ANNUAL REPORT
Program Year 2018

CENTRAL REGION

Workforce Connection of Central New Mexico

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New Mexico Workforce Connection
A Proud Partner of the American Job Center Network

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LETTER FROM THE BOARD CHAIR

New Mexico Workforce Connection
Central Region

Debbie Ortiz, Chair

Dewey V. Cave, Executive Director

November 25, 2019

On behalf of the Workforce Connection of Central New Mexico (WCCNM), I am honored to present the WCCNM's Program Year 2018 Annual Report. This year the WCCNM Administrative, Fiscal Agent, Operations and workforce system's partner staff completed all required activities to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA), all while the workforce system continued to develop program innovation, significant partnerships and collaborations with local governments, education, economic development and community-based entities for the purpose of developing opportunities to promote a skilled workforce and talent pipeline.

The New Mexico Workforce Connection (NMWC) centers continue to initiate strategic approaches to meet the needs of priority industries and assist businesses to become competitive and profitable. Our region's business-driven system allows us to be a qualified and valued resource for businesses and job seekers in the four-county area. During the past year, the WCCNM has continued to enhance services to job seekers as well as the business community through the many resources offered through the NMWC centers. Throughout this report, you will read how the workforce system partners intentionally pursue a region-wide and county-specific sector strategies by collaborating with local government, education and economic development entities. Such collaborations result in developing a robust talent pipeline and viable career pathways that will lead to a wage of self-sufficiency for the citizens within the region.

With these efforts and diligent support from the board, staff and our many partners, the Central Region continues to be a leader for the New Mexico workforce and business community. Finally, I also want to recognize all WCCNM board members for their efforts and participation within the WCCNM Local Workforce Development Board. The WCCNM continues to be recognized as the highest performing region within the state and this may be directly attributed to the WCCNM Local Workforce Development Boards' commitment and efforts to be highly engaged – Thank you!

Debbie Ortiz, Board Chair
Workforce Connection of Central New Mexico

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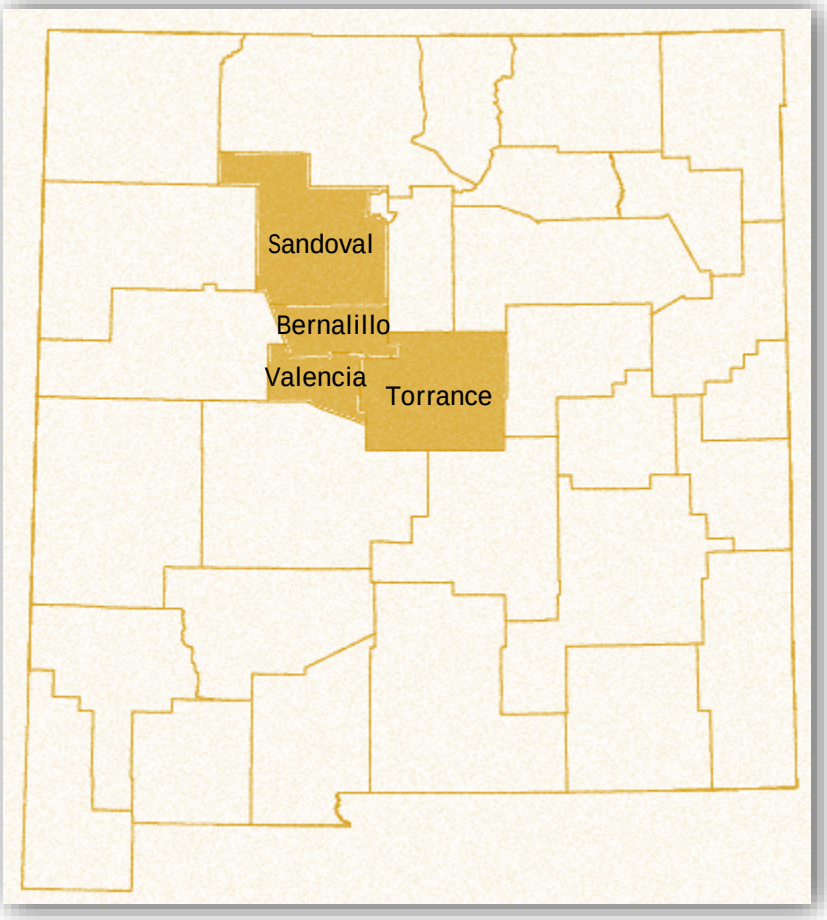
"Equal Opportunity Program"

INTRODUCTION

The Workforce Connection of Central New Mexico (WCCNM) and the New Mexico Workforce Connection (NMWC) centers continue to move forward with strategic approaches to meet the needs of priority industries and assist businesses to become competitive and profitable. Our region's business-driven system allows us to be a qualified and valued resource for businesses and job seekers in the four-county area. During the past year, the WCCNM has continued to enhance services to job seekers as well as the business community through the many resources offered through the NMWC centers. Additionally, the WCCNM and workforce partners are pursuing region-wide and county-specific sector strategies by collaborating with education and economic development entities in support of a robust talent pipeline and career pathways. The WCCNM has leveraged opportunities to foster relationships with both WIOA mandated partners and community-based organizations to pursue important objectives and innovative approaches for workforce development. With these efforts and diligent support from the board, staff and our many partners, the Central Region continues to be a leader for the New Mexico workforce and business community.



The Workforce Connection of Central New Mexico Board

The Workforce Connection of Central New Mexico (WCCNM) board oversees the workforce partner network and federally-funded employment and training programs and services in the four-county region including Bernalillo, Sandoval, Torrance, and Valencia counties. The WCCNM directs the planning, oversight, policy guidance, and design of services in five New Mexico Workforce Connection Centers located across the region. These programs and services help job seekers gain sustainable employment and connect businesses with a qualified and accessible workforce. The WCCNM is one of four workforce development boards in the State of New Mexico and is the largest region with over 40% of the state's population residing in the region and Albuquerque Metropolitan Statistical Area (MSA).

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

The WCCNM Partner Network

Below is also a list of all partners within Central Region's NM Workforce Connection system pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014.

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

- WIOA Title I.B Adult & Dislocated Worker (SER Jobs for Progress)
- WIOA Title I.B Youth (YDI)
- WIOA Title II (UNM Valencia Accelerated College & Career Education-Adult Education Program)
- WIOA Title III (NM Department of Workforce Solutions)
- WIOA Title IV (NM Division of Vocational Rehabilitation)
- Trade Adjustment Assistance (TAA) Program (NM Department of Workforce Solutions)
- Reemployment Services and Eligibility Assessments (RESEA) Program (NM Department of Workforce Solutions)
- Veterans' Services Program (NM Department of Workforce Solutions)
- TechHire New Mexico (Mid-Region Council of Governments)
- Graduate! ABQ (United Way)

Required External Partners

- WIOA Title II (Albuquerque Adult Learning Center)
- WIOA Title II (Catholic Charities)
- WIOA Title II (CNM Adult Basic Education Program)

- CNM Carl D. Perkins Grant
- Five Sandoval Pueblos Inc. WIOA Program
- SCSEP (Goodwill)
- Help NM-Community Based Service Grant
- Help NM - HELP NM-National Farmworker Jobs Program-Employment and Training Grant
- TANF Program (NM Human Services Department)
- Isleta Pueblo WIOA Program
- Job Corps
- SCSEP (NICOA)
- NM Aging and Long-Term Services Department
- Unemployment Insurance Program (NM Department of Workforce Solutions)
- Santo Domingo Pueblo WIOA Program
- Southwestern Indian Polytechnic Institute
- National Indian Youth Council WIOA Program
- YouthBuild (YDI)

Additional external community partners

- Innovate+Educate
- NMCAN
- HopeWorks LLC

SUMMARY OF PY18 PROGRAMS AND SERVICES

- ***29,290*** customers came into one of the five New Mexico Workforce Connection Centers in the four-county region in Program Year 18 (PY18).
- ***30,071*** customers used the resource rooms in the centers.
- ***6,073*** job seekers and program applicants took assessments, including WorkKeys, through the New Mexico Workforce Connection Centers in the Central Region.

- ***3,934*** individuals seeking employment and education/training opportunities received assistance with labor market information.

INDIVIDUALS SERVED IN PY18

- 1,410 individuals received Title I.B services
- 28% more served this year than last program year
- 166 new On-the-Job Training (OJT) contracts and carried over 66 active OJT Contracts from the previous year
- 469 received training via OJT opportunities
- 481 people received Individual Training Accounts (ITA)
- 186 adults received supportive services

SUMMARY OF THE WIOA TITLE I.B ADULT & DISLOCATED WORKER PROGRAM

Major Accomplishments

The Title I. B Adult & Dislocated Worker Program was very successful in PY18 as they developed 166 new On-the-Job Training (OJT) contracts and carried over 66 active OJT Contracts from the previous year, with hands-on job specific training for 469 individuals in the Central Region. In addition, 96 Customized Training Agreements were executed and training/retraining of 459 individuals (113 under the Customized Training category and 346 under the Incumbent Workers category). Furthermore, 481 people received Individual Training Accounts (ITA) and 186 adults received supportive services, thus increasing job seekers credential attainment, occupational skills, and overall employability. Overall, 1,410 individuals received Title I.B training services in the Central Region which represents a 28% increase of services to eligible adults and dislocated workers in the Central Region.

Much of this increase may be attributed to the recent Workforce Connection of Central NM (WCCNM) approved WIOA policy, prescribed via the WCCNM ad-hoc subcommittee "Work-to-Learn / Learn-to-Work" to provide additional training opportunities by increasing the amount of training funds available per individual and development of new work-to-learn policies for paid internships and transitional jobs. These policies are designed to improve employment prospects for eligible individuals by providing related work experience.

The Adult & Dislocated Worker Program piloted an internship program at the end of PY18 and funded two interns for "summer camps" organized by CNM. These interns played a role in marketing and curriculum development for the camps and are at the completion of their degrees in marketing and education through CNM. After the completion of their

internships, both interns had permanent employment opportunities. The internship pilot was a success, and the Adult & Dislocated Worker Program will focus on expanding this program in PY19.

The largest growth and impact in PY18 came from Individual Training Accounts (ITAs). The Adult & Dislocated Worker Program greatly increased enrollment for those looking to obtain job skills through classroom training. Partnerships with Brookline College, Pima Medical Institute, CNM, and others have been critical for this growth and have assisted in preparing those to fill many vacancies in healthcare, information technology, and commercial truck driving.

Rapid Enrollment Events

The Adult & Dislocated Worker Program implemented "Rapid Enrollment Events" that have been successful over the last program year. Working closely with the training programs, staff reached out to participants/students to attend a Rapid Enrollment Event where they brought all required documentation and completed the eligibility and enrollment process within the time of the event.

In May and July 2019, the Adult & Dislocated Worker team in Albuquerque had "Rapid Enrollment Events" for nearly 40 students pursuing alternative licensure through CNM and UNM to ultimately teach at APS and fill a serious need for teachers and special education teachers in the district. The program paid for tuition, textbooks, and any required tests not paid for before enrollment. These students completed coursework this past summer with the goal to start co-teaching the following fall and spring.

Rapid Enrollment Events approach successful for supporting alternative teacher licensure and electric line worker programs in PY18.

Students in the Electric Line Worker Pre-Apprenticeship Program through CNM Ingenuity, Inc. also attended Rapid Enrollment Events in July. Twenty of these CNM Ingenuity students enrolled in the Adult & Dislocated Worker program for PY18 and year-to-date in PY19. Graduates will help fill a growing workforce gap as existing line workers begin to retire around the state.

Around the state, the conversation around apprenticeships is growing. Bringing on a lineworker pre-apprenticeship program that feeds directly into the 15 rural cooperative apprenticeships gives students in this immersive program an advantage when looking for employment opportunities.

Dawnn Moore, CNM Ingenuity, Inc.
https://cnmingenuity.org/news/cnm-ingenuity-launches-electric-lineworker-pre-apprenticeship-program/

Apprenticeship

The Adult & Dislocated Worker Program continued assisting the construction industry with funding for apprenticeship training. Staff collaborated with Associated Builders and Contractors (ABC) of NM to provide members with Title I.B funds to offset some of the costs of the classroom training expense that is required for their apprentices. This collaboration began in PY18 and will continue into PY19. The program supports the cost of the apprenticeship training through ABC by contracting with participating employers to reimburse a portion of this training cost billed to them by ABC. The Adult & Dislocated Worker Program has been able to assist interested employers each semester for the last three semesters and plan on a continuation of this assistance with an expanded employer base every year.

Dislocated Worker Strategies

The Adult & Dislocated Worker Program continues to recruit additional dislocated workers for the Title I.B program; more participants enrolled in the Dislocate Worker program than any of the previous years. There is increased communication and referrals between the Adult & Dislocated Worker team and the Reemployment Services and Eligibility Assessment (RESEA) Program. In addition, Adult & Dislocated Worker staff present about the program benefits to attendees at the RESEA informational workshop in hopes of recruiting more of the dislocated worker population.

Major Challenges and Opportunities for Improvement

The implementation or expansion of regional and local sector strategies and an apprenticeship model (work and learn) will be a significant opportunity for the Adult & Dislocated Worker Program during the next program year. Identifying ways in which to better align career and training services through the Adult & Dislocated Worker Program and funding to address skills gaps and in-demand industries will be critical particularly in the healthcare and IT/tech industries.

The Adult & Dislocated Worker Program will continue to collaborate with various employers and industries to promote paid work experience/internships, transitional jobs, and OJT to create a continuum of services designed to allow participants to work and learn. Opportunities afforded via the Transitional Jobs policy may be significant for disadvantaged individuals, such as former prisoners and long-term unemployed, with a goal to reduce recidivism and poverty within the Central Region.

The program continues to expand outreach efforts and explore strategies to engage more dislocated workers including strengthening the partnership with the RESEA program, utilizing reporting via the Unemployment Insurance Tax & Claims System, developing more tailored and measurable marketing efforts and initiating needs-related-payments for dislocated workers that remain in training after exhausting Unemployment Insurance benefit payments.

YOUNG ADULTS SERVED IN PY18

- 920 young adults received Title I.B Youth Program services throughout the program year
- 460 individuals enrolled with the Title I.B Youth Program
- 276 young adults participated in work experience opportunities
- Program participants received 746 supportive services

SUMMARY OF THE WIOA TITLE I.B YOUTH PROGRAM

Major Accomplishments

The Youth Program enrolled over 460 new young adults into the program and carried over 304 (active caseload and/or in follow up) youth from the previous year. In PY18, 276 youth participated in work experience activities and 108 new participants received ITAs. In addition, participants received a total of 746 supportive services and incentives. Overall, 920 youth received WIOA Title I.B Youth services throughout the PY18 year.

The Youth Program utilizes a "Positive Youth Development Framework" to access each participant's strength in order to tackle areas of growth. With this methodology in place, participants are required to develop an educational and employment goal that will guide them to a future career. This methodology encourages and motivates young adults to stay focused on their future career choice.

The Youth Program utilized CoreScore to determine youth participants' skill level, and integrated Career Solutions and Why I Work into program delivery to better gauge career interests. The Youth staff developed an Individualized Service Strategy (Education and Employment Goal), and implemented Basic Employability Skills Training (BEST) and SMART (Strategic, Measurable, Achievable, Relevant, Timely) goals strategy for work placement.

YouthBuild Partnership

The Youth Program implemented a strategic approach to working with diverse populations across the Central Region by leveraging existing partnerships within the workforce system network. For example, the provider for the Youth Program also administered the YouthBuild program in Bernalillo County. YouthBuild provides a comprehensive program with an emphasis on education, job training, counseling, mentoring,

leadership development, and community service. Many YouthBuild participants, co-enrolled with the Youth Program, learned important onsite construction and leadership skills while working toward their high school equivalency credential. YouthBuild offered an additional Construction (+) component that focused on participants interested in the IT career field. Those participants co-enrolled not only with WIOA Youth Program but with the TechHire Program as well, and participants received ITAs in the IT/tech industry.

Outreach and Recruitment

Recruitment efforts were successful in PY18 by developing stronger partnerships and increasing outreach efforts in conjunction with all WCCNM partners throughout the year. WCCNM partnerships have been critical including participation in efforts such as NMCAN's Community Connections, a multi-agency team of youth-serving organizations that works together to ensure programming has a youth voice, expand communications across organizations, and aligns services to eliminated ineffective referrals to programs across the region. Outreach efforts have also increased substantially. Youth Program staff attended 62 outreach events and conducted 90 presentations to new and potential partners and agencies. The staff recruited in local high schools, community colleges, and other youth affiliated community organizations, and provided outreach material to approximately 3,000 individuals within the Central Region.

Major Challenges and Opportunities for Improvement

The implementation or expansion of regional and local sector strategies will also be a significant opportunity for the Youth Program during the next program year. The WCCNM and the Youth Program will work closely with stakeholders to develop pathways that align with the workforce needs of target industry sectors and provide career advancement opportunities for young adults.

PY18 results for this measure indicate that Central Region is below the 90-percentile of the negotiated rate required to pass this measure. The Central Region is focused to address this issue with a system-wide approach versus isolating it as a youth program problem. The Central Region is dedicated to ensure that youth participants that complete their high school equivalency and then decides not to continue with education by enrolling in additional training must be co-enrolled in career services. The intent is to ensure that the youth participant is fully capable to acquire and maintain employment prior to exiting the workforce system. Our reviews suggest that these efforts should have a positive effect upon the Credential Attainment performance measure.

WIOA TITLE I.B PERFORMANCE

Major Accomplishments

PY18 performance results for the Adult, Dislocated Worker, and Youth Program are detailed in the corresponding table for Employment Q2, Q4, Credential, and Skill Grains indicators. All performance indicators percentage indicate that performance was met in five categories (in yellow) and exceeded in three additional categories (in green).

+ Location 05-Central Area Workforce Development Board +Date PY18

	Actual	LWDB Plan	% LWDB Achieved
Employment Q2 Adult	80.4%	82.5%	97.5%
Employment Q4 Adult	76.6%	77.0%	99.5%
Credential Adult	73.0%	65.0%	112.3%
Skill Gains Adult	75.3%	0.0%	
Employment Q2 DW	71.7%	77.0%	93.1%
Employment Q4 DW	74.4%	69.0%	107.8%
Credential DW	65.4%	60.0%	109.1%
Skill Gains DW	71.4%	0.0%	
Employment Q2 Youth	69.7%	72.5%	96.2%
Employment Q4 Youth	66.3%	71.0%	93.4%
Credential Youth	34.6%	58.3%	59.4%
Skill Gains Youth	59.9%	0.0%	

Major Challenges and Opportunities for Improvement

The Youth credential indicator was not reached and resulted in 59% achievement. WCCNM has met with the Youth provider and has provided technical assistance on achieving this metric goal in the future. Gains in this area are currently evident with an effort to drill down on the applicable participant cohort but may not be reflected in the report generated by *FutureWork System*.

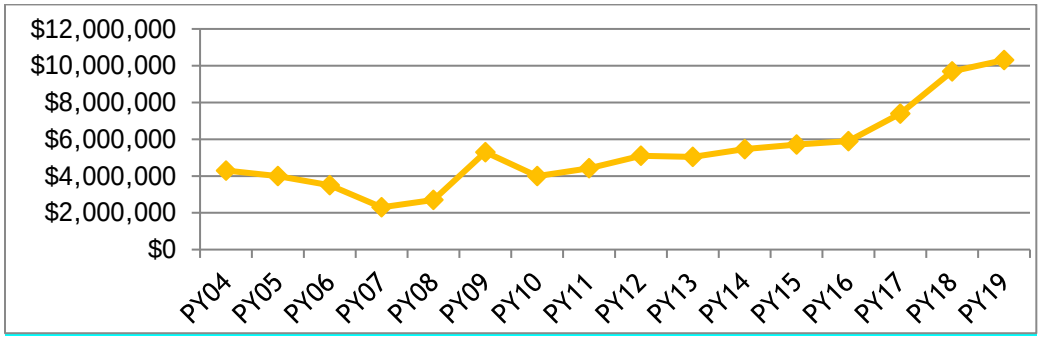
Report generated by FutureWork Systems	Adult				DW			
	Median	Median Cohort	Plan	Percent of Plan Achieved	Median	Median Cohort	Plan	Percent of Plan Achieved
Total	$ 7,168.95	366	$ 8,580.00	84%	$ 8,024.25	71	$ 8,300.00	97%

In addition, the Adult Median indicator fell short of meeting the negotiated percentage by six points. The provider for the Adult Program received technical assistance, and staff worked to increase the numbers prior to the end of the fourth quarter close out date.

WCCNM's board also approved a change to the OJT policy in an effort to positively impact this indicator. The change included a minimum of OJT reimbursable training cost in the amount of $13.30 for participating businesses in the city Albuquerque and Rio Rancho.

WIOA TITLE I FUNDING

The following graph demonstrates how the WCCNM has fared in recent years. In PY04, the funding level was $4,360,370 and continued to decline until PY09 when stimulus funds began to be awarded. The upcoming PY19 year is awarded at $10,307,387, representing $612,721 increase overall from the current PY18's $9,694,666 formula funding, resulting in a 6.3% increase.



Expenditures

In PY18 for year-end (6-30-19), the PY18/FY19 formula dollars available of $9,694,666, plus the 2nd year carried-in unspent monies of PY17 of $1,570,113 totaled $11,264,779. Of this, $10,251,149 was expended resulting in an overall 91% expenditure rate.

The breakdown of expenditure amounts and rates of expenditures is as follows after the allowable transfer of $2,404,259 (65%) of Dislocated Workers original allocation of $3,698,860 to Adult:

Funding Stream	Available Funding	Expenditures	Rate of Expenditure
Adult	$5,236,258	$5,009,395	96%
Dislocated Worker	$2,016,608	$1,703,957	84%
Youth	$2,900,343	$2,704,320	93%
Administrative	$1,378,295	$833,477	60%
Adult Administrative	$710,820	$443,338	62%
Dislocated Worker Administrative	$273,754	$150,805	55%
Youth Administrative	$393,721	$239,334	61%

SUMMARY OF THE WIOA TITLE III CAREER SERVICES PROGRAM

- ***3,187*** customers received services and assistance through the Reemployment Services and Eligibility Assessments (RESEA) program.
- ***8,009*** customers received one-on-one career counseling.
- ***5,591*** job seekers received assistance with developing their resume and individual employment plans.
- ***2,476*** individuals were employed with direct assistance from staff or by connecting to job postings in the New Mexico Workforce Connection online system.
- ***8,237*** individuals seeking employment opportunities received follow-up services.

BUSINESS SERVICES

Major Accomplishments

WCCNM has experienced tremendous success with the management of the WIOA system and the NMWC centers in the Central Region with the goal of delivering upon the needs of the employers and the businesses in our regional economy. The WCCNM's Business Team is continually engaged with our employer and business customer base to better understand their immediate and future workforce needs and gain a snapshot of their industry and organization's culture and strategic business objectives.

Recruitment Events

84	*Number of job/career fairs hosted*
526	*Number of participating employers*
5,320	*Number of job seekers attending*

This partnership is critical in growing the Central Region's talent pipeline, and the WCCNM plays a role in not only recruiting and connecting qualified candidates to the employers and businesses but in helping to respond to the workforce gaps with linkages to training, education opportunities, and skill development strategies.

In order to increase networking and outreach opportunities in PY18, the WCCNM joined local chambers of commerce across the four-county region and attended regular meetings and special community-wide events. The chambers invited the WCCNM teams to present about services, programs, and initiatives. The WCCNM Business Teams have benefitted from reaching out to businesses through chambers, in addition to outreach through economic development entities and industry associations.

Major Challenges and Opportunities for Improvement

WCCNM Business teams, including staff from Adult & Dislocated Worker, Youth, Career Services, Veterans, and NMDVR, continue to work together in order to avoid multiple contacts with same businesses, associations, etc. by leveraging the communication tools. Over the next program year, the WCCNM will create updated, professional business material and launch a new WCCNM website that provides improved information to the entire customer base, including the business community.

Repeat business may be a significant challenge for the Central Region. Although we have been successful within the area of business services, it is important that we pursue business services with strategic intent to ensure that we address business needs from a workforce system-wide perspective versus individual partner program goals and performance criteria. The WCCNM is building additional capacity, expertise and dedicating significant investments in technology and partner training. Opportunities for improvements is possible by leveraging industry sector strategies and "work and learn" initiatives, and also with significant

investments in technical solutions to promote quality business engagement and increased customer satisfaction.

Priority Industries & Sector Strategies

WCCNM developed *Tier 1* and *Tier 2* industries based on labor market information and industry/occupation projections to address employer needs in Bernalillo, Sandoval, Torrance, and Valencia counties. Based on data and anecdotal input from the business community, WCCNM identified first tier industries as construction (commercial), healthcare/social services, and professional, scientific & technical services. Second tier industries include: accommodations/hospitality; tourism/art; entertainment & recreation; agriculture, forestry, fishing & hunting; call center; educational services; government; green energy; manufacturing; and retail trade/service.

The WCCNM Board discussed sector strategies at the June 17, 2019 bi-monthly meeting, and consensus was reached to move forward with two main industry sectors across the four-county region:

IT/tech and Healthcare

In addition, the WCCNM discussed ways in which to explore opportunities to support and engage with county-specific leading & emerging sectors to include: Bernalillo, Film; Sandoval, Advanced Manufacturing; Torrance, Sustainable energy; and Valencia, Manufacturing/Construction.

TECHHIRE NEW MEXICO

TechHire New Mexico, the four-year, four million-dollar USDOL Employment and Training grant awarded to WCCNM, is designed to provide innovative Information Technology (IT) job training and placement for residents in the Central Region and is now in its fourth and final grant year.

TechHire New Mexico began serving participants and IT employers in December 2016 by providing paid IT occupational training opportunities for individuals ages 17-29 who experience barriers to training and employment. The grant also focuses on identifying and mitigating IT-related staffing challenges by developing and enhancing a more effective IT talent pipeline for future growth.

Over 360 individuals served under the TechHire New Mexico program over the last three years.

Over the past three years, the TechHire New Mexico program has experienced many successes, including more than 360 individual and incumbent worker enrollments, and IT job placement assistance for each participant as they complete their training. All TechHire New Mexico participants receive paid IT related training leading to a nationally recognized certificate or credential and have benefited from the program's exceptional training partners: CNM, CNM Ingenuity, Inc. (nationally recognized Tech/IT training bootcamps), UNM Continuing Education, UNM Valencia Campus, Cultivating Coders, Diverse IT, and many more.

Through the TechHire New Mexico program, the WCCNM and the New Mexico Workforce Connection have been developing an IT/tech sector strategy that brings together employers, economic development, the public workforce system, and the community college to meet the workforce needs and the business demand in the region.

A key component of the IT sector strategy has been the TechHire New Mexico Advisory Committee which is composed of accomplished education, business, and IT experts who offer innovative advice and dynamic perspectives on employer needs to guide the TechHire New Mexico program and provide guidance on IT curriculum development and training to support employer and participant needs. The TechHire New Mexico Advisory Committee meets every quarter.

An additional partnership necessary for the IT sector strategy has been with the New Mexico Technology Council (NMTC) who assist with Tech/IT employer engagement and outreach for TechHire. NMTC is a member-driven association of businesses, organizations and tech professionals working together to promote the growth and success of New Mexico's technology business sectors. NMTC's vision and mission are a perfect

match for the TechHire New Mexico program, and NMTC promotes TechHire New Mexico as a routine part of their daily Tech/IT employer outreach.

The partnership with the Central New Mexico (CNM) Community College, CNM Ingenuity, Inc., and other training providers and education opportunities have been critical for connecting participants with employers by creating market-responsive training pipelines. An example of the successful education partnerships has been with the CNM Ingenuity, Inc. Deep Dive Coding Bootcamps that provide flexible options for individuals to attend the short-term, accelerated trainings full or part-time while at the same time also provide a trained workforce based on the IT industry demand.

The IT/tech sector strategy will not only leverage the resources and program elements of TechHire New Mexico, but also will incorporate all paid training opportunities for IT/tech careers and job placement/recruitment strategies from the entire partner network within the New Mexico Workforce Connection in the Central Region.

GRADUATE! ABQ

Graduate! ABQ launched in 2017 as a partnership between United Way of Central New Mexico, WCCNM, NMDWS, CNM, the University of New Mexico, Youth Development, Inc., and the City of Albuquerque. Housed at the New Mexico Workforce Connection in Albuquerque, Graduate! ABQ has served more than 250 adult clients since its inception.

In PY18, WCCNM submitted a proposal to the NMDWS Administrative Entity to expand the Graduate! ABQ program by supporting the hiring or contracting of a full-time, 18-month term Graduate! ABQ coach to work directly with the Graduate! ABQ Coordinator and the New Mexico Workforce Connection Operations Manager. The full-time position allows for the program to be fully realized and incorporated within the daily operations of the New Mexico Workforce Connection Center, expand across the four-county region, and fulfill the ultimate goal that the work of Graduate! ABQ becomes a part of the mandatory professional development training of all staff across the partner organizations who work in a career counseling role.

Kendrick tried the traditional route by taking post-secondary classes, but could not quite find his groove until he made an appointment with a Graduate! ABQ Coach. Kendrick's coach helped him revive a dream that he had had of traveling the country in a rig, and together they came up with a plan for him to obtain his Commercial Driver's License (CDL) certification at Central New Mexico Community College. Today, Kendrick is living his dream as a commercial truck driver.

SUCCESS STORIES

WIOA Title I.B Adult Program Success Story: Stephanie

In December 2018, the WIOA Adult Program had the privilege of assisting AerSale Component Solutions, a global aviation aftermarket service company in Sandoval County, with the hiring and training of a great employee, Stephanie. Not only did the Adult Program assist AerSale in gaining a skilled worker but also assisted Stephanie in finding meaningful work.

AerSale had an opening for a Mechanic IV, and Stephanie applied. Although she had two associates' degrees in applied science, one in integrated studies and one in aviation maintenance technology, and excelled in school, won aviation awards, and graduated with honors, she had some trouble finding employment due to lack of direct work experience in the aviation industry.

Unfortunately, Stephanie difficulties finding work lead to six months of unemployment after leaving her student work position with the Aviation Department at CNM. During this time, her family was supporting her, and as a single mother of three children, Stephanie really wanted to get back into the workforce and provide for herself and her family.

With help from the OJT program, AerSale was able to hire Stephanie, even though she lacked experience in the field. Both Stephanie and her direct supervisor, Dathan Power, have really valued the experience.

Stephanie said that "It is what I want to do and what I went to school for, and I have learned a lot of different things that school didn't teach me." Stephanie has been a great fit for AerSale as well, and Dathan noted that "Stephanie has been a good addition to the company, and she has taken quite well to the job."

Dathan mentioned that the industry is working to diversity their workforce, and not many women apply or are hired as mechanics in the aviation field. As Women in Aviation International states, "During the last two decades, the number of women involved in the aviation industry has steadily increased and women can be found in nearly every aviation occupation today. However, the numbers are small by comparison." This is especially true in the aviation mechanic field, as the Federal Aviation Administration Aeronautical Center's 2018 data shows, women only make up only 2.44% of aviation mechanic workforce in the United States, based on active certificates held in the field.

After this experience, AerSale is looking to continue with the OJT program to support their growing workforce. They are eager to work with the Adult Program again to assist them in upcoming hires and promotions as they continue to grow and expand their company in the central region of New Mexico.

WIOA Title I.B Dislocated Worker Success Story: Robert

Robert was deeply affected after his father suffered a severe stroke. His father recovered with the help of physical therapy and rehabilitation, and Robert realized the importance of therapy and how significant the life-changing outcomes can be for patients, including his father. During his father's recovery, he witnessed several physical therapy treatment sessions and soon realized that he had the skills and qualities to be a good therapist.

During this time, he was working at a salon that was struggling after many years of success. The owners, who were in the process of divorce, sold the building. There were plans and promises to relocate the business quickly, and the employees were told that it was only a temporary shutdown. The company eventually dissolved, and Robert had to file for unemployment benefits. When the fate of the salon was in limbo, Robert started researching a career in physical therapy at PIMA Medical Institute. He was accepted into the next cohort for the physical therapist assistant program shortly after the salon had permanently closed. While on unemployment, he learned about the benefits of the Dislocated Worker Program. Eager to have his new career come to fruition, he pursued the opportunity, and Robert received tuition assistance instead of relying on student loans alone. Robert completed his physical therapy training with a 3.56 GPA and received supportive service assistance for his license application and exam fee. He was thrilled when he passed his exam, and shortly thereafter, he received his license from the State of New Mexico Regulation and Licensing Department Physical Therapy Board. He quickly applied to his favorite extern site, the downtown Lovelace Medical Center. Lovelace offered Robert the physical therapy assistant (PTA) position with an hourly rate of $23.00 on weekdays and a differential pay for the weekends of $27.85. Robert is forever grateful for the assistance he received from the New Mexico Workforce Connection Center and the Dislocated Worker program which opened the door to a new rewarding career as a healthcare professional. He now has the opportunity to improve patient outcomes every day.

WIOA Title I.B Youth Success Story: Leonardo

In February 2019, 17-year-old Leonardo arrived at the New Mexico Workforce Connection Center with his mother. He was a high school student at Sandia High School and struggling to keeping up with homework assignments and classwork. He had basic skills deficiencies in both math and reading. Leonardo was referred to the Youth program during a career fair that he attended at Albuquerque Public Schools. At the time of intake, Leonardo was feeling overwhelmed, carrying the load of his final year of high school and seeking employment to help out his single mother who has been supporting him and his three siblings for years. His mother had recently lost her second job and was having a hard time making ends meet. She was supportive of his interests to work but shared with the Youth Development Practitioner that she would love to see him attend post-secondary school and pursue a career that he loved. Leonardo faced a couple of very difficult

months as he learned to juggle homework, finals, high school football, employment and bills, all while helping coordinate drop-off and pick-up times for his younger siblings.

Leonardo was at risk of dropping out of school, but in May 2019, he conquered many obstacles and successfully graduated from high school with a 3.8 GPA. After completing career exploration activities with the Youth Program, Leonardo decided that he would love to pursue a career in the medical field as a registered nurse. The Youth Development Practitioner connected Leonardo to the Healthy Neighborhoods Program, a program/bootcamp in partnership with the WCCNM and the University of New Mexico Hospital. He reluctantly agreed to attend because he knew that would mean having to coordinate dropping off his siblings to summer programs and wanted to make sure he would give his best towards the bootcamp. While attending this bootcamp organized by the Career Services staff at the New Mexico Workforce Connection in Albuquerque, Leonardo learned many skills that would help with his future employment and career goals. He participated in mock interviews, resume writing, career exploration, and work interest assessments. Leonardo toured Presbyterian Hospital, Albuquerque Ambulance, and UNMH. He was able to witness firsthand the amount of hard work and dedication of all medical staff. He was encouraged and convinced that the medical field was the correct career path for him.

Leonardo began his work experience at the University of New Mexico Hospital as a patient transporter. He is now fully trained in HIPPA and is transporting patients with little to no supervision. He continues to excel in all areas and has proven to be a huge asset to the UNMH team. Leonardo has successfully enrolled in post-secondary education classes at CNM where he will begin his steps towards becoming a registered nurse. He will be the first in his family to graduate from college. Leonardo continues to persevere and maintain a positive outlook on life and is a role model for his younger siblings with a bright future ahead of him.

TechHire New Mexico

Jacques Chevier knew he needed to make a change to create a better life for his young family.

In April 2018, Jacques attended CNM Ingenuity's Java + Android bootcamp at Deep Dive Coding, with the assistance from the TechHire New Mexico program at the NM Workforce Connection and a grant through the W.K. Kellogg Foundation. The coding bootcamp allows students to learn fundamentals of software engineering utilizing Java, the world's most popular programming language, to build modern, in-demand software that runs on and integrates multiple platforms.

He completed the 12-week immersive program and was accepted into the New Mexico IT Apprenticeship program (NMITAP). During his year as an apprentice, Jacques continued his technical training through

structured on-the-job training and technical instruction. He learned in-demand industry skills, including a certification as a Salesforce Administrator. On-the-job training consisted of working on several high profile projects to assist in the design of the Salesforce implementation for Central New Mexico Community College. By tracking skills obtained through his project work, Jacques was able to build his resume with sought after aptitudes and industry took notice.

Jacques recently joined Deloitte Consulting's digital government practice as a Senior Systems Analyst. According to Jacques, "I'm glad to be using my Salesforce development skills to serve the citizens of New Mexico!" Scott Malm, Deloitte Principal, says "CNM's technical programs help provide us the local New Mexico talent we need to serve our customers. We're thrilled to have Jacques join our team."

Business Testimonials

"B&D Industries benefits greatly from WIOA's services. The WIOA program benefits B&D in many ways, one of which allows employees to grow and learn with society, which also benefits the company by helping the company, grow and learn with trends and efficiency. The program also allows employees to be diverse which in some cases helps keep them employed. B&D is also able to hire people with minimal experience because we can send them to trainings to help them grow within their position." *Angelique Rael, Human Resource Manager, B&D Industries*

"The WIOA program has been a critical part of SurvTek's growth in 2019. We were able to promote from within, bring new people into the industry, and expand our capability in a way that we simply would not have been able to do without the WIOA program." *Randy Asselin, Managing Partner, SurvTek - Land Surveying and Consulting*

"The Workforce Innovation Opportunity Act (WIOA) program has been very beneficial for our company. We truly appreciate all the hard work and hours their staff put in to make sure the contract process runs smoothly. In July, we were able to send our Production Supervisor to the advanced Canon Self-Maintenance Training. The cost of the training alone was $9,000.00, not including travel and lodging. As a small business, you can imagine these high dollar trainings can really eat into our budget. This one, in particular, opened so many new doors for us and we are excited at the opportunities ahead. This training allowed our employee to earn both an industry and nationally recognized credential as a Canon Certified Technician. This certification has allowed us to become a dealer of Canon machinery in the Southwest Region. In doing so, we were able to add new products and servicing to our menu of products and in the long term, this will open up many financial opportunities. Without the assistance of the WIOA program, this would have turned into a missed opportunity for our company. My sincerest gratitude again!" *D. Rose Jones, General Manager, Deluxe Design*

LABOR MARKET SUMMARY

The Central Region and Albuquerque MSA, comprising Bernalillo, Sandoval, Torrance, and Valencia counties, surrounds the Sandia Mountains and includes the cities of Albuquerque and Rio Rancho. Most of the state's major technological industries and businesses are located in this region, which is the state's most populous but geographically smallest region. The income in the Albuquerque MSA represents 45.1% of the state's income per the U.S. Bureau of Economic Analysis, and 45.9% of the employees in the state per current QCEW data.

The demand for a qualified workforce in the Central Region and the alignment of WCCNM sector strategies and priority industries is reflected in labor market information and economic data. The top ten industry sectors in the region are represented in the corresponding table (Source: NMDWS, QCEW 1Q 2019). The largest employers in the region are the University of New Mexico, Presbyterian Healthcare Services, Sandia National Laboratories, Lovelace Health System, and Albuquerque Public Schools.

Rank	Industry Sector	Number of Establishments	Number of Employees
1	Health Care and Social Assistance	4,356	69,700
2	Accommodation and Food Services	1,755	42,642
3	Retail Trade (44-45)	2,323	41,175
4	Professional and Technical Services	3,200	32,277
5	Administrative and Waste Services	1,234	26,259
6	Public Administration	349	24,093
7	Construction	2,126	23,770
8	Manufacturing (31-33)	841	15,986
9	Finance and Insurance	1,260	12,893
10	Transportation and Warehousing (48-49)	535	11,532

At the end of PY18, the unemployment rate in June for the Albuquerque MSA was 5.3 percent, a not seasonally adjusted unemployment rate slightly below the state's rate of 5.5 percent. The Albuquerque MSA added 4,900 jobs in total nonfarm employment representing an over the-year gain of 1.2 percent.

The largest increases came from the private service providing sector. Education and health services was up 3,200 jobs, or 5.0 percent. Leisure and hospitality was up 2,400 jobs, or 5.4 percent. Professional and business services was up 2,100 jobs, or 3.4 percent.

The largest private-sector job losses came from trade, transportation, and utilities (down 1.3 percent) and mining and construction (down 3.3 percent). Employment in each industry decreased by 800 jobs. Information was down 600 jobs, or 8.5 percent.

The public sector was down 400 jobs, or 0.5 percent. A gain of 1,200 jobs in local government and a gain of 400 jobs in federal government were offset by a loss of 2,000 jobs in state government.

Source: NMDWS, Labor Market Review, Vol. 48 No. 6 Published July 26, 2019.

CONTINUOUS QUALITY IMPROVEMENT ACTIVITIES

Survey Outcomes

The WCCNM conducted several customer and business surveys across multiple core WIOA programs for PY18 to capture service delivery feedback and opportunities for improvement for the upcoming year.

- For the Title I.B Adult & Dislocated Worker Program, 703 surveys were sent to participants, and 109 responses were received (15.5% response rate).
    - ***85.2%*** of participants were satisfied with the program's services.
    - ***82.6%*** of participants felt that the services met their needs very well or extremely well.
    - ***94.5%*** of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
    - ***94.4%*** of participants responded that the program either met or exceeded their expectations.
- For the Title I.B Youth Program, 169 surveys were sent to participants, and 12 responses were received (7.1% response rate).
    - ***All participants*** were satisfied or very satisfied with the program's services.
    - ***89.3%*** of participants felt that the services met their needs very well or extremely well, and 16.7% reported that the services met their needs somewhat well.
    - ***91.7%*** of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
    - ***100%*** of participants responded that the program either met or exceeded their expectations.
- For Title III Career Services, 6,054 surveys were sent to participants, and 567 responses were received (9.4% response rate).
    - ***67.4%*** of participants felt that the services met their needs very well or extremely well, and 18.8% reported that the services met their needs somewhat well.
    - ***83.1%*** of participants reported that they were satisfied or very satisfied with the professionalism and accessibility of staff.
    - ***84%*** of participants responded that the program either met or exceeded their expectations.

- Businesses completed 61 surveys in the Central Region in PY18.
    - ***97%*** reported that employment events met their needs.
    - ***Nearly 60%*** of business responding to the survey requested information on additional services and programs available at the New Mexico Workforce Connection.
    - They reported that staff were knowledgeable, friendly, and helpful.

Changes to System and Program Delivery

The WCCNM will use the customer survey results on an ongoing basis to gauge the service delivery areas in each of the New Mexico Workforce Connection Centers that need improvement. There are many changes that will be made to the flow of resource room activities and pre-screening efforts based on the feedback from customers and the frequency that they reported needing these services. There will also be improvement to the survey process itself with the Youth Program survey in particular, and the WCCNM will send surveys via text rather than email to encourage a higher response rate.

The WCCNM will expand the surveys to businesses via Survey Monkey in the next program year, rather than just using the paper form method distributed at various events and meetings. Survey Monkey has proved to be very easy to use and well received by customers, and the WCCNM will be conducting a more robust business survey with employers served by Title I.B Adult & Dislocated and Youth Programs, Title III Career Services, and the TechHire program. The business survey will be instrumental in developing more impactful marketing material and information, as well as in designing the new, user-friendly WCCNM website.

Dislocated Worker (DW) Program Continuous Quality Improvements promotes efforts to identity and enroll participants that are not engaged in a career pathway consistent with acquiring meaningful employment that leads to economic self-sufficiency. These efforts include:

- Continued collaboration with RESEA;
- Develop additional targeted outreach efforts and products to feature benefits of the DW training program;
- Promote short-term training and credential programs for in-demand occupations such as IT Bootcamps, Apprenticeships, Fast-track Associate Degree Programs, etc.;
- Provide needs related payments for DW clients that exhaust UI benefits to ensure successful completion of approved training.

PARTNERSHIP ENGAGEMENT STRATEGIES

The WCCNM continues to pursue innovative approaches that produce long-term improvements across workforce system and to provide cost-effective outcomes for job seekers and businesses while supporting the local economy. Partnership engagement strategies and system-wide approaches have been at the center of these efforts.

The WCCNM partner network continues to grow, and now includes: WIOA Title I.B Adult & Dislocated Worker (SER Jobs for Progress); WIOA Title I.B Youth (YDI); WIOA Title II (UNM Valencia Accelerated College & Career Education-Adult Education Program); WIOA Title III (NMDWS); WIOA Title IV (NM Division of Vocational Rehabilitation); Trade Adjustment Assistance (TAA) Program (NMDWS); Reemployment Services and Eligibility Assessments (RESEA) Program (NMDWS); Veterans' Services Program (NMDWS); TechHire New Mexico (Mid-Region Council of Governments); Graduate! ABQ (United Way); WIOA Title II (Albuquerque Adult Learning Center, Catholic Charities, and CNM Adult Basic Education Program); CNM Carl D. Perkins Grant; Five Sandoval Pueblos Inc. WIOA Program; SCSEP (Goodwill); Help NM-Community Based Service Grant; Help NM - HELP NM-National Farmworker Jobs Program-Employment and Training Grant; TANF Program (NM Human Services Department); Isleta Pueblo WIOA Program; Job Corps; SCSEP (NICOA); NM Aging and Long-Term Services Department; Unemployment Insurance Program (NMDWS); Santo Domingo Pueblo WIOA Program; Southwestern Indian Polytechnic Institute; National Indian Youth Council WIOA Program; YouthBuild (YDI); Innovate+Educate; NMCAN; and HopeWorks LLC.

Partnership Engagement and System-Wide Approaches

Quarterly Gatherings

Quarterly Gatherings are ½ day to full day sessions that include all partners listed in the previous (co-located, core, mandatory, and additional) across the Central Region to share information, celebrate achievements, recognize best practices, and allow for cross-training and networking. Four Quarterly Gatherings were held in PY18, each event with a tailored agenda depending on current training needs, new approaches, and upcoming initiatives/strategies. Training and guest speaker presentations included sessions on each of the WIOA core

programs, additional programs such as TechHire and Grad! ABQ, core partner performance measures, Carl D. Perkins funding, EEO and ADA process, sector strategies, Unemployment Insurance meaningful assistance, and guidelines and best practices for serving individuals with disabilities. The events also provide an opportunity to meet with program directors and leaders to discuss infrastructure funding agreements and operating budgets. The Quarterly Gatherings are held offsite, often at partner organization locations and educational institutions such as CNM and have 80-100 attendees.

System-wide Training Strategy

The WCCNM and New Mexico Workforce Connection Training Strategy launched at the beginning of PY18 to bolster cross-training opportunities and to ensure more consistency in pre-screening and partner referrals. The strategy includes three levels: LEVEL 1 (Training covering all "core" WIOA programs and legally-required/mandated training); LEVEL 2 (Training covering all "participating" partners programs and system training such as the NM Workforce Connection online system); and LEVEL 3 (Professional development, additional partner and program training). Trainings are provided at the Quarterly Gatherings, as requested, and online. The Operations Manager maintains a training database to record all completed training for all Central Region staff. WCCNM also is receiving funding for an initial investment to integrate the Graduate! ABQ curriculum (developed based on the work of the full-time coach) along with a nationally recognized career counselor/workforce development professional certification into the current training strategy to build the overall capacity of staff working in counseling roles across the four-county region.

Bi-Weekly Team Coordination Meetings

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

Communication and Marketing Efforts

The WCCNM implemented several new approaches in PY18 to strengthen communication and marketing efforts with all partners in the Central Region. To communicate the system-wide activities on a routine basis, the Monthly Report is provided to WCCNM board members and includes the program status and performance of all partners. Also, the "Weekly Connection" is a regular e-newsletter launched in July 2018 for all partner staff to share information, new partnership opportunities, upcoming events, ideas and best practices, important dates, and much more.

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

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