforce partner's governing rules
		Post-employment follow-up services and support

Youth Services	
Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential	Alternative secondary school services, or dropout recovery services, as appropriate
Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved
Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
Supportive services	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
Follow-up services for not less than 12 months after the completion of participation, as appropriate	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
Financial literacy education	Entrepreneurial skills training
Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services	Activities that help youth prepare for and transition to postsecondary education and training

Roles Responsibilities

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016);
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352);
- Section 504 of the Rehabilitation Act of 1973, as amended;
- The Americans with Disabilities Act of 1990 (Public Law 101-336);
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor;
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with

Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188;

- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99);
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38);
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603);
- all amendments to each; and
- all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination. Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above;
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers; and
- Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

Chief Elected Official (CEO)

The CEO's for the WCCNM will:

- In Partnership with the WCCNM and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by the WCCNM and their Partners;
- Approve the WCCNM's budget and workforce center cost allocation plan;
- Approve the selection of the one-stop operator following the competitive procurement process; and
- Coordinate with the WCCNM to oversee the operations of the Central Region's New Mexico Workforce Connection Center (American Job Center) network.

Workforce Connection of Central New Mexico

The Workforce Connection of Central New Mexico (WCCNM) Workforce Development Board ensures the workforce-related needs of employers, workers, and job seekers in the Central Region are met, to the maximum extent possible with available resources.

The WCCNM will:

- In Partnership with the CEO's and other applicable Partners within the Central Region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by WCCNM and their Partners;
- In collaboration and Partnership with the CEO's and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce related policies;
- In cooperation with the Local CEO's design and approve the WCCNM - New Mexico Workforce Connection Centers (American Job Centers) network structure. This includes, but is not limited to:
 - Adequate, sufficient, and accessible one-stop center locations and facilities;
 - Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities);
 - A holistic system of supporting services; and
 - A competitively procured one-stop operator.

In collaboration with the CEO's, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s);

- Determine the role and day-to-day duties of the one-stop operator;

- Approve annual budget allocations for operation of the New Mexico Workforce Connection Centers (American Job Centers) network;
- Assist the one-stop operator recruit operational Partners and negotiate MOUs with new Partners;
- Leverage additional funding for the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) network to operate and expand one-stop customer activities and resources; and
- Review and evaluate performance of the WCCNM and one-stop operator.

One-Stop Operator

The role of the One-Stop Operator is equivalent to a managing partner of the workforce system. In this role, the Operator facilitates the identification of opportunities, challenges, and issues to be addressed at the local level to ensure effective and quality service delivery. The Operator works with all partners working with the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) to coordinate effective strategies and systems necessary to build and sustain a cohesive, seamless service delivery system that engages all agencies and organizations at a systems level. Partners, including state staff, are fully integrated into the framework and everyone participates in planning, goal setting and implementation of activities necessary to ensure a seamless operation. The Operator is primarily responsible for developing these partnerships, engaging in system approaches focused on shared decision making, collaborative problem solving, and collective impact approaches.

Responsibilities may include:

1. Community and Partnership Development
2. Establish and sustain relationships with WCCNM's New Mexico Workforce Connection Centers (American Job Centers) partners with a focus on creating opportunities to engage in shared planning, visioning, continuous improvement, and program outcomes and evaluation.
3. Ongoing identification and development of community partners to engage in workforce systems activities that lead to improvements in community awareness or engagement in workforce development strategies; and enhanced interest in organizations and businesses to use WCCNM's New Mexico Workforce Connection Centers (American Job Centers) services.
4. Support the implementation of continuous quality improvement approaches and methodologies to enhance the system effectiveness. Examples include, but are not limited to: adoption of change principles to directly enhance flow of service delivery, improve customer, and staff satisfaction; increased administrative efficiencies or improved funding leverage, youth friendly and youth engaged approaches, and inclusion of individuals with disabilities across all programs.
5. Identify and coordinate capacity-building activities to improve the effectiveness and performance of partners working with and within the WCCNM's New Mexico Workforce Connection Centers (American Job Centers); including youth services and programs for individuals with disabilities.
6. Facilitate opportunities for shared learning and training.
7. Promote the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) programs broadly; educate local community, agencies, and organizations about the partners and programs available.
8. Convene regular meetings of all partner agencies and organizations to support full engagement and share leadership in the organizing and developing of ongoing activities and processes; including youth services and programs for individuals with disabilities.
9. Actively engage in opportunities to share leadership with all partners by creating opportunities to report, present, and share activities, such as through local board and committee meetings, community forums, and other appropriate settings.

10. Provide for conflict management and dispute resolution when issues arise between partner organizations.

Implementation and Compliance

1. Provide guidance and leadership to ensure WCCNM's New Mexico Workforce Connection Centers (American Job Centers) policies and procedures are clearly communicated and followed.
2. Provide guidance and leadership to ensure compliance with all Federal regulations related to WIOA, state and local policies are implemented accordingly. Additionally, ensure provisions of the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity are understood and followed.
3. Provide guidance and leadership to partners and staff to ensure full coordination of services across all programs are implemented effectively; with quality and assurances necessary to eliminate or minimize duplication.
4. Provide guidance and leadership to partners and staff to ensure services and programs are accessible for people with disabilities; create opportunities to engage in learning about best practices and approaches to serve people with disabilities.
5. Provide guidance and leadership to all partners and staff to ensure services and programs for youth follow best practices in youth engagement and positive youth development.
6. Create a systemic process that supports partner ownership and adoption of effective shared practices necessary to support customers and businesses, including but not limited to co-enrollment, common intake, referral, case management, client performance, and business services.
7. Works collaboratively with WCCNM's New Mexico Workforce Connection Centers (New Mexico Workforce Connection Centers (American Job Centers) partners to develop a robust system of training to support staff and seeks opportunities for shared learning and training; Assures WCCNM's New Mexico Workforce Connection Centers (American Job Center) partners receive training in all services available through the workforce system, including UI.

Business Services

1. Coordinate with partner agencies/organizations on strategies to develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
2. Address immediate and long-term skilled workforce needs of in-demand industries and critical skill gaps within and across industries.
3. Provide oversight for the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly.
4. Coordinate a process with WCCNM's New Mexico Workforce Connection Centers (American Job Centers) staff on best practices to support effective screening and recruiting of candidates for job openings for area employers.
5. Implement effective activities to respond to employers' requests including the coordination of activities such as interview space, job fairs, and other services available within the WCCNM's New Mexico Workforce Connection Centers (American Job Centers).
6. Coordinate with partners to organize and implement local Rapid Response services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters.
7. Collaborate with system partners to facilitate and collectively participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the WCCNM's New Mexico Workforce Connection Centers

(American Job Centers) partners.

Specific activities include:

1. Facilitate the daily operations of the WCCNM's New Mexico Workforce Connection

Centers (American Job Centers) by coordinating service delivery among partners and staff;

2. Manage partner responsibilities as defined in MOUs;

3. Facilitate WCCNM's New Mexico Workforce Connection Centers (American Job Centers) staff/partner development;

4. Oversee and ensure performance and continuous quality improvement activities;

5. Handle EEO responsibilities, customer complaints, and ensure accessibility as outlined in local, state and federal guidance;

6. Implement board policy;

7. Facilitate the development of reports and presentations to WCCNM focused on partnership engagement, workforce development operations, performance accountability, and continuous improvements and other reports as required;

8. Coordinate the integration and collaboration of all WCCNM's New Mexico Workforce Connection Centers (American Job Centers) partners/staff to ensure a seamless and streamlined system for customers and businesses;

9. Collaborate with WCCNM, partners, and staff to ensure businesses and the public are aware of all services available through the career centers and information is provided for accessing these services;

10. Assure the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) comply with all required customer support and information as required under local, state and federal regulations;

11. Collaborate with partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the New Mexico Workforce Connection Centers (American Job Centers) partners;

12. Convene regular meetings of the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) staff and partners as required by local, state and federal regulations; and

13. Other duties as outlined by local, state and federal regulations for the One- Stop Operator.

The One-Stop operator will not assist in the development, preparation and submission of Local plans. They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the WCCNM. WCCNM is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

Partners

Each Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement and to pursue acquiring Certified Workforce Development Professional (CWDP) certification for partner staff.

Partners will further promote system integration to the maximum extent feasible through:

- Effective communication, information sharing, and collaboration with the one-stop operator;

- Joint planning, policy development, and system design processes,
- Commitment to the joint mission, vision, goals, strategies, and performance measures;
- The design of assessment, referral, and case management processes,
- The use of data sharing methods, as appropriate;
- Leveraging of resources, including other public agency and non-profit organization services;
- Participation in a continuous improvement process designed to enhance outcomes and increase customer satisfaction; and
- Participation in regularly scheduled Partner and coordination meetings to exchange information in support of the above and promote program and staff integration.

Data Sharing

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- Customer PII will be properly secured in accordance with the WCCNM's policies and procedures regarding the safeguarding of PII;
- The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws;
- All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603;
- All personal information contained in Vocational Rehabilitation records must be protected in accordance with the requirements set forth in 34 CFR 361.38;
- Customer data may be shared with other programs, for those programs' purposes, within the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) network only after the informed written consent of the individual has been obtained, where required;
- Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations; and.
- All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

All New Mexico Workforce Connection Center (American Job Center) and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations

regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

Referrals

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. To facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the WCCNM New Mexico Workforce Connection Centers (American Job Centers) network;
- Develop materials summarizing their program requirements and making them available for Partners and customers;
- Develop and utilize eligibility determination, assessment, and registration forms / processes;
- Provide substantive referrals – in accordance with the WCCNM Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under partner programs;
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys;
- Commit to robust and ongoing communication required for an effective referral process; and
- Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

Accessibility

Accessibility to the services provided by the WCCNM New Mexico Workforce Connection Centers (American Job Centers) and all Partner agencies is essential to meeting the requirements and goals of the WCCNM network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

Physical Accessibility

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services are available in a convenient and accessible location, and include adequate parking (including parking clearly marked for individuals with disabilities). Indoor space is designed in an "equal and meaningful" manner providing access for individuals with disabilities.

Virtual Accessibility

The WCCNM will work with all appropriate parties to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media and must collaborate with the WCCNM to post content through its website and social media sites.

Communication Accessibility

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

Programmatic Accessibility

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All Partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all WCCNM's New Mexico Workforce Connection Centers (American Job Centers) programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs and assistive listening devices must be available to ensure physical and programmatic accessibility within WCCNM's New Mexico Workforce Connection Centers (American Job Centers). The WCCNM utilizes the Governor's Commission on Disability and the WCCNM Disability Standing Committee for recommendations and assistance to define the best methods and products regarding assistive technology and compliance.

Outreach

The WCCNM and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner;
- An outreach plan to the region's human resources professionals;
- An outreach and recruitment plan to the region's job seekers, including
- targeted efforts for populations most at-risk or most in need;
- An outreach and recruitment plan for out-of-school youth;
- Sector strategies and career pathways;
- Connections to registered apprenticeship;
- A plan for messaging to internal audiences;
- An outreach tool kit for Partners;
- Regular use of social media;
- Clear objectives and expected outcomes; and
- Leveraging of any statewide outreach materials relevant to the region.

Dispute Resolution

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the WCCNM Board Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process:

- All Parties are advised to actively participate in local negotiations in a good faith effort to reach an agreement. Any disputes shall first be attempted to be resolved informally;
- Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the WCCNM Board Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days;
- The WCCNM Board Chair (or designee) shall place the dispute on the agenda of a special meeting of the Local WDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a two-thirds majority consent of the Executive Committee members present;
- The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies;
- The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure;
- The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties of the MOU; and
- The WCCNM Board Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

Monitoring

The WCCNM, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law regulations, and State policies;
- Those laws, regulations, and policies are enforced properly;
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness;
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met;
- Appropriate procedures and internal controls are maintained, and record retention policies are followed; and • All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

Non-Discrimination and Equal Opportunity

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

Indemnification

All Parties to this MOU recognize the Partnership consists of various levels of government, not for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the WCCNM and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the WCCNM or the one-stop operator.

Severability

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

Drug and Alcohol-Free Workplace

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any

Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94

Certification Regarding Lobbying

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

Debarment and Suspension

All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

Buy American Provision

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the "Buy American Act.") and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

Salary Compensation and Bonus Limitations

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

Non-Assignment

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

Governing Law

This MOU will be construed, interpreted, and enforced according to the laws of the State of New Mexico. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

Steps to Reach Consensus

1. Notification of Partners

The WCCNM Board Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

2. Kickoff Meeting

The WCCNM Board Chair (or designee) is responsible for convening all required and optional New Mexico Workforce Connection Centers (American Job Centers) Partners to formally kick-off negotiations, and to ensure that, at a minimum, all New Mexico Workforce Connection Centers (American Job Centers) Partners from all counties within the Central Region are appropriately represented. The kickoff meeting should take place no later than within four (4) weeks of notification as it must be hosted in a timely manner to allow for all steps to be conducted in good faith and in an open and transparent environment.

At the kickoff meeting, the WCCNM Board Chair (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

3. Negotiations

Over the course of the four (4) weeks following the formal kickoff meeting, Partners must submit all relevant documents to the WCCNM Board Chair (or designee) to begin the drafting of the MOU. During this time period, additional formal or informal meetings (informational and negotiation sessions) may take place, so long as they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

4. Draft MOU

WCCNM Board Chair (or designee) must email a complete draft of the MOU to all Parties once all Partners have reviewed and agree to the MOU.

5. Review and Comment

Within three (3) weeks of receipt of the draft MOU, all Parties must review and return feedback to the WCCNM Board Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the WCCNM Board Chair (or designee) to ensure all New Mexico Workforce Connection Centers (American Job Centers) Partners to the MOU are aware of the comments and revisions that are needed.

6. Finalized Draft

The WCCNM Board Chair (or designee) must circulate the finalized MOU and secure Partner signatures within four (4) weeks of receipt of feedback. The WIOA MOU will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties.

If determined that a Partner is unwilling to sign the MOU, then the WCCNM Board Chair (or designee) must ensure that the dispute resolution process is followed.

MOU Modification Process

1. Notification

When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

2. Discussion/Negotiation

Upon notification, the WCCNM Board Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the WCCNM Board Chair (or designee) may call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes the WCCNM, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the WCCNM Board Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Partner is unwilling to agree to the MOU modification, the WCCNM Board Chair (or designee) must ensure that the process in the Dispute Resolution section is followed.

3. Signatures

The WCCNM Board Chair (or designee) must immediately circulate the MOU modification and secure Partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the WCCNM Board Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

Termination

This MOU will remain in effect until the end date specified in the *Effective Period* section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date;
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU;
- WIOA is repealed or superseded by subsequent federal law;
- Local area designation is changed under WIOA; and
- A party breaches any provision of this MOU and such breach is not cured within thirty (30) days¹⁵ after receiving written notice from the WCCNM Board Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the

breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.

Any party may request to terminate its inclusion in this MOU by following the modification process identified in the **Modification Process** section above.

All Parties agree that this MOU shall be reviewed and renewed not less than once every 3- year period to ensure appropriate funding and delivery of services.

Effective Period

This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2023, unless any of the reasons in the Termination section above apply.

- **One-Stop Operating Budget**

The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the WCCNM's New Mexico Workforce Connection Centers (American Job Center) network. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the local area;
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness);
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs; and
- Ensures that costs are appropriately shared by WCCNM's New Mexico Workforce Connection Centers (American Job Centers) Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received. This requires that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this one-stop operating budget the master budget that is necessary to maintain the WCCNM's New Mexico Workforce Connection Centers (American Job Centers) network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA),
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

The annual Operating Budget estimated costs will be developed on an annual basis and distributed to all partners for review and planning prior and to the beginning of each Program Year.

Attachment E - PY2022 – 2023 Performance Negotiations

Local levels of performance negotiated with the Governor (NMDWS) and chief elected official consistent with WIOA sec. 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent, eligible providers under WIOA title I subtitle B, and the one-stop delivery system in the local area, for PY 22 and PY 23 (same performance measures for both years).

The following is the final negotiated performance criteria for the Central Region. In review, the Central Region's performance rates are indicating a wide range of decrease and increase in performance measures depending on the targeted funding area and the category. The Adult category appears to be overall a slight reduction, although with an exception to a slight increase on Median Earnings. The Dislocated Worker categories appears to have decreases at high as 5.5% on the employment rates categories and median earnings but have a higher expectation of obtaining credentials and measurable skills. The Youth also appears to have an overall increase across the board on all indicators from 4–7% respectively. Wagner-Peyser also has an increase in the employment rate in the 2nd quarter but has a reduction of 3% in the employment rate in the 4th quarter, as well as a decrease in median earnings. Furthermore, the Central Region implemented new strategies for promotion of transitional jobs, as well as a new Chances Grant targeting adults being released from the Corrections Department. These changes are projected to produce a negative effect on performance measures for the Adult category. With these efforts we expect to have some reduction in our performance measures as these individuals exit and seek employment. The dislocated worker population increased significantly for low skilled occupations and the need to upskill and transition individuals to other career paths will also reduce measures.

Adult	
Employment Rate 2nd Quarter Exit	75.50%
Employment Rate 4th Quarter Exit	75.50%
Median Earnings 2nd Quarter Exit	\$8000
Credential Attainment Rate	64.00%
Measurable Skill Gains	63.25%
Adult Participant Threshold	850
Dislocated Worker	
Employment Rate 2nd Quarter Exit	68.00
Employment Rate 4th Quarter Exit	68.50%
Median Earnings 2nd Quarter Exit	\$7850
Credential Attainment Rate	70.00%
Measurable Skill Gains	61.00%
DW Participant Threshold	300
Youth	
Employment Rate 2nd Quarter Exit	67.00%
Employment Rate 4th Quarter Exit	66.00%
Median Earnings 2nd Quarter Exit	\$3700.00
Credential Attainment Rate	52.00%
Measurable Skill Gains	51.00%

Youth Participant Threshold	525
Wagner-Peyser	
Employment Rate 2nd Quarter Exit	58.00%
Employment Rate 4th Quarter Exit	58.00%
Median Earnings 2nd Quarter Exit	\$5574