



Executive Standing Committee

AGENDA

(Hybrid Meeting)

Monday, September 15, 2025

1:30 pm

809 Copper Avenue NW

<https://us06web.zoom.us/j/89521286349?pwd=VIJOVFM4RnVrdXVyanNlL0xRaEdKZz09>

Passcode: 624618

Stacy Sacco, Chair

Vaadra Chavez, Chair-Elect

AGENDA

- ☐ **Call to Order**
- ☐ **Roll Call** - Determination of Quorum
 - **Karla Causey**, Treasurer, Finance Standing Committee Chair
 - **Vaadra Chavez**, Chair-Elect, Operations Standing Committee Chair
 - **Gabriel Esparza**, Youth Standing Committee Chair
 - **Antoinette Holmes**, Disability Standing Committee Chair
 - **Honorable Gregg Hull**, WCCNM Chief Elected Official
 - **John Mierzwa** – Past Chair
 - **Debbie Ortiz**-, Torrance County Rep.
 - **Stacy Sacco** – Chair
 - **Susan Yasenka** – Valencia County Rep.
 - Vacant - Bernalillo County Rep
 - Vacant – Sandoval County Rep.

Approval of Monday, September 15, 2025, Agenda

Motion

Second

Action

Tab 1 Approval of Minutes: November 18, 2024

Motion

Second

Action

ACTION ITEMS

Tab 2 Approval of America's Job Centers Recertifications

Motion

Second

Action

INFORMATION & DISCUSSION ITEMS

Tab 3 WIOA Updates

PUBLIC COMMENT/ADJOURNMENT

- **Public Comments** - Anyone who wishes to address the Executive Standing Committee must register with the secretary of the WCCNM Board
- **Adjournment**

NOTES

**Next Meeting: WCCNM Joint CEO Board/Executive Standing Committee,
November 17, 2025, 10:00 am**

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

MINUTES

Tab 1



Executive Standing Committee

Monday, November 18, 2024

1:30 pm

Mid-Region Council of Governments
809 Copper Ave. NW, Albuquerque, N M
Hybrid

Call to Order – 1:31 pm – Stacy Sacco

Member

- ✓ **Carl Adams**, Youth Standing Committee Chair
- Marvis Aragon**, Bernalillo County Rep
- ✓ **Karla Causey**, Treasurer, Finance Standing Committee Chair
- ✓ **Vaadra Chavez**, Chair-Elect, Operations Standing Committee Chair
- Antoinette Holmes**, Disability Standing Committee Chair
- ✓ **Honorable Gregg Hull**, CEO
- ✓ **John Mierzwa**, Past -Chair
- Debbie Ortiz**, Torrance County Rep.
- ✓ **Stacy Sacco**, Chair
- ✓ **David Vadera**, Sandoval County Rep.
- ✓ **Susan Yasenka**, Valencia County Rep

Approval of Monday November 18, 2024, Agenda

Motion: Carl Adams

Second: Karla Causey

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Carl Adams	X			
Marvis Aragon				
Karla Causey	X			
Vaadra Chavez	X			
Antoinette Holmes	X			
Gregg Hull	X			
John Mierzwa	X			
Debbie Ortiz				

Stacy Sacco	X			
David Vedra	X			
Susan Yassenka	X			

Tab 1: Aspen Institute Initiative/Collaboration Presentation

Rachel Snyder, City of Albuquerque Economic Development
by Mary Walker, Central New Mexico Community College

- Ms. Snyder & Ms. Walker gave a presentation on Aspen Institute Initiative Collaboration (for presentation information on Tab 1 please request the zoom recording)

Tab 2: Approval of WCCNM Minutes for September 16, 2024

Motion: John Mierzwa

Second: Carl Adams

No Discussion

Action: Passed unanimously by Roll Call Vote

	Yes	No	Abstain	No Vote
Carl Adams	X			
Marvis Aragon				
Karla Causey	X			
Vaadra Chavez			X	
Antoinette Holmes			X	
Gregg Hull	X			
John Mierzwa	X			
Debbie Ortiz				
Stacy Sacco	X			
David Vedra	X			
Susan Yassenka	X			

ACTION ITEMS

Tab 3	<p>Approval of MP-306, Change 1, Data Validation Policy</p> <p>By: Tawnya Rowland, Program Manager</p> <ul style="list-style-type: none"> ▪ Ms. Rowland presented the MP-306, Data Validation Policy. ▪ She stated NMDWS updated their Data Validation Policy Requirements on August 22, 2024. ▪ The WCCNM MP-306 Change 1 Data Validation Policy updates the NMDWS and WCCNM Data Validation Program requirements
--------------	---

provided in track changes. The Data Validation process provides service providers the tools to help ensure the performance reporting data submitted to NMDWS and/or USDOL is valid and reliable.

- She explained that the most significant change was the previous data validation was four quarters and is now 10 quarters.

Motion: Susan Yasenka

Second: Vaadra Chavez

No Discussion

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Carl Adams	X			
Marvis Aragon				
Karla Causey	X			
Vaadra Chavez	X			
Antoinette Holmes	X			
Gregg Hull	X			
John Mierzwa	X			
Debbie Ortiz				
Stacy Sacco	X			
David Vedra	X			
Susan Yasenka	X			

Tab 4

Approval of OP-423, Change 2, Eligible Training Provider Policy

By: Jamie Sandoval, Program Manager

- Ms. Jamie Sandoval presented OP-423 Eligible Training Provider Policy.
- NMDWS updated their ETPL Policy on August 22, 2024.
- The guidance received replaces previous NMDWS guidance in its entirety. OP-423, Change 2, has been created to reflect the new NMDWS policy making the use of track changes an ineffective review option.
- The revised NMDWS guidance on the ETPL policy and procedures for initial and continuing training provider eligibility are intended to:
 - streamline and clarify the process for training provider applications throughout the state
 - clearly define terminology and roles and responsibilities of the State & WCCNM
 - clarify minimum performance standards for providers
 - promote strategic relationships between local boards and interested education and training providers in the state to move beyond transactional exchanges limited to ITAs

- The ETPL is designed to collect relevant data and display useful information to WIOA customers on training providers, their services and the quality of their programs. The goal is to populate the ETPL with training programs that are proven to be successful and remove those programs that fail to achieve positive results for training customers.

Questions & Comments

Motion: Susan Yasenka

Second: John Mierzwa

Discussion followed

Action: Passed unanimously by Roll Call Vote.

	Yes	No	Abstain	No Vote
Carl Adams	X			
Marvis Aragon				
Karla Causey	X			
Vaadra Chavez	X			
Antoinette Holmes	X			
Gregg Hull	X			
John Mierzwa	X			
Debbie Ortiz				
Stacy Sacco	X			
David Vedra	X			
Susan Yasenka	X			

INFORMATION & DISCUSSION ITEMS

Tab 5 WIOA Updates –

- Holiday Luncheon/Informational Session is set for December 16, 2024 at 11:00 am at the Embassy Suites Hotel.
- Mr. Martinez asked the committee for their input on speakers for the luncheon. Mr. Martinez recommended to get an update from Secretary Nair, NMDWS and Danielle Casey with Economic Development. He opened the floor for discussion. Recommendations were made, legislative update, Economic Development, Workforce Leadership
 - Further discussion included two Ad-Hoc Committees that will be formed. One will be for a RFP for Youth, Adult and One-Stop Operator. The other will be Sector Strategies.

PUBLIC COMMENT/ADJOURNMENT

Public Comments – None

Adjournment – 2:41 pm

Next Meeting: WCCNM Executive Standing Committee, January 27, 2025, 1:30 pm

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

809 Copper NW, Albuquerque, NM 87102

Approved September 15, 2025

Stacy Sacco, WCCNM Chair-Elect

ATTEST:

Secretary

"Equal Opportunity Program"

Workforce Connection of Central New Mexico WIOA America's Job Centers One-Stop Certification Application/Affiliate Certification Application

ACTION REQUESTED:

Request for approval of the Workforce Connection of Central New Mexico (WCCNM) "One-Stop Application/Affiliate Certification Applications" effective PY2025 through PY2027. Applications include America's Job Centers (AJC) in all four counties: Bernalillo, Sandoval, Torrance and Valencia.

BACKGROUND:

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

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

PURPOSE:

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

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

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

Financial Impact:

None

Do Pass: _____

Do not Pass: _____

Approved WCCNM Executive Standing Committee 9/15/25 Yes _____ No _____

**WCCNM August 2025
One-Stop Delivery System Submittal Notification**

☐ **INITIAL CERTIFICATION**
XXX RECERTIFICATION

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

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

_____ WCCNM's Chair Signature	_____ Date of Submittal
Submit Notification in Writing to: New Mexico Dept. of Workforce Solutions C/O Office of WIOA Administration 401 Broadway NE PO Box 1928 Albuquerque, NM 87102	

Submit Electronic Notification to: Marcos Martinez, marcos.martinez@dws.nm.gov

New Mexico Department of Workforce Solutions
America's Job Center, Certification Application/Affiliate Certification
Application

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Arthur Martinez, Workforce Administrator

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Daniel Sanchez, Operations Manager

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

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

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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez marcos.martinez@dws.nm.gov</p>	Co-located	12	Yes, Contributing Financially	<p>Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.</p>
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov</p>	Co-located	5	Yes, Contributing Financially	<p>Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					representatives (DVOPs) provide these services to veterans in New Mexico.
<p>Trade Adjustment Assistance (TAA)</p> <p>REQUIRED</p> <p>Authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – TAA</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>marcos.martinez@dws.nm.gov</p>	Off Site	0	Yes, May Not Contribute Financially	<p>3/3/2025 TAA Termination Provisions Please see https://www.dol.gov/agencies/eta/tradeact</p> <p>TAA Termination provisions took effect on July 1, 2022. Under termination, DOL may not conduct new investigations or issue certifications of eligibility for new groups of workers. Worker Groups Certified – Workers Without Separation In addition, benefits and services may not be provided to workers who were certified prior to July 1, 2022, but who were not separated before that date. As a result, thousands of such workers, are ineligible for TAA benefits or services. Some of the larger company impacts are listed below along with the approximate number of affected workers:</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.
WIOA Title 1 Adult and Dislocated Worker Services WIOA Act of 2014 Required	<p>Mid-Region Council of Governments 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3624</p> <p>Dewey Cave, Executive Director DCave@mrcog-nm.gov</p> <p>WCCNM, Stacy Sacco, Board Chair saaco@aol.com</p>	Co-located	11	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>Basic Career Services Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and,

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>when appropriate, other workforce development programs;</p> <ul style="list-style-type: none"> • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; • Information on job skills necessary to obtain the vacant jobs listed; • Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs; • Provision of performance information and program cost information on eligible providers of training services by program and type of providers; • Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system; • Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>those services and assistance, including childcare, child support;</p> <ul style="list-style-type: none"> • Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program; • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services Once Workforce Connection Center staff</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>programs.</p> <p>Follow-up Services Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Youth Development, Inc. 3451 Candelaria Rd NE, Suite J, Albuquerque, New Mexico 87107 505-352-3444</p> <p>Concha Cordova, VP of Education, Employment & Training CCordova@ydinm.org</p>	Co-located	4	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <ul style="list-style-type: none"> (1) Financial Literacy (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>preparation activities and training for a specific occupation or occupational cluster</p> <p>(6) Adult Mentoring</p> <p>(7) Supportive Services (transportation, childcare, housing, medical)</p> <p>(8) Guidance and Counseling</p> <p>(9) Leadership Development</p> <p>(10) Alternative Education</p> <p>(11) Dropout Prevention/Tutoring</p> <p>(12) Paid/Unpaid work experience including internships & summer employment</p> <p>(13) Occupational Skills Training</p> <p>(14) Follow-up Services</p> <p>Additional activities that support the fourteen WIOA program elements include but are not limited to the following:</p> <p>(1) Comprehensive work readiness training and career exploration</p> <p>(2) Development of quality work experience sites to provide meaningful work experience and skill development</p> <p>(3) Co-enrollment with adult WIOA program for OJT and further training opportunities</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>Educational Plan to establish education and employment goals and objectives;</p> <ul style="list-style-type: none"> • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand industry sectors and occupations, and performance and program cost information on eligible training providers for training services; • Work readiness training to develop

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>soft and foundational employability skills required for successful attainment and retention of employment;</p> <ul style="list-style-type: none"> • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 marcos.martinez@dws.nm.gov</p>	Co-located	Same 12 Staff as Wagner-Peyser	Yes, Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
(NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.					insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the AJCs.
Reemployment Services and Eligibility Assessment (RESEA) REQUIRED Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15	New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov	Co-located	4	Yes, Contributing Financially	The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the WCCNM AJCs.
Apprenticeship Expansion Team	Workforce Connection of Central New Mexico (WCCNM) - Mid-Region Council of	Co-located	2	Yes, Contributing Financially	The Apprenticeship Expansion Team was created as a support system designed to help promote and develop apprenticeship models to businesses

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair sasacco@aol.com</p>				<p>and individuals in the Central Region. Apprenticeship Coordinators work to connect interested individuals with apprenticeship programs in New Mexico, as well as to support businesses and organizations through the process of developing their own Registered Apprenticeship programs. Apprenticeship Coordinators conduct outreach to local businesses to share information about the apprenticeship model, respond to inquiries from interested individuals and businesses, and, in partnership with the NMDWS State Apprenticeship Office, work closely with program sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs. The Apprenticeship Expansion Team also collaborates closely with other Workforce Connection of Central New Mexico partners, including on the referral of individuals and employers that are interested in apprenticeship.</p>
Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs	<p>New Mexico Department of Workforce Solutions (NMDWS)</p> <p>- Authorization by New Mexico</p>	Off Site		Yes, Contributing Financially	The New Mexico Temporary Assistance for Needy Families (TANF) program, known as NMWorks, is designed to help needy families achieve self-sufficiency.

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>REQUIRED</p> <p>TANF, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)³</p>	<p>Healthcare Authority Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 marcos.martinez@dws.nm.gov</p> <p>New Mexico Healthcare Authority</p> <p>Attn: Interim TANF Program Manager for New Mexico Marjory Christensen, serving with the New Mexico Department of Workforce Solutions (DWS).</p>				<p>States receive grants to design and operate programs that accomplish one of the purposes of the TANF program.</p> <p>The four purposes of the TANF program are to:</p> <ul style="list-style-type: none"> • Provide assistance to needy families so that children can be cared for in their own homes; • Reduce the dependency of needy parents by promoting job preparation, work and marriage; • Prevent and reduce the incidence of out-of-wedlock pregnancies, and; • Encourage the formation and maintenance of two-parent families. <p>To be eligible for New Mexico Family Assistance, you must be a resident of New Mexico, and a U.S. citizen, legal alien or qualified alien. You must be unemployed or underemployed and have low or very low income. You must also be one of the following:</p> <ul style="list-style-type: none"> • Have a child 18 years of age or younger, or • Be pregnant, or

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					Be 18 years of age or younger and the head of your household.
<p>Accelerated College and Career Education (ACCE)</p> <p>ADDITIONAL</p> <p>Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).3</p>	<p>UNM Valencia – Authorized by New Mexico Healthcare Authority, Accelerated College & Career Education Program (ACCE)</p> <p>ACCE ABQ Instructor/ Training Specialist</p>	Itinerant only	0	Yes, contributing financially	The Accelerated College and Career Education (ACCE) program is a large collaborative project funded in part by the New Mexico Healthcare Authority. It serves students receiving Temporary Assistance to Needy Families (TANF) who are often referred to as a “hardest to serve” population and are seeking to obtain their high school credential.
<p>State Vocational Rehabilitation (VR) program</p> <p>REQUIRED</p> <p>Authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA</p>	<p>Authorized by the Department of Education (ED) - NMDVR</p> <p>Attn: Teresa Arias</p> <p>2935 Rodeo Park Drive East</p> <p>Santa Fe, NM 87505</p> <p>Fax: 505-207-2307</p> <p>Phone: 505-954-8500</p> <p>Teresa Arias</p> <p>Teresa.Arias@state.nm.us</p>	Off Site		Yes, Contributing Financially	The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities. Services include vocational counseling and guidance, job search assistance, job development and placement assistance, pre-employment transition services, training, and post-employment services. This partner is a core partner, co-located, and required in the WCCNM AJCs.
WIOA National Indian Youth Council (NIYC)	National Indian Youth Council Authorized by the U.S. Department of Labor’s	Off Site		Yes, not contributing financially	The National Indian Youth Council, Inc., (NIYC) workforce development program is designed to empower

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
REQUIRED	<p>Workforce Innovation and Opportunity Act (WIOA) program</p> <p>318 Elm St SE Albuquerque, NM 87102</p> <p>Additional Contact : Lorraine Edmo, Senior Field Office Manager (505) 247-2251 ledmo@niyc-alb.org</p>			per WIOA 212(h)(2)(D)(i v)	<p>urban Native Americans to achieve educational and economic success. For instance, the program provides career coaching, work experience, classroom training, and other services to those who reside within the <u>Albuquerque/Las Cruces, Farmington, and Gallup</u> service areas. As a result, NIYC's goal is to support, assist, and enable participants to:</p> <ul style="list-style-type: none"> • Strengthen academic, occupational, and literacy skills; • Be more prepared and competitive in the workforce; • Attain personal and economic self-sufficiency; and • Successfully enter, re-enter, or retain employment. <p>NIYC's short-term employment program will provide participants with an opportunity to work, learn, and earn. It is designed to connect participants to potential careers and grow in professional pursuits.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>CHANCES: Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>Workforce Connection of Central New Mexico (WCCNM)</p> <p>Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair sasacco@aol.com</p>	Off Site		Yes	<p>The WCCNM's Pathway Home 3, Reentry Employment Opportunity (CHANCES) grant was awarded to the WCCNM in July 2022. Through this grant, the WCCNM is serving incarcerated individuals who are within 20 to 270 days of release to ensure they receive pre-release job readiness and occupational training. Prior to participants being released, CHANCES case managers work with incarcerated participants to begin planning and arranging needed reentry supportive services and leveraging additional post-release training with the goal of participants being placed in jobs very quickly after they are released. Through WCCNM's work on the CHANCES program, we have identified and coordinated a network of reentry service providers in Bernalillo County to facilitate the programs sustainability plan.</p>
Albuquerque Housing Authority	<p>Mundy Petroff Executive Assistant Email: mpetroff@abqha.org</p>	Off Site		Yes	<p>Albuquerque Housing Authority (AHA) is a government agency working with Albuquerque residents to provide rental assistance and public housing options.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Title V – Senior Community Service Employment Set-Aside Grantees</p> <p>REQUIRED</p> <p>Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 seq.)</p>	<p>1 - NM Aging and Long-term Services Department SCSEP P.O. Box 27118 Santa Fe, NM 87502-7118</p> <p>2 - NICOA, National Indian Council on Aging Senior Community Service Employment Program Set-Aside Grantees</p> <p>3 Goodwill Industries of New Mexico – authorization by the Department of Labor (DOL)</p>	Off Site	0	Unknown at this time	<p>The Senior Community Service Employment Program (SCSEP), a vital lifeline for unemployed older adults, is facing a nationwide shutdown. Although Congress approved funding for the new program year beginning July 1, 2025, DOL has not released over \$300 million for the program, leading to the furlough of over 25,000 older workers who would have been getting paid while they train for new jobs. Countless more are waiting to enter the program to find work that will help them make ends meet.</p> <p>Historically, the WCCNM worked closely with the SCSEP programs, administered through the New Mexico Aging and Long-Term Services Department, National Indian Council on Aging, and Goodwill New Mexico in our state. Central Region AJC offices hosted participants of this program, providing skills training and access to job placement. Our NMDWS partner and service provider program have hired some SCSEP participants into permanent positions as they become available and placed others with local employers.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Job Corps</p> <p>REQUIRED</p> <p>Job Corps, WIOA Title I, Subtitle C</p>	<p>Job Corps-Albuquerque Center Authorized by the Department of Labor (DOL)</p> <p>Attn: Carl Adams 1500 Indian School Rd. NW Albuquerque, NM 87104 505-222-4100</p>	Off Site		Unknown at this time	The U.S. Department of Labor announced a pause in operations at contractor-operated centers in May 2025 due to budget issues and program concerns, but a court-issued preliminary injunction in June 2025 blocked these closures, leaving the future of the program uncertain and dependent on ongoing legal and legislative actions.
<p>Adult Basic Education</p> <p>REQUIRED</p> <p>Authorized by the Department of Education (ED)</p> <p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program</p>	<p>1 - Albuquerque Adult Learning Center Attn: Gloria Rael 419 Pennsylvania St. SE, Albuquerque, NM 87108 505-980-2129 Gloria Rael gloria@abqged.org</p> <p>2 - Gordon Bernell Community School 2821 4th Street NW Albuquerque, NM 87107 (505) 916-8618 www.gordonbernell.org</p> <p>3 - Youth Development, Inc. (YDI) 3411 Candelaria Rd NE</p>	All Off Site		Yes, contributing financially	<p>Despite the proposed reductions and the expired authorization, funding for WIOA Title II (Adult Education and Family Literacy Act) remains stable for the current 2025-2026 grant period, with allocations extending through June 2026.</p> <p>WIOA Title II programs seek to ensure that state and local service providers (all six listed) offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and older) with obtaining postsecondary</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Albuquerque, NM 87107 505-352-3444 Dr. Diego Gonzales and/or Concha Cordova ccordova@ydinm.org</p> <p><u>4</u> - Adult Education Catholic Charities Catholic Charities – ABE Attn: Tara Armijo-Prewitt 2010 Bridge Blvd. SW Albuquerque, NM 87105 505-724-4670 James Gannon gannonj@ccasfnm.org</p> <p>5 - Central New Mexico Community College – (CNM) School of Adult & General Education Attn: David Valdes 525 Buena Vista SE Albuquerque, NM 87106 505-224-3457 dvaldes@cnm.edu</p> <p>6 - Southwestern Indian Polytechnic Institute 9169 Coors Blvd. NW Albuquerque, NM 87120</p>				<p>education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	Sherry Allison, President 505-792-2976 sherry.allison@bie.edu				
<p>Help New Mexico Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site		Yes, contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p>	<p>Co-located</p>	<p>2</p>	<p>Yes, Contributing Financially</p>	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the WCCNM AJC online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>
<p>Behavioral Health</p> <p>ADDITIONAL</p>	<p>HopeWorks, LLC</p> <p>Non-profit organization providing homelessness and</p>	<p>Off Site</p>		<p>Yes, not contributing financially.</p>	<p>HopeWorks' programs have a profound effect on the health and well-being of the individuals they serve. Their clients are healthier. They find better jobs. They</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	behavioral health services				<p>are proud in their homes, living with dignity and respect. They are happier, and they are independent. And most importantly, they remain strong and healthy, not allowing their homeless episode to take their life away.</p> <p>HopeWorks' long-term goals include:</p> <ul style="list-style-type: none"> • Engaging strategic partnerships to address community gaps in service • Raising community awareness • Enhancing comprehensive array of services • Ensuring best practice approaches • Cultivating long-term sustainability <p>Key Programs and Continuation of Care include:</p> <ul style="list-style-type: none"> • Employment Services • Housing • Behavioral Health • Outreach • Day Shelter • Meals

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p> <p>2 - San Felipe Pueblo Anthony Ortiz, Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com</p> <p>3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111</p> <p>4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico</p>	<p>AI Off Site</p>	<p>0</p>	<p>Yes, All exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)</p>	<p>Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director</p> <p>4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org</p> <p>Daniel J. Madalena, Executive Director</p> <p>4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor 505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p>				

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				
<p>Carl D. Perkins Career & Technical Education Act (Perkins V), authorized by the Department of Education (ED)</p> <p>REQUIRED</p>	<p>CNM – Carl Perkins Attn: Sharon Gordon-Moffett 10549 Universe Blvd. NW Albuquerque, NM 87114</p> <p>505-224-3068</p>	Off Site	0	Yes, contributing financially	<p>CNM is the current provider of Carl D. Perkins services. The purpose of this Act is to develop more fully the academic and career and technical skills of secondary education students and postsecondary education students who elect to enroll in career and technical education programs, by:</p> <ol style="list-style-type: none"> 1. Building on the efforts of states and localities to develop challenging academic and technical standards and to

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)					<p>assist students in meeting such standards, including preparation for high skill, high wage, or high demand occupations in current or emerging professions;</p> <p>2. Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students;</p> <p>3. Increasing state and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education, including tech prep education;</p> <p>4). Conducting and disseminating national research and disseminating information on best practices that improve career and technical education programs, services, and activities;</p> <p>5. Providing technical assistance that:</p> <p style="padding-left: 40px;">A. Promotes leadership, initial preparation, and professional development at the state and local levels; and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>B. Improves the quality of career and technical education teachers, faculty, administrators, and counselors.</p> <p>6. Supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local workforce investment boards, business and industry, and intermediaries; and</p> <p>7. Providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive.</p>
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000</p> <p>kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante’s Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>

Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

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

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

<p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</p> <p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<p>Partners Co-located in Bernalillo County AJC</p> <ul style="list-style-type: none"> • WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments) • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) Includes Rapid Response • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • Veteran Services Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) <p>Partners Co-located in other AJCs in the Central Region</p> <ul style="list-style-type: none"> • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <ul style="list-style-type: none"> ○ Co-Located in the Torrance County Center <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • <i>SCSEP (Goodwill) - May be defunded</i> • <i>SCSEP (NICOA) - May be defunded</i> • <i>SCSEP (NM Aging and Long-Term Services Department) - May be defunded</i> • Help NM-Community Based Service Grant • TANF Program (NM Human Services Department) • Isleta Pueblo WIOA Program • <i>Job Corps - May be defunded</i>
--	---

	<ul style="list-style-type: none"> • Unemployment Insurance Program (NM Department of Workforce Solutions) • Santo Domingo Pueblo WIOA Program • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • <p>Our Community Partners</p> <ul style="list-style-type: none"> • Innovate+Educate • HopeWorks LLC • Gordon Bernell Charter School • Rio Metro Regional Transit District, NM Job Access Program • Bernalillo County • CNM Workforce & Community Success <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM continues to enhance online communication between all partners. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM coordinates a variety of workforce development events that bring together all partners (co-located, core, mandatory, and additional) in the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p>
--	---

	<p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the WCCNM AJCs to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the AJCs may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p>
--	---

	<p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year to meet, train, and share information.</p> <p><i>Evidence of cost efficiency strategies used to maximize funds for services.</i></p> <p>Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:</p> <ul style="list-style-type: none"> • Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the WCCNM AJC services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences. • Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs. • Use of technology and virtual platforms to expand service delivery, increasing efficiency
--	--

	<p>and expanding the jobseeker and business customer pool. Platforms include:</p> <ul style="list-style-type: none"> ○ Constant Contact ○ Social media (Facebook, Instagram, Twitter, YouTube, & TikTok) ○ WCCNM website (www.wccnm.org) ○ RingCentral ○ Lobby Central ○ WCCNM Intranet MyHUB ○ See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform <p><i>Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
--	---

See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
	5	4 <u>X</u>	3	2
1				
CRITERIA	RESPONSE			
How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?	<i>Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e., training in ADA, and positive youth development and engagement.</i>			
What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?	The Youth Program utilizes a “Positive Youth Development Framework” to access each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.			
Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?				
Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?	WCCNM, NMDVR, and the AJC staff continue to build capacity to address the needs of individuals with disabilities to receive sound, fact-based information regarding SSA benefits and work incentives. These services are offered in order to improve services to SSA beneficiaries and to increase competitive integrated employment outcomes for targeted underserved populations within the community. WCCNM America’s Job Centers (AJC) are able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.			
How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?				
Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?				
Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the one-stop center youth friendly and accessible?	The WCCNM has a focus on Title IV of WIOA criteria for certifying the WCCNM America’s Job Centers, which include physical and programmatic accessibility. To further the commitment service provision to individuals with disabilities, On June 2025, WCCNM requested the NM Governor’s Commission on Disability per form an assessment of the WCCNM AJC;s and provide an Accessible			
Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?				

<p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>Barrier Report following Americans with Disabilities Act and 2021 IBC with ICC A117.1-207 assessments. The site inspections identified areas for improvement, which the Operator is currently completing.</p> <p>The WCCNM AJC Operator routinely updates the AJC's by following the Governor's Commission on Disability, NM Technology Assistance Program to stay current on "Assistive Technology & Virtual Platforms" and on "Website and Document Accessibility," to assist in ensuring that virtual services offered remain accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth, NM Division of Vocational Rehabilitation, Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists), and UNM Valencia Accelerated College & Career Education services are provided through the comprehensive one-stop. Referrals are issued to customers for WCCNM partner program services based on customer needs and barriers</p> <p><i>Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The America's Job Center is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individuals' receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p>
---	---

	<p>WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during various accessibility trainings to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and America’s Job Center Training Strategy is routinely reviewed through Continuous Quality Improvement (CQI) processes that 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 WCCNM AJC online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided throughout each year, as required by CQI</p>
--	--

	<p>initiatives and as requested. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the dedicated CQI program manager, use this feedback to brainstorm and implement new CQI strategies to</p>
--	---

	<p>improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas.</i></p> <p>The Workforce Connection Online System, or NMJobs (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, YouTube, and TikTok) to promote events and services. The WCCNM website (www.wccnm.org) was also developed to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers.</i></p>
--	--

	Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
	5	4 <u>X</u>	3	2
1				
CRITERIA	RESPONSE			
How well does the one-stop support the achievement of negotiated local performance levels for the local area?	<i>Description of each local one-stop center's performance in relationship to entire regional system, i.e., number of customers and businesses impacted, types of services delivered, etc.</i>			
Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?	<i>Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i>			
Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?	See attachment A – Service Integration and Functional Management Plan – Performance Measures			
How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?	<p>The Bernalillo County AJC receives the most customer traffic of all centers in the four-county region, so the majority of the Central Region's performance is determined by this center. As the region's comprehensive center, it also hosts the largest partner network and longest list of co-located partners.</p> <p><i>Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and</p>			

	<p>consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM AJC Training Strategy launched at the beginning of PY18, continues 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 NMJobs online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided throughout the year, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM has a dedicated Continuous Quality</p>
--	--

	<p>Improvements (CQI) program manager and subcommittee to lead the development of a formal WCCNM CQI planning process and is continuously working to prioritize initiatives for CQI in the Central Region. The committee's ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
<p>See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.</p>	

**WCCNM August 2025
One-Stop Delivery System Submittal Notification**

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

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

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

WCCNM's Chair Signature

Date of Submittal

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

Submit Electronic Notification to: marcos.martinez@dws.nm.gov

New Mexico Department of Workforce Solutions One-Stop Certification Application/Affiliate Certification Application

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Arthur Martinez, Workforce Administrator

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Daniel Sanchez, Operations Manager

3. Location of One Stop: 4061 Ridge Rock Rd SE Rio Rancho, NM 87124
4. Of the mandated partners identified in the WIOA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. *Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:*
- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
 - Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
 - Detailed process of how core services are provided to clients

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez marcos.martinez@dws.nm.gov</p>	Co-located	4	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov</p>	Co-located	2	Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans.
Trade Adjustment	New Mexico Department of	Off Site	0	Yes, May Not	3/3/2025 TAA Termination Provisions

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Assistance (TAA)</p> <p>REQUIRED</p> <p>Authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</p>	<p>Workforce Solutions (NMDWS) – TAA</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>marcos.martinez@dws.nm.gov</p>			Contribute Financially	<p>Please see https://www.dol.gov/agencies/eta/tradeact</p> <p>TAA Termination provisions took effect on July 1, 2022. Under termination, DOL may not conduct new investigations or issue certifications of eligibility for new groups of workers. Worker Groups Certified – Workers Without Separation In addition, benefits and services may not be provided to workers who were certified prior to July 1, 2022, but who were not separated before that date. As a result, thousands of such workers, are ineligible for TAA benefits or services. Some of the larger company impacts are listed below along with the approximate number of affected workers:</p> <p>The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.</p>
WIOA Title 1 Adult and Dislocated Worker Services WIOA Act of 2014	<p>Mid-Region Council of Governments</p> <p>809 Copper Ave. NW,</p> <p>Albuquerque, NM 87102</p>	Co-located	2	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Required	<p>505-724-3624</p> <p>Dewey Cave, Executive Director DCave@mrcog-nm.gov</p> <p>WCCNM, Stacy Sacco, Board Chair saaco@aol.com</p>				<p>services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps),

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>and supportive service needs;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>program and type of providers;</p> <ul style="list-style-type: none"> • 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 childcare, 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.</p> <p>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.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>integrated education and training programs.</p> <p>Follow-up Services Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Youth Development, Inc. 3451 Candelaria Rd NE, Suite J, Albuquerque, New Mexico 87107 505-352-3444</p> <p>Concha Cordova, VP of Education, Employment & Training CCordova@ydinm.org</p>	Co-located	3	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <ul style="list-style-type: none"> (1) Financial Literacy (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>cluster</p> <p>(6) Adult Mentoring</p> <p>(7) Supportive Services (transportation, childcare, housing, medical)</p> <p>(8) Guidance and Counseling</p> <p>(9) Leadership Development</p> <p>(10) Alternative Education</p> <p>(11) Dropout Prevention/Tutoring</p> <p>(12) Paid/Unpaid work experience including internships & summer employment</p> <p>(13) Occupational Skills Training</p> <p>(14) Follow-up Services</p> <p>Additional activities that support the fourteen WIOA program elements include but are not limited to the following:</p> <p>(1) Comprehensive work readiness training and career exploration</p> <p>(2) Development of quality work experience sites to provide meaningful work experience and skill development</p> <p>(3) Co-enrollment with adult WIOA program for OJT and further training opportunities</p> <p>Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>programs not provided under WIOA, and completion of placement assessments; and,</p> <ul style="list-style-type: none"> Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 marcos.martinez@dws.nm.gov</p>	Co-located	Same 4 Staff as Wagner-Peyser	Yes, Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Reemployment Services and Eligibility Assessment (RESEA) REQUIRED Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15	New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov	Co-located	4, Same as Wagner Peyser	Yes, Contributing Financially	The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the WCCNM AJCs..
Apprenticeship Expansion Team	Workforce Connection of Central New Mexico (WCCNM) - Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636 Stacy Saaco, WCCNM Board Chair sasacco@aol.com	Off Site	0	Yes, Contributing Financially	The Apprenticeship Expansion Team was created as a support system designed to help promote and develop apprenticeship models to businesses and individuals in the Central Region. Apprenticeship Coordinators work to connect interested individuals with apprenticeship programs in New Mexico, as well as to support businesses and organizations through the process of developing their own Registered Apprenticeship programs. Apprenticeship Coordinators conduct outreach to local businesses to share information about the apprenticeship model, respond to inquiries from interested individuals and businesses, and, in partnership with the NMDWS

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					State Apprenticeship Office, work closely with program sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs. The Apprenticeship Expansion Team also collaborates closely with other Workforce Connection of Central New Mexico partners, including on the referral of individuals and employers that are interested in apprenticeship.
<p>Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs</p> <p>REQUIRED</p> <p>TANF, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)³</p>	<p>New Mexico Department of Workforce Solutions (NMDWS)</p> <p>- Authorization by New Mexico Healthcare Authority Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 marcos.martinez@dws.nm.gov</p> <p>New Mexico Healthcare Authority</p> <p>Attn: Interim TANF Program Manager for New Mexico Marjory Christensen, serving with the New Mexico Department of Workforce</p>	Off Site		Yes, Contributing Financially	<p>The New Mexico Temporary Assistance for Needy Families (TANF) program, known as NMWorks, is designed to help needy families achieve self-sufficiency. States receive grants to design and operate programs that accomplish one of the purposes of the TANF program.</p> <p>The four purposes of the TANF program are to:</p> <ul style="list-style-type: none"> • Provide assistance to needy families so that children can be cared for in their own homes; • Reduce the dependency of needy parents by promoting job preparation, work and marriage; • Prevent and reduce the incidence of out-of-wedlock pregnancies, and;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	Solutions (DWS).				<ul style="list-style-type: none"> Encourage the formation and maintenance of two-parent families. <p>To be eligible for New Mexico Family Assistance, you must be a resident of New Mexico, and a U.S. citizen, legal alien or qualified alien. You must be unemployed or underemployed and have low or very low income. You must also be one of the following:</p> <ul style="list-style-type: none"> Have a child 18 years of age or younger, or Be pregnant, or <p>Be 18 years of age or younger and the head of your household.</p>
<p>Accelerated College and Career Education (ACCE)</p> <p>ADDITIONAL</p> <p>Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)3</p>	<p>UNM Valencia – Authorized by New Mexico Healthcare Authority, Accelerated College & Career Education Program (ACCE)</p> <p>ACCE ABQ Instructor/ Training Specialist</p>	Itinerant only	0	Yes, contributing financially	<p>The Accelerated College and Career Education (ACCE) program is a large collaborative project funded in part by the New Mexico Healthcare Authority. It serves students receiving Temporary Assistance to Needy Families (TANF) who are often referred to as a “hardest to serve” population and are seeking to obtain their high school credential.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>State Vocational Rehabilitation (DVR) program</p> <p>REQUIRED</p> <p>Authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA</p>	<p>Authorized by the Department of Education (ED) - NMDVR Attn: Teresa Arias 2935 Rodeo Park Drive East Santa Fe, NM 87505</p> <p>Fax: 505-207-2307 Phone: 505-954-8500</p> <p>Teresa Arias Teresa.Arias@state.nm.us</p>	Off Site		Yes, Contributing Financially	<p>The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities. Services include vocational counseling and guidance, job search assistance, job development and placement assistance, pre-employment transition services, training, and post-employment services. This partner is a core partner, co-located, and required in the WCCNM AJCs.</p>
<p>WIOA National Indian Youth Council (NIYC)</p> <p>REQUIRED</p>	<p>National Indian Youth Council Authorized by the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA) program</p> <p>318 Elm St SE Albuquerque, NM 87102</p> <p>Additional Contact : Lorraine Edmo, Senior Field Office Manager (505) 247-2251 ledmo@niyc-alb.org</p>	Off Site		Yes, not contributing financially per WIOA 212(h)(2)(D)(i v)	<p>The National Indian Youth Council, Inc., (NIYC) workforce development program is designed to empower urban Native Americans to achieve educational and economic success. For instance, the program provides career coaching, work experience, classroom training, and other services to those who reside within the <u>Albuquerque/Las Cruces</u>, <u>Farmington</u>, and <u>Gallup</u> service areas. As a result, NIYC's goal is to support, assist, and enable participants to:</p> <ul style="list-style-type: none"> • Strengthen academic, occupational, and literacy skills; • Be more prepared and competitive in the workforce;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<ul style="list-style-type: none"> • Attain personal and economic self-sufficiency; and • Successfully enter, re-enter, or retain employment. <p>NIYC's short-term employment program will provide participants with an opportunity to work, learn, and earn. It is designed to connect participants to potential careers and grow in professional pursuits.</p>
<p>CHANCES: Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>Workforce Connection of Central New Mexico (WCCNM)</p> <p>Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair sasacco@aol.com</p>	Off Site		Yes	<p>The WCCNM's Pathway Home 3, Reentry Employment Opportunity (CHANCES) grant was awarded to the WCCNM in July 2022. Through this grant, the WCCNM is serving incarcerated individuals who are within 20 to 270 days of release to ensure they receive pre-release job readiness and occupational training. Prior to participants being released, CHANCES case managers work with incarcerated participants to begin planning and arranging needed reentry supportive services and leveraging additional post-release training with the goal of participants being placed in jobs very quickly after they are released. Through WCCNM's work on the CHANCES program, we have identified and coordinated a network of reentry service providers in Bernalillo County to</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					facilitate the programs sustainability plan.
Albuquerque Housing Authority	Mundy Petroff Executive Assistant Email: mpetroff@abqha.org	Off Site		Yes	Albuquerque Housing Authority (AHA) is a government agency working with Albuquerque residents to provide rental assistance and public housing options.
<p>Title V – Senior Community Service Employment Set-Aside Grantees</p> <p>REQUIRED</p> <p>Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 seq.)</p>	<p>1 - NM Aging and Long-term Services Department SCSEP P.O. Box 27118 Santa Fe, NM 87502-7118</p> <p>2 - NICOA, National Indian Council on Aging Senior Community Service Employment Program Set-Aside Grantees</p> <p>3 Goodwill Industries of New Mexico – authorization by the Department of Labor (DOL)</p>	Off Site		Unknown at this time	<p>The Senior Community Service Employment Program (SCSEP), a vital lifeline for unemployed older adults, is facing a nationwide shutdown. Although Congress approved funding for the new program year beginning July 1, 2025, DOL has not released over \$300 million for the program, leading to the furlough of over 25,000 older workers who would have been getting paid while they train for new jobs. Countless more are waiting to enter the program to find work that will help them make ends meet.</p> <p>Historically, the WCCNM worked closely with the SCSEP programs, administered through the New Mexico Aging and Long-Term Services Department, National Indian Council on Aging, and Goodwill New Mexico in our state. Central Region AJC offices hosted participants of this program, providing skills training and access to job placement. Our NMDWS partner and service provider program have hired</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					some SCSEP participants into permanent positions as they become available and placed others with local employers.
<p>Job Corps</p> <p>REQUIRED</p> <p>Job Corps, WIOA Title I, Subtitle C</p>	<p>Job Corps-Albuquerque Center Authorized by the Department of Labor (DOL)</p> <p>Attn: Carl Adams 1500 Indian School Rd. NW Albuquerque, NM 87104 505-222-4100</p>	Off Site		Unknown at this time	<p>The U.S. Department of Labor announced a pause in operations at contractor-operated centers in May 2025 due to budget issues and program concerns, but a court-issued preliminary injunction in June 2025 blocked these closures, leaving the future of the program uncertain and dependent on ongoing legal and legislative actions.</p>
<p>Adult Basic Education</p> <p>REQUIRED</p> <p>Authorized by the Department of Education (ED)</p> <p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program</p>	<p>1 - Albuquerque Adult Learning Center Attn: Gloria Rael 419 Pennsylvania St. SE, Albuquerque, NM 87108 505-980-2129 Gloria Rael gloria@abqged.org</p> <p>2 - Gordon Bernell Community School 2821 4th Street NW Albuquerque, NM 87107 (505) 916-8618 www.gordonbernell.org</p> <p>3 - Youth Development, Inc. (YDI)</p>	All Off Site		Yes, contributing financially	<p>Despite the proposed reductions and the expired authorization, funding for WIOA Title II (Adult Education and Family Literacy Act) remains stable for the current 2025-2026 grant period, with allocations extending through June 2026.</p> <p>WIOA Title II programs seek to ensure that state and local service providers (all six listed) offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>3411 Candelaria Rd NE Albuquerque, NM 87107 505-352-3444 Dr. Diego Gonzales and/or Concha Cordova ccordova@ydinm.org</p> <p><u>4 - Adult Education</u> Catholic Charities Catholic Charities – ABE Attn: Tara Armijo-Prewitt 2010 Bridge Blvd. SW Albuquerque, NM 87105 505-724-4670 James Gannon gannonj@ccasfnm.org</p> <p>5 - Central New Mexico Community College – (CNM) School of Adult & General Education Attn: David Valdes 525 Buena Vista SE Albuquerque, NM 87106 505-224-3457 dvaldes@cnm.edu</p> <p>6 - Southwestern Indian Polytechnic Institute 9169 Coors Blvd. NW Albuquerque, NM 87120 Sherry Allison, President 505-792-2976</p>				<p>older) with obtaining postsecondary education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	sherry.allison@bie.edu				
<p>Help New Mexico Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site		Yes, contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>
Unemployment Insurance, authorized by the Department of Education (ED)	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p>	Co-located	1	Yes, Contributing Financially	New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>					<p>determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the WCCNM AJC online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>
<p>Behavioral Health</p> <p>ADDITIONAL</p>	<p>HopeWorks, LLC</p> <p>Non-profit organization providing homelessness and behavioral health services</p>	<p>Off Site</p>		<p>Yes, not contributing financially.</p>	<p>HopeWorks' programs have a profound effect on the health and well-being of the individuals they serve. Their clients are healthier. They find better jobs. They are proud in their homes, living with dignity and respect. They are happier, and they are independent. And most importantly, they remain strong and healthy, not allowing their homeless episode to take their life away.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>HopeWorks' long-term goals include:</p> <ul style="list-style-type: none"> • Engaging strategic partnerships to address community gaps in service • Raising community awareness • Enhancing comprehensive array of services • Ensuring best practice approaches • Cultivating long-term sustainability <p>Key Programs and Continuation of Care include:</p> <ul style="list-style-type: none"> • Employment Services • Housing • Behavioral Health • Outreach • Day Shelter • Meals
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p> <p>2 - San Felipe Pueblo Anthony Ortiz,</p>	AI Off Site	0	Yes, All exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	<p>Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com</p> <p>3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111</p> <p>4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director</p> <p>4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org</p> <p>Daniel J. Madalena, Executive Director</p> <p>4-B, Santa Ana Pueblo</p>				<p>on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor 505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Carl D. Perkins Career & Technical Education Act (Perkins V), authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)</p>	<p>CNM – Carl Perkins Attn: Sharon Gordon-Moffett 10549 Universe Blvd. NW Albuquerque, NM 87114</p> <p>505-224-3068</p>	<p>Off Site</p>	<p>0</p>	<p>Yes, contributing financially</p>	<p>CNM is the current provider of Carl D. Perkins services. The purpose of this Act is to develop more fully the academic and career and technical skills of secondary education students and postsecondary education students who elect to enroll in career and technical education programs, by:</p> <ol style="list-style-type: none"> 1. Building on the efforts of states and localities to develop challenging academic and technical standards and to assist students in meeting such standards, including preparation for high skill, high wage, or high demand occupations in current or emerging professions; 2. Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students; 3. Increasing state and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education, including tech prep education; 4). Conducting and disseminating national research and disseminating information on best practices that

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>improve career and technical education programs, services, and activities;</p> <p>5. Providing technical assistance that:</p> <p style="padding-left: 40px;">A. Promotes leadership, initial preparation, and professional development at the state and local levels; and</p> <p style="padding-left: 40px;">B. Improves the quality of career and technical education teachers, faculty, administrators, and counselors.</p> <p>6. Supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local workforce investment boards, business and industry, and intermediaries; and</p> <p>7. Providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive.</p>
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000</p> <p>kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante's Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>					<p>they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>

Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

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

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

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

<p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<ul style="list-style-type: none"> • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • Veteran Services Program (NM Department of Workforce Solutions) • Temporary Assistance for Needy Families/New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) <p>Partners Co-located in other WCCNM AJCs in the Central Region</p> <ul style="list-style-type: none"> • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM -Adult Education) • WIOA Title II (UNM Valencia- Adult Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • <i>SCSEP (Goodwill)</i> • <i>SCSEP (NICOA)</i> • <i>SCSEP (NM Aging and Long-Term Services Department)</i> • Help NM-Community Based Service Grant • Isleta Pueblo WIOA Program • <i>Job Corps</i> • Unemployment Insurance Program (NM Department of Workforce Solutions) • Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none"> • Innovate+Educate • HopeWorks LLC • Gordon Bernell Charter School • Rio Meto Regional Transit District, NM Job Access Program • Sandoval County • CNM Workforce & Community Success • Rio Rancho Public Schools <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with</p>
---	---

	<p>community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM has enhanced online communication between all partners via its intranet system. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM also hosts a variety of workforce development events that bring together all partners (co-located, core, mandatory, and additional) in the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the WCCNM AICs to provide all customers access to multiple program</p>
--	---

	<p>resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the Central Region AJCs may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p><i>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year for Quarterly Gatherings, as mentioned above, to meet, train, and share information.</p>
--	--

Evidence of cost efficiency strategies used to maximize funds for services.

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

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

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

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

Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.

	<p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and events. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

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

<p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p> <p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>capacity to address the needs of individuals with disabilities to receive sound, fact-based information regarding SSA benefits and work incentives. These services are offered in order to improve services to SSA beneficiaries and to increase competitive integrated employment outcomes for targeted underserved populations within the community. WCCNM America's Job Centers (AJC) are able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>The WCCNM has a focus on Title IV of WIOA criteria for certifying the WCCNM America's Job Centers, which include physical and programmatic accessibility. To further the commitment service provision to individuals with disabilities, On June 2025, WCCNM requested the NM Governor's Commission on Disability per form an assessment of the WCCNM AJC;s and provide an Accessible Barrier Report following Americans with Disabilities Act and 2021 IBC with ICC A117.1-207 assessments. The site inspections identified areas for improvement, which the Operator is currently completing.</p> <p>The WCCNM AJC Operator routinely updates the AJC's by following the Governor's Commission on Disability, NM Technology Assistance Program to stay current on "Assistive Technology & Virtual Platforms" and on "Website and Document Accessibility," to assist in ensuring that virtual services offered remain accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists) are provided at the Sandoval County one-stop. Referrals are issued to customers for NM Division of Vocational Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop.</i></p>
---	---

	<p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services are available to individuals’ receiving services or attending events at the AJC, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during various accessibility trainings to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities. The WCCNM and America’s Job Center Training Strategy is routinely reviewed through Continuous Quality Improvement (CQI) processes that 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</p>
--	---

	<p>required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the WCCNM AJC online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided throughout each year, as required by CQI initiatives and as requested. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individuals’ receiving services or attending events at the AJC, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the CQI program manager, use this feedback</p>
--	---

	<p>to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the Comprehensive One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas.</i></p> <p>The NMJobs system is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, YouTube, and TikTok) to promote events and services. The WCCNM website (www.wccnm.org) was developed to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers.</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State</p>
--	---

	Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
	5	4 <u>X</u>	3	2
1				
CRITERIA	RESPONSE			
<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p> <p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<p><i>Description of each local one-stop center's performance in relationship to entire regional system, i.e., number of customers and businesses impacted, types of services delivered, etc. Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i></p> <p>See attachment A – Service Integration and Functional Management Plan – Performance Measures</p> <p>The Sandoval County AJC hosts a variety of its own employer and recruitment events, including hiring events and Career Fairs held in partnership with community and partner organizations and participates in community employment events such as Rio Rancho Public School job fairs. Sandoval County is the second-most populous county in the Central Region, so makes up a significant portion of the Central Region's performance, enrollments, and customers served. The AJC also hosts the second-largest number of co-located partners in the Central Region, after the Bernalillo County Center.</p> <p><i>Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities,</p>			

	<p>staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM AJC Training Strategy bolsters 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 NMJobs online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at partner meetings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM has a dedicated Continuous Quality Improvements (CQI) program manager and subcommittee to lead the development of a formal WCCNM CQI planning process and is continuously working to prioritize initiatives for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers.</p>
--	---

	<p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
<p>See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.</p>	

**WCCNM August 2025
One-Stop Delivery System Submittal Notification**

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

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

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

WCCNM's Chair Signature

Date of Submittal

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

Submit Electronic Notification to: Marcos Martinez, marcos.martinez@dws.nm.gov

New Mexico Department of Workforce Solutions One-Stop Certification Application/Affiliate Certification Application

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Arthur Martinez, Workforce Administrator

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Daniel Sanchez

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

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

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

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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					New Mexico.
<p>Trade Adjustment Assistance (TAA)</p> <p>REQUIRED</p> <p>Authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – TAA</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>marcos.martinez@dws.nm.gov</p>	Off Site	0	Yes, May Not Contribute Financially	<p>3/3/2025 TAA Termination Provisions Please see https://www.dol.gov/agencies/eta/tradeact</p> <p>TAA Termination provisions took effect on July 1, 2022. Under termination, DOL may not conduct new investigations or issue certifications of eligibility for new groups of workers. Worker Groups Certified – Workers Without Separation In addition, benefits and services may not be provided to workers who were certified prior to July 1, 2022, but who were not separated before that date. As a result, thousands of such workers, are ineligible for TAA benefits or services. Some of the larger company impacts are listed below along with the approximate number of affected workers:</p> <p>The Trade Adjustment Assistance (TAA)</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.
WIOA Title 1 Adult and Dislocated Worker Services WIOA Act of 2014 Required	Mid-Region Council of Governments 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3624 Dewey Cave, Executive Director DCave@mrcog-nm.gov WCCNM, Stacy Sacco, Board Chair saaco@aol.com	Co-located	1	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows: Basic Career Services Basic career services must be made available to all individuals seeking services served in the one stop delivery

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs; • Labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on in-demand industry sectors and occupations; provision of information on nontraditional employment; • Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs; • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>areas, including job vacancy listings in labor market areas;</p> <ul style="list-style-type: none"> • 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 childcare, 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>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;</p> <ul style="list-style-type: none"> • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. <p>Individualized Career Services Once Workforce Connection Center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual at the Centers. BCC center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>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;</p> <ul style="list-style-type: none"> • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers; • Group and/or individual counseling and mentoring; • Career planning (e.g., case management); • Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training; • Internships and work experiences that are linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>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;</p> <ul style="list-style-type: none"> • Financial literacy services; • Out-of-area job search assistance and relocation assistance; and • English language acquisition and integrated education and training programs. <p>Follow-up Services Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
WIOA Title 1 Youth Services WIOA Act of 2014 Required	<p>Youth Development, Inc. 3451 Candelaria Rd NE, Suite J, Albuquerque, New Mexico 87107 505-352-3444</p> <p>Concha Cordova, VP of Education, Employment & Training CCordova@ydinm.org</p>	Co-located	1	Yes, Contributing Financially	Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>(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, childcare, housing, medical) (8) Guidance and Counseling (9) Leadership Development (10) Alternative Education (11) Dropout Prevention/Tutoring (12) Paid/Unpaid work experience including internships & summer employment (13) Occupational Skills Training (14) Follow-up Services</p> <p>Additional activities that support the fourteen WIOA program elements include but are not limited to the following:</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>(1) Comprehensive work readiness training and career exploration (2) Development of quality work experience sites to provide meaningful work experience and skill development (3) Co-enrollment with adult WIOA program for OJT and further training opportunities</p> <p>Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling; • Case management to work through barriers, obtain support service needs and monitor referrals to internal and external services and programs; • Work experiences, internships and apprenticeships linked to career interest; • Labor market services including job search and placement assistance, information on in-demand industry sectors and occupations, and performance and program cost information on eligible training

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					providers for training services; <ul style="list-style-type: none"> • Work readiness training to develop soft and foundational employability skills required for successful attainment and retention of employment; • Workforce preparation activities to develop a resume and acquire digital literacy, business etiquette, communication, interviewing and financial literacy skills; • Assistance in college entry, including establishing eligibility for programs of financial aid assistance for training programs not provided under WIOA, and completion of placement assessments; and, • Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
Rapid Response ADDITIONAL Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking	New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov	Co-located	Same Staff as Wagner-Peyser	Yes, Contributing Financially	Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
(NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.					unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.
Reemployment Services and Eligibility Assessment (RESEA) REQUIRED Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15	New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov	Itinerate		Yes, Contributing Financially	The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the WCCNM AJCs.
Apprenticeship Expansion Team	Workforce Connection of Central New Mexico (WCCNM) - Mid-Region Council of Governments, Workforce Connection of Central LWDB	Itinerate		Yes, Contributing Financially	The Apprenticeship Expansion Team was created as a support system designed to help promote and develop apprenticeship models to businesses and individuals in the Central Region. Apprenticeship Coordinators work to

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair sasacco@aol.com</p>				<p>connect interested individuals with apprenticeship programs in New Mexico, as well as to support businesses and organizations through the process of developing their own Registered Apprenticeship programs. Apprenticeship Coordinators conduct outreach to local businesses to share information about the apprenticeship model, respond to inquiries from interested individuals and businesses, and, in partnership with the NMDWS State Apprenticeship Office, work closely with program sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs. The Apprenticeship Expansion Team also collaborates closely with other Workforce Connection of Central New Mexico partners, including on the referral of individuals and employers that are interested in apprenticeship.</p>
<p>Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs</p> <p>REQUIRED</p> <p>TANF, authorized under part</p>	<p>New Mexico Department of Workforce Solutions (NMDWS)</p> <p>-</p> <p>Authorization by New Mexico Healthcare Authority</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p>	Off Site		Yes, Contributing Financially	<p>The New Mexico Temporary Assistance for Needy Families (TANF) program, known as NMWorks, is designed to help needy families achieve self-sufficiency. States receive grants to design and operate programs that accomplish one of the purposes of the TANF program.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) ³	<p>505-841-8912 marcos.martinez@dws.nm.gov</p> <p>New Mexico Healthcare Authority</p> <p>Attn: Interim TANF Program Manager for New Mexico Marjory Christensen, serving with the New Mexico Department of Workforce Solutions (DWS).</p>				<p>The four purposes of the TANF program are to:</p> <ul style="list-style-type: none"> • Provide assistance to needy families so that children can be cared for in their own homes; • Reduce the dependency of needy parents by promoting job preparation, work and marriage; • Prevent and reduce the incidence of out-of-wedlock pregnancies, and; • Encourage the formation and maintenance of two-parent families. <p>To be eligible for New Mexico Family Assistance, you must be a resident of New Mexico, and a U.S. citizen, legal alien or qualified alien. You must be unemployed or underemployed and have low or very low income. You must also be one of the following:</p> <ul style="list-style-type: none"> • Have a child 18 years of age or younger, or • Be pregnant, or <p>Be 18 years of age or younger and the head of your household.</p>
Accelerated College and Career Education (ACCE) ADDITIONAL	UNM Valencia – Authorized by New Mexico Healthcare Authority, Accelerated College & Career Education Program	Itinerant only	0	Yes, contributing financially	The Accelerated College and Career Education (ACCE) program is a large collaborative project funded in part by the New Mexico Healthcare Authority. It

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) ³	(ACCE) ACCE ABQ Instructor/ Training Specialist				serves students receiving Temporary Assistance to Needy Families (TANF) who are often referred to as a “hardest to serve” population and are seeking to obtain their high school credential.
State Vocational Rehabilitation (VR) program REQUIRED Authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	Authorized by the Department of Education (ED) - NMDVR Attn: Teresa Arias 2935 Rodeo Park Drive East Santa Fe, NM 87505 Fax: 505-207-2307 Phone: 505-954-8500 Teresa Arias Teresa.Arias@state.nm.us	Off Site		Yes, Contributing Financially	The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities. Services include vocational counseling and guidance, job search assistance, job development and placement assistance, pre-employment transition services, training, and post-employment services. This partner is a core partner, co-located, and required in the WCCNM AJCs.
WIOA National Indian Youth Council (NIYC) REQUIRED	National Indian Youth Council Authorized by the U.S. Department of Labor’s Workforce Innovation and Opportunity Act (WIOA) program 318 Elm St SE Albuquerque, NM 87102 Additional Contact : Lorraine Edmo, Senior Field	Off Site		Yes, not contributing financially per WIOA 212(h)(2)(D)(i v)	The National Indian Youth Council, Inc., (NIYC) workforce development program is designed to empower urban Native Americans to achieve educational and economic success. For instance, the program provides career coaching, work experience, classroom training, and other services to those who reside within the <u>Albuquerque/Las Cruces, Farmington, and Gallup</u> service areas. As a result,

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	Office Manager (505) 247-2251 ledmo@niyc-alb.org				<p>NIYC's goal is to support, assist, and enable participants to:</p> <ul style="list-style-type: none"> • Strengthen academic, occupational, and literacy skills; • Be more prepared and competitive in the workforce; • Attain personal and economic self-sufficiency; and • Successfully enter, re-enter, or retain employment. <p>NIYC's short-term employment program will provide participants with an opportunity to work, learn, and earn. It is designed to connect participants to potential careers and grow in professional pursuits.</p>
<p>CHANCES: Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>Workforce Connection of Central New Mexico (WCCNM)</p> <p>Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair</p>	Off Site		Yes	<p>The WCCNM's Pathway Home 3, Reentry Employment Opportunity (CHANCES) grant was awarded to the WCCNM in July 2022. Through this grant, the WCCNM is serving incarcerated individuals who are within 20 to 270 days of release to ensure they receive pre-release job readiness and occupational training. Prior to participants being released, CHANCES case managers work with incarcerated participants to begin planning and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	sasacco@aol.com				arranging needed reentry supportive services and leveraging additional post-release training with the goal of participants being placed in jobs very quickly after they are released. Through WCCNM's work on the CHANCES program, we have identified and coordinated a network of reentry service providers in Bernalillo County to facilitate the programs sustainability plan.
Albuquerque Housing Authority	Mundy Petroff Executive Assistant Email: mpetroff@abqha.org	Off Site		Yes	Albuquerque Housing Authority (AHA) is a government agency working with Albuquerque residents to provide rental assistance and public housing options.
Title V – Senior Community Service Employment Set-Aside Grantees REQUIRED Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 seq.)	1 - NM Aging and Long-term Services Department SCSEP P.O. Box 27118 Santa Fe, NM 87502-7118 2 - NICOA, National Indian Council on Aging Senior Community Service Employment Program Set-Aside Grantees 3 Goodwill Industries of New	Off Site		Unknown at this time	The Senior Community Service Employment Program (SCSEP), a vital lifeline for unemployed older adults, is facing a nationwide shutdown. Although Congress approved funding for the new program year beginning July 1, 2025, DOL has not released over \$300 million for the program, leading to the furlough of over 25,000 older workers who would have been getting paid while they train for new jobs. Countless more are waiting to enter the program to find work that will help them make ends meet. Historically, the WCCNM worked closely

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	Mexico – authorization by the Department of Labor (DOL)		0		with the SCSEP programs, administered through the New Mexico Aging and Long-Term Services Department, National Indian Council on Aging, and Goodwill New Mexico in our state. Central Region AJC offices hosted participants of this program, providing skills training and access to job placement. Our NMDWS partner and service provider program have hired some SCSEP participants into permanent positions as they become available and placed others with local employers.
Job Corps REQUIRED Job Corps, WIOA Title I, Subtitle C	Job Corps-Albuquerque Center Authorized by the Department of Labor (DOL) Attn: Carl Adams 1500 Indian School Rd. NW Albuquerque, NM 87104 505-222-4100	Off Site		Unknown at this time	The U.S. Department of Labor announced a pause in operations at contractor-operated centers in May 2025 due to budget issues and program concerns, but a court-issued preliminary injunction in June 2025 blocked these closures, leaving the future of the program uncertain and dependent on ongoing legal and legislative actions.
Adult Basic Education REQUIRED Authorized by the Department of Education (ED)	1 - Albuquerque Adult Learning Center Attn: Gloria Rael 419 Pennsylvania St. SE, Albuquerque, NM 87108 505-980-2129 Gloria Rael	All Off Site		Yes, contributing financially	Despite the proposed reductions and the expired authorization, funding for WIOA Title II (Adult Education and Family Literacy Act) remains stable for the current 2025-2026 grant period, with allocations extending through June 2026.

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program	<p>gloria@abqged.org</p> <p>2 - Gordon Bernell Community School 2821 4th Street NW Albuquerque, NM 87107 (505) 916-8618 www.gordonbernell.org</p> <p>3 - Youth Development, Inc. (YDI) 3411 Candelaria Rd NE Albuquerque, NM 87107 505-352-3444 Dr. Diego Gonzales and/or Concha Cordova ccordova@ydinm.org</p> <p>4 - Adult Education Catholic Charities Catholic Charities – ABE Attn: Tara Armijo-Prewitt 2010 Bridge Blvd. SW Albuquerque, NM 87105 505-724-4670 James Gannon gannonj@ccasfnm.org</p> <p>5 - Central New Mexico Community College – (CNM) School of Adult & General Education Attn: David Valdes</p>				<p>WIOA Title II programs seek to ensure that state and local service providers (all six listed) offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and older) with obtaining postsecondary education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>525 Buena Vista SE Albuquerque, NM 87106 505-224-3457 dvaldes@cnm.edu</p> <p>6 - Southwestern Indian Polytechnic Institute 9169 Coors Blvd. NW Albuquerque, NM 87120 Sherry Allison, President 505-792-2976 sherry.allison@bie.edu</p>				
<p>Help New Mexico Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site		Yes, contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>
<p>Unemployment Insurance, authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p>	<p>Itinerate</p>		<p>Yes, Contributing Financially</p>	<p>New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the WCCNM AJC online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Behavioral Health ADDITIONAL	HopeWorks, LLC Non-profit organization providing homelessness and behavioral health services	Off Site		Yes, not contributing financially.	<p>HopeWorks' programs have a profound effect on the health and well-being of the individuals they serve. Their clients are healthier. They find better jobs. They are proud in their homes, living with dignity and respect. They are happier, and they are independent. And most importantly, they remain strong and healthy, not allowing their homeless episode to take their life away.</p> <p>HopeWorks' long-term goals include:</p> <ul style="list-style-type: none"> • Engaging strategic partnerships to address community gaps in service • Raising community awareness • Enhancing comprehensive array of services • Ensuring best practice approaches • Cultivating long-term sustainability <p>Key Programs and Continuation of Care include:</p> <ul style="list-style-type: none"> • Employment Services • Housing • Behavioral Health • Outreach • Day Shelter

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<ul style="list-style-type: none"> Meals
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p> <p>2 - San Felipe Pueblo Anthony Ortiz, Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com</p> <p>3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111</p> <p>4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico</p>	AI Off Site	0	Yes, All exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	<p>Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director</p> <p>4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org</p> <p>Daniel J. Madalena, Executive Director</p> <p>4-B, Santa Ana Pueblo 2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor 505-867-3301 governor@santaana-nasn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70</p>				

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				
<p>Carl D. Perkins Career & Technical Education Act (Perkins V), authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and</p>	<p>CNM – Carl Perkins Attn: Sharon Gordon-Moffett 10549 Universe Blvd. NW Albuquerque, NM 87114</p> <p>505-224-3068</p>	Off Site	0	Yes, contributing financially	<p>CNM is the current provider of Carl D. Perkins services. The purpose of this Act is to develop more fully the academic and career and technical skills of secondary education students and postsecondary education students who elect to enroll in career and technical education programs, by:</p> <ol style="list-style-type: none"> 1. Building on the efforts of states and localities to develop challenging academic and technical standards and to assist students in meeting such standards, including preparation for high skill, high wage, or high demand occupations in current or emerging professions;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)					<p>2. Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students;</p> <p>3. Increasing state and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education, including tech prep education;</p> <p>4). Conducting and disseminating national research and disseminating information on best practices that improve career and technical education programs, services, and activities;</p> <p>5. Providing technical assistance that:</p> <p style="padding-left: 40px;">A. Promotes leadership, initial preparation, and professional development at the state and local levels; and</p> <p style="padding-left: 40px;">B. Improves the quality of career and technical education teachers, faculty, administrators, and counselors.</p> <p>6. Supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					workforce investment boards, business and industry, and intermediaries; and 7. Providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive.
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000</p> <p>kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante’s Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.
MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant	777 W US Route 66 Moriarty, NM 87035 Telephone: 505-832-6774 Fax: 505-832-0220 Email: ioriarty@metinc.org	Co-Located	1	Yes	The NFJP program partners with community organizations and state agencies to counter the chronic unemployment and underemployment experienced by farm workers who depend primarily on jobs in agricultural labor performed across the country.

Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

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

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

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

<p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<p>Council of Governments)</p> <ul style="list-style-type: none"> • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) • Itinerant Veteran Services Program (NM Department of Workforce Solutions) (itinerant services available) • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <p>Partners Co-located in other WCCNM AJCs in the Central Region</p> <ul style="list-style-type: none"> • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • <i>SCSEP (Goodwill) May be defunded</i> • <i>SCSEP (NICOA) May be defunded</i> • <i>SCSEP (NM Aging and Long-Term Services Department) May be defunded</i> • Help NM-Community Based Service Grant • TANF Program (NM Human Services Department) • Isleta Pueblo WIOA Program • <i>Job Corps May be defunded</i>
---	--

	<ul style="list-style-type: none"> • Unemployment Insurance Program (NM Department of Workforce Solutions) • Santo Domingo Pueblo WIOA Program <p>Our Community Partners Our Community Partners</p> <ul style="list-style-type: none"> • Innovate+Educate • HopeWorks LLC • Gordon Bernell Charter School • Rio Metro Regional Transit District, NM Job Access Program • Bernalillo County • CNM Workforce & Community Success <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM continues to enhance online communication between all partners. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM coordinates a variety of workforce development events that bring together all partners (co-located, core, mandatory, and additional) in the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends</p>
--	---

	<p>out all center or region-wide e-blasts with relevant information for partners.</p> <p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the WCCNM AJs to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the AJs may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p><i>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making</i></p>
--	--

	<p>focused on performance; Evidence of shared strategies among program partners to meet business needs.</p> <p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year to meet, train, and share information.</p> <p><i>Evidence of cost efficiency strategies used to maximize funds for services.</i></p> <p>Leveraging existing resources and services is an important strategy of the WCCNM One-Stop. Recent initiatives include:</p> <ul style="list-style-type: none"> • Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the WCCNM AJC services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences. • Adding partners to the One-Stop reduces costs to each individual co-located program for infrastructure and additional costs. • Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include: <ul style="list-style-type: none"> ○ Constant Contact ○ Social media (Facebook, Instagram, Twitter, YouTube, & TikTok) ○ WCCNM website (www.wccnm.org) ○ RingCentral ○ Lobby Central ○ WCCNM Intranet ○ See Attachment A - Service Integration and Functional Management Plan - Tools
--	---

	<p>and Technology for more information about each platform</p> <p><i>Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the dedicated CQI program manager, use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
1	5	4 <u>X</u>	3	2
CRITERIA		RESPONSE		

<p>How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?</p> <p>What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?</p> <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p> <p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p> <p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p><i>Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e. training in ADA, and positive youth development and engagement.</i></p> <p>The Youth Program utilizes a “Positive Youth Development Framework” to assess each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.</p> <p>WCCNM, NMDVR, and the AJC staff continue to build capacity to address the needs of individuals with disabilities to receive sound, fact-based information regarding SSA benefits and work incentives. These services are offered in order to improve services to SSA beneficiaries and to increase competitive integrated employment outcomes for targeted underserved populations within the community. WCCNM America’s Job Centers (AJC) are able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>The WCCNM has a focus on Title IV of WIOA criteria for certifying the WCCNM America’s Job Centers, which include physical and programmatic accessibility. To further the commitment service provision to individuals with disabilities, On June 2025, WCCNM requested the NM Governor’s Commission on Disability per form an assessment of the WCCNM AJC;s and provide an Accessible Barrier Report following Americans with Disabilities Act and 2021 IBC with ICC A117.1-207 assessments. The site inspections identified areas for improvement, which the Operator is currently completing.</p> <p>The WCCNM AJC Operator routinely updates the AJC’s by following the Governor's Commission on Disability, NM Technology Assistance Program to stay current on "Assistive Technology & Virtual Platforms” and on "Website and Document Accessibility,” to assist in ensuring that virtual services offered remain accessible to all individuals.</p>
--	--

	<p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p> <p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans’ Outreach Program specialists) are provided at the Torrance County AJC. Referrals are issued to customers for NM Division of Vocational Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during various accessibility trainings to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille</p>
--	--

	<p>display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p> <p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and AJC Training Strategy os routinely reviewed through Continuous Quality Improvements (CQI) processes that bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all “core” WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all “participating” partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided throughout the year, as requested, and online. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM</p>
--	--

	<p>virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the dedicated CQI program manager, use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas?</i></p> <p>The Workforce Connection Online System, or NMJobs (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over</p>
--	---

	<p>Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram, Twitter, and TikTok) to promote events and services. The WCCNM website (www.wccnm.org) was developed to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers?</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
<p>See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.</p>	

III. CONTINUOUS QUALITY IMPROVEMENT				
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.				
1	5	4 <u>X</u>	3	2
CRITERIA		RESPONSE		
<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p>		<p><i>Description of each local one-stop center's performance in relationship to entire regional system, i.e., number of customers and businesses impacted, types of services delivered, etc. Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i></p> <p>See attachment A – Service Integration and Functional Management Plan – Performance Measures</p>		

<p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<p>The Torrance County One-Stop Center hosts a variety of its own employer and recruitment events, such as the East Mountain Career Fair. This is also the only center to host the National Farmworker Jobs Program as a co-located partner, an important program that serves one of WIOA's target populations.</p> <p>While Torrance County has the smallest population of any Central Region County, partner program staff at the Torrance County One-Stop Center still make an important contribution to overall Central Region performance.</p> <p><i>Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM AJC Training Strategy launched at the beginning of PY18 continues 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 throughout the year, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p>
--	---

	<p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan – Continuous Quality Improvements</p> <p>The WCCNM has a dedicated Continuous Quality Improvements (CQI) program manager and subcommittee to lead the development of a formal WCCNM CQI planning process and is continuously working to prioritize initiatives for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
<p>See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.</p>	

**WCCNM August 2025
One-Stop Delivery System Submittal Notification**

☐ **INITIAL CERTIFICATION**

XXX RECERTIFICATION

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

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

WCCNM's Chair Signature

Date of Submittal

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

Submit Electronic Notification to: Marcos Martinez, marcos.martinez@dws.nm.gov

New Mexico Department of Workforce Solutions

One-Stop Certification Application/Affiliate Certification Application

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Arthur Martinez, Workforce Administrator

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

Address: 809 Copper NW, Albuquerque, New Mexico 87102

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

Contact Person: Daniel Sanchez, Operations Manager

3. Location of One Stop: 121 Don Diego St. SE Suite A, Los Lunas, NM 87031

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

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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Wagner-Peyser Employment Services (ES) program</p> <p>REQUIRED</p> <p>Authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange</p>	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p> <p>Marcos Martinez marcos.martinez@dws.nm.gov</p>	Co-located	2	Yes, Contributing Financially	Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.
<p>Jobs for Veterans State Grants (JVSG)</p> <p>Required</p> <p>Authorized under chapter 41 of title 38, U.S.C.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) – Veterans (JVSG) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov</p>	Itinerant		Yes, Contributing Financially	Veteran Services ensures that job and training services are offered to veterans on a priority basis. Veterans have priority over non-veterans regarding job placement, counseling, testing, referral to supportive services, job development, and job training. Local veteran employment representatives (LVERs) and disabled veterans outreach program representatives (DVOPs) provide these services to veterans.
Trade Adjustment	New Mexico Department of	Off Site	0	Yes, May Not	3/3/2025 TAA Termination Provisions

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Assistance (TAA)</p> <p>REQUIRED</p> <p>Authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</p>	<p>Workforce Solutions (NMDWS) – TAA</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>marcos.martinez@dws.nm.gov</p>			Contribute Financially	<p>Please see https://www.dol.gov/agencies/eta/tradeact</p> <p>TAA Termination provisions took effect on July 1, 2022. Under termination, DOL may not conduct new investigations or issue certifications of eligibility for new groups of workers. Worker Groups Certified – Workers Without Separation In addition, benefits and services may not be provided to workers who were certified prior to July 1, 2022, but who were not separated before that date. As a result, thousands of such workers, are ineligible for TAA benefits or services. Some of the larger company impacts are listed below along with the approximate number of affected workers:</p> <p>The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.</p>
WIOA Title 1 Adult and Dislocated Worker Services WIOA Act of 2014	<p>Mid-Region Council of Governments</p> <p>809 Copper Ave. NW,</p> <p>Albuquerque, NM 87102</p>	Co-located	2	Yes, Contributing Financially	The Adult/Dislocated Worker Provider provides “career services” for adults and dislocated workers. There are three types of “career services”: basic career

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Required	<p>505-724-3624</p> <p>Dewey Cave, Executive Director DCave@mrcog-nm.gov</p> <p>WCCNM, Stacy Sacco, Board Chair saaco@aol.com</p>				<p>services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of any customer inclusive of those with multiple barriers to employment. In an effort to reach community members with multiple barriers, intensive outreach is conducted throughout the Region. The three categories of career services offered are defined as follows:</p> <p>Basic Career Services Basic career services must be made available to all individuals seeking services served in the one stop delivery system, and include:</p> <ul style="list-style-type: none"> • Determinations of whether the individual is eligible to receive assistance from the adult, and/or dislocated worker programs; • Outreach, intake, and orientation to information and other services available through the one-stop delivery system; • Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps),

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>and supportive service needs;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>program and type of providers;</p> <ul style="list-style-type: none"> • 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 childcare, 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.</p> <p>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.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; • Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>integrated education and training programs.</p> <p>Follow-up Services Follow-up services are offered as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.</p>
<p>WIOA Title 1 Youth Services WIOA Act of 2014</p> <p>Required</p>	<p>Youth Development, Inc. 3451 Candelaria Rd NE, Suite J, Albuquerque, New Mexico 87107 505-352-3444</p> <p>Concha Cordova, VP of Education, Employment & Training CCordova@ydinm.org</p>	Co-located	2	Yes, Contributing Financially	<p>Through its Youth Program Provider, the WCCNM strives to provide quality workforce development services to youth in the Central Region by providing access to the fourteen elements under WIOA and other support services that assist youth with completion of education and placement into training and employment. The fourteen youth elements under WIOA include:</p> <ul style="list-style-type: none"> (1) Financial Literacy (2) Entrepreneurial skills training (3) Services that provide labor market and employment information in the local area (4) Activities that help youth transition to post-secondary education and training (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>cluster</p> <p>(6) Adult Mentoring</p> <p>(7) Supportive Services (transportation, childcare, housing, medical)</p> <p>(8) Guidance and Counseling</p> <p>(9) Leadership Development</p> <p>(10) Alternative Education</p> <p>(11) Dropout Prevention/Tutoring</p> <p>(12) Paid/Unpaid work experience including internships & summer employment</p> <p>(13) Occupational Skills Training</p> <p>(14) Follow-up Services</p> <p>Additional activities that support the fourteen WIOA program elements include but are not limited to the following:</p> <p>(1) Comprehensive work readiness training and career exploration</p> <p>(2) Development of quality work experience sites to provide meaningful work experience and skill development</p> <p>(3) Co-enrollment with adult WIOA program for OJT and further training opportunities</p> <p>Special attention is paid to the hardest to serve, most in need youth, i.e., youth with disabilities, and other barriers such as homeless youth, foster and former</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>foster youth, offenders, and/or expecting and parenting youth. In an effort to reach this population, outreach is conducted on a consistent basis throughout the urban, rural and pueblo areas of the region to public, alternative and charter high schools, juvenile justice facilities, community centers, ABE programs, homeless shelters, transitional living programs, colleges and universities, and other youth serving community agencies. The WCCNM youth provider has established strong and effective partnerships with all schools, agencies and programs that serve this population.</p> <p>Youth services provided to all participants include:</p> <ul style="list-style-type: none"> • Objective assessment of literacy and numeracy skills, English language proficiency, aptitudes, and abilities, and support service needs; • Development of an Individualized Educational Plan to establish education and employment goals and objectives; • Referrals and coordination of activities to service needs including the WIOA fourteen youth elements, other one-stop delivery services, and other workforce development programs as appropriate. Referrals are also made to

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>support services including medical, housing, food, childcare, and transportation assistance, and prevention and intervention services including mental health and substance abuse counseling;</p> <ul style="list-style-type: none"> • 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

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>programs not provided under WIOA, and completion of placement assessments; and,</p> <ul style="list-style-type: none"> Quarterly follow-up services for up to one year after program completion to offer support services and obtain performance outcome information.
<p>Rapid Response</p> <p>ADDITIONAL</p> <p>Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 3, 108, 129, 133, and 134; WIOA Notice of Proposed Rulemaking (NPRM) 20 CFR §§ 679.560, 681.500, 682.300 et seq.; TEGL 3-15; 29 USC § 2101 et seq.</p>	<p>New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928</p> <p>505-841-8912 marcos.martinez@dws.nm.gov</p>	Co-located	Same Staff as Wagner-Peyser	Yes, Contributing Financially	<p>Also included in Wagner-Peyser services: Career Services provides employment services and career counseling to jobseekers, as well as labor exchange services to job seekers and employers. Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. This partner is a core partner, co-located, and required in the WCCNM AJCs.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
Reemployment Services and Eligibility Assessment (RESEA) REQUIRED Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15	New Mexico Department of Workforce Solutions (NMDWS) Attn: Marcos Martinez PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912 marcos.martinez@dws.nm.gov	Off Site		Yes, Contributing Financially	The Reemployment Services and Eligibility Assessments (RESEA) program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. RESEA has four purposes: reduce UI duration through improved employment outcomes; strengthen UI program integrity; promote alignment with the vision of the Workforce Innovation and Opportunity Act (WIOA); and establish RESEA as an entry point to other workforce system partners. This partner is co-located in the WCCNM AJCs.
Apprenticeship Expansion Team	Workforce Connection of Central New Mexico (WCCNM) - Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636 Stacy Saaco, WCCNM Board Chair sasacco@aol.com	Off Site		Yes, Contributing Financially	The Apprenticeship Expansion Team was created as a support system designed to help promote and develop apprenticeship models to businesses and individuals in the Central Region. Apprenticeship Coordinators work to connect interested individuals with apprenticeship programs in New Mexico, as well as to support businesses and organizations through the process of developing their own Registered Apprenticeship programs. Apprenticeship Coordinators conduct outreach to local businesses to share information about the apprenticeship model, respond to inquiries from interested individuals and businesses, and, in partnership with the NMDWS

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					State Apprenticeship Office, work closely with program sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs. The Apprenticeship Expansion Team also collaborates closely with other Workforce Connection of Central New Mexico partners, including on the referral of individuals and employers that are interested in apprenticeship.
<p>Temporary Assistance for Needy Families (TANF) – NMWorks CareerLink & Wage Subsidy Programs</p> <p>REQUIRED</p> <p>TANF, authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)³</p>	<p>New Mexico Department of Workforce Solutions (NMDWS)</p> <p>-</p> <p>Authorization by New Mexico Healthcare Authority</p> <p>Attn: Marcos Martinez</p> <p>PO Box 1928</p> <p>Albuquerque, NM 87103-1928</p> <p>505-841-8912</p> <p>marcos.martinez@dws.nm.gov</p> <p>New Mexico Healthcare Authority</p> <p>Attn: Interim TANF Program Manager for New Mexico</p> <p>Marjory Christensen, serving with the New Mexico Department of Workforce</p>	Off Site		Yes, Contributing Financially	<p>The New Mexico Temporary Assistance for Needy Families (TANF) program, known as NMWorks, is designed to help needy families achieve self-sufficiency. States receive grants to design and operate programs that accomplish one of the purposes of the TANF program.</p> <p>The four purposes of the TANF program are to:</p> <ul style="list-style-type: none"> • Provide assistance to needy families so that children can be cared for in their own homes; • Reduce the dependency of needy parents by promoting job preparation, work and marriage; • Prevent and reduce the incidence of out-of-wedlock pregnancies, and;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	Solutions (DWS).				<ul style="list-style-type: none"> Encourage the formation and maintenance of two-parent families. <p>To be eligible for New Mexico Family Assistance, you must be a resident of New Mexico, and a U.S. citizen, legal alien or qualified alien. You must be unemployed or underemployed and have low or very low income. You must also be one of the following:</p> <ul style="list-style-type: none"> Have a child 18 years of age or younger, or Be pregnant, or <p>Be 18 years of age or younger and the head of your household.</p>
<p>Accelerated College and Career Education (ACCE)</p> <p>ADDITIONAL</p> <p>Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)3</p>	<p>UNM Valencia – Authorized by New Mexico Healthcare Authority, Accelerated College & Career Education Program (ACCE)</p> <p>ACCE ABQ Instructor/ Training Specialist</p>	Itinerant only	0	Yes, contributing financially	<p>The Accelerated College and Career Education (ACCE) program is a large collaborative project funded in part by the New Mexico Healthcare Authority. It serves students receiving Temporary Assistance to Needy Families (TANF) who are often referred to as a “hardest to serve” population and are seeking to obtain their high school credential.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>State Vocational Rehabilitation (VR) program</p> <p>REQUIRED</p> <p>Authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA</p>	<p>Authorized by the Department of Education (ED) - NMDVR</p> <p>Attn: Teresa Arias 2935 Rodeo Park Drive East Santa Fe, NM 87505</p> <p>Fax: 505-207-2307 Phone: 505-954-8500</p> <p>Teresa Arias Teresa.Arias@state.nm.us</p>	Off Site		Yes, Contributing Financially	<p>The mission of the New Mexico Division of Vocational Rehabilitation (NMDVR) is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities. Services include vocational counseling and guidance, job search assistance, job development and placement assistance, pre-employment transition services, training, and post-employment services. This partner is a core partner, co-located, and required in the WCCNM AJCs.</p>
<p>WIOA National Indian Youth Council (NIYC)</p> <p>REQUIRED</p>	<p>National Indian Youth Council Authorized by the U.S. Department of Labor's Workforce Innovation and Opportunity Act (WIOA) program</p> <p>318 Elm St SE Albuquerque, NM 87102</p> <p>Additional Contact : Lorraine Edmo, Senior Field Office Manager (505) 247-2251 ledmo@niyc-alb.org</p>	Off Site		Yes, not contributing financially per WIOA 212(h)(2)(D)(i v)	<p>The National Indian Youth Council, Inc., (NIYC) workforce development program is designed to empower urban Native Americans to achieve educational and economic success. For instance, the program provides career coaching, work experience, classroom training, and other services to those who reside within the <u>Albuquerque/Las Cruces</u>, <u>Farmington</u>, and <u>Gallup</u> service areas. As a result, NIYC's goal is to support, assist, and enable participants to:</p> <ul style="list-style-type: none"> • Strengthen academic, occupational, and literacy skills; • Be more prepared and competitive in the workforce;

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<ul style="list-style-type: none"> Attain personal and economic self-sufficiency; and Successfully enter, re-enter, or retain employment. <p>NIYC's short-term employment program will provide participants with an opportunity to work, learn, and earn. It is designed to connect participants to potential careers and grow in professional pursuits.</p>
<p>CHANCES: Reentry Employment Opportunities (REO) programs</p> <p>REQUIRED</p> <p>(REO authorized by the Department of Labor (DOL) under Sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169</p>	<p>Workforce Connection of Central New Mexico (WCCNM)</p> <p>Mid-Region Council of Governments, Workforce Connection of Central LWDB 809 Copper Ave. NW, Albuquerque, NM 87102 505-724-3636</p> <p>Stacy Saaco, WCCNM Board Chair sasacco@aol.com</p>	Off Site		Yes	<p>The WCCNM's Pathway Home 3, Reentry Employment Opportunity (CHANCES) grant was awarded to the WCCNM in July 2022. Through this grant, the WCCNM is serving incarcerated individuals who are within 20 to 270 days of release to ensure they receive pre-release job readiness and occupational training. Prior to participants being released, CHANCES case managers work with incarcerated participants to begin planning and arranging needed reentry supportive services and leveraging additional post-release training with the goal of participants being placed in jobs very quickly after they are released. Through WCCNM's work on the CHANCES program, we have identified and coordinated a network of reentry service providers in Bernalillo County to</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					facilitate the programs sustainability plan.
Albuquerque Housing Authority	Mundy Petroff Executive Assistant Email: mpetroff@abqha.org	Off Site		Yes	Albuquerque Housing Authority (AHA) is a government agency working with Albuquerque residents to provide rental assistance and public housing options.
<p>Title V – Senior Community Service Employment Set-Aside Grantees</p> <p>REQUIRED</p> <p>Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 seq.)</p>	<p>1 - NM Aging and Long-term Services Department SCSEP P.O. Box 27118 Santa Fe, NM 87502-7118</p> <p>2 - NICOA, National Indian Council on Aging Senior Community Service Employment Program Set-Aside Grantees</p> <p>3 Goodwill Industries of New Mexico – authorization by the Department of Labor (DOL)</p>	Off Site	0	Unknown at this time	<p>The Senior Community Service Employment Program (SCSEP), a vital lifeline for unemployed older adults, is facing a nationwide shutdown. Although Congress approved funding for the new program year beginning July 1, 2025, DOL has not released over \$300 million for the program, leading to the furlough of over 25,000 older workers who would have been getting paid while they train for new jobs. Countless more are waiting to enter the program to find work that will help them make ends meet.</p> <p>Historically, the WCCNM worked closely with the SCSEP programs, administered through the New Mexico Aging and Long-Term Services Department, National Indian Council on Aging, and Goodwill New Mexico in our state. Central Region AJC offices hosted participants of this program, providing skills training and access to job placement. Our NMDWS partner and service provider program have hired</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					some SCSEP participants into permanent positions as they become available and placed others with local employers.
<p>Job Corps</p> <p>REQUIRED</p> <p>Job Corps, WIOA Title I, Subtitle C</p>	<p>Job Corps-Albuquerque Center Authorized by the Department of Labor (DOL)</p> <p>Attn: Carl Adams 1500 Indian School Rd. NW Albuquerque, NM 87104 505-222-4100</p>	Off Site		Unknown at this time	<p>The U.S. Department of Labor announced a pause in operations at contractor-operated centers in May 2025 due to budget issues and program concerns, but a court-issued preliminary injunction in June 2025 blocked these closures, leaving the future of the program uncertain and dependent on ongoing legal and legislative actions.</p>
<p>Adult Basic Education</p> <p>REQUIRED</p> <p>Authorized by the Department of Education (ED)</p> <p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) Program</p>	<p>1 - Albuquerque Adult Learning Center Attn: Gloria Rael 419 Pennsylvania St. SE, Albuquerque, NM 87108 505-980-2129 Gloria Rael gloria@abqged.org</p> <p>2 - Gordon Bernell Community School 2821 4th Street NW Albuquerque, NM 87107 (505) 916-8618 www.gordonbernell.org</p> <p>3 - Youth Development, Inc. (YDI)</p>	All Off Site		Yes, contributing financially	<p>Despite the proposed reductions and the expired authorization, funding for WIOA Title II (Adult Education and Family Literacy Act) remains stable for the current 2025-2026 grant period, with allocations extending through June 2026.</p> <p>WIOA Title II programs seek to ensure that state and local service providers (all six listed) offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. The Title II funds can be used for activities assisting eligible adults (16 years and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>3411 Candelaria Rd NE Albuquerque, NM 87107 505-352-3444 Dr. Diego Gonzales and/or Concha Cordova ccordova@ydinm.org</p> <p><u>4 - Adult Education</u> Catholic Charities Catholic Charities – ABE Attn: Tara Armijo-Prewitt 2010 Bridge Blvd. SW Albuquerque, NM 87105 505-724-4670 James Gannon gannonj@ccasfnm.org</p> <p>5 - Central New Mexico Community College – (CNM) School of Adult & General Education Attn: David Valdes 525 Buena Vista SE Albuquerque, NM 87106 505-224-3457 dvaldes@cnm.edu</p> <p>6 - Southwestern Indian Polytechnic Institute 9169 Coors Blvd. NW Albuquerque, NM 87120 Sherry Allison, President 505-792-2976</p>				<p>older) with obtaining postsecondary education, training, or employment. Specifically, the funds serve people with barriers to employment, including English language learners, low-income individuals, and immigrants.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	sherry.allison@bie.edu				
<p>Help New Mexico Community Services Block Grant Act (CSBG)</p> <p>REQUIRED</p> <p>Employment and training activities carried out under the CSBG Act (42 U.S.C. 9901 et seq.)</p>	<p>HELP New Mexico, Inc.– CSBG 5101 Copper Ave NE Albuquerque, NM 87108 505-766-4918</p> <p>Contact: Annaliza Gourneau Vice President Office of Strategy & Community Engagement annaliza.gourneau@helpnm.com</p>	Off Site		Yes, contributing financially	<p>The goal of the Community Services Block Grant (CSBG) is the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient.</p> <p>The Community Services Block Grant is designed to help low-income individuals and families: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing, obtain emergency assistance, including health and nutrition services; remove obstacles which block the achievement of self-sufficiency; and achieve greater participation in the affairs of the community.</p> <p>The U.S. Department of Health and Human Services provides Community Services Block Grant funds to the 50 states, etc.</p>
Unemployment Insurance, authorized by the Department of Education (ED)	<p>New Mexico Department of Workforce Solutions PO Box 1928 Albuquerque, NM 87103-1928 505-841-8912</p>	Off Site		Yes, Contributing Financially	New Mexico Unemployment Compensation Law provides that an unemployed individual shall be eligible to receive benefits only if it is

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>REQUIRED</p> <p>Budget Control Act, 2016, WIOA Act of 2014, Unemployment Insurance Program Letter 19-15</p>					<p>determined that the individual is able, available, and actively seeking work.</p> <p>Job seeker assistance is available at the local Workforce Connection Centers. Online assistance and resources are also available through the WCCNM AJC online portal to virtual job-matching services and many other workforce resources.</p> <p>Job Seekers can also file by phone by calling 1-877-NM-4MYUI (1-877-664-6984).</p> <p>Unemployment Insurance claims are processed by the New Mexico Department of Workforce Solutions (NMDWS), and there are two ways to file for Unemployment Insurance benefits; online and by phone.</p>
<p>Behavioral Health</p> <p>ADDITIONAL</p>	<p>HopeWorks, LLC</p> <p>Non-profit organization providing homelessness and behavioral health services</p>	<p>Off Site</p>		<p>Yes, not contributing financially.</p>	<p>HopeWorks' programs have a profound effect on the health and well-being of the individuals they serve. Their clients are healthier. They find better jobs. They are proud in their homes, living with dignity and respect. They are happier, and they are independent. And most importantly, they remain strong and healthy, not allowing their homeless episode to take their life away.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>HopeWorks' long-term goals include:</p> <ul style="list-style-type: none"> • Engaging strategic partnerships to address community gaps in service • Raising community awareness • Enhancing comprehensive array of services • Ensuring best practice approaches • Cultivating long-term sustainability <p>Key Programs and Continuation of Care include:</p> <ul style="list-style-type: none"> • Employment Services • Housing • Behavioral Health • Outreach • Day Shelter • Meals
<p>Pueblos</p> <p>REQUIRED</p> <p>Authorized by the Department of Labor (DOL)</p> <p>WIOA Title I, section 166 program, Indian and Native American Programs</p>	<p>1 - Santo Domingo Pueblo, Robert B Coriz, Governor P.O. Box 99 Santo Domingo Pueblo, NM 87052 505-465-2214 RBCoriz@kewa-nsn.us</p> <p>2 - San Felipe Pueblo Anthony Ortiz,</p>	AI Off Site	0	Yes, All exempt from mandatory contribution Per WIOA 121(h)(2)(D)(iv)	Local and regional tribal members may continue to access services through the Central Region facilities. As with all customers, they are offered all services available through the workforce system. The WCCNM will continue to provide information and outreach (via in person contact, social media and online resources). As other opportunities arise, the WCCNM WIOA service providers and partners may collaborate

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>Governor P.O. Box 4339 San Felipe Pueblo, NM 87001 505-867-3381 ssandoval@sfpueblo.com</p> <p>3 - Pueblo of Isleta P.O. Box 1270 Isleta, NM 87022 Vernon B. Abeita, Governor (505) 869-3111</p> <p>4 - Five Sandoval Indian Pueblo's WIOA Employment and Training Project represents the following New Mexico Pueblos (Zia, Santa Ana, Sandia, Cochiti & Jemez) Daniel J. Madalena, Executive Director</p> <p>4-A, Zia Pueblo 135 Capitol Square Dr. Zia Pueblo, NM 87053 505-867-3304 governor@ziapueblo.org</p> <p>Daniel J. Madalena, Executive Director</p> <p>4-B, Santa Ana Pueblo</p>				<p>on hiring events and job fairs to help increase employment outcomes for the Native American population. Additionally, the WCCNM remains open to the possibility of co-location within our Centers.</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
	<p>2 Dove Road Santa Ana Pueblo, NM 87004 Glen Tenorio, Governor 505-867-3301 governor@santaana-nsn.gov</p> <p>4-C, Sandia Pueblo 481 Sandia Loop Bernalillo, NM 87004 James R. Bernal, Governor 505-867-3317 sparkinson@sandiapueblo.nsn.us</p> <p>4-D, Cochiti Pueblo P.O. Box 70 Cochiti Pueblo, NM 87072 Dwayne Herrera, Governor 505-465-2244 es_herrera@pueblodecochiti.org</p> <p>4-E, Jemez Pueblo P.O. Box 100 Jemez Pueblo, NM 87024 Paul S. Chinana, Governor 505-834-7359 Joseph.a.toya@jemezpuablo.org</p>				

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Carl D. Perkins Career & Technical Education Act (Perkins V), authorized by the Department of Education (ED)</p> <p>REQUIRED</p> <p>Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)</p>	<p>CNM – Carl Perkins Attn: Sharon Gordon-Moffett 10549 Universe Blvd. NW Albuquerque, NM 87114</p> <p>505-224-3068</p>	<p>Off Site</p>	<p>0</p>	<p>Yes, contributing financially</p>	<p>CNM is the current provider of Carl D. Perkins services. The purpose of this Act is to develop more fully the academic and career and technical skills of secondary education students and postsecondary education students who elect to enroll in career and technical education programs, by:</p> <ol style="list-style-type: none"> 1. Building on the efforts of states and localities to develop challenging academic and technical standards and to assist students in meeting such standards, including preparation for high skill, high wage, or high demand occupations in current or emerging professions; 2. Promoting the development of services and activities that integrate rigorous and challenging academic and career and technical instruction, and that link secondary education and postsecondary education for participating career and technical education students; 3. Increasing state and local flexibility in providing services and activities designed to develop, implement, and improve career and technical education, including tech prep education; 4). Conducting and disseminating national research and disseminating information on best practices that

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
					<p>improve career and technical education programs, services, and activities;</p> <p>5. Providing technical assistance that:</p> <p style="padding-left: 40px;">A. Promotes leadership, initial preparation, and professional development at the state and local levels; and</p> <p style="padding-left: 40px;">B. Improves the quality of career and technical education teachers, faculty, administrators, and counselors.</p> <p>6. Supporting partnerships among secondary schools, postsecondary institutions, baccalaureate degree granting institutions, area career and technical education schools, local workforce investment boards, business and industry, and intermediaries; and</p> <p>7. Providing individuals with opportunities throughout their lifetimes to develop, in conjunction with other education and training programs, the knowledge and skills needed to keep the United States competitive.</p>
<p>Ticket-to-Work (TTW)</p> <p>ADDITIONAL</p> <p>Ticket to work and self-sufficiency program [116], authorized by the Social Security</p>	<p>Adelante of New Mexico 3900 Osuna Rd. NE Albuquerque, NM 87109 505-341-2000</p> <p>kswilliams@goadelante.org</p>	Off Site	0	Yes, not contributing financially.	<p>Adelante's Ticket to Work Program is an approved Employment Network with the Social Security Administration providing FREE Ticket to Work services. Adelante has been helping individuals receiving SSI or SSDI disability benefits return to work for over 15 years, and</p>

NM One Stop Workforce Center Required Partners	Partner Contact Name, Address, Email, phone	Means of Participation: Collocation, Off Site or Electronic	Number of FTE staff on site	MOU in place?	Describe the process of how Partner Core Services are provided to customers
<p>Administration</p> <p>Sec. 1148. [42 U.S.C. 1320b–19] (a) In General</p>					<p>they provide these services across the country.</p> <p>As part of client’s SSI or SSDI benefits, Ticket to Work provides free assistance to those individuals with the desire to explore returning to work, reduce their reliance on disability benefits to the fullest extent possible, and make more money than their benefits pay providing a better way of life.</p> <p>There may also be training opportunities in such cases a person is not able to return to the same type of work they did previously. Adelante can help guide individuals to the agencies that may be able to assist them with training so that they may qualify for good paying jobs.</p>

Three Criteria for Evaluating a Comprehensive One-Stop Center for the NM Workforce Connection System:

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

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

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

<p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<p>Council of Governments)</p> <ul style="list-style-type: none"> • WIOA Title I.B Youth (WCCNM Contracted Provider – YDI) • WIOA Title III Career Services (NM Department of Workforce Solutions) Includes Rapid Response • Itinerant - Veteran Services Program (NM Department of Workforce Solutions) (itinerant services available) <p>Partners Co-located in other WCCNM AJCs</p> <ul style="list-style-type: none"> • WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation) • Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions) • Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions) • New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions) • UNM Valencia Accelerated College & Career Education (ACCE) • MET, Inc.-National Farmworker Jobs Program-Employment and Training Grant <p>Required External Partners</p> <ul style="list-style-type: none"> • WIOA Title II (Albuquerque Adult Learning Center) • WIOA Title II (Catholic Charities-Adult Basic Education) • WIOA Title II (CNM SAGE-Adult Basic Education) • WIOA Title II (UNM Valencia- Adult Basic Education) • WIOA Title II (Southwestern Indian Polytechnic Institute) • CNM Carl D. Perkins Grant • Five Sandoval Pueblos Inc. WIOA Program • National Indian Youth Council WIOA Program • <i>SCSEP (Goodwill) May be defunded</i> • <i>SCSEP (NICOA) May be defunded</i> • <i>SCSEP (NM Aging and Long-Term Services Department) May be defunded</i> • Help NM-Community Based Service Grant • TANF Program (NM Human Services Department) • Isleta Pueblo WIOA Program • <i>Job Corps May be defunded</i> • Unemployment Insurance Program (NM Department of Workforce Solutions)
---	---

	<ul style="list-style-type: none"> • Santo Domingo Pueblo WIOA Program <p>Our Community Partners</p> <ul style="list-style-type: none"> • Innovate+Educate • HopeWorks LLC • Gordon Bernell Charter School • Rio Metro Regional Transit District, NM Job Access Program • Bernalillo County • CNM Workforce & Community Success <p>The WCCNM has many long-standing and newly developed collaborations and partnerships with community-based organizations, employers, chambers of commerce, industry associations, local government, and more. These have allowed the WCCNM to explore and pursue additional funding and program opportunities, leverage additional programs, and increase capacity to improve services for individuals and employers.</p> <p><i>Evidence of coordination activities with partner program not co-located.</i></p> <p>WCCNM continues to enhance online communication between all partners. The WCCNM Intranet provides all partners with easily accessible alerts, calendar of events and outreach activities, training modules, policies & procedures, contact information, IT work tickets, event kit requests, and room reservations. The intranet also includes a referral system, which allows staff from partner programs to refer customers between program to ensure they access all services available to them.</p> <p>WCCNM also hosts a variety of workforce development events that bring together all partners (co-located, core, mandatory, and additional) in the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets.</p> <p>E-blasts are also used to share information across the partner network. The Operations Manager maintains all distribution lists for all centers and programs, and sends out all center or region-wide e-blasts with relevant information for partners.</p>
--	--

	<p><i>Description of shared one-stop activities for all services to individual, including targeted population, such as youth, individuals with disabilities, individuals with low literacy levels and older individuals.</i></p> <p>Both internal and external partners provide services to the listed target populations. Referrals between partner programs are critical to ensuring that all individuals, including the target populations listed above, receive the fullest set of services that are available to support them.</p> <p>Referrals are a critical element in the WCCNM AJs to provide all customers access to multiple program resources, including necessary supportive services that may not be offered by or available through one individual program. Referrals provide a trackable way to connect customers to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Coordination across the various programs in the WCCNM network and the AJs may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.</p> <p>The process in place for incoming referrals, inquiries, and internal program-to-program referrals is a responsibility of the Operations Manager. The referral process and modules are embedded within the WCCNM Intranet (mentioned above). The Welcome Team may provide referrals to partner programs and external services when appropriate, and referrals both to community service providers and to Career, Training, and Skills development are available in the Resource Room. Programs and partners work together to coordinate service delivery to effectively maximize resources through referrals and co-enrollments.</p> <p><i>Evidence of common performance measures, goals, and outcomes among partner programs.</i></p> <p>See Attachment A – Service Integration and Functional Management Plan - Performance Measures for a list of common performance measures shared by partners.</p> <p><i>Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance; Evidence of shared strategies among program partners to meet business needs.</i></p>
--	---

	<p>The WCCNM has had great success with Team Coordination Meetings, which are held biweekly with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. The Team Coordination attendees also approve all internal policies and procedures. Additionally, staff from all partners (co-located, core, mandatory, and additional) come together several times a year to meet, train, and share information.</p> <p><i>Evidence of cost efficiency strategies used to maximize funds for services.</i></p> <p>Leveraging existing resources and services is an important strategy of the WCCNM AJCs. Recent initiatives include:</p> <ul style="list-style-type: none"> • Development of marketing materials that promotes all program services versus individual programs; partners are required to check out an official “event kit” with the Operations Manager that includes marketing material for all partner programs in the Central Region. This has maximized the exposure of all of the WCCNM AJC services, increased brand consistency, and has encouraged partners to embrace cross-training opportunities so that they can represent all services at a high-level to various audiences. • Adding partners to the AJCs reduces costs to each individual co-located program for infrastructure and additional costs. • Use of technology and virtual platforms to expand service delivery, increasing efficiency and expanding the jobseeker and business customer pool. Platforms include: <ul style="list-style-type: none"> ○ Constant Contact ○ Social media (Facebook, Instagram, Twitter, YouTube, & TikTok) ○ WCCNM website (www.wccnm.org) ○ RingCentral ○ Lobby Central ○ WCCNM Intranet ○ See Attachment A - Service Integration and Functional Management Plan - Tools and Technology for more information about each platform
--	--

	<p><i>Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses.</i></p> <p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the dedicated CQI program manager, use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision making and problem solving among partners.</i></p> <p>See previous responses regarding biweekly Team Coordination Meetings and events. Additionally, the Operations Manager is in constant communication with all partner programs (both managers and staff) and is available to discuss concerns with partners via phone, email, and in-person conversations daily.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

II. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
<div> <div>5</div> <div>4 <u>X</u></div> <div>3</div> <div>2</div> </div> <div>1</div>	<div>CRITERIA</div> <div>RESPONSE</div> <div>How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?</div> <div><i>Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e., training in ADA, and positive youth development and</i></div>

<p>What actions does the one-stop center take to comply with disability-related regulations, including: reasonable accommodations to provide for physical accessibility and reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against person with disabilities?</p> <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p> <p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p> <p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the one-stop center youth friendly and accessible?</p> <p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means?</p> <p>How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop in delivering extended hours of service?</p>	<p>engagement.</p> <p>The Youth Program utilizes a “Positive Youth Development Framework” to access each participant’s strength in order to tackle areas of growth. With this methodology in place, participants (including individuals with disabilities) are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.</p> <p>WCCNM, NMDVR, and the AJC staff continue to build capacity to address the needs of individuals with disabilities to receive sound, fact-based information regarding SSA benefits and work incentives. These services are offered in order to improve services to SSA beneficiaries and to increase competitive integrated employment outcomes for targeted underserved populations within the community. WCCNM America’s Job Centers (AJC) are able to assist individuals with disabilities in achieving career and financial goals while navigating complex public benefits.</p> <p>The WCCNM has a focus on Title IV of WIOA criteria for certifying the WCCNM America’s Job Centers, which include physical and programmatic accessibility. To further the commitment service provision to individuals with disabilities, On June 2025, WCCNM requested the NM Governor’s Commission on Disability per form an assessment of the WCCNM AJC;s and provide an Accessible Barrier Report following Americans with Disabilities Act and 2021 IBC with ICC A117.1-207 assessments. The site inspections identified areas for improvement, which the Operator is currently completing.</p> <p>The WCCNM AJC Operator routinely updates the AJC’s by following the Governor's Commission on Disability, NM Technology Assistance Program to stay current on "Assistive Technology & Virtual Platforms" and on "Website and Document Accessibility," to assist in ensuring that virtual services offered remain accessible to all individuals.</p> <p><i>Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals.</i></p>
---	---

	<p>WIOA Youth and Veterans Services (including services to veterans with disabilities, provided by Disabled Veterans' Outreach Program specialists) are provided at the Valencia County one-stop. Referrals are issued to customers for NM Division of Vocational Rehabilitation, SCESP, Job Corps, and Adult Basic Education services from WCCNM partner programs.</p> <p><i>Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: "The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities." These aids and services are available to individual's receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events. WCCNM staff have received multiple trainings on how to ensure that virtual materials and events are accessible to individuals with disabilities. Interpretive and translation services are also available to individuals with Limited English Proficiency, including individuals who are Deaf or hard of hearing and communicate using American Sign Language.</p> <p>Staff who manage the WCCNM website (www.wccnm.org) frequently review the website, using material learned during various accessibility trainings to ensure that all items posted are accessible. For example, all PDF documents that are posted to the website (e.g., Board meeting minutes, policies) are created to be accessible to individuals who use screen readers (software programs that allow blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or braille display). All PDFs are run through Adobe accessibility check, and any issues flagged during the check are addressed before final documents are posted to the website; for example, any images in the document are labeled with alternative text, which describes the image to an individual using a screen reader.</p>
--	---

	<p><i>Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities.</i></p> <p>Policies, procedures, and practices are reviewed on an annual basis to ensure that they are aligned with current best practices for individuals with disabilities.</p> <p>The WCCNM and America’s Job Center Training Strategy is routinely reviewed through Continuous Quality Improvement (CQI) processes that 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 WCCNM AJC online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are also provided throughout each year, as required by CQI initiatives and as requested. These trainings, which include topics such as accessibility in a virtual space, assistive technology, assisting customers with Limited English Proficiency, and more, provide staff with resources and updates to help them ensure their practices are inclusive of individual with disabilities.</p> <p><i>Evidence of the provision of auxiliary aids and services, including assistive technology devices and services.</i></p> <p>The following Equal Opportunity tagline must be used on all publicly available materials in order to offer the provision of accommodations for individuals who need them: “The WCCNM is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.” These aids and services, including LEP services, are available to individual’s receiving services or attending events at the One-Stop center, engaging with WCCNM virtual services, or talking with WCCNM partner program staff during off-site events.</p> <p><i>Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth.</i></p>
--	---

	<p>Customer surveys have been provided to jobseekers and businesses to provide feedback on services since 2010.</p> <p>Surveys to individual customers are given via email each fall to individuals who received services from the WIOA Title I Adult & Dislocated Worker, Youth, and/or Title III Career Services programs, as well as to businesses who have received WCCNM services and/or participated in events.</p> <p>Survey responses are collected and analyzed by the Operations Manager, shared with program staff, and submitted as part of annual reporting. Additionally, the Operations Manager and program managers, including the dedicated CQI program manager, use this feedback to brainstorm and implement new strategies to improve service delivery to customers in the next Program Year.</p> <p><i>Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs.</i></p> <p>WIOA Youth program services are provided in the Comprehensive One-Stop and all affiliate centers within the Central Region. Youth program staff conduct outreach and recruitment of youth as part of their normal day-to-day practices, and make referrals/co-enroll youth in other WCCNM partner programs whenever possible.</p> <p><i>Evidence of technology and other means used specifically to engage customers residing in remote areas.</i></p> <p>The Workforce Connection Online System, or NMJobs (Jobs.state.nm.us), is an internet-based product and is available to all that have a computer and internet services. Additional virtual services offered include: virtual provision of services, by phone and/or computer; virtual recruitment events (streamed over Facebook Live); weekly “Hot Jobs” videos; Title I.B Adult & Dislocated Worker program YouTube videos (including “WIOA Orientation” and “Labor Market Information (LMI)” workshops); WIOA Youth program educational videos about training/education programs, on-the-job training, and work experience; and the use of social media (Facebook, Instagram,</p>
--	--

	<p>Twitter, YouTube, and TikTok) to promote events and services. The WCCNM website (www.wccnm.org) was developed to offer information virtually. The website includes pages for WIOA Title I programs, Veterans Services, Registered Apprenticeship, the WCCNM Board, WCCNM Partners, and more, and it offers multiple channels for users to get in touch with WCCNM staff if they need additional information.</p> <p><i>Evidence of extended hours of service to meet the needs of customers.</i></p> <p>Extended hours are provided on a periodic basis to assist employers with recruiting events or training staff, and program staff attend community events (such as block parties, community festivals, NM State Fair, etc.) to promote their programs and services, some of which take place on nights and weekends.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

III. CONTINUOUS QUALITY IMPROVEMENT	
Check the box where you think the site is with regard to effectiveness in integrating available services for participants and businesses.	
1	<div>5</div> <div>4 <input checked="" type="checkbox"/></div> <div>3</div> <div>2</div>
CRITERIA	RESPONSE
<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p> <p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<p><i>Description of each local one-stop center's performance in relationship to entire regional system, i.e., number of customers and businesses impacted, types of services delivered, etc. Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc.</i></p> <p>See attachment A – Service Integration and Functional Management Plan – Performance Measures</p> <p>The Valencia County AJC hosts a variety of its own employer and recruitment events. The Valencia County center is smaller than the Bernalillo or Sandoval County centers and the county's population is smaller, but partner program staff at the center still make an important contribution to overall Central Region performance.</p>

	<p><i>Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness.</i></p> <p>The WCCNM has had great success with Team Coordination Meetings held regularly and consistently with managers and supervisors of all Central Region programs and representation from the comprehensive and affiliate centers. The group comes together to discuss upcoming events and outreach opportunities, staffing challenges, customer flow issues, and infrastructure needs. These also provide an opportunity to discuss ways to improve collaboration and to share decision-making. Managers may also share technical assistance, IT, and other program needs during these meetings.</p> <p><i>Evidence of the provision of continuing professional development provided to program partners and staff.</i></p> <p>The WCCNM AJC Training Strategy launched at the beginning of PY18 continues 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 NMJobs online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided throughout the year, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff.</p> <p>See Attachment A – Service Integration and Functional Management Plan – Training Plan for more information about the Training Strategy and the full list of trainings/professional development by level.</p> <p><i>Description of continuous quality improvement strategies used to modify and improve system practices and services. Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.</i></p> <p>See Attachment A – Service Integration and Functional</p>
--	---

	<p>Management Plan – Continuous Quality Improvements</p> <p>The WCCNM has a dedicated Continuous Quality Improvements (CQI) program manager and subcommittee to lead the development of a formal WCCNM CQI planning process and is continuously working to prioritize initiatives for CQI in the Central Region. The committee’s ultimate goal is to develop a clear protocol for continuous improvement planning and monitoring that can be used throughout the WCCNM network and WCCNM Board subcommittees. The CQI committee will also oversee CQI plans related to WCCNM service providers.</p> <p>Additionally, as discussed above, customer surveys provide an annual opportunity to receive feedback on current service delivery and practices, and to adapt service delivery strategies in order to improve the customer experience.</p>
See Department of Workforce Solutions Guidance 16-002 pages 2-3 for examples of evidence to support criteria to inform your responses.	

SERVICE INTEGRATION & FUNCTIONAL MANAGEMENT PLAN



Program Year 2024

TABLE OF CONTENTS

<u>FUNCTIONAL MANAGEMENT & ORGANIZATION</u>	<u>2</u>
<u>COMPREHENSIVE & AFFILIATE WORKFORCE CENTERS</u>	<u>5</u>
<u>SERVICE INTEGRATION</u>	<u>7</u>
<u>FUNCTIONAL AREAS</u>	<u>9</u>
<u>CUSTOMER FLOW</u>	<u>13</u>
<u>SERVICE DELIVERY</u>	<u>15</u>
<u>TOOLS & TECHNOLOGY</u>	<u>19</u>
<u>ASSESSMENT TOOLS</u>	<u>22</u>
<u>PERFORMANCE MEASURES</u>	<u>24</u>
<u>CONTINUOUS QUALITY IMPROVEMENTS</u>	<u>26</u>
<u>WCCNM PARTNER COLLABORATION</u>	<u>30</u>
<u>TRAINING PLAN</u>	<u>33</u>
<u>COMMUNICATION PLAN</u>	<u>38</u>



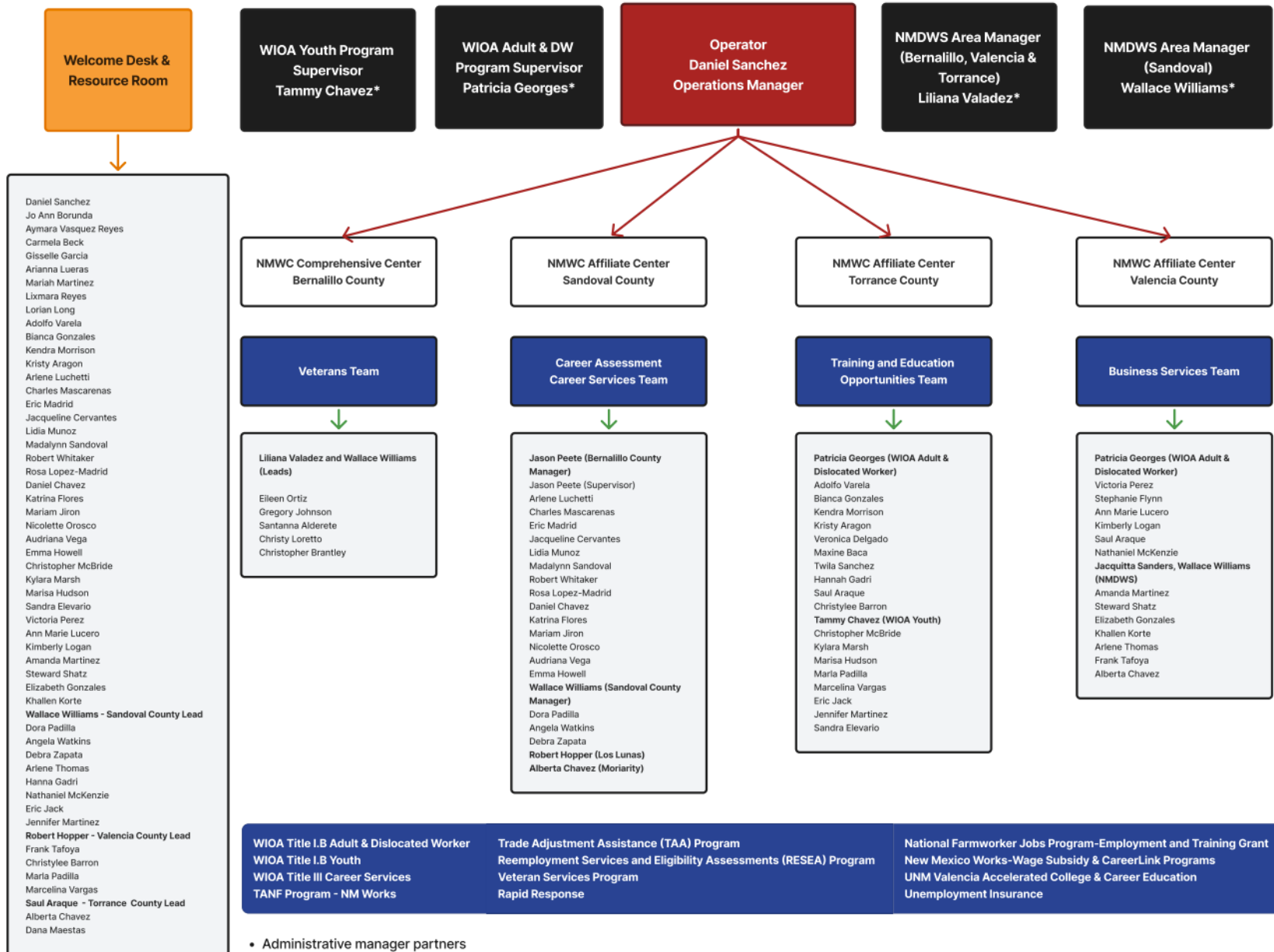
FUNCTIONAL MANAGEMENT & ORGANIZATION

Management - Organizational Structure

The organizational structure is critical for a well-integrated workforce system. The One-Stop Operator (Operator) coordinates the service delivery of all partners, and clear reporting levels and lines of authority are necessary given the number of core and additional partners, both co-located and outside of the four physical AJC centers in the Central Region. The Operator oversees the day-to-day center operations, customer flow, infrastructure, and service delivery in the Bernalillo comprehensive center, and the three affiliates in Sandoval, Tarrant, and Valencia Counties. Partner managers and supervisors have oversight and -administrative authority over their respective program staff, and the Operator works collaboratively with partner staff and their managers and supervisors to make the centers function as a whole.



CENTRAL REGION - NEW MEXICO WORKFORCE CONNECTION CENTERS FUNCTIONAL MANAGEMENT ORGANIZATION





COMPREHENSIVE & AFFILIATE WORKFORCE CENTERS

America's Job Centers in the Central Region

Comprehensive Center: Albuquerque

Affiliate Centers: Rio Rancho, Los Lunas & Moriarty



Bernalillo County
AJC –Albuquerque
501 Mountain Rd NE
Albuquerque, NM 87102

Sandoval County
AJC - Rio Rancho
4061 Ridge Rock Rd SE
Rio Rancho, NM 87124

Torrance County
AJC - Moriarity
777 Central Ave.
Moriarity, NM 87035

Valencia County
AJC - Los Lunas
121 Don Diego St SE
Los Lunas, NM 87031

SERVICE INTEGRATION

Service Integration

The Workforce Connection of Central New Mexico (WCCNM) manages a network of workforce partners and federally-funded employment and training programs across Bernalillo, Sandoval, Torrance, and Valencia counties. These programs aid job seekers in finding sustainable employment while connecting businesses with a qualified workforce. WCCNM oversees the planning, policy guidance, and design of services at the four America's Job Center Centers in the region. Operating Monday through Friday from 8 am to 5 pm, these centers are strategically located to serve local populations and businesses. Most have been long-established within their communities.

WCCNM focuses on enhancing service integration to deliver demand-driven, performance-oriented, and cost-effective services that support regional economic growth and competitiveness. The goal is to meet the workforce needs of the business community while providing efficient client services with improved outcomes. Effective service integration requires collaboration and coordination among all partners, facilitated through strategic partnerships, communication, and knowledge sharing. A governance committee comprising all regional partners ensures alignment with the local workforce board's goals, addressing partner priorities and performance measures in delivering integrated workforce services.

FUNCTIONAL AREAS

Functional Areas

Welcome Desk: The Welcome Desk staff is the first contact for clients that visit the America's Job Centers (AJCs) One-Stop. This team is responsible for performing the initial assessment to determine the best and most appropriate services for the client's need. In addition, the Welcome Desk staff provides information regarding services available at the centers and potential referrals to external services. The Welcome Desk staff ensures that clients are registered, and if needed, provide access to the resource room to perform a NMJobs registration and access to many of the self-directed services available at the AJC center. The team provides information regarding workshops and services that are available from other functional areas within the centers.

Resource Rooms: Staff across all of the co-located workforce programs are assigned to the resource rooms and assist clients as they perform self-directed intensive services; and in discussion with clients, recommends services that may directly address the client's workforce needs. The resource rooms' staff are in direct contact with Welcome Desk members to ensure that self-directed services, facility resources, and communications are available for the client's needs. Services available within the resource room are: computer, telephones, fax, and copiers; referrals to community service providers; access to job orders; job searching; registration and sign-up for workshops; information on services/programs and literature; and, referrals to Career, Training and Skills Development.

Career Assessment/Career Services Team: The Career Assessment/Career Services Team provides staff-assisted workforce services. The services provided by this team are basic career services for those individuals who need assistance to attain and retain employment. These services include job and career development; skills enhancement workshops; employment counseling; and, skills assessments. The team also determines if clients may benefit from other program services by both internal and external partners. The team is comprised of primarily Wagner-Peyser staff with participation from other partners on a limited basis.

Training and Education Opportunities Team: This team is responsible for reemployment and training assessments activities, program specific and workforce system orientation and eligibility, access to transportation, long-term and short-term training, and supportive services. The team is comprised of WIOA Youth, WIOA Adult and Dislocated Worker, and Trade Adjustment Act (TAA) staff.

Business Services Team: The Business Services Team is responsible for providing services to ensure that businesses within the Central Region acquire relevant services to fully address their workforce needs. The Business Services Team is designed to assist business with a full range of services using the resources of external partners, such as Economic Development Organizations, Chambers of Commerce, Industry and Trade Organizations and Community Based Organizations.

The Business Services team has and will continue to provide general business services as an extension of the businesses' human resource group to include: recruiting events; assistance in developing job descriptions; organizing hiring events; pre-employment screening and skills assessment of applicants; networking employers and business organizations; labor market data and analyses; access and information to employer incentive programs and tax credits; and, online access for posting job openings and searching for job seekers.

The Business Services Team is also responsible to perform all business outreach activities and to form business relationships and alliances with business and industry representatives that are defined as priority industries, or those that are in high growth occupation sectors, i.e., Information Technology and Healthcare. These relationships are important so that the Workforce Connection can become the "employment agency of choice" for business within the Central Region. The Business Services Team is comprised of staff from Wagner-Peyser, WIOA Adult and Dislocated Worker, WIOA Youth, and Veterans.

Veterans Team: The Veterans Team is tasked with providing case management employment services to Veterans of the United States Military Services. There are two types of Veteran Employment Representatives: a Disabled Veterans Outreach Program Specialist (DVOP) and Local Veteran Employment Representative (LVER). DVOPs exclusively provide intensive services to meet the employment needs of disabled and other eligible veterans. LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans.

Social Media outreach and Marketing: The WCCNM utilizes social media and marketing efforts to enhance visibility and engagement with its services and initiatives. These efforts include promoting job fairs, workshops, and training programs, sharing success stories, and raising awareness of available resources for job seekers and employers. Collaborating with partners, WCCNM ensures consistent messaging across platforms, focusing on community outreach, workforce development, and support for individuals with disabilities. Through digital campaigns, and targeted social media posts, WCCNM expands its reach, driving participation in workforce programs and fostering community involvement in regional economic growth.

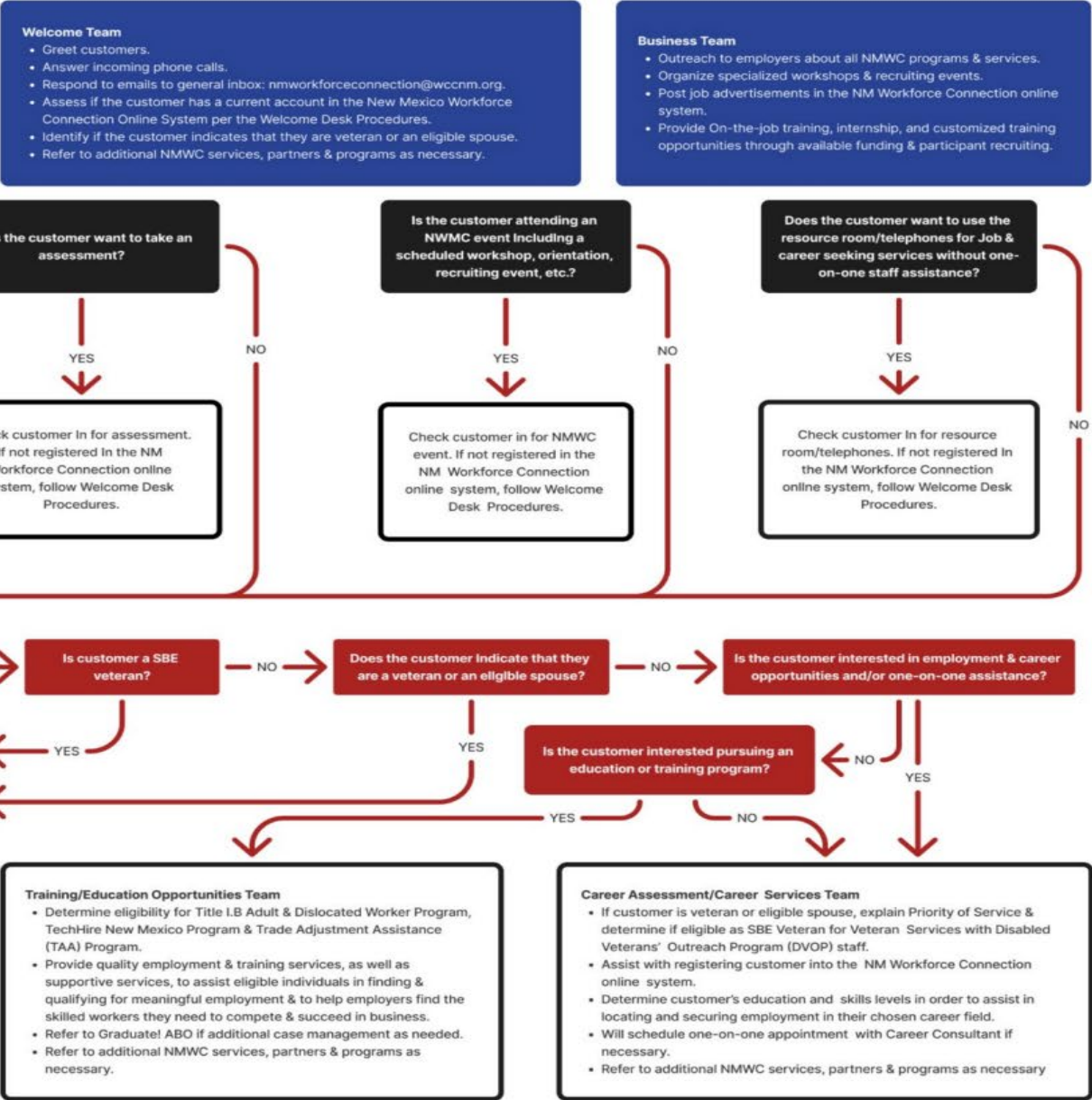
Roles and Responsibilities

One-Stop Operator: The WCCNM designates an Operator that will ensure seamless service delivery within each center. The Operator shall ensure seamless service delivery in all affiliate and comprehensive centers to include details of the day-to-day functional supervision that may take the form of a site manager or other means as determined effective. Duties include: organize and coordinate all co-located partner staff by function in accordance with state personnel rules, collective bargaining agreements and state policy and guidance; establish a service delivery model that is customizable to the needs of individual customers; develop operational procedures and protocols that promote effective and seamless service delivery ensuring that individual partner program performance and outcomes are not negatively impacted; communicate workforce system policy, guidance and information according to communication protocol; establish policies and procedures for situations such as inclement weather, holidays, breaks or time off, accounting for relevant policies that may not be consistent across partners. (State employees shall be governed by state personnel rules, collective bargaining agreements and state policy).

Workforce partner manager/supervisors: A state or workforce partner supervisor shall be vested with the sole authority to hire, terminate, discipline, promote, assign, and transfer their employees. Further, the Operator and the workforce partner manager/supervisors, shall determine the purpose and activities of the functional units incorporating individual partner activities of their employees. In any event, the workforce partner supervisor retains authority over all actions that may affect the current base pay, status, or tenure of their employees.

CUSTOMER FLOW

Customer Flow PY24



SERVICE DELIVERY

Service Delivery

There are four One-Stop American Job Centers within the Central Region at the following locations:

Monday through Friday - 8:00 am through 5:00 pm

Bernalillo County:

501 Mountain Rd NE
Albuquerque, NM 87103

Sandoval County:

4061 Ridge Rock Rd SE
Rio Rancho, NM 87124

Valencia County:

121 Don Diego St SE
Los Lunas, NM 87031

Torrance County:

777 Old Route 66
Moriarty, NM 87035

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 America's Job Center (AJC). In the AJC's, 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.

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 America's Job 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; 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.

TOOLS & TECHNOLOGY

Tools and Technology

The following is the list tools and technology that will be utilized to expand service delivery to increase efficiency and expand the job seeker and business customer pool.

Tool	Technology	Purpose
Mail Chimp	Internet Based Email Marketing Tool	To provide outreach and marketing information to business and clients and to provide notice of events and initiatives.
Facebook, Instagram, X (formally Twitter), LinkedIn, YouTube & TikTok	Social Media	Social Networking provide outreach and marketing information to business and customers and also to provide notice of events and initiatives
Web Site (www.wccnm.org)	Internet	The purpose of the site is to increase customer interaction, provide information to current and future participants and employers, promote workforce programs and services, and connect all of the programs together within the Central Region partner network.
RingCentral	Internet	This tool is a cloud-based business communications system with enterprise-grade voice, fax, text, online meetings, conferencing, and collaboration.
Lobby Central	Internet	This tool controls appointments, shares staff schedules, and client self-service appointment check-ins.
Formsite	Internet	Build web forms, online surveys, questionnaires, and polls, in addition to easy ecommerce and secure data collection websites
Ninja Forms	Internet	Build web forms, online surveys, questionnaires, and polls, in addition to easy ecommerce and secure data collection websites
Business Services Connector	Internet	Allows businesses to create a profile and request services with our partners in our Central Network

Tool	Technology	Purpose
Oculus headsets	Virtual Reality Headsets	Users can explore several different career pathways by performing VR demonstrations while using the headsets.
Zoom	Internet	Zoom is a communications platform that allows users to connect with video, audio, phone, and chat.
DocuSign	Internet	DocuSign's software allows parties to sign contracts and other documents electronically rather than signing them with pen and paper.
Trello PM	Internet	visual work management tool that empowers teams to ideate, plan, manage, and celebrate their work together in a collaborative, productive, and organized way
ChatGPT	Internet	A large language model Chabot capable of communicating with users in a human-like way.
WCCNM Intranet	Internet	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.
Canva	Internet	An online design and visual communication platform with a mission to empower everyone in the world to design anything and publish anywhere

ASSESSMENT TOOLS

Assessments Tools

The following is the list of approved and available assessments that will be offered through the America's Job Center One-Stop System.

<u>Assessment</u>	<u>Measurement</u>	<u>Partner Administering</u>
Work Keys	Locating Information, Reading for Information, Applied Mathematics and other required assessments within WorkKeys	Wagner Peyser
SHL	Practical Application and Knowledge Base	Wagener Peyser
TABE	Mathematics and Reading Comprehension	NMWC Youth Services Partner Wagner Peyser
Career Prospects Interest Survey (O*Net Survey)	Interest Profile Survey	Web-based, self-administered in resource room or personal computer
ACCUPLACER	ACCUPLACER evaluates students' skills in reading, writing, and math to assess their preparedness for introductory credit-bearing college courses	Central NM Community College Wagner Peyser

PERFORMANCE MEASURES

Common Performance Measures

Measure	Program
EMPLOYMENT RATE (Q2 post-exit)	WIOA Adult/Dislocated Worker WIOA Youth Wagner-Peyser Adult Basic Education Veterans
EMPLOYMENT RATE (Q4 post-exit)	WIOA Adult/Dislocated Worker WIOA Youth Wagner-Peyser Adult Basic Education Veterans
MEDIAN EARNINGS	WIOA Adult/Dislocated Worker WIOA Youth Wagner Peyser Veterans and Disabled Veterans Adult Education Veterans
Credential Rate	WIOA Adult/Dislocated Worker WIOA Youth Adult Basic Education Veterans (Enrolled in Training Program)
Measurable Skills Gain	WIOA Adult/Dislocated Worker WIOA Youth Veterans (Enrolled in Training Program)
Employer Measure (TBD)	TBD

| CONTINUOUS QUALITY IMPROVEMENTS

Introduction

This section outlines the continuous quality improvement (CQI) process employed by the Workforce Connection offices in the Central Region. Sponsored by the Workforce Connection Operator and the America's Job Center Partners, this process is dedicated to enhancing the services and quality of our operations. The methodology adopted for our CQI endeavors is inspired by the DMAIC model from Six Sigma, which is widely recognized as a standard for driving significant and sustainable improvement.

The DMAIC Process

DMAIC stands for Define, Measure, Analyze, Improve, and Control. This methodical approach provides a structured framework that helps in identifying and solving problems to improve business performance systematically. Below, is a brief overview of each phase adapted to our context:

Define: involves identifying the specific issues or areas needing improvement within the organization. This could stem from strategic imperatives or necessary modifications to existing processes. During this phase, the One-Stop Operator in collaboration with the Workforce leadership and Operations Standing Committee clearly define the problem, establish improvement goals based on process performance metrics, and specify the project scope.

Measure: This stage aligns with the initial part of the 'Define' phase. Here, data related to current processes is collected. This may include performance data, resource utilization figures, observations or outcomes of customer/staff satisfaction surveys. The purpose is to establish a data-driven understanding of current operations, serving as a baseline for comparison post-improvement.

Analyze: In this phase, the data collected is scrutinized to identify the root causes of inefficiencies or issues. Through detailed analysis, it is determined whether the processes are operating as expected or if there are discrepancies that need addressing.

Improve: Building upon the 'Analyze' phase, the Improve stage involves developing solutions to address the root causes identified. This might involve redesigning existing processes, introducing new tools, or implementing innovative strategies to enhance efficacy and quality.

Control: Once improvements are made, attention is directed towards sustaining those gains in this stage. Control mechanisms are implemented to continuously monitor outcomes and ensure that improvements are maintained over time. If the results deviate from expectations, the 'Define' phase is returned to in order to re-evaluate and adjust as necessary.

Through this structured approach, the America's Job Center offices in the Central Region are equipped to tackle challenges systematically, ensuring that each step in the improvement process is thoughtful, data-driven, and aligned with WCCNM's strategic goals. This method not only fosters a culture of quality and efficiency but also supports WCCNM's mission to provide exceptional service to job seekers and businesses across New Mexico.

Objectives / Strategies

GOAL: To systematically enhance operational efficiency and service quality within the Workforce Connection offices by employing a structured improvement process that is data-driven, responsive, and aligned with strategic goals.

Objective 1: Streamline Customer Service Processes

Actions Steps	Responsible Party	Measures/Progress	Timelines
1) Identify key customer service processes that need improvement using feedback from customer surveys and performance data. 2) Implement new training programs for frontline staff focusing on identified areas of improvement. 3) Deploy new technology tools to enhance customer interaction and service delivery.	Operator	1) Monitor customer satisfaction through follow-up surveys and feedback forms.	2nd Quarter PY24
		2) Track the reduction in service delivery times and improvement in service quality metrics.	2nd Quarter PY24

Objective 2: Enhance Data Utilization in Decision-Making

Actions Steps	Responsible Party	Measures/Progress	Timelines
1) Develop a centralized data repository that captures all relevant data across different departments. 2) Train staff on data analysis and interpretation skills. 3) Implement regular review meetings to discuss data insights and implications for strategic decisions.	Operator & NMWC Teams	1) Measure the increase in data-driven decisions documented in strategy meetings.	3rd Quarter PY24
		2) Assess improvements in operational metrics (e.g., increases in on-the-spot hires and interviews, qualified candidate referrals to businesses) following data-informed changes.	3rd Quarter PY24

Objective 3: Improve Internal Communication Channels

Actions Steps	Responsible Party	Measures/Progress	Timelines
1) Establish processes to improve internal communications to facilitate better information sharing across departments. 2) Conduct monthly workshops to align all teams on organizational goals and updates.	Operator & NMWC Teams	1) Survey staff periodically about the effectiveness of communication improvements.	1st Quarter PY24 2nd Quarter PY24 3rd Quarter PY24 4th Quarter PY24

Objective 4: Foster Innovation through Staff Training and Development

Actions Steps	Responsible Party	Measures/Progress	Timelines
1) Create a continuous learning environment by providing access to training in new technologies and innovative service techniques.	Operator	1) Evaluate staff proficiency and innovation through post-training assessments.	After each training
		2) Monitor the implementation rate of new ideas and practices within the workplace.	2nd Quarter PY24 4th Quarter PY24

Objective 5: Increase outreach and improve Marketing Strategies

Actions Steps	Responsible Party	Measures/Progress	Timelines
1) Utilize email marketing to inform and educate the community about the services we offer.	Marketing and Outreach Team	Analyze the open rate of emails and increase the number of Individual and Employer Services.	After each training
	Business Team	Reach out to different audiences by introducing the Eventbrite platform for major events.	2nd Quarter PY24 4th Quarter PY24

By focusing on these objectives and tracking their progress through defined metrics, the Workforce Connection offices aim to continually refine their operations and service offerings. This structured approach ensures that improvements are not only achieved but are sustainable and aligned with the broader mission of serving New Mexico's job seekers and businesses effectively.

| WCCNM PARTNER COLLABORATION

The WCCNM Partner Network

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. Access to services in the WCCNM partner network is provided through the America's Job Center or through referrals to various programs and organizations.

Partners Co-located in America's Job Centers

- WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments)
- WIOA Title I.B Youth (WCCNM Contracted Provider – YDI)
- WIOA Title III Career Services (NM Department of Workforce Solutions)
- Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions)
- Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions)
- Veteran Services Program (NM Department of Workforce Solutions)
- National Farmworker Jobs Program-Employment and Training Grant (MET, Inc.)
- New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions)
- UNM Valencia Accelerated College & Career Education (ACCE)
- TANF Program - NM Works (NM Department of Workforce Solutions)
- Rapid Response (NM Department of Workforce Solutions)
- Unemployment Insurance (NM Department of Workforce Solutions)

Required External Partners

- WIOA Title II (Albuquerque Adult Learning Center)
- WIOA Title II (Catholic Charities-Adult Basic Education)
- WIOA Title II (CNM - Adult Basic Education)
- WIOA Title II (UNM Valencia- Adult Basic Education)
- WIOA Title II (Southwestern Indian Polytechnic Institute)
- WIOA Title II (Adult Education Santa Fe Community College)
- WIOA Title II (Adult Education UNM- Los Alamos)
- WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation)
- CNM Carl D. Perkins Grant
- Five Sandoval Pueblos Inc. WIOA Program
- National Indian Youth Council WIOA Program

- SCSEP (Goodwill)
- SCSEP (NICOA)
- SCSEP (NM Aging and Long-Term Services Department)
- Help NM-Community Based Service Grant
- TANF Program (NM Human Services Department)
- Isleta Pueblo WIOA Program
- Job Corps
- Santo Domingo Pueblo WIOA Program
- San Felipe Pueblo

WCCNM Community Partners

- HopeWorks LLC
- Gordon Bernell Charter School
- Rio Metro Regional Transit District, New Mexico Job Access Program (Rio Metro Regional Transit District)
- Ticket-to-Work (TTW) (Adelante of NM)
- Bernalillo County
- CNM Workforce & Community Success
- Albuquerque Housing Authority

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.

| TRAINING PLAN

The training plan outlined within this section serves as a pivotal component of the functional management plan for Workforce Connection of Central New Mexico (WCCNM). With the inception of the WCCNM and New Mexico Workforce Connection Training Strategy in PY18, the aim has been to fortify cross-training opportunities while ensuring greater consistency in pre-screening processes and partner referrals. This strategy operates across three distinct levels, each tailored to address specific training needs within our workforce ecosystem.

Level 1 encompasses training sessions that delve into the core aspects of WIOA programs alongside legally mandated training requirements. Level 2 extends to cover participating partner programs and system training, notably focusing on familiarization with the NM Workforce Connection online platform. Lastly, Level 3 encompasses professional development opportunities, soft skills, and supplementary partner and program-specific training sessions.

These training initiatives are easily accessible via our intranet platform, MyHub, offering flexibility and convenience to the staff members. Upon completion of each training session, staff members file an acknowledgment through MyHub, facilitating streamlined record keeping for the Operations Manager. This centralized approach ensures that all completed training activities for Central Region personnel are accurately tracked and documented in one cohesive database.

The goal of the training strategy is to identify and address skill gaps within our workforce, thereby enhancing performance and bolstering capacity among our partners and service provider staff. We adopt a multifaceted approach to training delivery, leveraging self-paced online modules, partner-provided sessions, classroom-based instruction, and other methods as deemed appropriate.

Ongoing communication with partners is essential to ensure alignment regarding staff training and development initiatives. As part of the effort to support the professional growth of the staff, consideration is being given to utilizing resources such as Workforce 180. Furthermore, the staff currently have access to training resources through platforms such as Workforce GPS, which offers a diverse array of program-related courses, and GeoSolutions, dedicated to the comprehensive understanding of the Workforce Connection System (WCOS). Additionally, we advocate for partners to integrate recommended training into their staff development plans, facilitating streamlined progress tracking and management.

The table below outlines the specific courses recommended for partners' training needs, but this training section is frequently updated with new additions and removals of outdated content. This demonstrates the organization's dedication to supporting professional growth and fostering excellence:

Level I: Core Program Training

This foundational level covers all core programs under the Workforce Innovation and Opportunity Act (WIOA) and includes legally-required and mandated training. The objective is to ensure that all staff possess essential knowledge and skills in federal and state workforce regulations and services:

Training	Purpose
WIOA Title I.B Adult and Dislocated Worker, and Youth	To equip staff with the knowledge to support adults, dislocated workers, and youth in enhancing their job readiness and placement.
WIOA Title II Adult Education & Literacy	To enable staff to assist clients in improving their educational and literacy levels, thereby facilitating a better transition to employment and referring them to partners that offer such trainings.
WIOA Title III Wagner-Peyser	To prepare staff to deliver a range of employment services and facilitate labor exchange effectively.
WIOA Title IV Vocational Rehabilitation	To train staff in providing tailored employment services to individuals with disabilities, promoting workplace integration.
EEO/Sexual Harassment Prevention	To ensure staff understand and uphold equal employment laws and maintain a workplace free from harassment.
Assisting Customers with Wage Claims	To prepare staff to guide and support clients through the process of wage claim submissions.
Assisting Customers with Limited English Proficiency (LEP)	To enable staff to communicate effectively with and provide comprehensive services to LEP clients.
Veteran Services	To train staff in the specialized services and resources available for veterans entering the civilian workforce.
Unemployment Insurance (Meaningful Assistance)	To inform staff on how to assist clients in navigating the unemployment insurance system.
Temporary Assistance for Needy Families (Meaningful Assistance)	To provide staff with a general understanding of how the TANF program works and the services and resources that are offered.

Level 2: Partner Program and System Training

At this intermediate level, training extends to include all participating partners' programs and detailed system training, such as navigating the New Mexico Workforce Connection online system (WCOS). This level aims to broaden staff understanding and operational capabilities across a wider array of services and digital platforms.

Training	Purpose
NM Workforce Connection Online System	To understand the full capabilities of the New Mexico Job System and introduction for new employees
Assistive Technology & Virtual Platforms	To enable staff to utilize assistive technology and virtual platforms to accommodate diverse client needs, especially remotely.
Work Opportunity Tax Credit (WOTC)	To inform staff about the WOTC to advise employers on hiring incentives and tax credits.
Trade Assistance Act (TAA)	To prepare staff to support clients affected by international trade with services and training opportunities.

Level 3: Professional Development and Advanced Training

The third level focuses on professional development and additional training opportunities related to specific partners and programs. This advanced training is tailored to foster specialist skills and knowledge that support long-term career development and operational excellence within the workforce system.

Training	Purpose
Active Shooter Training	To prepare staff with the knowledge and strategies to respond effectively in the event of an active shooter situation, ensuring personal safety and minimizing risks to themselves and others.
Unemployment Insurance Tax Training	To educate staff on the employer's perspective of unemployment insurance taxation.
Microsoft Office Suite	To ensure staff are proficient in using Microsoft Office applications to increase their productivity and service delivery.

Training	Purpose
Zoom	To equip staff with the skills to effectively use Zoom for virtual meetings, enabling seamless digital communication and remote collaboration with clients, partners and team members.
Mailchimp	To provide knowledge and practical experience in the use of Constant Contact for marketing and outreach
Social Media	To provide the required knowledge to ensure that proper utilization of social media for marketing and promoting the WWCCNM; and, how to use Social Media to seek and acquire employment
Resume Class	For understanding of the current methods in developing resumes and what methods employers use in reviewing resumes
Lobby Central	Product used for scheduling appointments and scheduling clients for services
Phone Etiquette	To develop proper phone protocols in dealing with customers

COMPREHENSIVE COMMUNICATION & MARKETING PLAN

Bernalillo – Sandoval – Torrance – Valencia

America's  JobCenter
NEW MEXICO

 workforce
connection
of central new mexico



www.wccnm.org

March 2025



Table of Content

WCCNM Overview	3
Strategic Overview	4
WCCNM Communication & Marketing Goals	5
Target Audiences	6
Communication Channels and Platforms	8
Communication Flow	11
Core Engagement Tools & Meetings	12
Operational Details - Referrals	14
Marketing and Branding	15
Requirements & Responsibilities	16
Compliance and Legal Requirements	17
Contact Information	19



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. The WCCNM directs the planning, oversight, policy guidance, and design of services in four America's Job Centers located across the Central Region. The programs and services help job seekers gain sustainable employment and connect businesses with a qualified and accessible workforce. The WCCNM is one of four workforce development boards in the State of New Mexico and is the largest region with over 40% of the state's population residing in the region and Albuquerque Metropolitan Statistical Area (MSA).

The WCCNM is composed of approximately 35 members appointed by the Central Region's Chief Elected Officials Board. The WCCNM is business-led with a majority of the members coming from and representing the private sector. Other board members represent labor and community-based organizations, education, workforce partners, economic development organizations, and state agencies.

Leadership

Strategy

Teamwork

Planning

Ideas

The Workforce Connection of Central New Mexico (WCCNM) and the America's Job Centers (AJC) in Bernalillo, Sandoval, Torrance, and Valencia counties continue to move forward with strategic approaches to meet the needs of priority industries and assist businesses to remain competitive and profitable. Our region's business-driven system allows us to be a qualified and valued resource for businesses and job seekers in the four-county region.

The WCCNM is committed to supporting and adapting services to the rapidly shifting economics in the local communities across the four counties. To connect unemployed and underemployed individuals to gainful employment, there will be an increased need for training and upskilling opportunities, and WCCNM will be a key partner in the long-term collaborative strategies with industry representatives, economic development, post-secondary education, and community-based services.

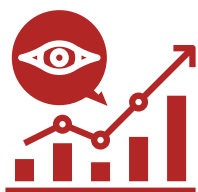
The WCCNM has continued to quickly adapt and enhance services to job seekers as well as the business community via the many resources offered through the America's Job Centers.

Additionally, the WCCNM and workforce partners are pursuing region-wide and county-specific sector strategies in consideration of changes that will come about in a post-pandemic economy by collaborating with education and economic development entities in support of a robust talent pipeline and career pathways. The WCCNM has leveraged opportunities to foster relationships with both WIOA mandated partners and community-based organizations to pursue important objectives and innovative approaches for workforce development. With these efforts and diligent support from the board, staff and our many partners, the Central Region continues to be a leader for the New Mexico workforce and business community.

Strategic Overview

WCCNM Communication & Marketing Goals

05



Increase Visibility and Engagement

This goal focuses on enhancing awareness and involvement with WCCNM's programs and services throughout the Central Region. It combines efforts to attract participants and employers using diverse communication channels to promote educational and work-based learning opportunities.



Promote Services and Strategic Outreach

Aimed at boosting the use of services provided by the America's Job Centers (AJC), this goal integrates the promotion of sector strategies and career pathways with targeted outreach to various demographic groups, including at-risk populations and out-of-state job seekers.



Enhance Stakeholder and Internal Communications

This objective ensures consistent and effective communication with both external stakeholders and internal partners. It supports transparency and seamless service delivery by improving communication lines within the organization and with the WCCNM board.



Community and Economic Development Integration

Dedicated to increasing community awareness and engagement, this goal promotes workforce development strategies and economic opportunities through enhanced communication efforts. It focuses on integrating community and economic development initiatives to highlight the region's growth and opportunities.

The America's Job Centers and the Workforce Connection of Central New Mexico (WCCNM) partner network serve a diverse range of customers. The Workforce Innovation and Opportunity Act (WIOA) focuses on assisting low-income and disadvantaged populations. Workforce development professionals in the Central Region AJCs operate within an integrated system, complete with co-located partners, procured service providers, and shared resource leveraging. However, funding and available public resources are finite and limited, so populations facing significant or multiple barriers to employment should receive priority for services.



Individuals

Career Seekers / General Public

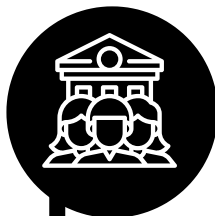
Encompasses all individuals looking for employment opportunities, including those with specific challenges or barriers.

- Veterans and eligible spouses.
- Individuals with disabilities (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 (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.
- Justice Involved Individuals.



Organizations

- **Business/Industry/Employers:** All businesses ranging from small enterprises to large industries.
- **Industry / Professional Associations:** Groups that represent collective industry interests.
- **Chambers of Commerce:** Local chambers that support business growth and networking.
- **Education and Training Providers:** Institutions that offer educational and vocational training services.
- **Other Workforce Development Boards:** Collaborative entities involved in regional workforce development.
- **Community-Based Organizations:** Non-profits and NGOs that work within communities to provide support and resources.
- **Labor Unions:** Organizations that represent the workforce's interests in various industries.
- **Media:** Outlets that can help disseminate information and promote workforce initiatives.



Government & Public Bodies

- **Elected Officials:** Individuals who have policymaking power and can influence workforce development funding and priorities.
- **Economic Development Entities:** Government or semi-government agencies focused on economic growth and job creation.
- **Local Governments:** Municipal and county governments that may partner in local workforce initiatives.

The WCCNM Partner Network

Below you will find a comprehensive list of all partners associated with the America's Job Centers in Central New Mexico and the broader partner network, as established under the Workforce Innovation and Opportunity Act (WIOA) of 2014.



Co-located partners in our centers across the four-counties

- WIOA Title I.B Adult & Dislocated Worker (WCCNM Contracted Provider – Mid-Region Council of Governments)
- WIOA Title I.B Youth (WCCNM Contracted Provider – YDI)
- WIOA Title III Career Services (NM Department of Workforce Solutions)
- Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions)
- Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions)
- Veteran Services Program (NM Department of Workforce Solutions)
- National Farmworker Jobs Program-Employment and Training Grant (MET, Inc.)
- New Mexico Works-Wage Subsidy & CareerLink Programs (NM Department of Workforce Solutions)
- UNM Valencia Accelerated College & Career Education (ACOE)
- TANF Program - NM Works (NM Department of Workforce Solutions)
- Rapid Response (NM Department of Workforce Solutions)
- Unemployment Insurance (NM Department of Workforce Solutions)



Required External Partners

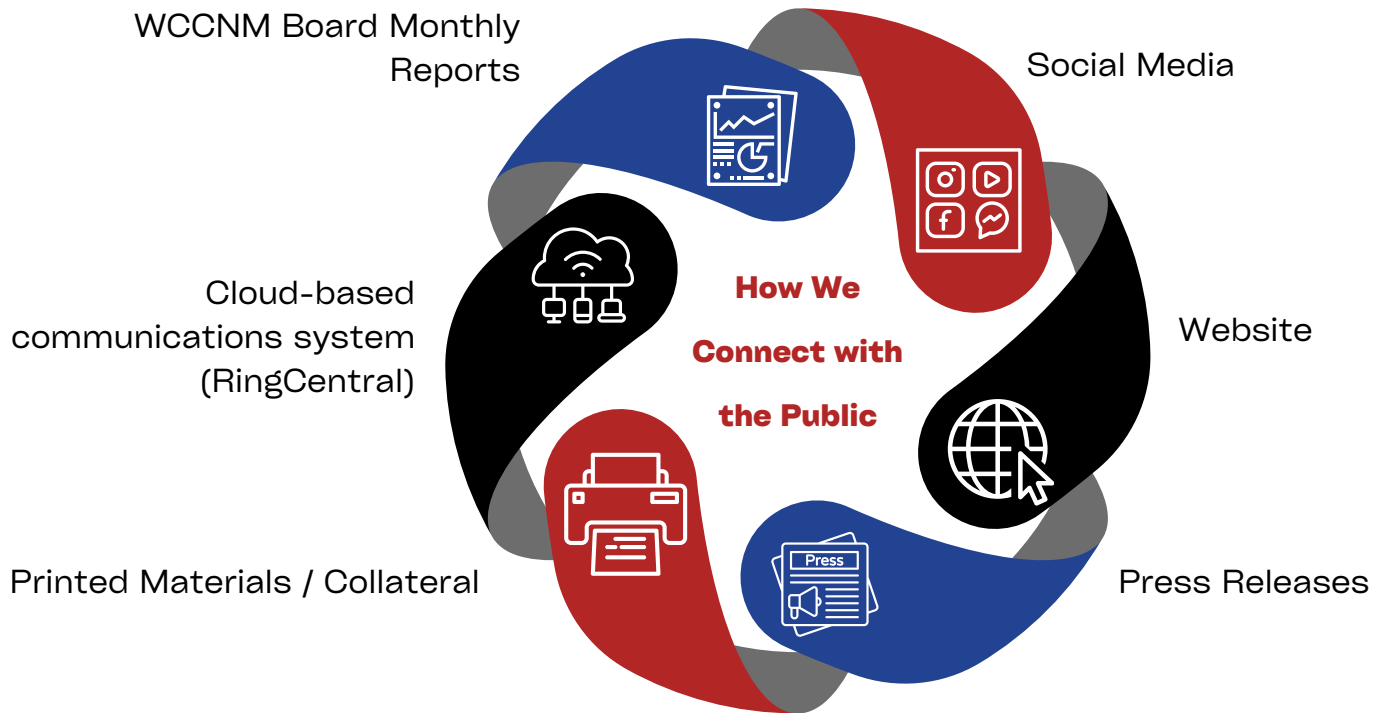
- WIOA Title II (Albuquerque Adult Learning Center)
- WIOA Title II (Catholic Charities-Adult Education)
- WIOA Title II (CNM -Adult Education)
- WIOA Title II (UNM Valencia- Adult Education)
- WIOA Title II (Southwestern Indian Polytechnic Institute)
- WIOA Title II (Adult Education Santa Fe Community College)
- WIOA Title II (Adult Education UNM- Los Alamos)
- WIOA Title IV Vocational Rehabilitation (NM Division of Vocational Rehabilitation)
- CNM Carl D. Perkins Grant
- Five Sandoval Pueblos Inc. WIOA Program
- National Indian Youth Council WIOA Program
- SCSEP (Goodwill)
- SCSEP (NICOA)
- SCSEP (NM Aging and Long-Term Services Department)
- Help NM-Community Based Service Grant
- TANF Program (NM Human Services Department)
- Isleta Pueblo WIOA Program
- Job Corps
- Santo Domingo Pueblo WIOA Program
- San Felipe Pueblo



Additional External Community Partners

- HopeWorks LLC
- Gordon Bernell Charter School
- Rio Metro Regional Transit District, New Mexico Job Access Program (Rio Metro Regional Transit District)
- Ticket-to-Work (TTW) (Adelante of NM)
- Bernalillo County
- CNM Workforce & Community Success
- Albuquerque Housing Authority

Engaging Our Community: External Communication Channels



Social Media channels:



Facebook (Workforce Connection of Central New Mexico)



Instagram (nmworkforce)



Twitter (X) (@NMWorkforce)



LinkedIn (New Mexico Workforce Connection-Central Region)



YouTube (Workforce Connection of Central New Mexico)



Tik Tok (nmworkforce)



BlueSky (Nmworkforce.bsky.social)

Website

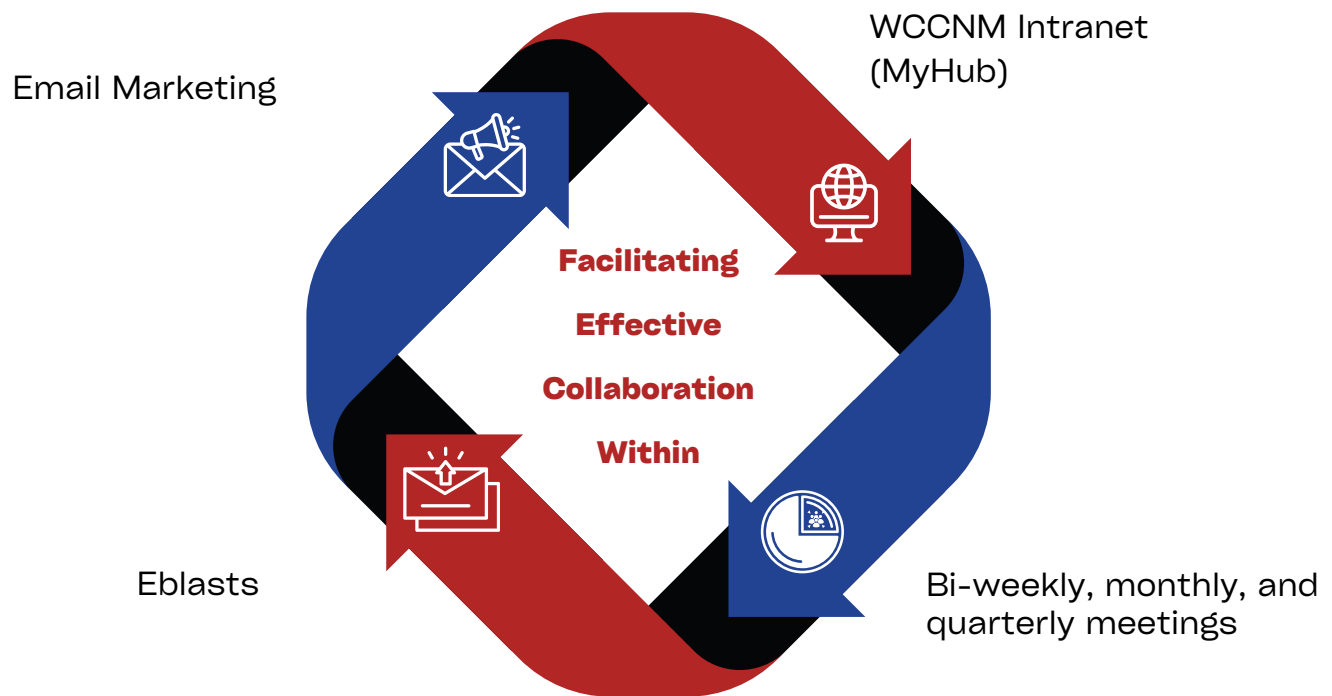
(www.wccnm.org):

- Banner Ads
- Alerts
- Page development /enhancements
- Business Services Connector
- Mass Emails

Communications Channels & Platforms

09

Strengthening Our Team: Internal Communication Channels



WCCNM INTRANET: MyHub



- **Centralized Platform:** Consolidates alerts, events, and training resources for WCCNM.
- **Resource Access:** Offers essential operational tools and policy documentation.
- **Streamlined Operations:** Simplifies administrative tasks with integrated support features.
- **Improved Collaboration:** Enhances connectivity among partners with robust communication tools.

Information Display & Documentation



MS PowerPoint and Canva are used for public-facing TV displays and flyers at AJC offices. Workforce activity updates are shared via Word, Excel, PDF, Canva, and RingCentral. Power BI dashboards are created to provide real-time data insights and keep stakeholders informed about key workforce metrics. All communications are sent electronically, with archival requirements for signed documents.

Microsoft & Digital Communication Tools



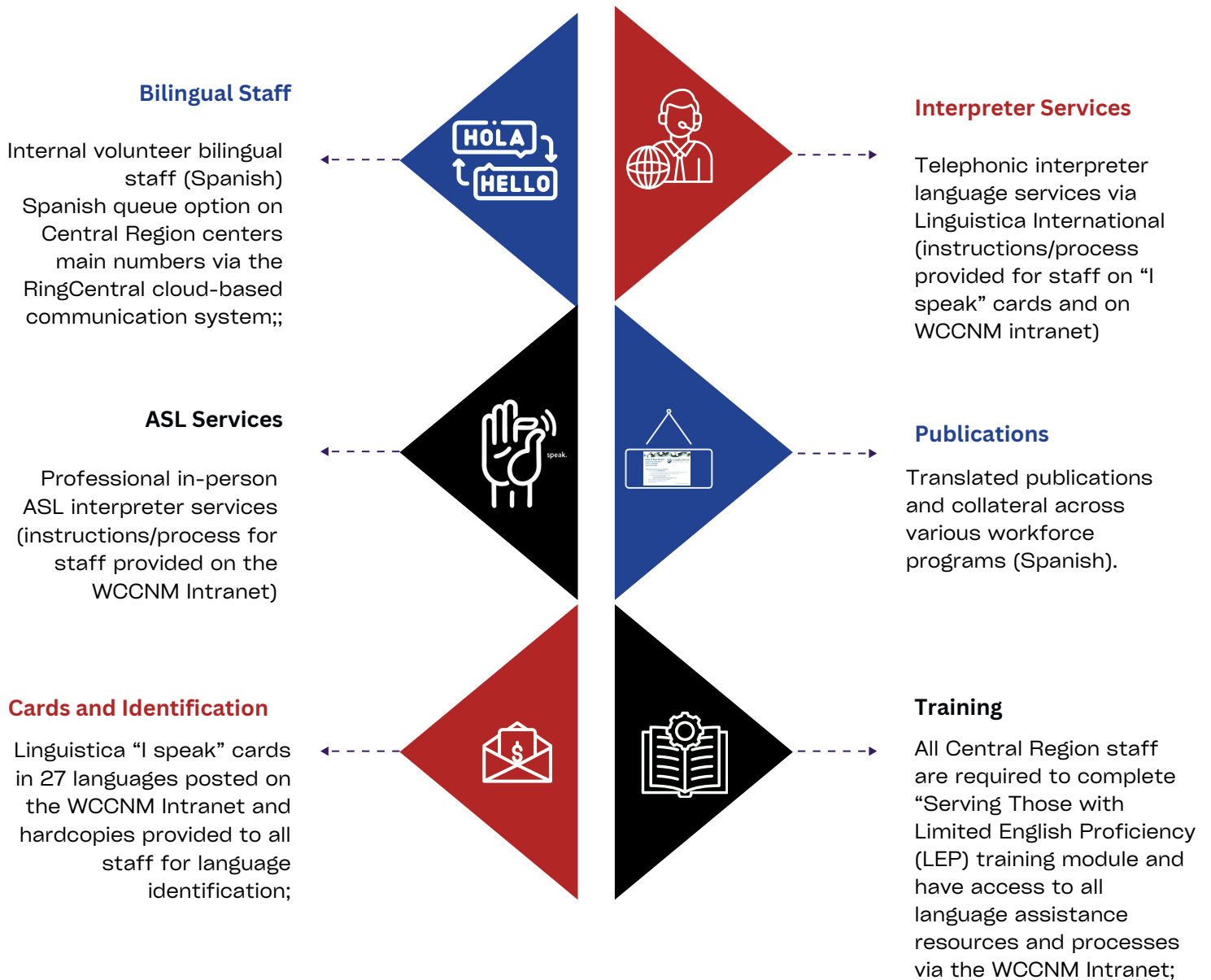
Internal collaboration relies on Microsoft products (Word, Excel, PowerPoint, Outlook, Teams) and digital tools like Adobe PDF, Canva, Trello, and RingCentral. Emails must be responded to within 24 hours per the Service Level Agreement (SLA).

EBLASTS



The Operations Team manages distribution lists and sends center-wide or region-wide e-blasts to ensure timely and accurate communication across all centers and programs.

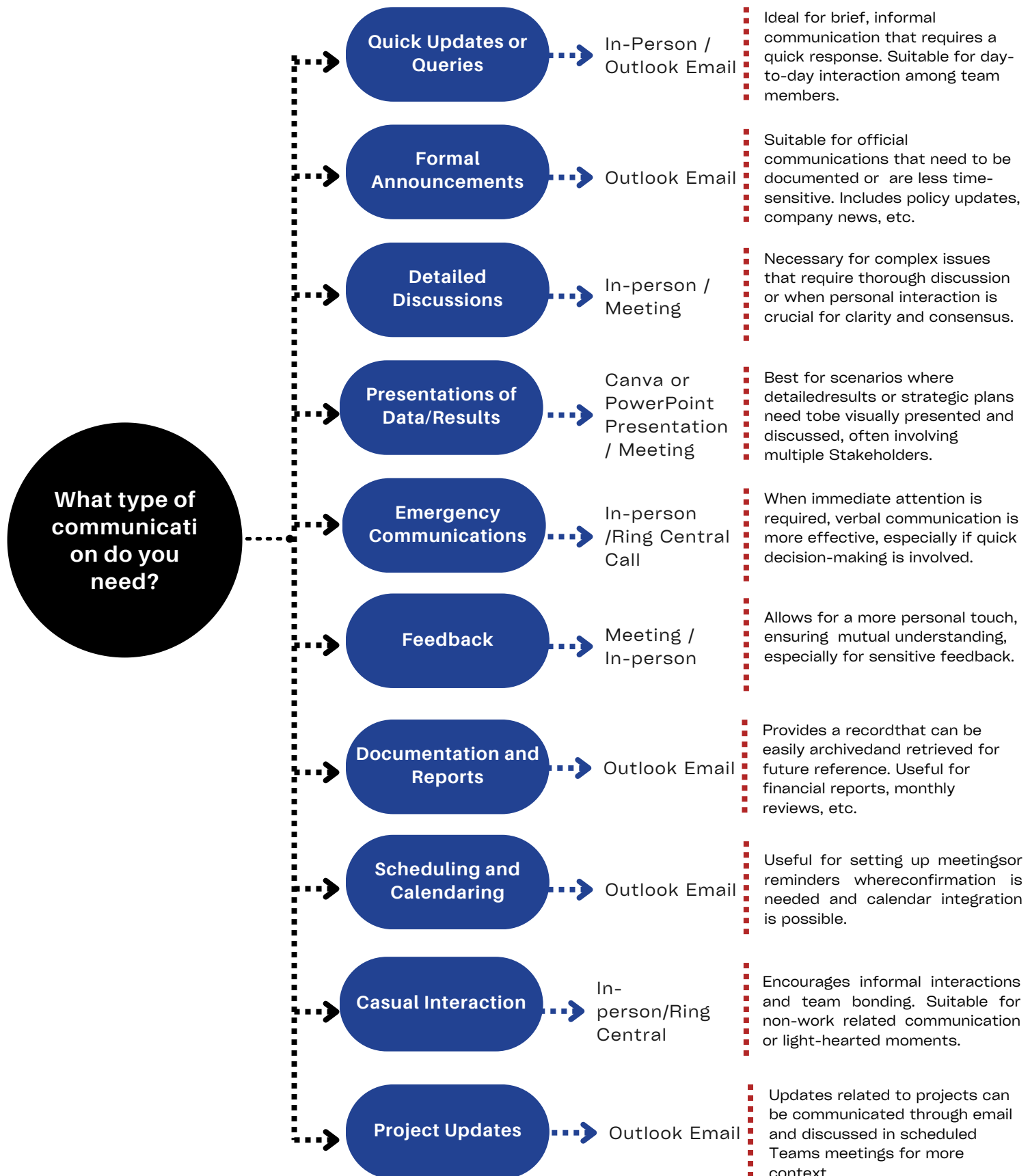
The WCCNM and America's Job Center's strive to ensure meaningful access to programs, services, and activities for all customers, including individuals with limited English proficiency. Languages services are available in all America's Job Center's upon request.



Communication Flow:

Selecting the Best Channel

11





Monthly Workforce Newsletter

The Monthly Workforce Briefing is now delivered as a monthly newsletter sent to the Board and stakeholders, providing an overview of key workforce activities and initiatives. For more in-depth insights, recipients can access the interactive dashboard, which allows them to explore and compare data across months and program years (PY).

The dashboard is continuously available and updated monthly, offering comprehensive data on:

- Operations
- Marketing
- Title I.B Programs (Adult, Dislocated, Youth)
- Title III (Employment Services)
- Veterans Services
- Business and Economic News
- Board Chair Communications
- Partner Network
- Finance & Grants
- Policies & Compliance

This enhanced approach ensures that stakeholders have real-time access to workforce trends and performance metrics, allowing them to make data-driven decisions and track long-term progress.



Bi-weekly team coordination meetings

WCCNM's Team Coordination Meetings have been highly successful in fostering collaboration among managers and supervisors across all Central Region programs, including representatives from comprehensive and affiliate centers.

These bi-weekly meetings provide a platform to:

- Discuss progress, challenges, customer flow issues, infrastructure needs and support needs to enhance service delivery.
- Share updates and key developments with partners.
- Leverage resources across programs for greater efficiency.
- Review and approve operational policies and procedures.

Meetings are held in a hybrid format (in-person and webinar) to ensure transparency and accessibility, allowing any stakeholder to stay informed and engaged.



Events sub-committee meetings

Held bi-weekly in a hybrid format, these meetings coordinate internal and external events across all AJCs in the Central Region. The group discusses upcoming activities and outreach opportunities, assigns and tracks partner roles and responsibilities, and reviews employer and job seeker feedback to improve future events. The meetings also help maximize exposure, maintain brand consistency, and promote cross-training, ensuring partners can effectively represent a wide range of services.

Monthly Staff Meetings

Held monthly in a hybrid format, these meetings bring together staff from all four AJC offices across the Central Region. They serve as a platform to share partner program updates and presentations, helping staff gain a better understanding of the services and resources offered by all partners. The meetings also cover regional updates, operational announcements, and the introduction of new technologies used in service delivery. Additionally, they provide an opportunity to discuss referral processes and resource coordination, fostering stronger collaboration and more seamless support for customers.



Culture and Morale Committee

The Culture and Morale Committee is a collaborative effort involving multiple partners to plan and promote team-building activities across all AJC locations. These activities are designed to strengthen relationships beyond daily tasks, encouraging a more connected and supportive work environment among partner staff. A monthly newsletter is distributed to keep all team members informed about upcoming events and opportunities to engage, fostering a positive and inclusive workplace culture.



Data, AI, and Technology Steering Committee (DATS)

The DATS Committee meets bi-weekly to lead innovation and efficiency through the use of data analytics, automation, artificial intelligence, and emerging technologies. Its focus is on enhancing operations, empowering staff, and optimizing services through data-driven strategies. DATS also promotes the responsible and strategic use of AI and technology to support workforce development, outreach, and organizational goals.



Quarterly Partner Leadership Meetings

Held quarterly, these meetings bring together leadership from partner organizations to strengthen and sustain an effective one-stop system. Partners collaborate on resource sharing, address challenges faced by populations with barriers to employment, and work toward shared goals such as performance, financial outcomes, and customer satisfaction. The agenda includes roundtable discussions, troubleshooting, and exploration of grant opportunities, while also providing space to share updates on programs, initiatives, and events.



Event Kits

To support coordinated outreach, partners are required to check out an official Event Kit from the Operations Team. Each kit includes marketing materials for all partner programs in the Central Region. This effort helps maximize service visibility, ensure brand consistency, and promotes cross-training, enabling staff to confidently represent the full range of services at community and employer-facing events.



Operational Details - Referrals



Referrals play a critical role in America's Job Centers by ensuring customers have access to multiple program resources and supportive services that may not be available through a single program. The referral process creates a trackable system that enhances service coordination while minimizing travel and commuting burdens for customers in need of multiple services. Effective coordination across the WCCNM network and AJC partners also enables resource leveraging and integration to provide comprehensive support for individuals.

The referral process is managed by the Operations Team and is embedded within the WCCNM Intranet (MyHub). Partners can submit referrals through an online form, which the Operations Team reviews daily to ensure timely follow-ups. The system allows partners to seamlessly connect customers with employment, training, and supportive services while maintaining efficiency, accuracy, and transparency in service delivery.

Marketing and Branding

Marketing Central Region workforce services is a multi-faceted activity, as it originates from various sources within our system. Under the Workforce Innovation and Opportunity Act of 2014 (WIOA), all entities and program providing services to our common target customers are partners in the American Job Center Network®. Our marketing objective with customers is to build an identity around a unified system branding. It is critical for all partners in the Central Region workforce system to create and maintain a cohesive, consistent look and feel in all marketing, including the use of approved logos. All marketing materials and content must be provided to and approved by the Operations Manager prior to public release.

Per Workforce Guidance Letter: DWS 16-005, the goal of the America's Job Center logo is to provide an easy way for job seekers and employers to locate, recognize, and access workforce development services. The logo is required on all publications, outreach material, reports, etc. that reference the America's Job Center is referenced, and all guidance for the use of the logo in DWS 16-005 will be followed.



The Workforce Connection of Central New Mexico (WCCNM) logo is the logo for the Central Region local workforce development board and should only be used on official board documents, board initiatives, authorized forms, etc. Please direct any questions about the use of this logo to the Operations Manager.



Additional branding standards and guidance are available on the WCCNM Intranet.

Requirements & Responsibilities



- All marketing materials and content for Central Region programs and services must be provided to and approved by the Operations Manager prior to public release.
- Program managers and supervisors must submit content, flyers, informational material to the Operations Manager for marketing purposes.
- Communication with the CEO and WCCNM Board is coordinated by the WCCNM Administrator.
- All media inquiries must immediately go directly to the Operations Manager in conjunction with the WCCNM Administrator for coordination and response.
- All social media is maintained and coordinated by the Operations Manager.
- The WCCNM website is maintained and coordinated by the WCCNM Operations Team and the Administrative Entity.
- Branding guidelines and marketing standards are included on the WCCNM Intranet.

EO & Federal Fund Taglines

The EO and Federal Funding tag lines provided in this guide must be used on all printed and publicly available materials



Additional Information

For additional information about America's Job Center services in the Central Region, call 505.843.1900 or email AJCCentralRegion@wccnm.org



Equal Opportunity Tagline

The America's Job Center is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



Federal Funding Tagline

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

Compliance and Legal Requirements



Stevens Amendment

The Stevens Amendment refers to a provision in U.S. federal law requiring that any project or program funded in whole or in part with federal money must clearly state the federal funding source and the percentage of total costs covered by federal funds. This amendment promotes transparency and accountability in government spending. The following statements will be on all WCCNM material.



Electronic/Digital Materials Only:

This project/publication is supported through the U.S. Department of Labor as part of a grant award financed from state, local, federal and/or non-federal government sources. For full funding disclosure information, please click the link or type the URL in your browser:

<https://www.wccnm.org/funding>



Hard Copy Materials Only:

This project/publication is supported through the U.S. Department of Labor as part of a grant award financed from state, local, federal and/or non-federal government sources.

For full funding disclosure information, please type the following URL in your browser:

<https://www.wccnm.org/funding>

Contacting the America's Job Center in the Central Region

19

America's Job Center NEW MEXICO



By private message on Social Media

@NMWorkforce

Social media is monitored closely by the Marketing, Outreach & Digital Strategies Manager, and all private messages are answered within 24 hours.



(505) 843-1900

By Phone

Operations Team answers main phone number and then refers to programs in same way as email account.

AJCCentralRegion@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 Email





Please direct requests for additional information and/or questions to:

ART MARTINEZ

WCCNM Administrator

MRCOG Workforce Director

✉ AMartinez@mrcog-nm.gov

☎ 505.724.3636

Daniel Sanchez

WCCNM Operations Manager

✉ dansanchez@wccnm.org

☎ 505.697.7279