



## Full Board Virtual

Monday, October 19, 2020

1:30 pm

809 Copper Ave. NW, Albuquerque, NM 87102

*Jerry Schalow, Chair*

*John Mierzwa Chair-Elect*

### AGENDA

- Call to Order**
- Roll Call – Determination of Quorum**
  
- Marvis Aragon** – American Indian Chamber of Commerce New Mexico
- Odes Armijo-Caster** – Luz Energy Corp
- Beth Barela, Treasurer** – Manpower of New Mexico
- Deborah L. Breitfeld** – New Mexico Technology Council
- Celina Bussey** – Deloitte
- Doug Calderwood** - NM Aging & Long Term Services Department
- Theresa Carson** – African American Greater Albuquerque Chamber of Commerce
- Herb Crosby** – AVTEC, Inc.
- Reyes Gonzales** - NM Department of Vocational Rehabilitation
- Marni Goodrich** - Yearout Mechanical Inc.
- Tracy Hartzler** – Central New Mexico Community College
- Victoria Hernandez** - New Mexico Human Services
- Gregg Hull** – City of Rio Rancho
- Hank Humiston** – New Mexico JATC for Electrical Industry
- Krista Kelley** – Motiva Corporation
- Joe LiRosi** - Toni & Guy Academy & Salon
- Valarie Lopez** - Presbyterian Healthcare Service
  
- Vaadra Martinez** – RiskSense
- John Mierzwa, Chair-Elect** – Ingenuity Software Labs, Inc
- Laura Musselwhite** - University of New Mexico Valencia Campus
- Nora Nixon** – Central New Mexico Community College
- Debbie Ortiz**, RDO Enterprises
- Stacy Sacco** – SACCO Connections
- Melodee Saiz** – Albuquerque Job Corps
- James Salas** – New Mexico Commission for the Blind
- Waldy Salazar** – New Mexico Department of Workforce Solutions
- Leslie Sanchez** – Dual Language Education of New Mexico
- Diane Saya** – Bottom Line Funding NM, LLC
- Jerry Schalow, Chair**– Rio Rancho Regional Chamber of Commerce
- Raymond Trujillo** – UA Local 412 Plumbers & Pipefitters Training Center
- Carolyn VanderGiesen** - New Mexico Association of Community Partners
- Bob Walton** - Albuquerque Economic Development
- Bobbie Williams** – NM Energy Manufacturing, Consortium and Institute
- 

### Approval of Monday, October 19, 2020, Agenda

- Motion
- Second
- Action

Tab 1 **Approval of Minutes, Full Board, August 17, 2020**

Motion  
Second  
Action

**ACTION ITEMS**

Tab 2 **Approval of Workforce Connection of Central New Mexico Local Four Year Plan 2020-2023**

Motion  
Second  
Action

Tab 3 **Fall Service Delivery Plan for Workforce Connection Centers**

Motion  
Second  
Action

Tab 4 **RFP Committee Operator, WIOA Adult DW and Youth**

**INFORMATION & DISCUSSION ITEMS**

Tab 5 **H1B DOL-ETA Grant Proposal**

Tab 6 **WIOA Monthly Expenditure Report for September 30, 2020**

Tab 7 **Updates**

**Workforce Operations and Workforce Connection Center(s) Update –  
TechHire NM -  
Dashboard -  
Performance -**

**REPORTS/UPDATES**

**Committee Reports**

- Training and Service Provider Committee
- Performance and Monitoring Committee
- Youth Standing Committee
- Economic Development Ad-Hoc Committee
- Disability Standing Committee

**WIOA Status Updates**

**PUBLIC COMMENTS/ADJOURNMENT**

**Public Comments** – Anyone who wishes to address the Board must register with the Program Coordinator of the Board

**Adjournment**

**NOTES**

**Next Meeting:**

Date: Monday, December 21, 2020  
Time: 1:30 p.m.  
Location: Mid-Region Council of Governments

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

*“Equal Opportunity Program”*



**MINUTES**  
**Full Board Meeting**  
**Virtual Meeting**

**Monday, August 17, 2020**  
**809 Copper Ave. NW, Albuquerque, NM 87102**  
**1:30 pm**

*Before the meeting started Art Martinez explained that when voting takes place. We will ask for a roll call for those who don't approve and then identify the names of the members that did not respond to the don't approve as an affirmative vote. Additionally, prior to the affirmative roll call members that abstain from voting will respond via voice confirmation to the Board Chair and describe the reason.*

*Notes: After the names are called for the affirmative vote the chair will pause and ask those that do not concur with the affirmative roll call vote to voice a different vote. To ensure that a quorum remains, Ms. Nicole Giddings monitors the participants to ensure quorum is present and note if a member is not available.*

**Roll Call - Determination of Quorum - by Art Martinez**

**Present**

- Marvis Aragn
- Deborah L. Breitfeld
- Celina Bussey
- Doug Calderwood
- Theresa Carson
- Reyes Gonzales
- Marni Goodrich
- Tracy Lynn Hartzler
- Victoria Hernandez
- Gregg Hull
- Hank Humiston
- Krista Kelley
- Ralph Mims
- John Mierzwa, Chair-Elect
- Ralph Mims
- Laura Musselwhite
- Debbie Ortiz
- Melodee Saiz
- Diane Saya
- Jerry Schalow, Chair
- Carolyn VanderGiesen
- Bob Walton
- Bobbie Williams

**Absent**

- Odes Armijo Caster
- Beth Barela, Treasurer
- Herb Crosby
- Joe LiRosi
- Valarie Lopez
- Vaadra Martinez
- Nora Nixon
- Stacy Sacco
- Waldy Salazar
- Leslie Sanchez
- Raymond Trujillo

Jerry Schalow, Chairman recognized new board members Debra Breitfield and Bobbie Williams.

**Approval of Monday August 17, 2020 Agenda**

**Motion: Gregg Hull**

**Second: Theresa Carson**

**No Discussion**

**Action: Passed unanimously by Roll Call Vote with Melodde Saiz unable to respond therefore Member Melodee Saiz abstained from voting. The roll call noted every member and the disposition of vote by member.**

	<b>Yes</b>	<b>No</b>	<b>Abstain</b>	<b>No Vote</b>
<b>Marvis Aragon</b>	<b>X</b>			
<b>Deborah Breitfeld</b>	<b>X</b>			
<b>Celina Bussey</b>	<b>X</b>			
<b>Doug Calderwood</b>	<b>X</b>			
<b>Theresa Carson</b>	<b>X</b>			
<b>Reyes Gonzales</b>	<b>X</b>			
<b>Marni Goodrich</b>	<b>X</b>			
<b>Tracey Hartzler</b>	<b>X</b>			
<b>Victoria Hernandez</b>	<b>X</b>			
<b>Gregg Hull</b>	<b>X</b>			
<b>Hank Humiston</b>	<b>X</b>			
<b>Krista Kelley</b>	<b>X</b>			
<b>John Mierzwa</b>	<b>X</b>			
<b>Ralph L. Mims</b>	<b>X</b>			
<b>Laura Musselwhite</b>	<b>X</b>			
<b>Debbie Ortiz</b>	<b>X</b>			
<b>Melodee Saiz</b>			<b>X</b>	
<b>James Salas</b>	<b>X</b>			
<b>Diane Saya</b>	<b>X</b>			
<b>Jerry Schalow</b>	<b>X</b>			
<b>Carolyn VanderGiesen</b>	<b>X</b>			
<b>33. Bob Walton</b>	<b>X</b>			
<b>34. Bobbie Williams</b>	<b>X</b>			

**Tab 1 Approval of Minutes, Full Board, June 15, 2020**

**Motion: Bob Walton**

**Second:Carolynn VanderGiesen**

**No Discussion**

**Action: Chairman Schalow asked that all board members that choose to vote no to voice their vote – no disapprove votes noted. Prior to the affirmative roll call vote members**

Marvis Aragon, Deborah Breitfeld, Celina Bussey and Bobbie Williams noted that they will abstain from voting because that were not present at the prior board meeting. Approval passed unanimously by Roll Call Vote with Melodde Saiz unable to respond therefore Member Melodee Saiz abstained from voting. The roll call noted every member and the disposition of vote per member.

	Yes	No	Abstain	No Vote
<b>Marvis Aragon</b>			<b>X</b>	
<b>Deborah Breitfeld</b>			<b>X</b>	
<b>Celina Bussey</b>			<b>X</b>	
<b>Doug Calderwood</b>	<b>X</b>			
<b>Theresa Carson</b>	<b>X</b>			
<b>Reyes Gonzales</b>	<b>X</b>			
<b>Marni Goodrich</b>	<b>X</b>			
<b>Tracey Hartzler</b>	<b>X</b>			
<b>Victoria Hernandez</b>	<b>X</b>			
<b>Gregg Hull</b>	<b>X</b>			
<b>Hank Humiston</b>	<b>X</b>			
<b>Krista Kelley</b>	<b>X</b>			
<b>John Mierzwa</b>	<b>X</b>			
<b>Ralph L. Mims</b>	<b>X</b>			
<b>Laura Musselwhite</b>	<b>X</b>			
<b>Debbie Ortiz</b>	<b>X</b>			
<b>Melodee Saiz</b>			<b>X</b>	
<b>James Salas</b>	<b>X</b>			
<b>Diane Saya</b>	<b>X</b>			
<b>Jerry Schalow</b>	<b>X</b>			
<b>Carolyn VanderGiesen</b>	<b>X</b>			
<b>Bob Walton</b>	<b>X</b>			
<b>Bobbie Williams</b>			<b>X</b>	

## ACTION ITEMS

### Tab 2 Approval of WFCP-03-20, PY20 BAR #1

by Jesse Turley, Accounting Manager

- Mr. Turley presented BAR #1 for PY20
- This is based on the NMDWS formula allocation letter, dated May 28,20, for PY20 and our carry-in amounts from the prior program year PY19.
- Formula carry-in from PY19 to PY20 in the amount \$2,652,596 of the prelims estimated \$2,665,000. It is \$993,171 Adult, \$317,428 Dislocated Worker, \$913,076 Youth and \$428,921 Administrative dollars.
- This BAR corrects SER Jobs for progress contract preliminary figure of \$1,336,700 to \$1,400,929 negotiated contract.
- It also corrects the placement of the Workers Comp line item from Youth Work Experience column over to Adult / DW's columns to cover for only Internships, Transitional Jobs that SER services.
- BAR #1 also corrects the negotiated YDI Youth Service Provider to manage the Work Experience for the Youth program. They remain with the same \$1,080,861 staff contract, but also have \$1,231,135 additional dollars in their contract to manage & expend on youth work experience payroll costs. The remaining Youth Training dollars available serviced by MRCOG is \$518,974 expected for youth ITA's & \$125,000 for supportive services and incentives.
- BAR #1 adjusts Ticket to Work and TECHHIRE NM monies.

- PY19 budget total is \$13,329,337.

**Questions**

**Motion: Hank Humiston**

**Second: Reyes Gonzales**

**No Discussion**

**Action: Chairman Schalow asked that all board members that choose to vote no to voice their vote – no disapprove votes noted. Prior to the affirmative roll call vote Bobbie Williams voiced that she will abstain from voting because she is new to the Board and not familiar with the action item and is not comfortable voting. Approval passed unanimously by Roll Call Vote with Melodde Saiz unable to respond therefore Member Melodee Saiz abstained from voting. The roll call noted every member and the disposition of vote per member.**

**Passed unanimously by Roll Call Vote**

	<b>Yes</b>	<b>No</b>	<b>Abstain</b>	<b>No Vote</b>
<b>Marvis Aragon</b>	X			
<b>Deborah Breifeld</b>	X			
<b>Celina Bussey</b>	X			
<b>Doug Calderwood</b>	X			
<b>Theresa Carson</b>	X			
<b>Reyes Gonzales</b>	X			
<b>Marni Goodrich</b>	X			
<b>Tracey Hartzler</b>	X			
<b>Victoria Hernandez</b>	X			
<b>Gregg Hull</b>	X			
<b>Hank Humiston</b>	X			
<b>Krista Kelley</b>	X			
<b>John Mierzwa</b>	X			
<b>Ralph L. Mims</b>	X			
<b>Laura Musselwhite</b>	X			
<b>Debbie Ortiz</b>	X			
<b>Melodee Saiz</b>			X	
<b>James Salas</b>	X			
<b>Diane Saya</b>	X			
<b>Jerry Schalow</b>	X			
<b>Carolyn VanderGiesen</b>	X			
<b>Bob Walton</b>	X			
<b>Bobbie Williams</b>			X	

**Tab 3 Approval of OP-419 Individual Training Account –Change 9**

by Art Martinez, WCCNM Administrator

- Mr. Martinez presented Change #9 of the ITA Policy.
- The change increases the cost of limit for short-term training programs that offer in-demand stackable credentials with reimbursement of up to \$15,000.
- The \$9,000 reimbursement for other training programs will remain in effect and additional modifications remove limits and requirements for participants to enroll in distance learning and training opportunities.

**Comments**

**Motion: Carolynn VanderGiesen**

**Second: Celina Bussey**

**No Discussion**

**Action:** Chairman Schalow asked that all board members that choose to vote no to voice their vote – no disapprove votes noted. Prior to the affirmative roll call vote Bobbie Williams voiced that she will abstain from voting because she is new to the Board and not familiar with the action item and is not comfortable voting. Approval passed unanimously by Roll Call Vote with Melodde Saiz unable to respond therefore Member Melodee Saiz abstained from voting. The roll call noted every member and the disposition of vote per member.

**Passed unanimously by Roll Call Vote**

	<b>Yes</b>	<b>No</b>	<b>Abstain</b>	<b>No Vote</b>
<b>Marvis Aragon</b>	<b>X</b>			
<b>Deborah Breitfeld</b>	<b>X</b>			
<b>Celina Bussey</b>	<b>X</b>			
<b>Doug Calderwood</b>	<b>X</b>			
<b>Theresa Carson</b>	<b>X</b>			
<b>Reyes Gonzales</b>	<b>X</b>			
<b>Marni Goodrich</b>	<b>X</b>			
<b>Tracey Hartzler</b>	<b>X</b>			
<b>Victoria Hernandez</b>	<b>X</b>			
<b>Gregg Hull</b>	<b>X</b>			
<b>Hank Humiston</b>	<b>X</b>			
<b>Krista Kelley</b>	<b>X</b>			
<b>John Mierzwa</b>	<b>X</b>			
<b>Ralph L. Mims</b>	<b>X</b>			
<b>Laura Musselwhite</b>	<b>X</b>			
<b>Debbie Ortiz</b>	<b>X</b>			
<b>Melodee Saiz</b>			<b>X</b>	
<b>James Salas</b>	<b>X</b>			
<b>Diane Saya</b>	<b>X</b>			
<b>Jerry Schalow</b>	<b>X</b>			
<b>Carolyn VanderGiesen</b>	<b>X</b>			
<b>Bob Walton</b>	<b>X</b>			
<b>Bobbie Williams</b>			<b>X</b>	

Tab 4

**Approval of WCCNM Legal Services Award Recommendation and Subsequent Contract for PY20**

by Art Martinez, WCCNM Administrator

- Mr. Martinez explained WCCNM released an RFP for legal services.
- Responsive proposals were evaluated on the factors specified and were assigned a point value by the WCCNM Evaluation Committee made up of MRCOG Staff.
- The evaluation hereby recommends to the WCCNM Full Board for consideration and final decision to approve German, Burnette and Associates LLC.

**Questions & Comments**

**Motion: Gregg Hull**  
**Second: James Salas**  
**No Discussion**

**Action:** Chairman Schalow asked that all board members that choose to vote no to voice their vote – no disapprove votes noted. Prior to the affirmative roll call vote Bobbie Williams noted that she will abstain from voting because she is new to the Board and not familiar with the action item and not comfortable voting. Approval passed unanimously by Roll Call Vote with Melodde Saiz unable to respond therefore Member Melodee Saiz abstained from voting. The roll call noted every member and the disposition of vote per member.

	Yes	No	Abstain	No Vote
<b>Marvis Aragon</b>	X			
<b>Deborah Breinfeld</b>	X			
<b>Celina Bussey</b>	X			
<b>Doug Calderwood</b>	X			
<b>Theresa Carson</b>	X			
<b>Reyes Gonzales</b>	X			
<b>Marni Goodrich</b>	X			
<b>Tracey Hartzler</b>			X	
<b>Victoria Hernandez</b>	X			
<b>Gregg Hull</b>	X			
<b>Hank Humiston</b>	X			
<b>Krista Kelley</b>	X			
<b>John Mierzwa</b>	X			
<b>Ralph L. Mims</b>	X			
<b>Laura Musselwhite</b>	X			
<b>Debbie Ortiz</b>	X			
<b>Melodee Saiz</b>			X	
<b>James Salas</b>	X			
<b>Diane Saya</b>	X			
<b>Jerry Schalow</b>	X			
<b>Carolyn VanderGiesen</b>	X			
<b>Bob Walton</b>	X			
<b>Bobbie Williams</b>			X	

## INFORMATION & DISCUSSION ITEMS

### Tab 5 **WIOA Monthly Expenditure Report for June 30, 2020**

by Jesse Turley, Workforce Accounting Manager

- Jesse Turley, WCCNM Accounting Manager, provided reporting for the WIOA Monthly expenditure report as of June 30, 2020.
- Year-to-date formula and other funding sources, Ticket to Work and USDOL Tech Grant expenditures for the current period, totaled \$1,001,827 with a total year-to-date expenditure totaling \$10,658,922.

#### **Questions and Comments Followed**

### Tab 6 **Business and Career Center Update/Dashboard/TechHire**

by Joy Forehand, Operation Manager & Tawnya Rowland TechHire Program Director, & Lloyd Aragon, WIOA Manager

- Ms. Forehand gave an update on the Business & Career Centers for July 31, 2020.
- She also gave a brief overview of the economic outlook for the region and how the centers are handling services due to COVID-19
- Ms. Rowland gave an update on TechHire.
- Mr. Aragon presented the Dashboard for of June 30, 2020.
- He also presented the Performance Measures for the 4th Quarter of PY19 in the Central Region.
- Mr. Martinez gave an update on the four-year plan.

## REPORTS/UPDATES

### **Committee Reports**

- **Training and Service Provider Committee**
  - o Mr. Bob Walton explained this committee reviews applications from providers who would like to get onto our Eligible Training Provider List (ETPL).
  - o He also noted we have six active members.
- o **Performance and Monitoring Committee**
  - o Mr. Doug Calderwood stated that this committee has three members and at the last meeting they went over policies and performance.
- o **Youth Council Committee**
  - o No Report.
- **Economic Development**
  - o No Report.
- **Disability Standing Committee**
  - o No Report.

### WIOA Status Updates

By Art Martinez, WCCNM Administrator

- o Mr. Martinez provided an update on workforce activities
- o Mr. Martinez presented the Economic Recovery Support Proposal for IT Sector Strategies and Entrepreneurship Training Components
- o The State is also bidding on a \$15 million grant with stackable credentials for economic recovery.

### PUBLIC COMMENT/ADJOURNMENT

- **Public Comment – None**
- **Adjournment – 3.15 p.m.**

### NOTES

**Next Meeting:**

**Date:** October 20, 2020

**Time:** 1:30 p.m.

**Location:** Mid-Region Council of Governments – Board Room

**Approved at the October 20, 2020 WCCNM Full Board Meeting:**

\_\_\_\_\_  
Jerry Schalow, WCCNM Chair

ATTEST:

\_\_\_\_\_  
Secretary

*“Equal Opportunity Program”*

## Workforce Connection of Central New Mexico WIOA Local Plan Program Years 2020-2023

### Action Requested:

Request approval from the WCCNM of the WIOA Local Plan for Program Years 2020-2023, as required under WIOA sec. 108, and to be submitted and approved by the New Mexico Department of Workforce Solutions on November 6, 2020.

### Background:

WIOA required local plans to align with the State's vision as set forth in the Combined State Plan. Under WIOA sec. 108. The Central Workforce Development Board (LWDB), in partnership with the appropriate chief elected officials, developed and submitted a comprehensive four-year plan to the Governor. The four-year action plan serves to develop, align, and integrate service delivery strategies and to support the State's vision and strategic and operational goals. According to §679.500, the purpose of the local plan is to set forth the strategy to:

- (1) Direct investments in economic, education, and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills to compete in the job market and that employers have a ready supply of skilled workers;
- (2) Apply job-driven strategies in the one-stop delivery system; and
- (3) Enable economic, education, and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training, and education programs.

Financial Impact: None

Do Pass \_\_\_\_\_  
Do Not Pass \_\_\_\_\_

# **Workforce Innovation and Opportunity Act (WIOA) Local Plans - Outline Program Years 2020-2023**

## **I. Background and Purpose**

**The Workforce Innovation and Opportunity Act (WIOA)** requires local plans to align with the State's vision as set forth in the Combined State Plan.<sup>1</sup> Under WIOA sec. 108, each Local Workforce Development Board (LWDB) must, in partnership with the appropriate chief elected officials, develop and submit a comprehensive 4-year plan to the Governor.<sup>1</sup> This four-year action plan serves to develop, align, and integrate service delivery strategies and to support the State's vision and strategic and operational goals. According to §679.500, the purpose of the local plan is to set forth the strategy to:

- (4) direct investments in economic, education, and workforce training programs to focus on providing relevant education and training to ensure that individuals, including youth and individuals with barriers to employment, have the skills to compete in the job market and that employers have a ready supply of skilled workers;
- (5) apply job-driven strategies in the one-stop delivery system; and
- (6) enable economic, education, and workforce partners to build a skilled workforce through innovation in, and alignment of, employment, training, and education programs.

## **II. Process for Plan**

## **III. Plan Content**

### **STRATEGIC PLANNING ELEMENTS**

- A. Economic and Workforce Analysis**
- B. Analysis of Workforce Development Activities**
- C. Strategic Vision and Goals**

### **OPERATIONAL ELEMENTS**

- A. Local Workforce System Structure**
  - B. Local Workforce Development System Alignment**
  - C. Local Strategy Implementation**
-

**D. One-Stop Delivery System**

**E. Service Implementation for Indicated Populations**

1. Youth
2. Adults and Dislocated Workers
3. Individuals with Disabilities
4. Veterans
5. Migrant Seasonal Farmworkers
6. Native Americans
7. Individuals with Low Income
8. Older Individuals
9. Individuals with Low Literacy Levels

**F. Coordination of Services Across Programs**

1. Coordination with Wagner Peyser Services
2. Coordination with Rapid Response Activities
3. Coordination with Secondary and Postsecondary Education System
4. Coordination of Supportive Services
5. Coordination of Follow-up Services
6. Coordination of Service Priorities
7. Coordination of Outreach Efforts
8. Coordination of Professional Development Activities
9. Coordination of Referrals
10. Coordination with Other Partner Programs

**ADMINISTRATIVE ELEMENTS**

**G. Fiscal and Performance Management**

**H. Definitions**

**I. Note on Regional Planning**

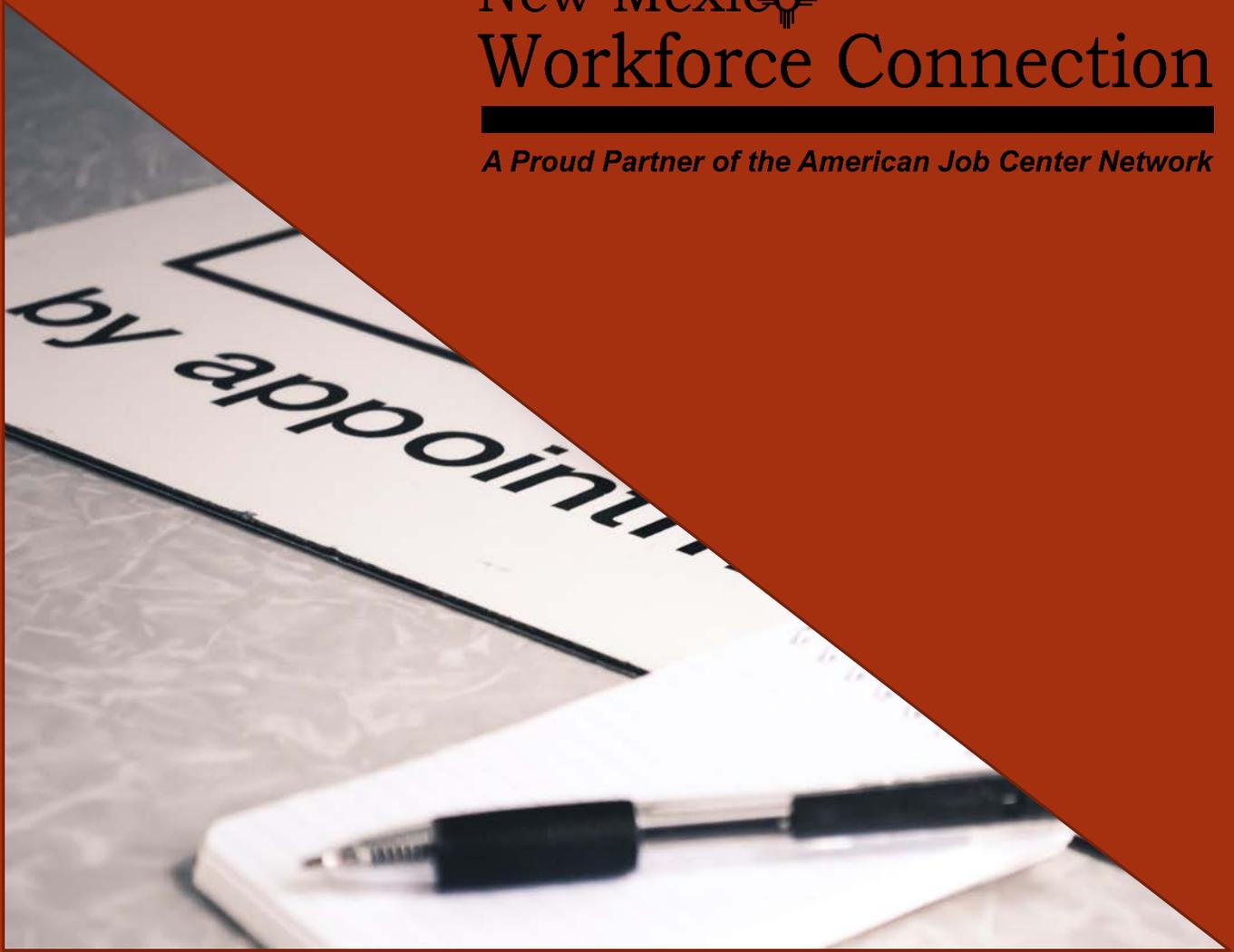
**J. Assurances**

**K. Attachments**

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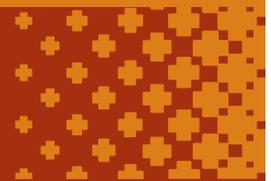
New Mexico   
Workforce Connection

*A Proud Partner of the American Job Center Network*



# Service Delivery Plan-Fall 2020

## CENTRAL REGION



## SUMMARY

The Service Delivery Plan-Fall 2020 is drafted in accordance with OSHA regulations, CDC guidelines and the State's COVID Safe Practices. All elements, timelines, requirements, and procedures in the plan are intended to assist the Operations Manager and all co-located partners in providing a safe and healthful workplace for staff and customers. The Operations Team will stay informed of all guidance and public health orders from federal, state, local, tribal, and/or territorial health agencies, and will incorporate those recommendations and resources into the Service Delivery Plan as needed. The four NM Workforce Connection Centers in the Central Region will continue to abide by the maximum occupancy and staffing limits in accordance with current public health orders.

There will be a phased-in approach where in-person appointments will be limited and only available to customers as a last resort option. Customers without an appointment will not be allowed in the center and will be provided information about appointment options and how to set-up an appointment. Staff must document justification for the appointment.

Reasons can include:

- 
- **Lack of access to technology including PC, tablet, or smart phone or lack of access to the internet**
  - **Program eligibility requires paperwork to be completed and signed in-person**
  - **Unable to use technology to access career services/training & education programs**
- 

## TIMELINE

- Week of 9/21/2020 – Plan presented to all co-located partners for feedback and approval.
- Week of 09/28/2020 – Partner feedback incorporated into plan and presented to the WCCNM Executive Committee for review and approval.
- Week of 9/28/2020 – Installation of thermal scanners in all Central Region NM Workforce Connection Centers.
- Week of 10/05/2020 – Youth Program prepares for limited in-person appointments in the ABQ NM Workforce Connection Center.
- Week of 10/19/2020 – Plan presented to the WCCNM Workforce Board for review and approval.

- Week of 10/26/2020 - Additional core and co-located partners begin limited in-person appointments in the ABQ NM Workforce Connection Center beginning with NMDWS programs (Career Services, Vet Services)
- Week of 11/02/2020 – Limited in-person appointments begin in the Rio Rancho and Los Lunas NM Workforce Connection Centers.
- Week of 11/09/2020 – Review with all co-located partners of current procedure, infrastructure needs, issues/concerns to be addressed.

## PROCEDURE

Currently, the WCCNM has instituted the following preventative measures and associated training for all staff in the NM Workforce Connection Centers:

- Promote frequent and thorough hand washing, including by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60% alcohol.
- Encourage workers to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- WCCNM and all NM Workforce Connection co-located partners have adopted flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others. This will be a continued practice to the greatest extent possible.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Maintain regular janitorial practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.

Additional precautionary practices with the implementation of limited in-person appointments will include:

- Hand sanitizer products will be provided at the doors and encouraged upon entering and exiting the centers.
- Provide customers and the public with tissues and trash receptacles.
- Provide customers disposable masks if they did not bring one.

The WCCNM has provided the following infrastructure upgrades/engineering controls:

- Installing high-efficiency air filters (in ABQ and exploring options with leases in other centers).
- Increasing ventilation rates in the work environment.

- Installing physical barriers, such as clear plastic sneeze guards.
- Providing air purifiers in appointment-only areas.

## PROPOSED PROCEDURE FOR THE ABO NM WORKFORCE CONNECTION CENTER

1. Staff must document justification of in-person appointment in the NM Workforce Connection online system and Lobby Central.
2. Staff will create appointment in Lobby Central. Appointments be allowed for a maximum time of 1 ½ hours and will allow for a 15 minute break in between appointments to allow for sanitizing and cleaning.
3. Staff will contact customer and communicate all requirements for in-person appointments including (reference sheet will be provided to staff):
  - Masks are required at all times. If customer refuses to wear mask, other appointment options will be provided including video-conferencing, phone, and email. If a customer is unable to wear a mask due to medical condition, staff will provide reasonable accommodations and/or alternative appointment options.
  - Customers will enter and exit ONLY through the main doors of the ABO NM Workforce Connection Center.
  - Customers MUST arrive for their appointments on time at the front doors. Security and staff will escort them in.
  - All customers will be scanned by the standing thermal scanners at the front doors. If a customer has a measured temperature of 100.4 °F or higher (using the CDC citation of 42 Code of Federal Regulations parts 70/71 Final Rule definition of an “ill person”), they will not be able to come into the center. Staff will provide reasonable accommodations and/or alternative appointment options.
  - Customers must maintain 6-foot distance from others, including staff.
  - Customers will not be allowed to bring additional people or children with them to their appointments. Possible exceptions include:
    - i. Customer is a minor accompanied by a parent or guardian
    - ii. Elderly couple both seeking services
    - iii. Adult child is acting as an interpreter
  - Customers will be provided the Customer Screening Questionnaire (which mirrors the Staff/Employee questionnaire), and must certify that their answers are true and correct. If they answer “yes” to any questions, they will need to leave the center and will be provide reasonable accommodations and/or alternative appointment options.
  - Customers will only be allowed in the designated “in-person appointment” space and the restrooms. There will be no access to

other areas in the center, including the resource room or computer lab.

4. Customers will arrive for their appointment at the front doors and be greeted by staff and security. Staff to check-in the appointment on Lobby Central.
5. Customers will answer screening questionnaire and complete thermal scanning. **NOTE:** If thermal scanning results do not allow customer to continue with their scheduled appointment, customers will be provided with "Next Steps" document that provide options for phone, email, or video conference follow-up with NM Workforce Connection staff.
6. Customer and staff will proceed to designated "in-person" appointment area. Appointments will not be done at staff's desks or anywhere else in the center.
7. After the appointment, staff **MUST** abide by a stringent cleaning and sanitizing routine that will be provided in upcoming trainings. This includes a thorough sanitizing of the workstation, including desk, chair, and keyboard/monitor. Cleaning supplies are provided at four designated stations throughout the center.

## **PROPOSED PROCEDURE FOR THE RIO RANCHO NM WORKFORCE CONNECTION CENTER (COMING SOON)**

## **PROPOSED PROCEDURE FOR THE LOS LUNAS NM WORKFORCE CONNECTION CENTER (COMING SOON)**

## **TRAINING**

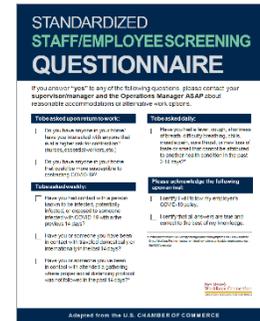
Training will be delivered via the WCCNM/NM Workforce Connection Intranet (<https://workforceconnectionofcentralnewmexico.myhubintranet.com/>). Modules will be mandatory for all co-located staff in the centers and will include the following:

- Education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE) including "COVID-19 Precautionary Measures" (currently on intranet)
- Training on use of thermal scanners for both staff and customers
- In-person appointment training per approved procedures in each center
- Refresher de-escalation training
- Reminder eblasts about all required training and precautionary measures is routinely sent out to all staff

## SIGNAGE

The WCCNM ensured that COVID Safe Practices posters are posted throughout the centers.

The Staff/Employee Screening Questionnaire is also posted at all entrances/exits and on each staff member's desk.



## REPORTING REQUIREMENTS

All New Mexico Workforce Connection partners in the Central Region are committed to adherence with all public health and executive orders. This includes compliance with COVID-19 reporting and contact tracing requirements and best practices. All staff will be trained on the responsibilities related to reporting positive cases and recommendations on self-isolating and self-quarantining.

### DEFINITIONS:

- **Presumptive Positive Case:** A presumptive positive test result means an individual has tested positive for the virus at a local or state level, but it has not yet been confirmed by the Centers for Disease Control and Prevention (CDC). CDC confirmation of local and state tests for COVID-19 is no longer required.
- **Quarantine Period:** If you have been exposed to someone with COVID-19, there is a 14-day period during which you might become infected. That is sometimes called the “incubation period” for the disease. The 14 days runs from the last date you had a close contact with the person with COVID-19.
- **Self-Isolate:** Isolation separating sick people with a contagious disease – and, in the case of COVID-19, those with and without symptoms who have tested positive for COVID-19 – from people who are not sick.
- **Self-Quarantine:** Separating and restricting the movement of people who were exposed to a contagious disease to monitor if they become sick. These people may have been exposed to a disease and do not know it or they may have the disease but do not show symptoms
- **Close Contact:** Spending 3 minutes or longer within 6 feet of someone who is confirmed to have COVID-19 when that person was in their infectious period. Wearing a mask or cloth-face covering does not affect the definition for close contact.

When a COVID-19 case is identified in a place of business or high-risk facility or population, the state of New Mexico initiates a “rapid response.” Through this

process, New Mexico Department of Health (NMDOH) requires that businesses and facilities follow appropriate testing and infection control protocols to ensure that COVID-19 is contained and to limit additional risk to employees, residents, or the public. NMDOH will ensure that impacted businesses and facilities are notified of any additional requirements.

The New Mexico Environment Department (NMED) filed an emergency amendment on August 5, 2020 that requires employers to report positive COVID-19 cases in the workplace to the NMED Occupational Health and Safety Bureau within four hours of being notified of the case.

## **STAFF AND CLOSE CONTACT WITH CONFIRMED CASE**

When a person has close contact with a confirmed COVID-19 case during the case's infectious period in a workplace considered a non-essential business, that person should quarantine for 14 days from the last exposure to the case regardless of a negative test result.

Others that have been in close contact with this exposed staff do not need to quarantine unless they (anyone involved with the exposure) receive a positive test or unless they are exhibiting symptoms.

## **STAFF WHO TEST POSITIVE FOR COVID-19**

If the staff member has been in one of the New Mexico Workforce Connection centers in the Central Region within the past fourteen days, the following process must be executed:

- Manager/supervisor will inform the WCCNM Operations Manager.
- The Operations Manager will notify all impacted managers/supervisors, program directors, and WCCNM administrator, and will ask that all staff to leave the center to begin a quarantine period.
- The Operations Manager will be responsible for notifying the NM Environment Department and working with the NM Department of Health for all reporting requirements.
- The Operations Manager will arrange disinfecting and spraying of the facility.
- The Operations Manager will provide updates to all managers/supervisors and will provide the official notification of when staff may return to the center.

## DOL ETA H1-B One Workforce Grants, 2020

**Link:** <https://www.dol.gov/agencies/eta/skills-grants/h1-b-skills-training>

**Deadline:** November 12, 2020

**Grant Award Averages:** Estimated 15-30 grants, ranging between \$500,000 to \$10 million for a 48-month performance period.

**Summary:** The purpose is to encourage applicants to develop replicable, comprehensive workforce strategies for preparing the workforce for middle-to high-skilled H-1B occupations within key sectors. This will fill critical shortages in economic regions by encouraging states and economic regions to work with industry stakeholders to develop dynamic workforce strategies that train workers and jobseekers.

These grants will build proof of concepts of innovative training models that can be replicated by the broader workforce system. Applicants must build support for a common vision for responding to the workforce challenges within their state and economic regions, ensuring that their projects complement and leverage, but do not duplicate existing programs. By forging public-private partnerships, applicants will bring together industry and employers, education and training providers, the workforce system, state and local government, and other entities that will work collaboratively to align resources in response to employer demand and to offer novel education and job training solutions that generate positive outcomes and results.

Applicants should select between three sectors of focus.

1. Tapping New Talent for IT: For innovative approaches to equipping workers with technical skills and industry-recognized certifications necessary for employment in middle- to high-skilled jobs. Applicants may opt for a mix of training strategies that work best for a variety of populations.
2. Retooling the Advanced Manufacturing Workforce: Technical training skills to upskill existing workers and to train incoming workers for vacancies left by retirements and growth.
3. Building the Transportation Workforce of the Future: Training skilled workers for evolving transportation modes, new technologies, and increasing automation. While individual transportation modes have assessed their own gaps in the past, moving forward it will be important for states to develop a cross-modal vision that addresses workforce development across different transportation modes.

Also included are “industries of the future,” which include artificial intelligence (AI), quantum information sciences (QIS), 5G/advanced communications, and biotechnology.

*Job focus areas:* When selecting occupations to include, applicants may use one of two methods:

- Option 1: Occupations in an H-1B industry, Specifically: 1) IT and IT-related industries; 2) Advanced Manufacturing; or 3) Professional Services (encompassing engineering and surveying occupations important to the transportation sector). Applicants may propose occupations across one or more H-1B industries, target multiple occupations within an H-1B industry, or narrow their focus to a specific occupation within an H-1B industry.
- Option 2: H-1B occupations for which a significant number of H-1B visas has been certified, even if that occupation is not in one of the identified H-1B industries listed in Appendix A of the FOA. The application must provide data showing that the H-1B occupation is one for which a significant number of H-1B visas have been certified and demonstrate that this occupation is

related to one of the key sectors of transportation, IT, and advanced manufacturing. Applicants may propose to serve more than one H-1B occupation.

To view occupations for which H-1B visas have been certified, visit [www.foreignlaborcert.doleta.gov/performancecdm](http://www.foreignlaborcert.doleta.gov/performancecdm).

*Grant activities:* Proposals must comprise ALL of the following activities:

1. Build new or expand existing sector partnerships that develop a workforce strategy across state and regional workforce and related sector agencies, including employers within the proposed sector-based initiative(s) and education and training entities;
2. Establish new or expand career pathways in the proposed sector-based initiative(s) that focus on the skills, competencies, and credentials needed for jobs within the targeted H-1B industries and occupations;
3. Offer high-quality training options (such as work-based learning training models) to prepare individuals to successfully move into middle- to high-skilled employment within the targeted H-1B industries and occupations;
4. Ensure that participants receive the supportive services necessary to participate fully in employment and training activities;
5. Develop a new or leverage an existing system for reviewing and collecting data, and monitor results to assess program performance; and
6. Create a new or leverage an existing infrastructure to successfully sustain the program components and partnerships after the life of the grant.

*Training design:* In addition to an innovative mix of training strategies, applicants are encouraged to use online, distance, and other technology-enabled learning. Applicants will offer options for skills attainment through a variety of training models, including on-the-job training; customized training; incumbent worker training; Registered Apprenticeship Programs, Industry-Recognized Apprenticeship Programs, and pre-apprenticeship programs; other work-based learning activities, such as paid work experience and paid internships; and classroom, competency-based, and online training strategies.

Training along a career pathway may start with entry-level occupations, but must lead to employment in middle- and high-skilled positions in H-1B industries and occupations that support the development of the proposed initiative(s). Career pathways must incorporate the needs and hiring opportunities of employers within a specific industry sector, and provide planned and sequenced coursework, training, and/or work experience that leads to attainment of recognized postsecondary credentials.

Incumbent worker training is allowable to meet the needs of employers and particularly front-line, lower-skilled, and lower-wage workers who need training to upgrade their skills to remain competitive and advance along a career ladder. Employers are encouraged to backfill those positions with unemployed and underemployed individuals.

*Leveraged resources:* These programs will leverage resources across federal, state, and local funding streams, as well as from the private sector. H-1B One Workforce Partnerships will work toward a coordinated approach to preparing a skilled workforce within an economic region. All applicants must demonstrate that they are leveraging at least 25 percent of the total grant funds requested. By engaging partners and aligning grant projects with broader workforce activities, applicants will position their projects to sustain efforts beyond the grant period of performance.

H-1B One Workforce Partnerships will share data and expertise, leverage and braid public and private financial and in-kind resources. Grantees will make participants aware of other federally-funded workforce training resources and employment supports funded by the Supplemental Nutrition Assistance Program. Applicants will also be required to pursue co-enrollment for participant services across federally-funded programs, where participants can benefit from other services.

*Partners:* Employer partners are required to participate in the following ways:

1. Providing leadership to the project and setting strategic direction
2. Informing the identification and mapping of necessary skills/competencies for the program(s);
3. Providing work-based learning opportunities
4. Assisting with curriculum development and program design
5. Where appropriate, informing the design of an assessment or validating credentials that will address industry skill needs
6. Providing resources, such as mentors, the donation of facilities, faculty, equipment, or other contributions to support the proposed project, and hiring qualified training participants
7. Hire, promote, and/or retain qualified program completers

**Eligible applicants:** The following organizations qualify as eligible lead applicants:

- Businesses, business-related nonprofit organizations, such as industry and trade associations, and organizations functioning as a workforce intermediary for the express purpose of serving the needs of an industry;
- Education and training providers, including community colleges, other community-based and faith-based organizations, and for-profit educational and training institutions;
- Entities involved in administering the public workforce system established under the Workforce Innovation and Opportunity Act (WIOA); and
- Economic development agencies.

Eligible participants must be at least 17 years old and not currently enrolled in secondary school within a local educational agency. Those of interest include unemployed and underemployed individuals seeking full-time employment, and incumbent workers needing to upskill or reskill to retain employment or advance into middle- to high-skilled positions.

**Application Process:** Components include:

- Standard grants.gov forms
- Narrative, 25 double-spaced pages. Two bonus points are given to proposals that will serve at least one census tract that is an Opportunity Zone.
- Budget and budget narrative
- Abstract
- Organizational Chart
- Performance outcomes and outputs table
- Past performance documentation (presented in a table, plus a Grantor Verification Letter)
- Letters of commitment or MOUs from partners (no general letters of support)
- Project work plan
- Indirect cost rate agreement (if applicable)
- Financial system assessment (a provided form)

**WORKFORCE CONNECTION**

OF CENTRAL NEW MEXICO

**FINANCIAL REPORT**

YEAR TO DATE  
**September 30, 2020**

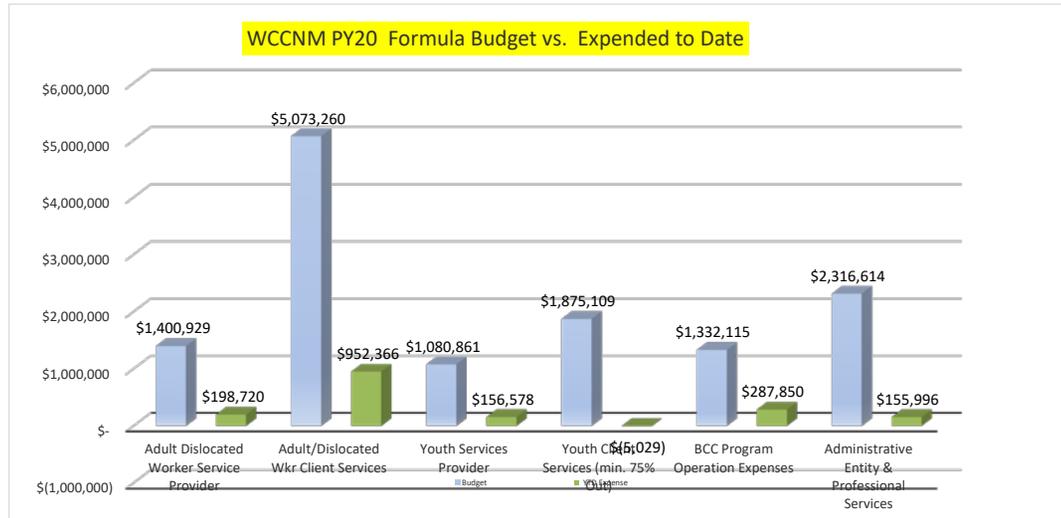
**WORKFORCE CONNECTION  
OF CENTRAL NEW MEXICO**

**PROGRAM YEAR 2020  
BUDGET TO ACTUAL COMPARISON  
As of September 30, 2020**

				25%	Of Year		
		Budget	Current Period	Year to Date	Encumbrance	Variance	
1	<b>Adult Dislocated Worker Service Provider</b>	Service Provider - SER Jobs for Progress	1,400,929	119,732	198,720	1,202,209	0
		Subtotal	\$ 1,400,929	\$ 119,732	\$ 198,720	\$ 1,202,209	\$ 0
2	<b>Adult/Dislocated Wkr Client Services</b>	Adult / DW Participant Training OJT's CT's ITA's	4,483,260	370,128	780,899	720,979	2,981,382
		Adult / DW Work Experience W / Workers Comp	500,000	59,767	154,516		345,484
		Adult / DW Supportive Services	90,000	8,033	16,951	-	73,049
		Subtotal	\$ 5,073,260	\$ 437,928	\$ 952,366	\$ 720,979	\$ 3,399,915
3	<b>Youth Services Provider</b>	Service Provider - YDI	1,080,861	111,013	156,578	924,283	0
		Subtotal	\$ 1,080,861	\$ 111,013	\$ 156,578	\$ 924,283	\$ 0
4	<b>Youth Client Services (min. 75% Out)</b>	Youth Work Experience - YDI Portion	1,231,135	21,135	(29,384)	25,000	1,235,519
		Youth Training Services	518,974	-	3,000		515,974
		Youth Supportive Services	125,000	1,102	21,356	6,500	97,144
		Subtotal	\$ 1,875,109	\$ 22,237	\$ (5,029)	\$ 31,500	\$ 1,848,638
5	<b>BCC Program Operation Expenses</b>	Business & Career Center Facility Operation	600,000	41,370	146,710	453,290	0
		Business & Career Center Facility Reimbursemet	(250,000)	-	-	(250,000)	-
		Business & Career Ctr Mgmt - MRCOG Operator	149,183	10,904	22,316	126,867	0
		Business & Career Ctr Mgmt - MRCOG Operations Staff	60,000	23,195	23,195	36,805	(0)
		Business & Career Ctr Mgmt - MRCOG Project Grad ABQ	63,755	-	-	-	63,755
		Business & Career Ctr Mgmt - MRCOG Project DWS Apprenticeship	226,048	(8,537)	-	226,048	-
		Business & Career Ctr Mgmt - MRCOG Operations Staff Reimbursements	(100,000)	-	-	(100,000)	-
		Business & Career Center Improvements	583,129	95,629	95,629	-	487,500
		Subtotal	\$ 1,332,115	\$ 162,562	\$ 287,850	\$ 493,010	\$ 551,255
6	<b>Administrative Entity &amp; Professional Services</b>	AE/Fiscal Agent - MRCOG	801,014	52,501	109,771	691,243	0
		Program Support/Board Expense	60,000	9,653	39,208	2,000	18,792
		Contractual Services	50,000	58	58	-	49,942
		Contingency & Sale Of Lease	300,000	-	-	-	300,000
		Legal Services	20,000	372	631	2,000	17,369
		Audit Services	35,600	-	6,327	29,273	0
		Carved Out 2nd Year Reserve	1,050,000	-	-	-	1,050,000
		Subtotal	\$ 2,316,614	\$ 62,585	\$ 155,996	\$ 724,516	\$ 1,436,103
7		<b>TOTAL FORMULA BUDGET PY19</b>	\$ 13,078,888	\$ 916,055	\$ 1,746,481	\$ 4,096,496	\$ 7,235,911
	<b>OTHER FUNDING:</b>						
8	<b>Social Security - Ticket To Work</b>	Social Security TTW - PY19 Balance Available Carry Forward	\$ 55,204	TTW Mo Growth / Net Exp	YTD		\$ 55,204
		Additional TTW Current Year PY20 Earnings		\$ -	1,481	\$ -	\$ 1,481
		Total Current Year PY20 Expended		129	129	-	129
		Subtotal		\$ (129)	\$ 1,352	\$ -	\$ 56,556
							TTW Balance
9	<b>US DOL Tech Grant</b>	HIB Tech Grant (7-1-16 to 12-31-20): 4.5 Year Grant. PY20 is Final .5 Year					
	<b>Training:</b>	Participant Services	31,000	-	13,990	17,990	(980)
		Travel	245	-	-	-	245
		Software	-	-	-	-	0
		Marketing & Other	-	-	-	-	0
		Supplies	-	-	-	-	0
		Employer Outreach	-	378	378	-	0
		Facility Cost	14,000	-	-	14,000	0
	<b>Profesional Services:</b>	Contracted Services - Audit	5,000	-	5,000	-	0
		MRCOG / AE & Program Staff	145,000	26,037	52,390	78,000	14,610
		Subtotal	\$ 195,245	\$ 26,415	\$ 71,758	\$ 109,990	\$ 13,874
10		<b>TOTAL WCCNM Budget PY19</b>	\$ 13,329,337	\$ 942,599	\$ 1,816,887	\$ 4,206,486	\$ 7,306,341



	Budget	YTD Expense		
Adult Dislocated Worker Service Provider	\$ 1,400,929	\$ 198,720		
Adult/Dislocated Wkr Client Services	\$ 5,073,260	\$ 952,366		
Youth Services Provider	\$ 1,080,861	\$ 156,578		
Youth Client Services (min. 75% Out)	\$ 1,875,109	\$ (5,029)		
BCC Program Operation Expenses	\$ 1,332,115	\$ 287,850		
Administrative Entity & Professional Services	\$ 2,316,614	\$ 155,996		
	\$ 13,078,888	\$ 1,746,481	\$ 11,332,407	87%

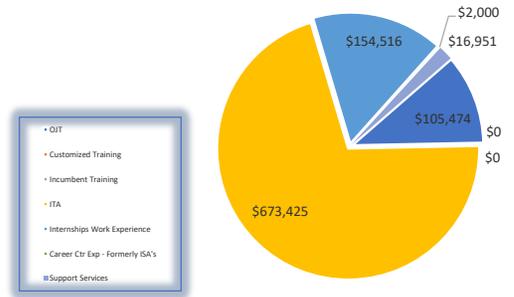


Data:  
 OJT  
 Customized Training  
 Incumbent Training  
 ITA  
 Internships Work Experience  
 Career Ctr Exp - Formerly ISA's  
 Support Services

OJT	105,474
Customized Training	-
Incumbent Training	-
ITA	673,425
Internships Work Experience	154,516
Career Ctr Exp - Formerly ISA's	2,000
Support Services	16,951

Check \$ 952,366  
 Diff \$ -

PY20 YTD Adult DW Client Services Expended

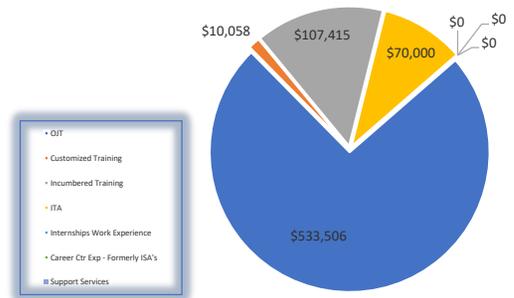


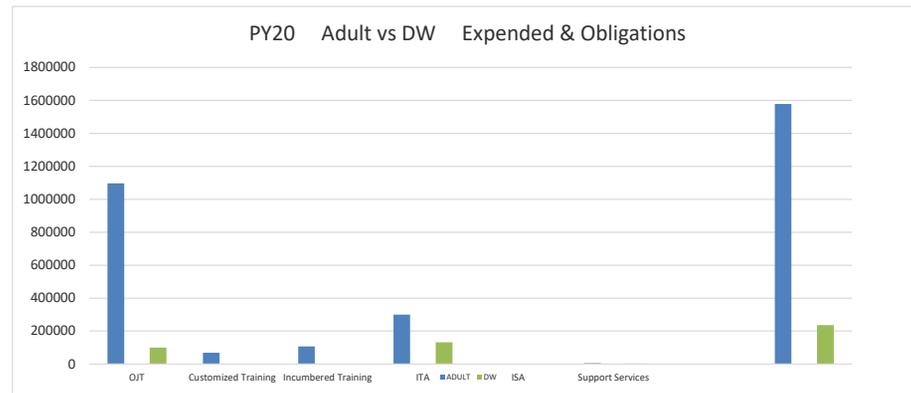
Data:  
 OJT  
 Customized Training  
 Incumbered Training  
 ITA  
 Internships Work Experience  
 Career Ctr Exp - Formerly ISA's  
 Support Services

OJT	533,506
Customized Training	10,058
Incumbered Training	107,415
ITA	70,000
Internships Work Experience	-
Career Ctr Exp - Formerly ISA's	-
Support Services	-

Ck \$ 720,979  
 Diff \$ (0)

PY20 YTD Adult DW Client Services Obligations



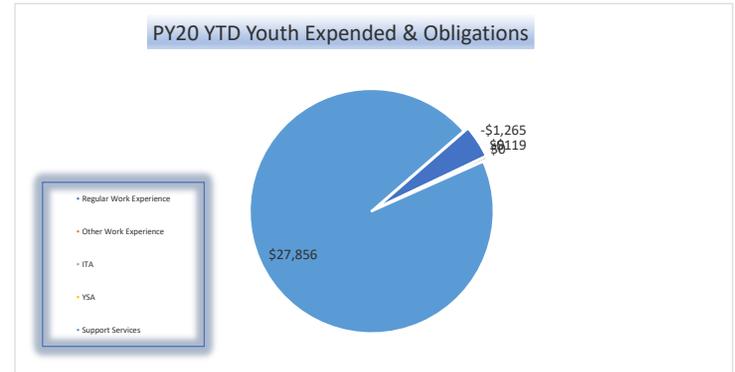


	Adult	DW	
OJT	477,504	161,475	
Customized Training	10,058	0	
Incumbered Training	107,415	0	
ITA	448,673	294,752	
Career Ctr Exp - Formerly ISA's	2,000	-	
Internship Work Exp	118,818	35,699	
Support Services	15,512	1,439	
	1,179,980	493,365	1,673,345
	71%	29%	
Ck	1,673,345		
Ck	1,673,345		
Diff	(0)		

Data:  
 Regular Work Experience  
 Other Work Experience  
 ITA  
 YSA  
 Support Services

(1,265)  
 -  
 (119)  
 -  
 27,856

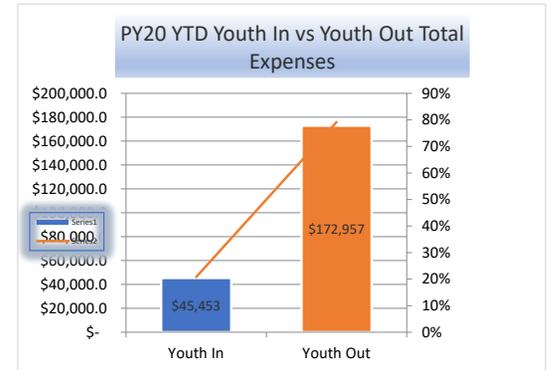
Check \$ 26,471  
 Diff \$ 26,471  
 -



Data:  
 Youth In  
 Youth Out

\$ 45,453.4 21% 20.81%  
 \$ 172,956.7 79% 79.19%

Check 218,410  
 Off Financials \$ 218,410  
 Not Board Report



**WORKFORCE CONNECTION**

OF CENTRAL NEW MEXICO

**Reports**

**Workforce Connection Centers**

**TechHire**

**Dashboard**

**Performance**

YEAR TO DATE  
**September 30, 2020**

# MONTHLY REPORT September 2020

*Presented to the*



October 19, 2020

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# Last Month's Activities

## COVID-19 Response

As of March 2020, as a precautionary measure to mitigate the spread of coronavirus disease (COVID-19), the WCCNM suspended all in-person services in the New Mexico Workforce Connection (NMWC) centers across the four-county region. The region continues to deliver services virtually and are building upon the re-open plan. The Service Delivery Plan-Fall 2020 is drafted in accordance with OSHA regulations, CDC guidelines and the State's COVID Safe Practices. All elements, timelines, requirements, and procedures in the plan are intended to assist the Operations Manager and all co-located partners in providing a safe and healthful workplace for staff and customers. There will be a phased-in approach where in-person appointments will be limited and only available to customers as a last resort option.

The Operations Team will stay informed of all guidance and public health orders from federal, state, local, tribal, and/or territorial health agencies, and will incorporate those recommendations and resources into the Service Delivery Plan as needed. The four NM Workforce Connection Centers in the Central Region will continue to abide by the maximum occupancy and staffing limits in accordance with current public health orders.

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

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

Virtual services highlights include:

- Program orientations for Title I.B Adult & Dislocated Worker program and TAA program, labor market information sessions, one-on-one career counseling appointments, youth program intakes, and other services performed over the phone, through video recordings, via video conference, and through email.
- Virtual recruitment events recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque (APD, US Forest Service, Faneuil Inc., Goodwill Industries of NM, LifeRoots, NORC, TempurPedic Production, NM Corrections Department, and more)
- Weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings.
- All program teams are working on developing improved electronic fillable PDF forms for customers to use. The Title I.B Adult & Dislocated Worker team finalized new labor market information and WIOA application forms that have had a very positive response from participants.
- Resume, interview, and soft skills webinar workshops have been heavily promoted in the Central Region via e-blasts and social media posts/story highlights.

- WIOA Title I.B Adult & Dislocated Worker program, TechHire, and other programs are working to better support students through digital learning challenges.
- All staff throughout the region help answer general Unemployment Insurance questions and help direct individuals to information that individuals can find in their online accounts, updates from NMDWS website, and the Unemployment Insurance Operations Center. The Operations Team also provides direct assistance to all individual calling about unemployment through the 505-843-1900 number. The Operations Team have been invited to be a part of the "Toolbox Talks" on Fridays, and this has been a great source of information and updates for them to help better serve individuals looking for unemployment assistance. They have directly assisted and resolved close to 6,000 unemployment inquires in the referral system.

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

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

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

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

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

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## Individual Services

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

- In September, 1,646 new clients registered in the NMWC online system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)), compared to 14,540 individuals in August.
- In-person center visits are not being tracked at this time due to the centers being closed to the public as a precautionary measure.

## WIOA Title 1.B Adult and Dislocated Worker Program

The Adult & Dislocated Worker (DW) Program:

- enrolled 160 participants in September 2020, as compared to 134 last month;
  - Bernalillo: 123 participants
  - Sandoval: 22 participants
  - Torrance: 1 participant
  - Valencia: 14 participants
- facilitated Labor Market Information (LMI) Workshops for 112 potential participants, compared to 121 last month;
- provided WIOA Title 1.B Adult & Dislocated Worker Orientation to 148 potential participants, compared to 166 last month;
- developed 160 Individual Employment Plans (IEP), compared to 134 last month;
- created 13 customized training (CT) contracts for 53 participants, compared to 6 contracts for 19 participants last month;
- established 73 Individual Training Accounts (ITA), compared to 143 last month;
- developed 29 On-the-Job Training (OJT) contracts for 33 clients, compared to 29 contracts for 35 clients last month; and
- created 11 apprenticeship contracts for 46 clients, compared to 2 contracts for 7 clients last month.

The Title 1.B Adult & DW program has been reaching out to all dislocated worker referrals coming into the program. Many new referrals are coming from training providers that have figured out ways to continue enrollments during the pandemic, and many of these individuals are dislocated workers. Outreach includes social media ads, eblasts, and direct phone calls to individuals who have recently applied for Unemployment Insurance.

In September, 49 dislocated workers received services. The Title 1.B Adult & DW program is working with the NMDOH and Surv-Tek to place transitional workers in positions that they need to fill but do not currently have the budget to fund. The employers are eager to train individuals and possibly convert them to an OJT. They have also been meeting with staff from Bernalillo County's Resource Re-entry Center (RRC), which is the first stop for those released from the Metropolitan Detention Center, and will assist those selected as ready to enter into a transitional job to give them work experience and a chance to transition into regular employment.

The Title 1.B Adult & DW program has maintained an ongoing dialogue with all training providers to check on status of current programs, gather documents needed for current participants, and continue to garner any potential WIOA enrollments. They are still receiving a large number of requests for CDL Class A training. They have processed new referrals from New Horizons Computer Learning Center, CNMI, Pima Medical, Brookline College, Carrington College and CNM Main. These requests are mostly in the Healthcare and Information Technology fields, which are sector strategy areas.

In October, the team will continue to work on expanding their training provider base by doing outreach to new potential training providers, as well as making contact to boost those that are already approved in the system but are not serving many WIOA clients. Navajo Technical College and EC Council will be a focus for October.

Staff have recorded the WIOA orientation and Labor Market information workshops which have been posted to YouTube so applicants can attend the workshops virtually. This will save significant staff time trying to offer orientation and LMI guidance on a one to one basis and is more convenient for customers to view and refer back to the detailed program information.

## WIOA Title 1.B Youth Program

The Youth Program:

- enrolled 19 new clients with 16 as Itinerant Enrollments in September 2020, compared to the same numbers last month;
  - Bernalillo: 3 enrollments
  - Sandoval: 6 enrollments
  - Torrance: 5 enrollments
  - Valencia: 5 enrollments
- placed 23 in Work Experience, compared to 11 last month;
  - Bernalillo 4 youth in work experience
  - Sandoval 4 youth in work experience
  - Torrance 7 youth in work experience
  - Valencia 8 youth in work experience
- established 6 Individual Training Accounts (ITA), compared to 5 last month.

The total caseload for the Youth Program is 652, compared to 689 last month.

In addition to the 32 work placements for new participants, an additional 2 prior year participants were placed back into work experience this month for a total of 34 participants. Business closures and operations at low capacity and limited occupancy still remain a challenge for the program in regard to placements. Online tutoring continues for participants that have not been able to resume or start work experience. In September, 6 participants were engaged in and paid stipends for online training. YDP's continue to transition these participants to work experience as opportunities arise.

Online TABE testing with remote proctoring is underway. All staff were trained and started this process at the end of September.

Challenge continues with limited face-to-face contact with youth participants. The Youth Program is utilizing partner agencies in each county to schedule appointments with youth to sign paperwork, obtain documents, or provide case management. Limited in-person appointments in the Albuquerque center on a needs case-by-case basis will begin for the Youth Program in the coming weeks.

Recruitment continues for the program. Social media posts and videos have been posted and flyers have been sent to various partners.

The Adult Basic Education (ABE) co-enrollment project is underway starting with Albuquerque Learning Center. A referral process and form were developed and the Youth Program is currently awaiting referrals. In a conference call with ALC, they stated their program got off to a very slow start this year but anticipated 25 new students in orientation last week.

Meetings were held with Creative Work Solutions (CWS) and the Regional Directors representing the WIOA Central Region to discuss referrals of TANF clients into the Youth Program. Presentations were provided for their Supervisors and staff and they are currently identifying referrals for the program.

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## WIOA Title III Wagner-Peyser Employment & Career Services

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The Employment & Career Services Team:

- provided one-on-one counseling services to approximately 453 individuals, compared to 412 last month;
- assisted 372 individuals with developing their resume and/or employment plans, compared to 172 last month;
- provided reemployment services to 18 unemployed individuals through the Reemployment Services and Eligibility Assessments (RESEA) program, compared to 0 last month;
- placed 4 job seekers (staff assisted) with employment opportunities in September 2020, compared to 6 last month; and,
- pre-screened 1 individual for employment, compared to 3 last month.

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

The Employment & Career Services team will begin taking limited in-person appointments on a case-by-case basis in the Albuquerque center. The limited in-person appointments will be available and virtual/remote services will continue to support individuals seeking employment opportunities and to meet work search requirements for the Unemployment Insurance program. The New Mexico Department of Workforce Solutions (NMDWS) will require weekly work searches for unemployment claimants beginning Sunday, October 25, 2020 barring any changes to the State of New Mexico public health orders and guidance issued by the New Mexico Department of Health and Governor Lujan Grisham.

Beginning the week of Sunday, October 18, claimants receiving regular unemployment benefits must start documenting at least two work search activities per week. Verifiable searches must be reported during the weekly certification process beginning Sunday, October 25, 2020, and each week thereafter.

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## Outreach and Partnership Opportunities - Target Populations

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The Workforce Innovation and Opportunity Act (WIOA) has a focus on helping low-income and disadvantaged populations. The workforce development professionals in Central Region NM Workforce Connection centers operate within the integrated system, complete with co-located partners, procured service providers, and shared resource leveraging. However, funding and available public resources are still finite and limited, so populations with significant or multiple barriers to employment should receive priority for services. Sometimes these populations will be referred to as “hard-to-serve” or “hard-to-employ” clients.

Some special populations the workforce system serves include, but are not limited to:

- Veterans and eligible spouses
- Individuals with disabilities, both youth and adults
- English language learners (limited English proficient)
- Migrant and seasonal farmworkers
- Out-of-school youth
- Adult and youth ex-offenders (justice-involved)
- Public assistance recipients (TANF, SNAP, SSI, Medicaid, etc.)
- Youth in, or previously in, foster care
- Homeless individuals, both youth and adults
- Runaway youth

- Pregnant and parenting youth
- The long-term unemployed
- Low-income workers earning wages below self-sufficiency
- Basic skills deficient individuals
- The over 55 age group

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## Business Services

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

- In September 2020, there were 139 outreach activities with employers, compared to 159 last month.
- There were 1,617 jobs posted in the NM Workforce Connection system ([www.jobs.state.nm.us](http://www.jobs.state.nm.us)) by NMWC staff (job orders taken) in September, compared to 1,559 in August.
- Qualified candidates were referred to 357 employers, compared to 460 last month.

The Facebook Career Connections internship program ended in August, but during September, the WIOA Adult & Dislocated Worker staff were successfully able to convert 24 of the interns into permanent full-time employees. The OJT program assisted the worksites with the hires at wages ranging from \$13.30 to \$16.00 per hour. The staff are excited that their great group of employers are pleased with the value the interns – now employees – have brought to their businesses.

The Adult & Dislocated Worker Program's collaborative efforts with Associated Builders and Contractors resulted in 46 apprenticeship enrollments in September through customized training to begin the Fall Apprenticeship cohort. These individuals are on a career pathway leading to journeyman level certification in building trades (i.e. HVAC, Plumbing, and Carpentry). Upon completion, these skilled workers will increase their earning potential tremendously.

The team has seen more request for business services as the economy opens back up and are doing their best to offer services to existing and new businesses. Staff realize some businesses will have a rebuilding period and may not be able to reinstate all staff for a while, and they will look for all avenues available under WIOA to help these businesses get back on their feet.

The Adult & Dislocated Worker team conducted outreach to the following businesses during September: Sheehan Winery, Frank's Electric, Hospital Services Corp., Explora, LAD Engineering, RS21, MW+C Advertising, Bosque Preparatory School, The Melting Pot, General Mills, Mesilla Valley Transportation, Torc Robotics, Solerotech, Kelly Cable of NM, HD Adjusting & Construction, New Mexico Fresh Foods, Custom Cult, M Electric, NM Orthopedics, Cardea, Albuquerque Gravel Products, Club Pilates, ANCAE, Jack-in-the-Box, Century Equipment Company, and Bridges.

The Youth Program is planning a pilot program with Associated Builders and Contractors to offer a concurrent HSE and pre-apprenticeship program to WIOA youth participants. A meeting was held on Sept. 9<sup>th</sup> to design the program. The Youth Program is currently waiting for ABC to submit final plan, costs, and start dates so recruitment can begin.

The Title III Employment & Career Services team records a weekly "Hot Jobs" announcement on IGTV and other WCCNM social media sites that highlights employers actively and quickly hiring for multiple openings. Virtual recruitment events are recorded and streamed in-house at the New Mexico Workforce Connection in Albuquerque and have created a lot of interest from employers across industries.

The Employment & Career Services Team is helping businesses connect with a skilled workforce during the pandemic through #AllHandsNewMexico. If businesses need to hire workers to meet a surge in demand, they can submit information at [www.dws.state.nm.us/COVID-19-Post-Jobs](http://www.dws.state.nm.us/COVID-19-Post-Jobs), and a business representative will connect the business with qualified job seekers.

## Employment Events and Career Fairs (Organized by NMWC or NMWC Participated)

- 09/02/2020 NM Department of Workforce Solutions Recruitment Event
- 09/22/2020 Faneuil, Inc. Live Recruitment Webinar
- 09/23/2020 Goodwill Industries of NM Live Recruitment Webinar
- 09/24/2020 MDC Careers Info Session Webinar
- 09/28/2020 LifeRoots Live Recruitment Webinar
- 09/29/2020 APD Live Recruitment Webinar
- 09/29/2020 US Forest Services Tips for Job Seekers Webinar
- 09/30/2020 TempurPedic Production Live Recruitment Webinar

## Sector Strategies

The WCCNM team added two new staff members who will be assisting with the team's work on sector strategies, career pathways, and apprenticeships.

The Moving the Needle report is close to being finalized with targeted for completion in PY 20 Q2. While the document includes baseline data and activity across the workforce system and partners, it is also considered an active document, with ongoing updates and revisions. The first, finalized version will be presented to the WCCNM board and all workforce partners in the Central Region for review and input.

Data collection for the WCCNM Career Pathways Project, a strategy included in the Moving the Needle report, is also near completion, with the majority of the research completed and currently being formatted. The initial mapping of career pathways, highlighting IT/tech and healthcare, has been completed. Pathways mapping identifies the industry demand, salary expectations, knowledge, skills and abilities, competencies, credentials required, work experience, and required education and training. Next steps will involve having industry experts and educators validate the data and confirm the alignment of pathways with actual job requirements. The WCCNM will leverage employer relationships it has established through other sector work, including with the TechHire Advisory Council, to validate this data. While COVID-19 has proved challenging due to individuals working remotely with alternative schedules, the WCCNM is committed to securing industry experts who can validate the identified pathways and how they align to the requirements and needs of the business community.

The initial mapping is a start to the overall Career Pathways Project, which aims to provide jobseekers with clearer, easier way to understand information on pathways to different careers, as well as career progression. Continuous conversation with the industry experts is critical to ensuring alignment of this information with the needs of all workforce partners and the region's education/training partners. Once the initial mapping is validated by industry experts and educators, WCCNM will explore next steps toward a formal and more expansive work plan for weaving career pathways throughout the workforce system.

## Apprenticeship and Apprenticeship Pathways

### PARTNERSHIP WITH THE NMDWS STATE APPRENTICESHIP OFFICE AND BUSINESS PARTNERS

In partnership with the NMDWS State Apprenticeship Office, the Central Region apprenticeship coordination team has worked closely with several employer/sponsors to review and prepare their program standards for submission and approval of formal Registered Apprenticeship programs.

Virtual training on Apprenticeships and Apprenticeship Career Paths was conducted with the Division of Vocational Rehabilitation, Area 7 staff. The training session was well received, resulting in four apprentice referrals and one employer interested in an apprenticeship program. A similar presentation was conducted on September 21, in conjunction with the new hire orientation for the NMDWS new hires in the Central Region. After receiving positive feedback on the usefulness of these trainings, the team will continue to offer virtual trainings on apprenticeships and career pathways for other interested partners.

### APPRENTICESHIP OUTREACH

Outreach to employers continues, with the goal of identifying needs that fall into the apprenticeship arena. Contact with HR professionals and consultants continues, as this group is exposed to employers with talent shortages and/or hiring challenges. This will open the door to discuss the value of apprenticeship programs, and/or referrals to other resources that WCCNM business partners can assist with.

In partnership with Associated Builders and Contractors' apprenticeship program, outreach "quality calls" to ABC apprentices is wrapping up. Once the lists were cleaned up, there were a total of 127 apprentices to contact. Stats are as follows:

- 50 quality calls completed (no additional action needed)
- 73 pending (messages left and/or email sent)
- 2 referrals were passed to DWS for further assistance
- 2 apprentices had no contact information available

During the first week of October, a final attempt to contact the 73 "pending" apprentices will be conducted. Overall, the feedback received was positive, and most of the apprentices appreciated the outreach. Feedback and outreach attempts have been documented in the WCCNM Apprenticeship tool.

With COVID-19 altering traditional methods of job search and use of related resources, WCCNM's use of communicating on social media platforms (Facebook, Instagram, Twitter & YouTube) has ramped up in recent months with notable results. Outreach has expanded to include information on apprenticeship and apprenticeship pathways opportunities, Rapid Hire and virtual requirement events, weekly "Hot Jobs", career prep workshops, employment related webinars, and resources available to job seekers and employers. Contact with HR professionals and consultants continues, as this group is exposed to employers with talent shortages and/or hiring challenges. This will open the bridge to discuss the value of apprenticeship programs, and/or referrals to other resources that WCCNM business partners can assist with.

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## TechHire

- As of October 5, 2020, TechHire New Mexico has enrolled 437 participants, of whom 430 received training.
- 327 participants have completed education and training activities, and 299 of these participants received a degree or credential.
- 293 unemployed or underemployed individuals gained new employment; 198 unemployed participants gained employment,



and 95 incumbent workers advanced into a new position

- Of the 437 enrolled participants, 83% are Bernalillo County residents, 12% are Sandoval County residents, 5% are Valencia County residents, and < 1% are Torrance County residents.
- Since March 19, 2020, in response to the COVID-19 requirements, the TechHire team and training providers have been virtual working/training and have not experienced any disruption in providing participant services.
- TechHire New Mexico is closely monitoring the remaining budget and, as of October 5, 2020, estimates a budget balance for training and supportive services of ~\$5000.00. The team will continue to monitor the budget in order to facilitate as close to a zero balance as possible at grant closeout in December 2020.

## Employer Outreach

TechHire New Mexico works with all participants desiring job placement assistance. All participants reporting layoffs have been advised on how to apply for unemployment and referred to appropriate WCCNM/TechHire career services for job search and reemployment assistance. Staff have identified several IT employers that are currently hiring and are working to virtually connect participants that meet the job criteria to these employers.

## Participant Outreach

As of October 5, 2020, TechHire New Mexico's estimated budget balance for training and supportive services is ~\$5000.00. The team is focused on outreach with WIOA to identify co-enrollments to spend down the remaining training/NRP budget balance. Through WIOA co-enrollments, WIOA funds cover the IT training costs and TechHire New Mexico funds cover prerequisite assessments, non-IT training, laptops, supportive services/needs-related payments (as funding allows), and job placement assistance.

As a secondary enrollment strategy, they are also reaching out to exited participants that still meet the eligibility criteria and are interested in re-enrolling as a new participant to take additional certification exams or receive job placement assistance. These activities have minimal impact on the remaining program budget and will help get them closer to their enrollment goal of 450 participants.

## Graduate! ABQ

Graduate! ABQ is a no-cost program that helps adults start or return to college. Through a co-location at the New Mexico Workforce Connection, and collaboration with higher education and community-based organizations, the program strives to make post-secondary education more accessible to adults who have never been to college and those who have but may not have yet earned a certificate or degree.



The Graduate! ABQ program has continued to provide supports and services via phone, email, and text message. The services have included email follow up, coaching, requests for available resources in the community, and information about higher education opportunities mostly through CNM. The effort to provide services has also been facilitated through NM Workforce Connection Central Region staff via phone inquiries and referrals as well. There has been an exceptional cooperation between all workforce partners and Graduate! ABQ staff in providing information regarding opportunities for jobs and access to higher education.

## Success Stories

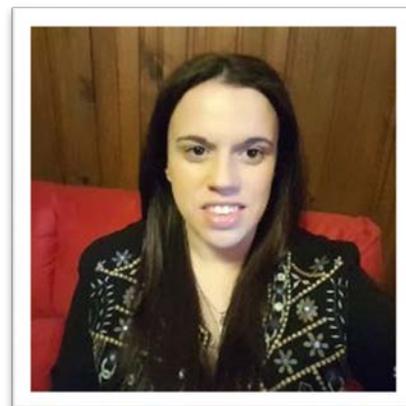
### WIOA Title 1.B, Adult and Dislocated Worker Programs

#### Bernalillo County

Romina completed the Pre-Health Associates degree from Central New Mexico Community College in 2014 which is a prerequisite for entering the Nursing Associate's degree program. However, after entering into the lottery for the nursing program, she was diagnosed with breast cancer. Romina has been cancer free for 4 years now and is thankful to be alive. To cover her living expenses, Romina was working at a rehab facility as both a CNA and CMA, earning minimum wage. Eventually, she began looking training providers to finally begin her coursework towards a nursing career.

Romina made an appointment to tour the campus at Pima Medical Institute and chose to enroll into the Licensed Practical Nursing LPN program. During her financial aid appointment, however, she was told that she was not eligible for Pell grant assistance and would need to cover her expenses with student loans.

Additionally, a portion of her tuition would need to be paid before she could begin the LPN program. Unable to afford her monthly tuition payments, she was referred to the WIOA Adult & Dislocated Worker program for funding assistance. With the help of WIOA funding, Romina successfully completed her Licensed Practical Nursing program on May 17, 2020 with a GPA of 3.20 from Pima Medical Institute, and she successfully passed her New Mexico Board of Nursing on August 17, 2020. Romina was hired as a Licensed Practical Nurse at Lovelace Hospital on September 7, 2020 earning \$22.30 an hour as a base pay, and she receives differential pay of \$3.50 for the night shift. Romina is thankful for the opportunity and assistance that she received from her Career Development Specialist and the WIOA program. She finally has the education to start her dream job and has a bright future in healthcare.



Taylor grew up with a family that believed in all-natural remedies and natural healing. In high school, she began doing research on different methods of healing and schools that she could attend after graduation. Taylor decided that she was going to go to India to study Ayurvedic Medicine. Her family and friends thought she was crazy, but they all fully supported her. Taylor started the first year of the Ayurvedic School, completed it and wanted nothing more than to start year two. She enrolled but was concerned that she would not be able to start due to the cost. She says that she "put it out in the universe" that all would work out for her to attend. A week later, Taylor received a call from the school stating that the school was approved as a training provider through WIOA. She knew "the universe" was not going to let her down. She attended WIOA orientation for the Adult & Dislocated Worker program and within a week she completed all paperwork and was approved. Taylor completed the Ayurvedic Studies Program 2 and was hired at The Ayurvedic School as an



Education Coordinator. She was hired on July 8, 2020 making 14.00 an hour. She loves what she is doing and is grateful to WIOA for the funding.

Rebellis Development Group, LLC is an Albuquerque-based, service-disabled veteran owned and native Hawaiian minority owned small business dedicated to providing secure technology solutions that increase customer effectiveness through intelligent and strategic methods. Rebellis participated in the WIOA/Facebook Career Connections Fellowship program over the summer and was very satisfied with the performance from their intern, Isaac.



Before his internship, Isaac did not have a lot of work experience. He had been a dishwasher and had worked at Pizza Hut. Isaac was also a student at UNM studying software and digital skills. He was excited to have the opportunity to have a paid internship and manage day-to-day tasks related to social media management and digital marketing. He also received weekly virtual one-on-one mentoring session from a Facebook employee mentor.

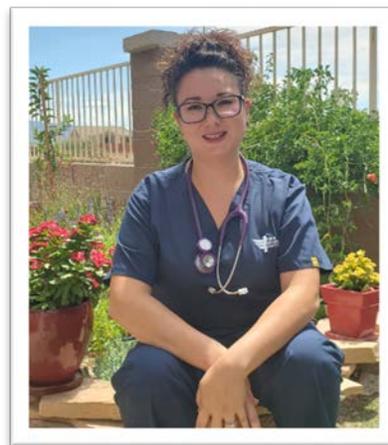
Isaac did such a great job with his internship performance that Rebellis wanted to hire him as a full-time employee. Rebellis was pleased to discover that WIOA also provided on-the-job training to help with the funding assistance for the training that Isaac required to become a Rebellis employee. Isaac was hired as a Business Development and Marketing lead making \$15.00 an hour. Rebellis and Isaac were grateful for the opportunities that were presented to them – for Rebellis to build their business, and for Isaac to have a full-time position.

## Sandoval County

DeAndra, a single mother of two young children, had been working in childcare for over 10 years but had been unable to increase her earnings due to a lack of credentials. Because her professional experience was limited primarily to childcare, she struggled to secure employment in other career fields.

DeAndra made a decision to return to school to pursue a career change that would increase her earning potential and better provide for her family. WIOA staff assisted DeAndra with her eligibility, and she was able to enroll in the Medical Assistant program at Pima Medical Institute. She successfully completed the program in August of 2020.

After a brief delay due to COVID-19, in mid-September, DeAndra received an externship offer from a local orthopedic office. DeAndra is currently working towards completing her externship hours and is scheduled to complete her state test in December. Upon successful completion of her state certification, DeAndra has the potential to secure a position at the orthopedic office in which she is currently completing her externship hours.



Noah Mc Donald was working at Safelite Auto Glass as a Call Center Representative while attending Central New Mexico Community College to get his degree in Business Marketing. During this time, he applied to be part of the Facebook Career Connections Fellowship Program, in order to gain work experience in his field of study. When COVID-19 hit earlier this year, Safelite Auto Glass closed its operations. Without his regular source of income, Noah was forced to apply for unemployment benefits.

Integrity Automotive LLC selected Noah for the Facebook Fellowship Program as a Digital Media/Marketing Manager Intern. Thanks to the program, Noah was able to not only earn an income and stop certifying for unemployment, but he also gained significant work experience in his field. Noah thrived in his internship, and he was eventually offered employment through an OJT from the WIOA Adult & Dislocated Worker Program. As Laura Brown, Integrity Automotive LLC's Administrative Assistant stated, Noah "...helped us clear some snags we had with accessing our platforms and helped the business with our presence on social media. We are happy to have him continuing with the OJT program."



Noah now works 30+ hours a week at Integrity Automotive LLC as their new Marketing Associate. As Noah provides, "The WIOA program allowed me to have a great opportunity this summer and fall. For the first time in my career, I actually look forward to going into work every day! This is the first job I have had where I feel like I am gaining valuable experience I will use in my future career. I have learned so much about social media marketing in my limited time in this program. Every day I feel like I am building on these skills. Before this program, I thought that I could only get a job like this after completing my bachelor's degree. After this program I feel ready for all of the challenges that my future career might throw at me."

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## Valencia County

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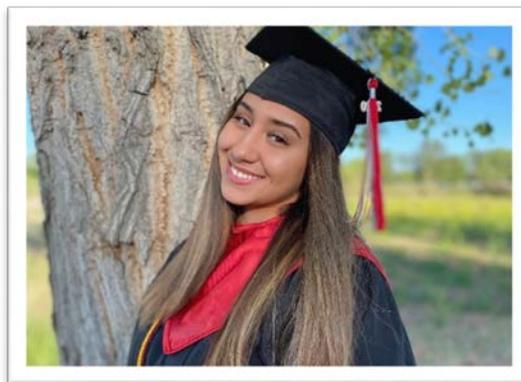
Melody was a stay-at-home mother for years during the time that her husband was in the military and deployed overseas. During this time, she obtained her Bachelor's Degree, and she worked as a special education assistant teacher for a short time. Eventually, she realized that she wanted to make teaching her permanent career.

Now that her children are older, Melody has taken advantage of the opportunity to obtain training and earn her license as a special education teacher. Melody learned about the WIOA program during a rapid enrollment for the alternative teacher licensure program at CNM last year. Melody entered the program and completed her training program in August 2020. Melody subsequently obtained employment with La Mesa Elementary School making \$42,000.00 per year as a K/1 special education teacher. Melody remains grateful to WIOA for the opportunity that she was given to obtain training and her goal of becoming a special education teacher.

## WIOA Title 1.B Youth Program

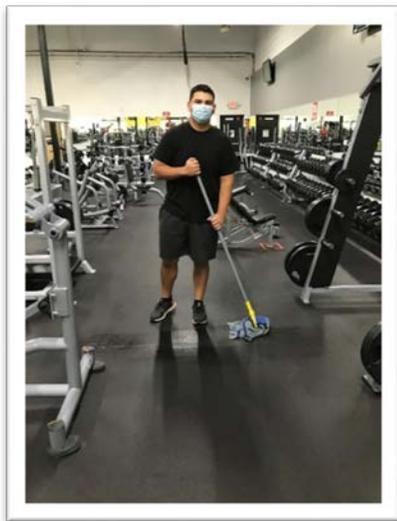
### Bernalillo County

In January of 2020, Estrella was referred to the New Mexico Workforce WIOA youth program by the YDI Stay in School program. At the time of intake, Estrella was 18 years old and enrolled in high school as a Senior at Rio Grande HS. She comes from a single parent household and believes in working hard for her goals that she sets. Estrella completed work experience in July and obtained her high school diploma on May 22, 2020. Estrella was interested in post-secondary education and was referred to the Adult & Dislocated program to help pay for her training. She is looking into the medical or dental field. Estrella shared that she got a lot of support from the program and hopes to continue on her career path. "While being involved with the Youth Program, I have had so many doors open to success. It pushed me to finish high school and get a jump start on my future. I was in two different programs and I now have ways to pay for college!"



### Sandoval County

Meet Jerome and Adan Baca! These two brothers were referred to the WIOA Youth Program by DVR. Adan joined our WIOA program back in July of 2018 and Jerome joined in August of 2019. Jerome and Adan are graduates from Cibola High School and were eager to start college when they came aboard.



The WIOA Youth Program helped Adan gain work experience. Adan worked as a caretaker at a retirement home. He is currently attending both CNM and UNM to get his Civil Engineering degree. Adan feels that "the hardest challenge for me, right now, is the online classes."



Jerome is currently working at a gym to gain his work experience. He is also attending CNM to obtain his Civil Engineering degree. His biggest challenge is "working and going to school online at the same time. It's hard, but I appreciate the help the WIOA Youth Program has provided. They helped guide me through these hard times with tuition assistance and work experience."

## TechHire New Mexico

**Nicolas Aguirre** – After graduating from high school in April of 2013, Nicolas wasn't sure what he wanted to do or where he would fit in.

"One night, my mother came home from work and said she wanted to talk to me. What she was about to propose was something that would change my life for the better. She told me she saw an advertisement for TechHire New Mexico and a few hundred people were being chosen to be put through school and promised a job in the IT field. She told me I should try for this, since I really had no other means of attending a college. I was hesitant and told her the odds are so against me here. I wasn't intending to try but she urged me and pushed me to just apply and go for it, and what do you know? I was the perfect candidate! I was chosen! Just like that, I had a golden opportunity to do what I always wanted to do, work in the IT field!

Next thing I knew, I was officially learning Linux, programming languages, and networking, and things I fiddled with on my own spare time and knew a bit about just from toying with them for fun.

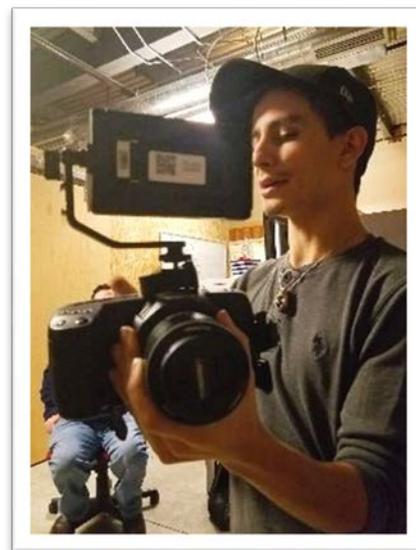
Getting into TechHire New Mexico did require a lot of prerequisite steps like testing and showing up for meetings, but it was all worth it. Believe me, it was worth it. I now have certificates and a degree in CIS with a concentration in Support Specialist! I am officially qualified to do what I always did as a side hobby... this is something that people are well paid for in the world of business!

I finished my Associate Degree program in May of 2020, and now getting ready to go into the world of tech, nervous but very excited. I finished with nearly straight As and a high GPA of 3.8! I want to thank TechHire New Mexico for everything they have done for me, it gave me hope and a means of bettering myself through a higher education that I'm not sure I could have afforded. A new beginning is now before me and I couldn't be more excited for what's to come. From an advertisement to someone who has completed college through TechHire New Mexico, IT IS WORTH IT!"



**Judah Medina-Armstrong** – "Before getting help from TechHire New Mexico, I was resigned to waiting to attend college and start a career until I could afford it and that would have been really difficult to do on busboy wages.

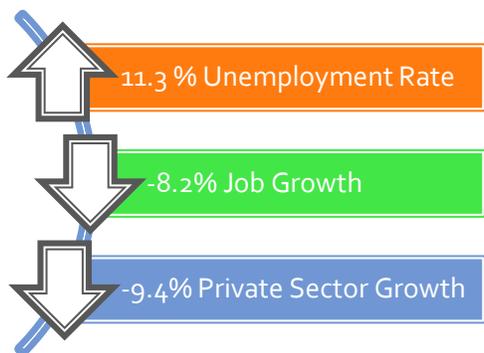
"When I heard about CNM Ingenuity and the Bootcamp Courses they offer I jumped at the opportunity of alternative education, and after doing some research I found out I could have the whole course paid for if I went through the TechHire New Mexico Grant. I realized that if I was going to participate that I would have to commit to myself and the program 100%. I quit my job and had to figure out how to pay my bills for 3 months while attending the bootcamp, but was successful in my endeavors. I graduated as a leader of my class and started my Digital Media Productions business, while taking projects as a freelancer. I took small photography and graphic design jobs until my getting accepted into a Comcast Digital Media Studio Internship. I am now working in exactly the line of work that I have always have wanted and I couldn't have done it all without the help of TechHire New Mexico."



# Labor Market Information & Economic Update

## Latest Employment News

### Statewide



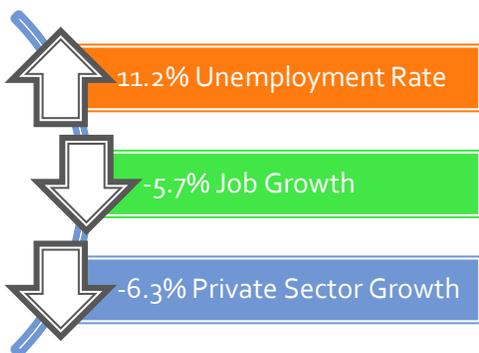
New Mexico's seasonally adjusted unemployment rate (based on the Current Population Survey, also known as the household survey) was 11.3 percent in August 2020, down from 12.7 percent in July 2020 and up from 4.8 percent in August 2019. The national unemployment rate in August was 8.4 percent, down from 10.2 percent in July and up from 3.7 percent last year.

Over the year, New Mexico's total nonagricultural employment decreased by 70,500 jobs, or 8.2 percent. Most of these losses were in the private sector (down 63,600 jobs or 9.4%), while the public sector was down 6,900 jobs (or 3.7%). All major industry sectors reported employment decreases over the year.

*(Labor Market Review, Volume 49 No. 8 Published September 25, 2020. NMDWS, Economic Research & Analysis)*

### Albuquerque MSA (Bernalillo, Sandoval, Torrance, and Valencia Counties)

The non-seasonally adjusted unemployment rate for the Albuquerque MSA was 11.2 percent in August 2020, down from 13.1 percent in July and up from 4.8 percent over the year when comparing to August 2019.



Over the year, the Albuquerque MSA shed 22,900 jobs in total nonfarm employment, representing a loss of 5.7 percent. The following private sector industries lost jobs (totaling 20,000 jobs lost): leisure and hospitality, down 11,300 jobs (24.7 percent); professional and business services, down 2,800 jobs (4.3 percent); education and health services, down 1,900 jobs (2.9 percent); miscellaneous other services, down 1,000 jobs (8.1 percent); trade, transportation, and utilities, down 800 jobs (1.3 percent); mining and construction, down 700 jobs (2.8 percent); manufacturing, down 600 jobs (3.6 percent); financial activities, down 600 jobs (3.1 percent); and information, down 300 jobs (5.2 percent)

In the public sector, local government was down 2,200 jobs, or 5.5 percent; state government was down 1,500 jobs, or 5.6 percent; and federal government was up 800 jobs, or 5.5 percent.

*(Labor Market Review, Volume 49 No. 8 Published September 25, 2020. NMDWS, Economic Research & Analysis)*



CENTRAL REGION NMWC CENTERS - SERVICE REPORT

MONTH: September 2020

SERVICE	JOB SEEKER SERVICES									
		Current Month	Prior Month	Previous Months	Yearly Total (PY20)	Yearly Total (PY19)	Yearly Total (PY 18)	Yearly Total (PY 17)		
WELCOME	OFFICE VISIT	79	97	33	209	25,406	29,296* (NEW 10/18)	N/A		
	RESOURCE ROOM	2	12	5	19	23,138	30,076	29,238		
	REGISTRATION IN NMWC	1,646	14,540	1,839	18,025	35,369	10,228	10,275		
VETERANS	NUMBER OF VETERANS RECEIVING SERVICES	166	189	284	639	1,865	*	2,538		
	JOB REFERRAL	73	164	204	441	3,416	*	8,314		
	REGISTRATION	13	13	17	43	544	*	358		
							*Data issues			
BASIC CAREER SERVICES (ALL PARTNERS)	ORIENTATION ATTENDANCE	133	110	50	293	3,312	3,491	5,826		
	INITIAL ASSESSMENT & WORKKEYS/PROVE-IT	325	184	126	635	4,589	6,073	7,931		
	1) EMPLOYER REQUESTED ASSESSMENT/PRE-SCREEN (WORKKEYS)	0	0	0	0	636	1,278	650		
	2) EMPLOYER REQUESTED ASSESSMENT/PRE-SCREEN (PROVE-IT)	2	2	0	4	709	918	310		
	JOB REFERRALS	945	1,200	1,042	3,187	17,662	29,419	44,901		
	JOB SEARCH (Distinct Individuals)	3,845	5,969	3,706	13,520	22,898	51,267	91,423		
	JOB FAIR ATTENDANCE (INDIV REGISTERED IN NMWC)	1	1	16	18	1,902	3,258	2,188		
	WORKSHOP ATTENDEES	1	7	6	14	737	605	724		
	JOB CLUB ATTENDEES* (NEW)	0	0	0	0	3	N/A	N/A		
	LABOR MARKET INFORMATION	153	139	105	397	3,919	3,934	6,568		
	RESUME PREP	29	23	20	72	1,071	1,721	1,901		
CAREER SERVICES	UI REEMPLOYMENT SERVICES	18	0	0	18	2,565	3,187	4,608		
	UI REEMPLOYMENT SERVICES ORIENTATION	18	0	0	18	2,243	1,277	6		
	ONE-ON-ONE CAREER COUNSELING	453	412	382	1,247	4,617	8,009	9,624		
	COMPREHENSIVE/SPECIALIZED SKILL LEVEL/SERVICE NEEDS	209	111	76	396	2,367	2,333	3,239		
	RESUMES/EMPLOYMENT PLANS	372	172	120	664	3,982	5,591	6,625		
	JOB READINESS TRAINING* (NEW)	4	0	1	5	7	N/A	N/A		
	EMPLOYER PRE SCREEN	1	3	4	8	756	1,093	1,320		
	JOB PLACEMENT - STAFF ASSISTED	4	6	22	32	310	750	882		
	ENTERED EMPLOYMENT	84	63	55	202	1,237	1,726	2,247		
	WORK PERMIT-YOUTH EMPLOYMENT ( WIOA TITLE III) *(NEW)	0	0	0	0	6	N/A	N/A		
	FOLLOW-UP SERVICES	30	25	13	68	3,082	8,237	9,219		
PLACEMENT ASSIST FOLLOWING WIOA TITLE I.B ACTIVITY *(NEW)	0	3	1	4	4					
SKILLS TRAINING	PROGRAM ELIGIBILITY	160	134	79	373	1,038	1,353	953		
	CAREER PLANNING (IEP)	160	134	79	373	1,038	1,353	953		
	INDIVIDUAL TRAINING ACCTS	73	143	50	266	637	515	317		
	LMI WORKSHOP	112	121	96	329	1,378	1,395	773		
	ORIENTATION	148	166	140	454	2,444	2,548	2,195		
	CO-ENROLLS (Youth\Adult\TechHire)	2	0	2	4	7	30	16		
	TAA SERVICES	20	14	38	72	100	178	245		
	GRADUATE! ABQ SERVICES	0	0	0	0	2	982	920		
	TECHHIRE ENROLLMENT	1	2	3	6	141	93	48		
<b>TEAM</b>	<b>BUSINESS SERVICES</b>									
BUSINESS TEAM	OUTREACH	139	159	68	366	2,927	2,503	3,273		
	JOB ORDERS TAKEN	1,617	1,559	919	4,095	14,439	19,935	20,518		
	JOB ORDER ASSISTANCE	1,777	1,839	852	4,468	12,116	17,808	19,143		
	REFER QUAL CANDIDATES	357	460	429	1,246	7,318	14,206	25,525		
	NEW EMPLOYERS REG	45	64	42	151	504	549	811		
	CUSTOMIZED TRAINING	53	19	3	75	262	509	282		
	ON-THE-JOB TRAINING	33	35	27	95	196	369	237		
	APPRENTICESHIP TRNG	46	7	0	53	154	93	2		

WIOA TITLE 1.B ADULT & DW PROGRAM										
Training Activity	Adult (Current Month)		DW (Current Month)		Last Month No. Contracts	Last Month No. Clients	Yearly Total No. Contracts	Yearly Total No. Clients		
	No. Contracts	No. Clients	No. Contracts	Clients						
ITA's	33	33	40	40	143	143	266	266		
OJT	21	24	8	9	29	29	35	80	95	
Customized Trng	13	53	0	0	6	6	19	21	75	
Apprenticeship	11	46	0	0	2	2	7	13	53	

WIOA TITLE 1.B YOUTH PROGRAM				
	Current Month	Prior Month	Previous Months (PY)	Yearly total (PY)
Enrollments	19	19	0	38
Itinerant Enrollments	16	16	0	32
Total Youth Caseload	652	689	686	-
Completed Program and Follow-up	56	16	40	112
Youth In Work Experience Activity	23	11	0	34
Youth Receiving ITA's	6	5	6	17

Workforce Connection of Central NM  
WIOA Dashboard - PARTICPANT SERVICES  
PY20

Month of :

Sep 2020

25.00%

To 6-30-21	TRAINING Budget	Total Exp & Oblig	Budget Balance	# Clients Served	AVG COST PER PARTICIPANT				
FORMULA	%Training to Total WCCNM Budget		% to Training Budget	% to Training Budget	% to All Categories				
	55.40%	\$ 6,918,337	\$ 1,674,816	24.21%	\$ 5,243,521	75.79%	673		
ADULT / DW	5,043,228	1,673,345	33.18%	3,386,834	67.16%	439	65.23%	\$3,812	
INDIVIDUAL CAREER SEVICES (Formerly - INTENSIVE SERVICES)	2,000	0	0.04%			2	0.30%	\$1,000	
INDIVIDUAL TRAINING ACCOUNTS	743,425	743,425	14.74%			125	18.57%	\$5,947	
\$69,526 ON THE JOB TRAININGS From PY19		638,980	12.67%			251	37.30%	\$2,546	
CUSTOMIZED TRAINING		117,473	2.33%			6	0.89%	\$19,579	
INCUMBENT WORKER TRAINING	Max 20% Yr = \$1,298,335	0	0.00%			54	8.02%	\$0	
TRAINING OBLIGATED CURRENT YR PAID NEXT YR		0							
Adult / DW Internship		154,516	3.06%			1	0.15%		
SUPPORTIVE SERVICES ADULT / DW	50,000	16,951	33.90%	33,049	66.10%	133	19.76%	\$127	
YOUTH TRAINING ITA's & Work Exp	1,248,708	-26,384	-2.11%	1,275,092	102.11%	63	9.36%	-\$419	
SUPPORTIVE SERVICES YOUTH	225,000	27,856	12.38%	197,144	87.62%	38	5.65%	\$733	
<b>TOTAL</b>	<b>\$ 6,566,936</b>	<b>\$ 1,674,816</b>	<b>25.50%</b>	<b>\$ 4,892,120</b>	<b>74.50%</b>	<b>673</b>	<b>100.00%</b>	<b>\$2,489</b>	

On the Job Training

Apprentice 2  
Assistant General Manager  
Commercial Insurance Producer  
Customer Service Representative  
Diagnostic Technician  
Electrician Apprentice II  
Evening Front Office Supervisor  
Front Desk Manager  
General Manager  
Insurance Sales Agent  
Kitchen Manager  
Marketing and E-Commerce Coordinator  
Marketing Associate  
Office Manager Sales/Front Desk  
Pipelayer lead helper  
Sales Account Manager  
Service Advisor Assistant  
Technician

OJT cont.

OJT Cont.

**CERTIFICATIONS**

Customized Training

Masters of Science Accounting  
Building Operator Certification (BOC)  
Vistage Emerging Leader Program

ITA

Bachelor of Science in Nursing  
Dental Assistant - Certificate Program  
Medical Assistant  
Nursing (R. N. Training) Associates Degree  
Practical Nursing  
Radiologic Technology  
Veterinary Assistant  
Welding Technology Certificate

ITA Cont.

Paralegal Study  
Photovaic  
Practical Nursing  
Radiologic Technician  
Registered Nurse  
Respiratory Therapist  
Security IT  
Social Worker  
Sociology  
Sterile Processing Tech  
Surgical Technician  
Treating Practitioner  
Veterinary Assistant  
Welding

On the Job Training (OJT)	# of Contracts	# of Participants	\$ Paid To Date
Bernalillo	99	149	\$83,196
Sandoval	31	47	\$15,762
Torrance	12	16	\$1,830
Valencia	22	39	\$4,686
Encumbered Mixed Ctys	0	0	\$533,505
<b>Total</b>	<b>164</b>	<b>251</b>	<b>\$638,980</b>

Custom Trng & Encumb	# of Contracts	# of Incumbent Workers	# of CT Participants	\$ Paid To Date
Bernalillo	24	66	7	\$0
Sandoval	1	7	0	\$0
Torrance	0	0	0	\$0
Valencia	1	1	0	\$0
Encumbered Mixed Ctys	0	0	0	\$117,473
<b>Total</b>	<b>26</b>	<b>74</b>	<b>7</b>	<b>\$117,473</b>

Individual Training Accounts - Adult / DW (ITA)	\$ Paid To Date	Career Services	\$ Paid To Date
Bernalillo	\$371,151	Bernalillo	\$2,000
Sandoval	\$167,375	Sandoval	\$0
Torrance	\$25,500	Torrance	\$0
Valencia	\$109,398	Valencia	\$0
Encumbered Mixed Ctys	\$70,000		\$0
<b>Total</b>	<b>\$743,425</b>		<b>\$2,000</b>

Youth ITA's	\$ Paid To Date
Bernalillo	(\$3,119)
Sandoval	\$3,000
Torrance	\$0
Valencia	\$0
Encumbered Mixed Ctys	\$0
<b>Total</b>	<b>(\$119)</b>

Adult / DW Work Experience	\$ Paid To Date	Adult / DW Supp Serv	\$ Paid To Date
Bernalillo	\$96,650	Bernalillo	\$10,328
Sandoval	\$15,199	Sandoval	\$644
Torrance	\$0	Torrance	\$1,027
Valencia	\$12,636	Valencia	\$4,952
Encumbered Mixed Ctys	\$30,032	Encumbered Mixed Cty	\$0
<b>Total</b>	<b>\$154,516</b>	<b>Total</b>	<b>\$16,951</b>

Youth Work Experience	\$ Paid To Date
Bernalillo	\$9,672
Sandoval	\$3,698
Torrance	\$6,152
Valencia	\$4,731
Encumbered Mixed Ctys	(\$50,519)
<b>Total</b>	<b>(\$26,265)</b>

Youth Supp Services	\$ Paid To Date
Bernalillo	\$3,729
Sandoval	\$6,123
Torrance	\$1,020
Valencia	\$10,483
Encumbered Mixed Ctys	\$6,500
<b>Total</b>	<b>\$27,856</b>

## Performance – 4th Quarter

	<b>Adult</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	85.6%	82.50%	103.75%	Exceed
Median Wages in Q2:	\$8,019.50	\$8,580.00	93.46%	Meet
Employed in Q4 Rate:	74.5%	77.00%	96.75%	Meet
Credential Attainment Rate:	63.2%	65.00%	97.23	Meet
Measurable Skills Gains Rate:	42.4%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Dislocated Worker</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	76.2%	77.00%	98.96%	Meet
Median Wages in Q2:	\$8,504.74	\$8,300.00	102.46%	Exceed
Employed in Q4 Rate:	87.0%	69.00%	126.08%	Exceed
Credential Attainment Rate:	71.4%	60.00%	119.00%	Exceed
Measurable Skills Gains Rate:	37.1%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Youth</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	71.7%	72.50%	98.89%	Meet
Median Wages in Q2:	\$4,039.16	0%	NA	NA
Employed in Q4 Rate:	67.2%	71.00%	94.64%	Meet
Credential Attainment Rate:	54.5%	58.30%	93.48%	Meet
Measurable Skills Gains Rate:	12.6%	0%	NA	NA

Extracted from WCOS on 9/13/2020

## Performance – 4th Quarter Rolling Four Quarters

	<b>Adult</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	82.9%	82.50%	100.48%	Exceed
Median Wages in Q2:	\$7,997.51	\$8,580.00	93.21%	Meet
Employed in Q4 Rate:	81.1%	77.00%	105.32%	Exceed
Credential Attainment Rate:	77.0%	65.00%	118.46%	Exceed
Measurable Skills Gains Rate:	74.5%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Dislocated Worker</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	78.9%	77.00%	102.46%	Exceed
Median Wages in Q2:	\$8,519.06	\$8,300.00	102.63%	Exceed
Employed in Q4 Rate:	72.6%	69.00%	105.21%	Exceed
Credential Attainment Rate:	75.3%	60.00%	125.50%	Exceed
Measurable Skills Gains Rate:	65.6%	0%	NA	NA

Extracted from WCOS on 9/13/2020

	<b>Youth</b>			
	Actual	Negotiated	% Met	Meet/Exceed/Failed
Employed in Q2 Rate:	68.6%	72.50%	94.62%	Meet
Median Wages in Q2:	\$3,947.97	0%	NA	NA
Employed in Q4 Rate:	74.4%	71.00%	104.78%	Exceed
Credential Attainment Rate:	52.1%	58.30%	89.36%	Failed
Measurable Skills Gains Rate:	32.6%	0%	NA	NA

Extracted from WCOS on 9/13/2020