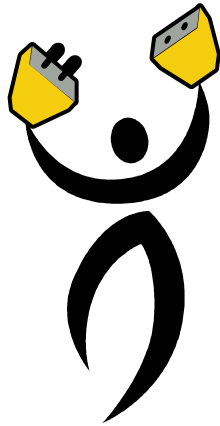


**Workforce Connection  
of Central New Mexico**

**PROGRAM, POLICY and PROCEDURE  
MANUAL**



**Mid-Region Council of Governments  
317 Commercial NE  
Albuquerque, NM 87102**

**December 2004**

**Workforce Connection  
of  
Central New Mexico**

**Program, Policy and Procedure Manual**

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## **SECTION I -- INTRODUCTION**

## **Purpose, Responsibilities and Contacts**

Through its contract with the Workforce Connection of Central New Mexico (Board), Adult and Dislocated Worker and youth providers must comply with Board Policies derived and mandated from Federal and State rules, regulations and guidelines. To ensure compliance with these Board policies and in an effort to achieve the goals of the WIA Adult and Dislocated Worker Programs, this Program, Policy and Procedure Manual has been developed to provide providers with a concise and clear picture of the necessary policies required.

Change in Board Policy will be issued by WCCNM to ensure appropriate tracking and consistency of the procedures. When a policy change is made, a revised procedure, based on that policy, will be distributed to providers. Appropriate training will be provided as necessary. As revised procedures are disseminated, the old procedure should be discarded and replaced with the new procedure. Unless an exception is approved and processed, all staff must comply with and follow these procedures.

In an effort to ensure continuous improvement of our policies, WCCNM encourages a discussion of any recommendation to improve the system.

Under Title I of the WIA, the workforce development system provides the framework for delivery of workforce development activities at the State and local levels to individuals who need those services (dislocated workers, disabled, youth, veterans, etc.,) and employers. Thus, the objective of this issuance is to provide direction on the designation of local Workforce Development Boards (WDBs) and to identify their roles, responsibilities and authority.

WCCNM's mission is to utilize a holistic approach to promote career development in tandem with workforce development. This is accomplished through collaborative efforts among different agencies that provide services to economically disadvantaged, welfare recipients, individuals with disabilities, veterans, migrant workers, Native Americans, and displaced homemakers residing in rural and urban communities in Bernalillo, Valencia, Sandoval, and Torrance counties.

Our integrated One-Stop system ensures that Core services are available for the universal population and that Intensive and Training services are provided to clients who: (1) are unable to obtain employment and (2) who are employed, but are unable to upgrade employment through core services and are in need of Intensive and/or Training services to obtain or retain employment that leads to self-sufficiency. The two fundamental roles within the One-Stop system are:

- To provide simple access to the entire array of employment, education, training, and workforce development services available to the resident, job seeker and employers.
- To serve as reliable and impartial source of many kinds of information, including availability and quality of education and training options, labor market information, job and candidate availability, career and skill assessment, and financial aid alternatives.

Workforce Connection's intent is to make access to these services easy and customer-friendly, and to provide both individuals and employers with the information they need to make good choices about their education, training, and/or employment-related needs.

Any questions concerning this manual shall be directed to the WCCNM's WIA Administrator. Final authorization and approval regarding the content of this manual and/or any necessary modifications shall remain with the Workforce Connection of Central New Mexico. WCCNM reserves the right to modify procedures as necessary to ensure consistent and continued quality improvement. Any and all modifications will be tracked and distributed appropriately.

Questions should be directed to any one of the following:

Adrienne R. Smith, WIA Administrator	505-247-1750
Ramona Chavez, WIA Manager	505-247-1750
Jerilynn Sans, Planner and Youth Council Liaison	505-247-1750

### **Geographic Area Served**

- a. Workforce Connection of Central New Mexico Area: Albuquerque and outlying counties.
- b. Surrounding communities of Belen, Bernalillo, Bosque Farms, Corrales, Cuba, Corona, Estancia, Jemez Springs, Los Lunas, Manzano, Moriarty, Mountainair, Placitas, Ponderosa, Tome, and Torreon.
- c. Pueblos communities: Cochiti, Isleta, Jemez, San Felipe, Sandia, Santa Ana, Santo Domingo, and Zia.

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Requirements for WIA Adult Program</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The Workforce Investment Act provides for workforce investment activities that increase the employment, retention, and earnings of participants. The **Adult** funding stream is one of three authorized under Title I of the Workforce Investment Act. The other two are "Youth" and "Dislocated Workers."

Access to core services are available to all adults. Individuals who are unable to find employment using core services may be eligible to receive Intensive and/or Training services. The target population includes all adults, 18 years of age and older, are encouraged to use core services. Priority for Intensive and Training services must be given to recipients of public assistance and other low-income individuals.

**POLICY:**

Eligibility for Adults include:

- Eighteen (18) years of age and older
- Unemployed or underemployed and have received a lower level of service without finding employment that provides a level of self sufficiency; and are determined to need a higher level of service to find employment that leads to self-sufficiency.
- Must meet income standards as defined in LLSIL table

**APPLICABILITY:**

All providers of WIA One-Stop services, all providers of Adult programs.  
References: WIA 1998 Title 1, 20 CFR Part 652 – WIA Final Rules 663.100-840

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Requirements for WIA Dislocated Worker Program</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The Workforce Investment Act provides for workforce investment activities that increase the employment, retention, and earnings of participants. The **Dislocated Worker** funding stream is one of three authorized under Title I of the Workforce Investment Act. The other two are "Youth" and "Adult."

Access to core services are available to all adults. Individuals who are unable to find employment using core services may be eligible to receive Intensive and/or Training services. The target population includes all adults, 18 years of age and older, are encouraged to use core services. Priority for Intensive and Training services must be given to recipients of public assistance and other low-income individuals.

**POLICY:**

The target population includes those who have lost their jobs because of facility closure or mass layoffs, and those who have received notices of layoff, are eligible for unemployment insurance, or are unlikely to return to previous occupation or industry.

Eligibility for Dislocated Workers include one who is any of the following:

1.
  - a. has been terminated or laid off, or received notice of termination or layoff,
  - b. is eligible for or has exhausted UI benefits, or has attachment to the workforce but is not eligible for UI benefits due to insufficient earnings or work for an employer that is not covered under the state UI law, and
  - c. is unlikely to return to their previous industry or occupation.
2.
  - a. has been terminated or received notice of termination as a result of a plant closing or substantial layoff, or
  - b. has not received notice of termination but is employed at a business that has publicly announces closure,
3. Is self-employed (including employment as a farmer, rancher or a fisherman) but is currently unemployed as a result of general economic conditions in the community or because of a natural disaster,
4. Is a displaced homemaker.



**APPLICABILITY:**

All providers of WIA One-Stop services, all providers of Dislocated Worker programs.  
References: WIA 1998 Title 1 20 CFR Part 652- WIA Final Rules 663.100-663.8Y0

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Requirements for Youth Programs</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The Workforce Investment Act provides for workforce investment activities that increase the employment, retention, and earnings of participants. The **Youth** funding stream is one of three authorized under Title I of the Workforce Investment Act. The other two are "Adult" and "Dislocated Worker."

**POLICY:**

**Eligibility.** An eligible youth is an individual who is age 14 through 21, is a low income individual (one who receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program; or received an income, or is a member of a family that received a total family income, for the six-month period prior to application for the program involved [exclusive of unemployment compensation, child support payments, payments described in this paragraph, above, and old-age survivors insurance benefits received under the Social Security Act] ) that, in relation to family size, does not exceed the higher of the poverty line, for an equivalent period; or is a member of a household that receives or has been determined within the six-month period prior to application for the program involved to be eligible to receive food stamps pursuant to the Food Stamp Act of 1977; or qualifies as a homeless individual, as defined in the Stewart B. McKinney Homeless Assistance Act; or is a foster child on behalf of whom State or local government payments are made; or in cases permitted by regulations promulgated by the United States Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in this paragraph, above, but who is a member of a family whose income does not meet such requirements; and is within one or more of the following categories:

- (1) Deficient in basic literacy skills (i.e. computes or solves problems, reads, writes, or speaks English at or below grade level 8.9; or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society);
- (2) School dropout;
- (3) Homeless, runaway or foster child;
- (4) Pregnant or parenting;
- (5) Offender, or,
- (6) Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment (WCCNM policy on this sixth barrier will be presented to the Youth Council).

**B.** Up to five percent of youth participants served by youth programs in a local area may be individuals who do not meet the income criteria for eligible youth, provided that they are within one or more of the following categories: school dropout, basic skills deficient (as defined above), or are one or more grade level below the grade level appropriate to the individual's age, pregnant or parenting, possess one or more disabilities, including learning disabilities, homeless or runaway, offender, or face serious barriers to employment as identified by the local board.

**C.** The eligibility barriers for eligible youth are not the same as the eligibility barriers for the five percent of youth participants who do not have to meet income eligibility requirements. Both lists of eligibility barriers include school dropouts, homeless or runaway, pregnant or parenting, and offender, but each list contains barriers not included on the other list.

**D.** The criteria for income eligibility under the National School Lunch Program are not the same as the Act's income eligibility criteria. Therefore, the school lunch list may not be used as a substitute for income eligibility to determine who is eligible for services under the Act.

**E.** A disabled youth whose family does not meet income eligibility criteria under the Act may be eligible for youth services and considered to be a low-income individual if the youth's own income meets the income criteria established in the WIA or meets the income eligibility criteria for cash payments under any Federal, State or local public assistance program.

**Enrollment.** All youth participants must be registered in order to collect information to support a determination of eligibility. Equal Employment Opportunity (EEO) data must be collected on individuals during the registration process.

**Eligibility for Out-of-School Youth.** An out-of-school youth is an individual who: is an eligible youth who is a school dropout; or is an eligible youth who has either graduated from high school or holds a GED, but is basic skills deficient, unemployed or underemployed. A school dropout is defined as an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent. A youth attending an alternative school is not a dropout.

**Allocation for Serving Out-of-School Youth.** At least 30 percent of the total amount of all funds allocated to a local area must be used to provide activities to out-of-school youth. Although it is not necessary to ensure that 30 percent of such funds spent on summer employment opportunities (or any other particular element of the youth program) or are spent on out-of-school youth, the funds spent on these activities are included in the total to which the 30 percent requirement applies. If the State Administrative Entity (SAE), after an analysis of the eligible youth population in the local area, determines that the local area will be unable to meet the out-of-school percentage due to a low number of out-of-school youth, a request to lower the percentage may be submitted to the USDOL by the SAE.

**Youth Assessment and ISS.** For each youth participant that meets the eligibility requirements, the Assessment process and development of the Individual Service Strategy (ISS) shall be followed according to those sections described elsewhere in this Manual.

**Youth Program Elements.** The programs shall provide elements consisting of:

- (1) Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies;
- (2) Alternative secondary school services, as appropriate;
- (3) Summer employment opportunities that are directly linked to academic and occupational learning;
- (4) Paid and unpaid work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. Funds under the Act may be used to pay wages and related benefits for work experiences. Work experience workplaces may be in the private, for-profit sector, the non-profit sector, or the public sector. The purpose is to provide the youth participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from the activities performed by the youth. Work experiences may be subsidized or unsubsidized and may include the following elements:
  - (a) Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS);
  - (b) Exposure to various aspects of an industry;
  - (c) Progressively more complex tasks;
  - (d) Internships and job shadowing;
  - (e) The integration of basic academic skills into work activities;
  - (f) Supported work, work adjustment, and other transition activities;
  - (g) Entrepreneurship; and,
  - (h) Other elements designed to achieve the goals of work experience.

In most cases, on-the-job training is not an appropriate work experience activity for youth participants under age 18. Local program operators may choose, however, to use this service strategy for eligible youth when it is appropriate based on the needs identified by the objective assessment of an individual youth participant;

- (5) Occupational skill training, as appropriate;
- (6) Leadership development opportunities, which may include exposure to postsecondary educational opportunities; community and service learning projects; peer-centered activities, including peer mentoring and tutoring; organizational and team work training, including team leadership training; training in decision-making,

including determining priorities; citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources; employability; and positive social behaviors which are incorporated by many local programs as part of their menu of services which focus on areas that may include, but are not limited to, the following:

- (a) Positive attitudinal development;
  - (b) Self esteem building;
  - (c) Cultural diversity training; and,
  - (d) Work simulation activities.
- (7) Supportive services which may include linkages to community services; assistance with transportation costs; assistance with child care and dependent care costs; assistance with housing costs; referrals to medical services; and assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eye glasses and protective eye gear;
- (8) Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
- (9) All youth must receive some form of follow-up services for a minimum of 12 months after the completion of participation. Follow-up services may include: leadership development and supportive service activities; regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise; assistance in securing better paying jobs, career development and further education; work-related peer support groups; adult mentoring, and tracking the progress of youth in employment after training.
- (10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

Additional requirements may include:

- (a) Those youth meeting eligibility and enrollment requirements shall be provided information on the full array of applicable or appropriate services that are available through the local board or other eligible providers or One-Stop partners; and referral to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis.
- (b) Applicants not meeting enrollment requirements or who cannot be served shall be referred for further assessment, as necessary, and referred to appropriate programs to meet the basic skills and training needs of the applicant.

**Concurrent Enrollment.** See policy described elsewhere in this Manual.

**Individual Training Accounts** are not allowed for youth participants. However, individuals age 18 and above, who are eligible for training services under the adult and dislocated worker program, may receive Individual Training Accounts through that program.

**Summer Employment Opportunities.** Local boards are required to offer summer youth opportunities that provide direct linkages to academic and occupational learning as part of the menu of services required as described in Program Elements above as part of a comprehensive year-round program. The summer youth employment opportunities element is **not** intended to be a stand-alone program. Local programs should integrate a youth's participation in that element into a comprehensive year-round strategy for addressing the youth's employment and training needs. All youth must be provided with a minimum of twelve months of follow-up services. If, in the administration of the summer employment opportunities element of the local youth program, providers other than the grant recipient/fiscal agent (the chief elected official) are used to provide summer youth employment opportunities, these providers must be selected by awarding a grantor contract on a competitive basis, based on the recommendation of the youth council and on criteria contained in the State Plan.

**Performance Measures** for youth are described elsewhere in this Manual.

**APPLICABILITY:**

All providers of WIA youth programs.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>WIA Performance Measures</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004 REVISION DATE:</b>

**BACKGROUND:**

Performance measures address overall program outcomes and objectives to be achieved for the populations and the geographic area(s) to be served. The goals have an explanation of method used for determining the average.

**POLICY:**

Contractors will comply with the performance measures as detailed in the Scope of Services, and in accordance with the requirements outlined under contract between all contractors. The measures are negotiated with the state Office of Workforce Training and Development each program year.

The One-Stop Center Operator will be evaluated according to the achievement of these stated measures.

**APPLICABILITY:**

All providers of WIA programs. Fourth and fifth year performance measures are shown in the following pages. It is the responsibility of the provider to obtain future negotiated measures.

**INQUIRIES:**

WIA Manager 505-247-1750

**ADULT**

<b>Performance Indicator</b>	<b>4<sup>th</sup> Year</b>	<b>5<sup>th</sup> Year</b>	<b>Explanation of method used for determining the average</b>
Entered Employment	69%	70%	Determined based on the number of Adults who are not employed at registration: Number of Adults who have entered employment by the end of the first quarter after exit divided by number of Adults who exit during the Quarter.
Retention	77%	78%	Determined based on the number of Adults who are employed in the first quarter after exit: Number of Adults who are employed in the third quarter after exit divided by the Number of Adults who exit during the Quarter.
Earning Change (six months)	\$2,760	\$2,800	Determined based on the number of Adults who are employed in the first quarter after exit: Total Post Program Earning in Quarter Two plus Quarter Three after exit, minus the Pre Program Earnings in Quarter Two plus Quarter Three prior to registrations divided by the Number of Adults who exited during the Quarter.
Employment and Credentials	57%	58%	Determined based on those who received classroom training or basic skills training; Number of Adults who were employed in the First Quarter after exit and received credit for completing classroom training or basic skills training by the end of the Third Quarter after exit divided by the Number of Adults who exited during the Quarter.



**DISLOCATED WORKER**

<b>Performance Indicator</b>	<b>4<sup>th</sup> Year</b>	<b>5<sup>th</sup> Year</b>	<b>Explanation of method used for determining the average</b>
Entered Employment	71%	73%	Determined based on the number of Dislocated Workers who are employed in the first quarter after exit: Number is Dislocated Workers who have entered employment by the end of the first quarter after exit divided by Number of Dislocated Workers who exit during the Quarter.
Retention	89.5%	90%	Determined based on the number of Dislocated Workers who are employed in the first quarter after exit: Number of Dislocated Workers who are employed in the third quarter after exit divided by the Number of Dislocated Workers who exit during the Quarter.
Earning Replacement Rate	90%	93%	Determined based on the number of Dislocated Workers who are employed in the first quarter after exit: Total Post Earnings in Quarter Two plus Quarter Three after exit divided by the Pre-Dislocation Earnings in the Quarter Two plus Quarter Three prior to dislocation.
Employment and Credentials	55%	56%	Determined based on those who received classroom training or basic skills training: Number of Dislocated Workers who were employed in the First Quarter after exit and received credit for completing classroom training or basic skills training by the end of the Third Quarter after exit divided by the Number of Dislocated Workers who exited during the Quarter

**OLDER YOUTH AGES 18-21**

<b>Performance Indicator</b>	<b>4<sup>th</sup> Year</b>	<b>5<sup>th</sup> Year</b>	<b>Explanation of method used for determining the average</b>
Entered Employment	65%	66%	Determined based on the number of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit --- Number of Older Youth who have entered employment by the end of the first quarter after exit divided by number of Older Youth who exit during the Quarter.
Retention	74%	75%	Determined based on the number of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit --- Number of Older Youth who are employed in the third quarter after exit divided by the number of Older Youth who exit during the quarter.
Earning Change (six months)	\$2,300	\$2,240	Determined based on the number of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit --- Total post program earnings (earnings in Quarter Two plus Quarter Three after exit) minus pre-program earnings (earnings in Quarter Two plus Quarter Three prior to registration) divided by the number of Older Youth who exited during the quarter.
Credential	55%	56%	Determined based on the number of Older Youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of Older Youth who exit during the quarter of Adults who exited during the Quarter.

**YOUNGER YOUTH AGES 14-18**

<b>Performance Indicator</b>	<b>4<sup>th</sup> Year</b>	<b>5<sup>th</sup> Year</b>	<b>Explanation of method used for determining the average</b>
Diploma or Equivalent Attainment	56%	57%	Determined based on the number of those who register without a diploma or equivalent --- Number of Younger Youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of Younger Youth who exit during the quarter (except those still in secondary school at exit)
Skill Attainment	85%	86%	Determined based on the number of all in-school youth and any out-of-school Younger Youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills --- Total number of attained basic skills goals plus number of attained work readiness skills goals plus number of attained occupational skills goals divided by the total number of basic skills goals plus the number of work readiness skills goals plus the number of occupational skills goals set.
Retention	52%	54%	Determined based on the number of Younger Youth found in one of the following categories in the third quarter following exit: Post-secondary education, advanced training, employment, military service, qualified apprenticeships divided by the number of Younger Youth who exit during the quarter (except those still in secondary school at exit)
Participant Satisfaction	68%	70%	The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.
Employer Satisfaction	68%	70%	The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

## **SECTION II -- ADMINISTRATIVE**

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Disability-Related Non-Discrimination Policy for AE/FA</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004 REVISION DATE:</b>

**POLICY:**

The Workforce Connection of Central New Mexico (WCCNM) Workforce Investment Board as a recipient of Workforce Investment Act (WIA) funding does not discriminate based on disability under Section 188 of Workforce Investment Act (WIA) (29 CFR Part 37), Title I and II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as amended.

WCCNM complies with these laws and regulations and takes appropriate steps, including assuring fully integrated services, non-discriminatory service criteria, provision of reasonable accommodations and effective communication, and effective service outreach to persons with disabilities, to ensure that it is providing universal access for people with disabilities to its WIA Title I-financially assisted programs and activities.

WCCNM does not deny a qualified individual with a disability the opportunity to fully participate as a member of the WCCNM Board, including the participation in planning or advisory committees/boards; or otherwise limit enjoyment of any right, privilege, advantage, or opportunity enjoyed by WCCNM board members without disabilities.

**APPLICABILITY:**

Staff and Board

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Service Provider Assurance as a Subrecipient</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WCCNM monitors selected service providers' activities, and the activities of all the entities that receive WIA Title I financial assistance from the WCCNM, to make sure that its subrecipients are not violating their nondiscrimination and equal opportunity obligations [29 CFR 37.25(b); see also 37.7(e)].

**POLICY:**

In accordance with the Disability-Related Non-Discrimination Policy, WCCNM does not use criteria that subject qualified persons with disabilities to discrimination. As for contracted service providers, WCCNM will monitor and investigate the service providers' activities, and the activities of all the entities that receive WIA Title I financial assistance from the WCCNM, to make sure that its sub recipients are not violating their nondiscrimination and equal opportunity obligations [29 CFR 37.25(b); see also 37.7(e)].

- a. Service providers shall comply with the WCCNM's non-discriminatory notice. The WCCNM's non-discriminatory notice will be available to all qualified individuals with disabilities who are applicants, registrants or participants who are considered for the aid, benefits, services, training, or employment. The service provider contractors must:
  - i. Post the non-discriminatory notice prominently in reasonable places where it will be available to qualified individuals with disabilities who are applicants, registrants, or participants.
  - ii. Disseminate in internal communications about the non-discriminatory notice.
  - iii. Explain and give to qualified individuals with disabilities the non-discriminatory notice with grievance procedures during orientation where it can be read and signed by the customer.
  - iv. Include the non-discriminatory notice in internal and external handbooks and manuals.
  - v. Make the non-discriminatory notice available to each qualified individual with disabilities and make it part of each customer's file.

- vi. Make the non-discriminatory notice available in alternative formats, for example, audio tape, Braille, large print, etc. for people with disabilities who have effective communication access needs.
- b. Contracting service providers shall have a general nondiscriminatory policy in services and employment similar to that of the WCCNM.
- c. To assure that no disability related discrimination occurs through contract, WCCNM requires all contracting service providers to have the following non-discrimination practices, policies, and procedures in place at the time of contract. Contracting service providers shall have and shall adhere to disability related service policies and practices that will:
  - i. Anticipate the universal access needs of people with various disabilities and will provide program access of its aids, services, benefits, and training in the most integrated setting, including providing full architectural access in all of its present or future facilities.
  - ii. Not provide different, segregated, or separate opportunity to individuals with disabilities or any class of individuals with disabilities, unless such action is absolutely necessary to provide qualified individuals with disabilities with an opportunity that is as effective as that provided to others.
  - iii. Not deny a qualified individual with a disability the opportunity to participate in WIA Title I financially assisted programs or activities despite the existence of permissibly separate or different programs or activities.
  - iv. Not impose or apply eligibility criteria that screen out or tend to screen out an individual with a disability or any class of individuals with disabilities from fully and equally enjoying any aid, benefit, service, training, program, or activity unless such criteria can be shown to be necessary for the provision of the aid, benefit, service, training, program or activity being offered.
- d. Service Providers contracting with WCCNM shall have in place and shall adhere to the following practices concerning:
  - i. The requirements regarding the inquiry of the presence of disability with applicants, registrants, or participants.
    - 1. Confidentiality of the information obtained must be assured.

2. Inquiries will only be made for the following purposes:
  - a. Reporting nondiscriminatory compliance to the USDOL Civil Rights Center and the WCCNM.
  - b. Enacting the reasonable accommodation process for qualified individuals with disabilities who are applicants, registrants, participants.
- ii. The provision of Reasonable Accommodations<sup>1</sup> for qualified individuals with disabilities must be made to create equal opportunity of participation, unless providing the accommodation would cause undue hardship.
  1. Reasonable accommodations must be made for qualified applicants, registrants, participants to ensure the opportunity of equal participation of aids, benefits, training, and services.
  2. Reasonable accommodations must be made for qualified service provider employees or applicants for employment, to assure equal employment opportunity.
  3. Reasonable accommodation policies and procedures must contain a reasonable and efficient process from the initial request to provision of the reasonable accommodation.
  4. The policy may contain a provision where, if needed for the provision of reasonable accommodation, the requirement of requesting proof of a Section 188 disability from the applicants, registrants, participants, or employees or employee applicants.
- iii. The requirement of making reasonable modifications for qualified individuals with disabilities who are applicants, registrants, participants, in existing policies, practices, or procedures when the modifications are necessary to avoid discrimination;

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<sup>1</sup> The term “reasonable accommodation” means modifications or adjustments to an application/registration or employment process that enables a qualified individual with a disability to be considered for the aid, benefits, services, training, or employment; modifications or adjustments that enable a qualified individual with a disability to receive aid, benefits, services, or training or employment opportunities equal to that provided to non-disabled individuals or to perform the essential functions of a job; or modifications or adjustments that enable a qualified individual with a disability to enjoy the same benefits and privileges as are enjoyed by other similarly situated individuals without disabilities.



1. Unless making modifications would fundamentally alter the nature of the service, program, or activity. The service provider must consider and make any other modification that would not result in a fundamental alteration that would create maximum access for the person with a disability to the services and programs.
  2. This includes the periodic examination of existing policies and practices that are formally written as well as the “unwritten” operational practices for intentional and unintentional discriminatory effects of customers with various disabilities.
- iv. Effective communication with beneficiaries, registrants, applicants, participants, and members of the public who are individuals with disabilities is as effective as with those without disabilities.
1. The policy should include the procedures for furnishing appropriate auxiliary aids and services where necessary unless it would result in a fundamental alteration in the nature of a service, program, or activity. The service provider must consider and take any other actions that would not result in a fundamental alteration that would create maximum access for the person with a disability to the services and programs.
  2. The method or device desired by the individuals with disabilities who are applicants, registrants or participants and members of the public who are individuals with disabilities should be given primary consideration. The service provider can choose the final means of auxiliary aids and services as long as it results in effective communication.
  3. Auxiliary aids and services can include (not exclusive list) the provision of qualified interpreters, assistive listening headsets, closed and open captioning on videos, telecommunications devices for deaf persons (TDDs and TTYs), computers that allow voice input and output, readers, taped texts, Brailled materials, videotext displays, and transcription services.
- v. The inclusion of outreach to potential customers with disabilities should be in the existing Marketing and Outreach policies and procedures. Practices should include:
1. Mentioning of serving people with disabilities in general marketing and recruiting materials.

2. Information that the service provider is an equal opportunity employer, which includes hiring people with disabilities.
  3. Positive images of people with disabilities.
  4. Outreach to community and government service agencies that serve and/or advocate for/with people with disabilities.
- vi. The practice of assuring initial and ongoing disability civil rights related training to all staff.
  - vii. A component of the service provider's Emergency Evaluation Policies that include procedures that addresses the needs of people with disabilities including mechanisms of alert for people who are deaf or hard of hearing and for people with mobility impairments.
  - viii. Undue Financial and administrative burden claims (in complying with Section 188 of Workforce Investment Act (WIA) (29 CFR Part 37), Title I and II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as amended) should have the following procedures (per federal regulations):
    1. Direct service staff cannot decide that an action, which would allow program access by a person with a disability, is unfeasible. The decision must be made by a member of senior management and the service provider contractor must determine the appropriate official to make such decisions (the Center Director, Chair of the Local Workforce Investment Board, state oversight officials, etc.) and must communicate this determination to all staff.
    2. The determination that undue financial burden would result must be based on all resources available for use in the operation of the contractor keeping in mind that it is likely that in making this determination, arbitrators and courts may consider the resources of the state's entire workforce development system, not just the funding available to an individual Contractor.
    3. If it is determined that an action would result in undue hardship, this decision must be given in writing to the individual or individuals who requested the accommodation. This statement must include the reasons that the accommodation would result in an undue hardship.

4. The service provider must consider and take any other actions that would not result in undue hardship, but which would allow maximum access for the person with a disability to the services and programs of the contractor.

**APPLICABILITY:**

Service providers contracting with WCCNM to provide WIA services.

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Policy on Reasonable Accommodation</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The term “reasonable accommodation” means modifications or adjustments to an application/registration or employment process that enables a qualified individual with a disability to be considered for the aid, benefits, services, training, or employment; modifications or adjustments that enable a qualified individual with a disability to receive aid, benefits, services, or training or employment opportunities equal to that provided to non-disabled individuals or to perform the essential functions of a job; or modifications or adjustments that enable a qualified individual with a disability to enjoy the same benefits and privileges as are enjoyed by other similarly situated individuals without disabilities.

**POLICY:**

The provision of Reasonable Accommodations for qualified individuals with disabilities shall be made to create equal opportunity of participation, unless providing the accommodation would cause undue hardship. Reasonable accommodations shall be made for:

- qualified applicants, registrants, participants to ensure the opportunity of equal participation of aids, benefits, training, and services.
- service provider employees or applicants for employment, to assure equal employment opportunity.

Reasonable accommodation policies and procedures at the service provider level shall contain a reasonable and efficient process from the initial request to provision of the reasonable accommodation. The policy may contain a provision where, if needed for the provision of reasonable accommodation, the requirement of requesting proof of a Section 188 disability from the applicants, registrants, participants, or employees or employee applicants.

The service provider shall consider and make any other modification that would not result in a fundamental alteration that would create maximum access for the person with a disability to the services and programs, including the periodic examination of existing policies and practices that are formally written as well as the “unwritten” operational practices for intentional and unintentional discriminatory effects of customers with various disabilities.

**APPLICABILITY:**

WCCNM staff and service providers contracting with WCCNM to provide WIA services.

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Policy on Undue Financial and Administrative Burden</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

There may be an instance(s) in which staff decide that an action, which would allow program access by a person with a disability, is unfeasible. The decision must be made by a member of senior management and the service provider contractor must determine the appropriate official to make such decisions (the Center Director, Chair of WCCNM) and must communicate this determination to all staff.

**POLICY:**

If an Undue Financial or Administrative Burden claim (in complying with Section 188 of Workforce Investment Act (WIA) (29 CFR Part 37), Title I and II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as amended) is initiated, it shall contain the following per federal regulations:

- the determination shall indicate that undue financial or administrative burden would result must be based on resources available for use in the operation of the contractor keeping in mind that it is likely that in making this determination, arbitrators and courts may consider the resources of the state’s entire workforce development system, not just the funding available to an individual service provider.
- the determination must be given in writing to the individual or individuals who requested the accommodation and include the reasons that the accommodation would result in an undue hardship.
- WCCNM or the service provider must consider and take any other actions that would not result in undue hardship, but which would allow maximum access for the person with a disability to the services and programs of the contractor.

**APPLICABILITY:**

WCCNM staff and service providers contracting with WCCNM to provide WIA services.

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>WIA Participant Notification of Civil Rights and Complaint/Grievance</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

No one enrolled in the Workforce Investment Act (WIA) program will be discriminated against because of race, color, religion, gender or sexual preference, national origin, age, handicap (disability,) political affiliation or belief; reprisal for filing a grievance, testifying or agreeing to testify in any investigation or proceeding related to the WIA; or denying benefits to any individual to which that individual is entitled.

**POLICY:**

WIA participants shall be informed of their CIVIL RIGHTS and COMPLAINT AND GRIEVANCE PROCEDURES (Attached) as prescribed by Federal law, and provided the following information:

No one enrolled in the Workforce Investment Act (WIA) program will be discriminated against because of race, color, religion, gender or sexual preference, national origin, age, handicap (disability,) political affiliation or belief; reprisal for filing a grievance, testifying or agreeing to testify in any investigation or proceeding related to the WIA; or denying benefits to any individual to which that individual is entitled. This means:

- that no benefits or services may be denied you for *any* of the above reasons;
- that you may not be segregated or treated any differently from other participants while you are being registered, interviewed, counseled, or tested; or while you are working or attending classes as part of the project; and,
- that you must be provided an equal opportunity to use all facilities available on the project.

If you feel you have been discriminated against for any of the above reasons or denied equal opportunity, you should seek resolution by talking to your local worksite supervisor and/or the WIA Service Provider staff. If you feel the matter has not been resolved, you may write to the Equal Opportunity Officer, Adrienne Smith, WIA Administrator, Workforce

Connection of Central New Mexico, 317 Commercial NE, Albuquerque, NM 87102 or request a copy of the Service Provider's Equal Opportunity (EO) Complaint and Grievance Procedures.

The Age Discrimination Act of 1975, the American with Disabilities Act of 1990, the Rehabilitation Act of 1973, the Civil Rights Act of 1964, and certain amendments to Education Acts (Carl Perkins, Adult, Higher Education, etc.), all as amended, guarantee you the right to make a complaint. You cannot in any way be penalized for talking to your employer, writing to the Equal Opportunity Officer, or filing a written complaint/grievance per available procedures. Pursuant to Federal law, the filing of a formal written Equal Opportunity (EO) or Handicap (Disability) discrimination complaint must be made within 180 days of the alleged occurrence, with the exception of complaints alleging fraud or criminal activity. All complaints will be handled CONFIDENTIALLY.

**APPLICABILITY:**

Service providers contracting with WCCNM to provide WIA services.

**INQUIRIES:**

WIA Manager 505-247-1750



**WIA Participant Notification of Civil Rights  
and  
Complaint/ Grievance Resolution Procedures**

The following will inform you of your Civil Rights and Complaint and Grievance Procedures as prescribed by FEDERAL LAW:

In accordance with applicable Federal law and regulations, no one enrolled in the Workforce Investment Act (WIA) shall be discriminated against because of race, color, religion, sex or sexual preference, national origin, age, handicap (disability), political affiliation or belief, reprisal for filing a grievance, testifying or agreeing to testify in any investigation or proceeding related to the WIA; or denying benefits to any individual to which that individual is entitled.

This means:

- that no benefits or services may be denied you for any of the above reasons:
- that you may not be segregated or treated any differently from other participants while you are being registered, interviewed, counseled, or tested; or while you are working or attending classes as part of the project; and
- that you must be provided an equal opportunity to use all facilities available on the project.

If you feel you have been discriminated against for any of the above reasons or denied Equal Opportunity, you should seek resolution by talking to your local worksite supervisor and/or the WIA, One-Stop Career Center staff. If you feel the matter has not been resolved, you may write to the Equal Opportunity Officer, Workforce Connection of Central New Mexico, C/O Adrienne Smith, 317 Commercial NE, Suite 104, Albuquerque, N.M. 87102 or request a copy of the Service Provider's Equal Opportunity (EO) Complaint and Non-EO, Non-Criminal Grievance Procedures.

The Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, the Civil Rights Act of 1964, and certain amendments to Education Acts (Carl Perkins, Adult, Higher Education, etc.) all as amended, guarantee you the right to make a complaint. You cannot in any way be penalized for talking to your employer, writing to the Equal Opportunity Officer, or filing a written complaint/grievance per available procedures. Pursuant to Federal Law the filing of a formal written Equal Opportunity (EO) or Handicap (Disability) Discrimination complaint must be made within 180 days of the alleged occurrence, with the exception of complaints alleging fraud or criminal activity. All complaints will be handled CONFIDENTIALLY.

I, \_\_\_\_\_, a WIA participant, have received orientation on my Civil Rights and the Participant's Complaint and Grievance Procedure.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Policy on Open Meetings WFCP-04-04</b>
<b>EFFECTIVE DATE: September 8, 2003</b>	<b>DATE OF ISSUE: September 8, 2003 REVISION DATE:</b>

**BACKGROUND:**

Section 10-15-1 B NMSA 1978, of the Open Meetings Act states that, except as otherwise provided in the Constitution of New Mexico or the provisions of the Open Meetings Act, all meetings of a quorum of members of any board, commission or other policy-making body of any state agency, any agency or authority of any county, municipality, district or any political subdivision held for the purpose of formulating public policy, discussion public business or for the purpose of taking any action within the authority of or the delegated authority of such body, are declared to be public meetings;

**POLICY:**

- Regular meetings of the WCCNM Board shall be held based on a schedule to be determined by its members at the beginning of the program year, on a date/ time and at a location to be publicized on the meeting notice.
- Regular meetings of the WCCNM Executive Board shall be held based on a schedule to be determined by its members at the beginning of the program year, on a date/ time and at a location to be publicized on the meeting notice.
- Regular meetings of the Youth Council shall be held based on a schedule to be determined by its members at the beginning of the program year, on a date/ time and at a location to be publicized on the meeting notice.

A proposed agenda will be available no later than 12:00 pm five (5) days prior to regular monthly meetings at the WCCNM office. For regular monthly meetings, one publication in the Albuquerque Journal and one publication in the Albuquerque Tribune shall be given within five (5) days of the adoption of this Policy and this Policy shall be available to the public. Notice of any other regular meetings shall be given five (5) days in advance of the meeting date.

Special meetings may be called by the Chairman or a majority of the members upon three (3) days notice. Emergency meetings will be called only under circumstances which demand immediate action to protect the health, safety and property of citizen. Emergency meetings may be called by the Chairman or a majority of the members upon twenty-four (24) hours notice, unless threat of personal injury or property damage requires less notice.

Notice requirements shall also be met by posting notices in the offices of the WCCNM and in at least three (3) public buildings or public message boards located within the WCCNM boundaries. The WCCNM secretary shall also mail copies of the written notice to those broadcast stations licensed by the Federal Communications Commission and

newspapers of general circulation which have made a written request for notice of public meetings.

For the purposes of special meetings and emergency meetings described above, notice requirements shall be met by posting notices in the offices of WCCNM and in at least three (3) public buildings or public message boards located within the WCCNM's boundaries. The WCCNM secretary shall also provide facsimile notice to those broadcast stations licensed by the Federal Communications Commission and newspapers of general circulation that have made a written request for notice of public meetings.

The WCCNM Board may close a meeting to the public only if the subject matter of such discussion or action is exempted from the open meetings requirement under Section 10-15-1 H of the Open Meetings Act.

If any meeting is closed during an open meeting, such closure shall be approved by a majority vote of a quorum of the WCCNM Board taken during the open meeting. The authority for the closure and the subjects to be discussed shall be stated in the motion for closure and the vote on closure of each individual board member shall be recorded in the minutes. Only those subjects specified in the motion may be discussed in a closed meeting. If the decision to hold a closed meeting is made when WCCNM is not in an open meeting, the closed meeting shall not be held until public notice, appropriate under the circumstances and stating the specific provision of law authorizing the closed meeting and the subjects to be discussed, is given to the Board members and to the general public; and

Except as provided in Section 10-15-1 I, any final action taken as a result of discussions in a closed meeting shall be made by vote of the WCCNM Board in an open meeting.

**APPLICABILITY:**

Applies to WCCNM staff regarding all formal meetings.

**INQUIRIES:**

WIA Administrator 505-247-1750

## **SECTION III – MONITORING AND OVERSIGHT**

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Code of Conduct Policy WFCP-05-03</b>
<b>EFFECTIVE DATE: September 8, 2003</b>	<b>DATE OF ISSUE: September 8, 2003</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Workforce Connection of Central New Mexico (WCCNM) must assure and certify that in administering programs under federal and state law, it will fully comply with the Workforce Investment Act of 1998, the Wagner-Peyser Act of 1933, all regulations promulgated there under, and all other applicable laws or regulations. The federal and state regulations, specifically in the areas of financial management and procurement, set forth high standards to be met as detailed in SIN 39-00 “WIA Procurement Activities Guidelines” and Issuance 11.2.10 “Financial Management Guide” in the use of WIA funds.

**POLICY:**

**A. Prevention of Fraud and Abuse.** Fraud, under this policy, refers to the intentional misrepresentation or distortion of factual data or other information in order to obtain an illicit benefit and/or to attempt to conceal such illegal activity. Abuse, under this policy, refers to the intentional misuse of program funds and services.

- 1) The WCCNM, its agents and contractors shall establish, maintain, and use internal management procedures for activities funded in whole or in part under the WIA program.
- 2) In addition to the requirements imposed elsewhere in this policy, the WCCNM, its agents and contractors shall insure that sufficient, auditable and otherwise adequate records be maintained to support the expenditures of all funds received through the WIA program. Such records shall be sufficient to allow the United States Department of Labor (USDOL), the New Mexico Department of Labor (also known as the State Administrative Entity or SAE) and WCCNM, its agents to audit and monitor the WCCNM, its agents and contractors, and shall include the maintenance of financial and participant data systems in accordance with WIA and applicable federal, state and WCCNM regulations attendant to procurement, audit record keeping, reporting and related requirements.
- 3) The WCCNM, its agents and contractors shall establish and conduct its own monitoring and control systems sufficient to insure compliance with the Act, applicable federal, state and WCCNM laws, regulations, policies and procedures pertaining to financial and participant records management, procurement and reporting requirements.

- 4) The USDOL, SAE or WCCNM will periodically monitor the WCCNM, its agents and contractors activities. Monitoring activities may include management (data) and on-site reviews of all program activities. The USDOL, SAE or WCCNM reserves the right to request and review all pertinent records/data, observe program activities, interview WCCNM board members, its agents and contractors staff, program participants, review training and worksites, and conduct related monitoring functions to ensure compliance with all subgrant provisions and program requirements.
- 5) The WCCNM, its agents and contractors shall notify the SAE and the WCCNM in writing of any suspected fraud, abuse, and/or misapplication of WIA funds upon discovery of such.

**B. Conflict of Interest.** For the purpose of this subsection, a Conflict of Interest refers to the act of an individual person (employed or funded through WIA funds or serving on a WIA board) exercising personal pecuniary interest into decisions relating to policy, agreements, contracts, or subgrants in which that individual, a business associate, family member or other personal acquaintance will financially benefit or which has the appearance or perception of a conflict of interest.

- 1) The WCCNM, its agents and contractors shall assure that organizational conflict of interest and/or the appearance of a conflict of interest shall not occur in awarding financial assistance and in the conduct of any procurement activities under this agreement.
- 2) Employees of the WCCNM, its agents and contractors, members of the entity's governing board or body, or any person exercising any function or responsibility in the review or approval of the implementation or carrying out of this WIA program, shall not participate in any decision relating to the action which affects their personal pecuniary interest, or the a pecuniary interest of a business associate or other personal acquaintance.
- 3) The WCCNM, its agents and contractors shall assure that funds received under the WIA program shall not be used for hiring/paying any nongovernmental individual, institution or organization to conduct an evaluation of any program under the program if such individual, institution, or organization is associated with that program as a consultant or technical advisor.
- 4) The WCCNM, its agents and contractors agree that they or its employees or officers has a financial interest and shall not acquire any interest, direct or indirect, that might conflict in any manner or degree with the performance of any activities/functions required under the WIA program. The WCCNM, its agents and contractors also agree that in such performance under the WIA program, no person having such interest shall be employed. The WCCNM, its agents and contractors shall establish safeguards to prevent its officers, staff members, subcontractors, or employees from using their positions for purposes that appear to be motivated by desire for private gain for themselves or others, particularly

those with whom they have family, business or other ties. The WCCNM, its agents and contractors shall assure its entire staff and other subcontractors comply with this section as a condition of being a WIA official or contractor.

- 5) Officers and Chairpersons of Committees. For purposes of this policy all officers and chairpersons of committees shall not have any contractual relationship with the WCCNM. The WCCNM shall not enter into any procurement contract for services, construction or items of personal tangible property with a Board member or with a business in which the Board member has an interest unless the Board member has disclosed their interest and unless the contract is awarded in accordance with the competitive bidding or proposal provisions of the Procurement Code and WCCNM policy.
- 6) Should a conflict of interest or potential conflict of interest arise, the WCCNM Board member, staff or other individual shall notify the WCCNM Board at its next regular board meeting. The board shall adopt a written procedure to deal with such matters.

**C. Nepotism.** For purposes of this policy, Nepotism refers to the bestowing of special favors or showing of favoritism to a relative (wife, father, husband, mother, son, daughter, grandparent, brother, sister, aunt, uncle, niece, nephew, step child and in-law) by providing benefits or giving an appointive position on the basis of such relationship. The WCCNM, its agents and contractors assures that it will adhere to applicable funding authority rules or policies prohibiting nepotism or appearance of nepotism in the awarding of WIA funds, and in its sub-granting or contracting practices.

**D. Child Labor.** The WCCNM, its agents and contractors shall comply with applicable federal, state and local Child Labor laws.

**E. Bribes, Gratuities, and Kickbacks.** Officials, employees, or agents of the WCCNM and contractors are prohibited from soliciting or accepting gratuities, favors, or anything of monetary value from any actual or potential recipient or supplier. The state Procurement Code, Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and misdemeanor criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kick-backs.

**F. Political Activity.** The conduct of an activity for any political reason while an individual is employed by or is participating in WIA program, and the selection or reward for political service or patronage that is partisan or nonpartisan in nature is prohibited by this policy. The WCCNM, its agents and contractors shall comply with all prohibitions on political activity as specified under 5 USC 15 (referred to as the Hatch Act), and any applicable SAE and WCCNM policies.

- 1) The practice of selecting or advancing employees as a reward for political service or patronage, or advancing/selecting in employment based on a person's political affiliation or beliefs is discriminatory and is prohibited. This prohibition also applies to the selection and referral of WIA applicants and participants for

employment and training activities or services. This prohibition is extended but not limited to the following situations:

- a) Participant or employee participation in partisan or nonpartisan political activities during work hours;
  - b) Participant or employee participation in partisan or nonpartisan political activities in which such participant or employee represents himself/herself as a spokesperson for a WIA program;
  - c) Employing or outstationing participants in offices of political officials including the offices of Congresspersons, state legislators, legislative committees or staffs for the purpose of conducting political activities including campaigning on behalf of such officials; and
  - d) Employing or outstationing participant(s) in the offices of any elected executive officers, chief elected officers, or officers of a state or unit of general local government, for the purpose of conducting political activities including campaigning on behalf of such officials.
- 2) Officers, board members or personnel employed in the administration of a WIA funded program shall not engage, in any manner, in the conduct of any political activities prohibited under the Hatch Act, nor shall WIA funds be used for such purposes.
  - 3) Funds provided under the WIA shall not be used to attempt to influence in any manner, a member of Congress to favor or oppose any legislation or appropriation by Congress, or for lobbying with a state or local legislature. The WCCNM, its agents and contractors must provide to the NMDOL SAE, or applicable funding authority, a USDOL Lobbying Disclosure Certification.

**G. Unionization/Anti-Unionization Activities.** The WCCNM, its agents and contractors is prohibited from any promotion of, or involvement in, unionization or anti-unionization activities. Specifically:

- 1) Funds administered under the WIA program may not be used in any way to either promote or oppose unionization;
- 2) Individuals will not be required to join/become members of a union as a condition for enrollment in a program funded under the WIA program; and
- 3) Participants may not be placed or remain working in any position affected in labor disputes involving a work stoppage.

**H. Criminal Provision.** This provision pertains to the theft, embezzlement from WIA funds, improper inducement and obstruction of investigations. The WCCNM, its agents and contractors shall be aware of and held accountable for complying with the criminal



provisions of Section 665 of Title 18 USC as amended, and any applicable state statutes.

**PROCEDURE (added November 2004):**

In accordance with Section B.6., should a conflict of interest or potential conflict of interest arise, the WCCNM Board member, staff or other individual shall notify the WCCNM Board at its next regular board meeting. The procedure to deal with a conflict of interest or potential conflict of interest, should one arise, shall be as follows:

- A. Each new and existing WCCNM board member completes a Conflict of Interest questionnaire and returns that to staff.
- B. In the event of a conflict or perceived conflict, the WCCNM Board member, staff or other individual shall notify the WCCNM Board at its next regular board meeting;
- C. the Executive Committee shall serve as the Conflict of Interest committee and may further:
  - 1) instruct a member not to vote on a matter if there is a perceived conflict of interest
  - 2) develop a written admonishment to a member in the case of a conflict of interest and/or
  - 3) recommend to the full Board removal of a member in the event of a conflict of interest.
- D. If the Executive Committee, acting as the Conflict of Interest Committee, determines from a questionnaire that a conflict exists, the Executive Committee shall inform the Board member who shall then comply with this procedure.
- E. A WCCNM Board member or other individual may also resign on his own accord before any notice or action is taken by Executive Committee.

**APPLICABILITY:**

WCCNM Board, officers and staff.

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Committee Service</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Work and accomplishments of the Board are initiated at the Committee level. Because of this, it is important that all Board members be involved with Committee meetings and dedicated to their charge as a member. It is at the committee meetings that ideas and policies originate.

**PROCEDURE:**

1. Members choose the Committee of their choice, if a decision is not made, the WCCNM Chair will appoint said member to a Committee.
2. WCCNM Chair appoints Committee Chairs.
3. Members regularly attend meetings as scheduled by the Committee Chair.
4. Members are engaged and involved in meetings to include: planning, development, and implementation of improvements and/or changes for the WCCNM and the Central Area.
5. Members make time to develop recommendations for Executive committee, Full Board, Youth Council or CEO consideration.
6. Members can charge the Administrative/Fiscal Entity with development of recommended policies for consideration.

**APPLICABILITY:**

Board Members

**INQUIRIES:**

WIA Administrator 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Treasurer's Policy WFCP-14-04</b>
<b>EFFECTIVE DATE: August 16, 2004</b>	<b>DATE OF ISSUE: August 16, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WCCNM's full Board and Executive Committee meet periodically to establish and set forth program and fiscal policy. The AE/FA is required to implement and enforce fiscal policies.

On an annual basis the AE/FA prepares a budget recommendation to WCCNM based on the allotments received from the State. Upon approval of that budget, the AE/FA formally notifies the service providers of their authorized budget for the upcoming year. Subsequent to the WCCNM approving a program year budget, the AE/FA reconciles the prior year books as of June 30th. Upon completing the reconciliation the AE/FA will prepare an amendment to the annual budget incorporating the prior year unexpended balance that will be available for expenditure in the new funding year. During the year, many budget adjustments—large and small—are made based on the rate of expenditures by the providers.

**POLICY:**

In order to allow for immediate adjustments and provide for continuity of service, the AE/FA is authorized to increase/decrease a budgeted line item up to twenty-five (25%), within a funding stream, with approval of the WCCNM Treasurer. This action allows the AE/FA to administer the program on an on-going basis and respond to changes in the employer and/or client base and the resulting services that must be provided.

All internal budget adjustments will be reflected on the next regularly scheduled monthly expenditure report presented to the Executive Committee and full Board.

**APPLICABILITY:**

Administrative Entity, WCCNM Treasurer and staff.

**INQUIRIES:**

Fiscal Officer 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Priority of Service</b>
<b>EFFECTIVE DATE: July 15, 2004</b>	<b>DATE OF ISSUE: July 15, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Section 663.600(b) of the WIA regulations states that, “Since funding is generally limited, State and local Areas must establish criteria by which local areas can determine the availability of funds and the process by which priority will be applied.” This Priority of Service Policy transmits guidance for enrolling participants.

**POLICY:**

Case Managers shall use 100% of LLSIL table to enroll participants. Once 80 percent of local funds for participants are obligated, the funds are determined to be “limited” and this Priority of Service policy takes effect. Once Title I funds to serve adults are limited and the Priority of Service policy takes effect, Case Managers shall use 70% of LLSIL table to enroll customers. Further,

- When funds are limited and the Priority of Service policy takes effect, services must be prioritized for recipients of public assistance and other low-income adults as set forth in Section 101(25) of the Workforce Investment Act.
- In accordance with State policy, any One-Stop receiving Wagner-Peyser funds will provide veterans with priority employment and training services in accordance with US Code Title 38, Chapters 41, 42 and 20 CFR 1001.120(a)(b). Disabled veterans and Vietnam veterans will receive preference over non-Veterans in the provision of employment and training services.
- There are no other special population priorities established for WCCNM under this priority of service policy.
- WIA intensive and training services are to be provided to people residing in the four-county service area.

Notwithstanding the paragraph above, core services must be universally available to all adults and dislocated workers, regardless of where they live.

**APPLICABILITY:**

All WCCNM contracted service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Monitoring and Data Integrity</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The Workforce Investment Act requires the monitoring and review of recipients and sub-recipients of all grants awarded and funds expended under WIA Title I to determine compliance with the Act and the WIA regulations. Monitoring will support Section 107 and the administrative requirements of 29 CFR, Part 95 and 97.

**POLICY:**

Service providers shall maintain the integrity of the data entered in the state's automated client data system by following each of the requirements for the use of the electronic data management system to generate current and accurate customer information.

The WCCNM Administrative Entity program administrators will ensure that the WIA program complies with federal regulations by:

- Developing a Workforce Investment Act, Title 1 Monitoring Tool
- Providing on-site monitoring of One-Stop Centers, Eligible Training Provider and Youth Services on an annual basis
- Ensuring that identified findings are reported to the contractors so that appropriate corrective action may be taken to secure compliance
- Depending on the severity of the findings, providing a 60-day resolution to address findings and receive corrective measures from providers. An extension request for corrective action may be granted and is limited to one month in duration.
- Should the WCCNM agree with resolution, staff will notify the provider in writing.
- If the WCCNM Administrative Entity disagrees with the handling of the situation the matter is handled under the processes identified in section 667.510 of WIA

Findings that result in disallowed costs will require the initiation of an audit resolution to begin debt collection and appeal procedures consistent with the Single Audit Act of 1996 and OMB Circular A-133 and the Grant Officer provisions of Sub-section 667.510.

**PROCEDURE**

Providers shall monitor data on a regular basis. A random sample of all client data shall be performed on a monthly basis. Providers shall perform a monthly monitoring on all One-Stop Center client files, and will conduct a 100% file review annually.

WCCNM Board staff will conduct monitoring at regular intervals, notifying the provider at least two weeks in advance of monitoring visits. WCCNM monitor and review:

- Meeting of Performance Measures
- Compliance with Non-discrimination and Equal Opportunity Section 188 requirements described earlier in this manual
- WIA Activities of providers, including review of participant files and including eligibility, file content, service delivery, individualized plans for employment determination and fiscal issues associated with services

WCCNM is responsible for developing the monitoring tool, which shall be provided to the service providers in advance of the review and may be revised by WCCNM as needed.

**APPLICABILITY:**

All WCCNM contracted service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Corrective Action</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The corrective action and technical assistance plan gives WCCNM service providers the opportunity to identify and request technical assistance needed to improve performance. Section 666.420 of the Workforce Investment Act requires sanctions for poor performance.

**POLICY:**

WCCNM service providers shall submit corrective action plans to the WCCNM Administrative Entity within 20 days following the receipt of their annual performance outcomes. The corrective action plan shall address performance measures that fall below 80% of the negotiated level.

Until and unless changed by Federal, state or local rule, the following apply to each performance measure:

- 1) Exceed Performance is a performance result that is 101% or higher of a negotiated performance level
- 2) Meets Performance is a performance result between 80% and 100% of a negotiated performance level
- 3) Fails Performance is a performance result that is less than 80% of a negotiated performance level.

It is the responsibility of the service providers to Federal and state changes to measures.

Following receipt of a service provider’s corrective action plan, WCCNM will submit that plan to the State Administrative Entity within 10 days. Performance measures are described earlier in this Manual.

**PROCEDURE:**

If a service provider fails to meet one or more negotiated performance levels in a single program year beginning with PY 2004 (July 1, 2004 through June 30, 2005), WCCNM is not eligible to receive incentive funds in those categories for which the outcome was not met. Corrective action plan is required.

If WCCNM fails to meet one or more measures in the same category for two consecutive program years, beginning with PY 2004, WCCNM is precluded from receiving incentive

funds for each category for the two program years in which the performance outcomes were not met. Corrective action plan is required.

WCCNM's corrective action and technical assistance plan shall include, at a minimum, the following:

- a. a list of the performance measure(s) for which WCCNM failed to achieve at least 80 percent and the actual percentage achieved for each
- b. a detailed explanation and analysis of why WCCNM failed to achieve the minimum 80 percent level
- c. a description of the corrective action to be taken and the timeline for such actions to ensure that the minimum 80 percent performance will be achieved in subsequent program years
- d. identification and request of technical assistance needed to ensure successful performance, to include the source and type of assistance
- e. a monitoring plan and timelines

WCCNM's corrective action and technical assistance plan for Year Two shall include all of the above as well as an analysis of why the corrective action and technical assistance plan for Year One was unsuccessful.

WCCNM may apply to the State Administrative Entity for technical assistance funds for failure to meet performance measures but such funds may *not* be provided for administrative costs, staff salaries or benefits, out-of-state travel, meals or refreshments, capital equipment purchases, including computers or other equipment.

**APPLICABILITY:**

Adult, Dislocated Worker and Youth Providers.

**INQUIRIES:**

WIA Manager 505-247-1750



## SECTION IV – OPERATIONAL

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Service Provider Training</b>
<b>EFFECTIVE DATE: July 1, 2004</b>	<b>DATE OF ISSUE: July 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The WIA Administrative Entity/Fiscal Agent is charged with directing and controlling the programmatic affairs of the WIA program in the Central Area. Training may be needed to conduct the WIA program successfully and effectively. Training is available from the state Office of Workforce Training and Development (OWTD) and the A/E staff at the Local Level, when OWTD is not available.

**POLICY:**

When training is needed, the Youth and/or Adult provider will request the training through the Administrative Entity/Fiscal Agent in the Central Area. WCCNM adult and youth providers will be responsible for requesting training on all WIA-related elements from the Federal and national offices, the Office of Workforce training and Development and/or locally-sponsored training. Trainings may consist of, but are not limited to:

- Case Management Training
- Performance Measures Training
- Ten Elements Training for Youth
- VOSS Training
- OJT Training
- Intensive Services Training
- File Format Training
- Billing Procedure Training
- Work Experience Training
- Eligibility Training
- Follow-up Training
- Exit Training

**APPLICABILITY:**

The protocol for requesting training and all requests shall be made through the A/E to the WIA Manager for the Central Area.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Assessment</b>
<b>EFFECTIVE DATE: September 1, 2004</b>	<b>DATE OF ISSUE: September 1, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

**Adult and Dislocated Workers** – Title I funds are to be used to provide core services to individuals who are adults or dislocated workers through the one-stop delivery systems which at minimum must also include an initial assessment of skill levels, aptitudes, abilities, and supportive service needs. Under Section 134 (d) (3) (C), eligible adults and dislocated workers who are unemployed and unable to obtain employment through core services may be provided intensive services which must include, as the first intensive service, a comprehensive and specialized assessment of participant skill levels and service needs. Additionally, training services consistent with 134 (d) (4) (A) (ii) shall be provided to adults and dislocated workers who after an interview, evaluation, or assessment, and case management, have been determined by the one-stop operator, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services.

**Youth** - Section 129(b)(2)(c)(1)(A) requires that an objective assessment of the academic levels, skill levels, and service needs of each participant be developed. Such assessment must include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of the participant.

**POLICY:**

Service providers shall be responsible for having staff trained in eligibility and assessment. Staff will conduct evaluation of participant's barriers, taking into account the family situation, work history, education, occupational skills, interests, aptitudes (including those relating to non-traditional occupations), attitude toward work, motivation, behavior patterns affecting employment potential, financial resources, and needs, support services needs, personal employment information relating to local labor market shortages/demands, and other related information required to prepare the participant to obtain meaningful employment.

Assessment shall be a client-centered diagnostic evaluation of a participant's barriers, taking into account the family situation, work history, education, occupational skills, interests, aptitudes (including those relating to non-traditional occupations), attitude towards work, motivation, behavior patterns affecting employment potential, financial resources and needs, supportive services needs, personal employment information relating to local labor market shortages/demands, and other related information required to prepare the participant to obtain meaningful employment.

For youth, content must identify the academic levels and service needs of each participant and, at a minimum must include a review of basic and/or occupational skills; prior work experience; work/career interests and aptitudes (including interests and aptitudes for nontraditional jobs); supportive service needs, and developmental needs of the participant. Exception: A new assessment of a youth participant is not required if the service provider determines it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program.

For Adults and Dislocated Workers, assessment informs development of the Employability Development Plan (EDP). In the case of youth, assessment informs development of the Individual Service Strategy (ISS).

**APPLICABILITY:**

All WCCNM contracted service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Self-Sufficiency Wage Goal</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WIA requires a pre-condition of self-sufficiency for employed adults who need Intensive or Training services to obtain or retain employment. The Federal regulation provides maximum flexibility, requiring only that self-sufficiency means employment that pays at least the lower living standard income level. Section 663.220 outlines criteria the local board must use to establish criteria for determining “self-sufficiency.” At a minimum, criteria must provide that self-sufficiency employment pay at least the Lower Living Standard Income Level (LLSIL), as defined in WIA section 101(24).

Federal law Sec 663.720 also specifies that in order for employed workers to be determined eligible for On-the-Job Training, Customized Training or incumbent worker training they must not yet be earning a self-sufficient wage as determined by the Local Board.

The State Board does not define the self-sufficiency baseline, noting only that there are different local conditions that should be considered in this determination. The local area, in its Five-Year Plan written in 2002 supported a self-sufficiency wage goal of \$21.63.

**POLICY:**

For already-employed Adults to be considered eligible for Customized Training, On-the-Job Training or incumbent worker training, and as noted in the Five-Year Plan adopted by the WCCNM Board in 2002, the local area supported as a self-sufficiency wage a goal of \$21.63. Unless and until that plan is revised, and for the purposes of determining eligibility for Customized Training, On-the-Job Training or incumbent worker training, already-employed adults shall be earning not more than \$21.63 per hour (not including fringe and benefits) to be eligible for those programs.

**APPLICABILITY:**

All WCCNM service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Case Management</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Section 101 of the Workforce Investment Act defines Case Management as: “the provision of a client-centered approach in the delivery of services designed (A) to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services; and (B) to provide job and career counseling during program participation and after job placement.”

**POLICY:**

Case Management is designed to assist the individual in retaining their current employment by obtaining additional skills, securing employment with increased hours, pay and/or benefits and acquiring educational training as it relates to the individuals needs. Case Management is also intended to help the participant make necessary adjustments in order to be successful.

WCCNM service providers shall provide, at a minimum, the following case management elements:

- Intake and Registration
- Orientation
- Assessment and evaluation of the clients needs
- Development of an Employment Development Plan (EDP) or Individual Service Strategy (ISS)

Service provider staff are responsible for using this information to implement the plan, advocate and provide linkages to community resources, follow up and monitor the plan, evaluate the effectiveness of the case management strategy and making adjustments to the case management strategy.

**APPLICABILITY:**

All WCCNM service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Employability Development Plan and Individual Service Strategy</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WCCNM uses the statewide SIN derives state policy in providing this guidance to local service providers. The WCCNM policy on Assessment is directly tied to this policy.

**POLICY:**

**Participants in Core services.** Participants seeking core services through the local area One-Stop Center may receive an initial assessment of skill levels, aptitudes and abilities, and supportive service needs.

**Participants in Intensive services.** Participants, who after receipt of core services, require intensive services in order to obtain employment must be provided more comprehensive and specialized assessments of skill levels and skill needs that may include diagnostic testing and the use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

The development of an EDP shall be the first service provided at the intensive services level to adults and dislocated workers who, after receiving core services, need additional assistance in obtaining meaningful employment. The EDP, at a minimum, shall identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.

**Participants in Training Services.** Participants who have met the eligibility requirements for, and are determined as appropriate for enrollment into training services, shall be provided a comprehensive assessment.

An EDP shall be developed with participants who, after assessment, have been determined by the one-stop operator or partner, as appropriate, to be in need of training, and the required training is available. The EDP shall identify the training programs that are directly linked to the employment opportunities in the local area or in another area in which the adult or dislocated worker is willing to relocate.

Although the EDP must be developed in partnership with the participant, decisions concerning appropriate services must ultimately remain with the participant who must be given the broadest range of choice as possible. Service Providers shall ensure that the participant is not excluded from available training or career options consistent with applicable nondiscrimination and equal opportunity requirements.

To ensure successful completion of training objectives, assessments need to be developed in partnership with the participant, reviewed periodically and updated as necessary.

**Youth Participants.** For each youth participant that meets the eligibility requirements, the design framework of local youth programs must:

Provide an objective assessment of each youth which includes assessment of the academic level, skill level, and service needs of each participant, to include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of the participant. A new assessment of a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program;

Develop an Individual Service Strategy (ISS) for each youth participant that shall identify an employment goal (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives to include up to three youth employment competencies as identified in the Act, and appropriate services for the participant taking into account the objective assessment above. A new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.

**APPLICABILITY:**

All WCCNM service providers.

**INQUIRIES:**

WIA Manager 505-247-1750



<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Supportive Services</b>
<b>EFFECTIVE DATE: January 3, 2005</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Supportive services include transportation, childcare, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I. In law, services for Adults and Dislocated Workers are defined at WIA section 101(46) and 134(e) (2) and (3); youth supportive services also include those listed at WIA section 129(c)(2)(G). Local Boards are required to develop policy on supportive services that ensures resource and service coordination in the local area.

**POLICY:**

Supportive services may only be provided to individuals who are: (a) participating in Intensive or Training services; and (b) are unable to obtain supportive services through other programs providing such services. They may be provided only when determined necessary to enable individuals to participate in Title I activities. Participants in “Hold” Status - Participants in “HOLD” status are not eligible to receive supportive service payments.

One-stop staff shall determine the supportive service needs of each individual to be enrolled based on the comprehensive assessment along with the documented justification and approval of supportive services as outlined in the participant’s Employability Development Plan (EDP). Service Providers shall periodically review the need for supportive services. Changes are to be reflected in the assessment and EDP and noted in the counseling record as appropriate.

Participants shall demonstrate denial of supportive services from all other available community resources and documentation shall be kept in the participant’s file.

The State Board has established 104 weeks as the time limit for the provision of supportive services to participants. In certain cases, a written waiver request may be submitted to the WCCNM Board which may grant exceptions to the time limitations in consideration of extenuating circumstances. Approval shall be granted prior to the actual extension date.

The waiver request must include: (1) a description of the circumstances justifying the request; (2) the certificate/degree/training plan pursued and the courses completed to date; (3) A copy of grades and or transcripts. (4) start date of the request, and (5) the anticipated end date.

Transportation and Temporary Shelter Assistance may be provided to eligible

participants who require such assistance in order to participate in a WIA activity and whose need has been identified in their EDP. Supportive services payments do not include payment of membership, club and/or activities fees or dues.

**Transportation Mileage:** The WCCNM Board will allow:

- Participants traveling up to 25 miles of the training site to receive up to a maximum of \$5.00/day—not to exceed \$25.00/week--based upon need and as verified by participant attendance report.
- Participants traveling twenty-five (25) miles or more one way to their training site to receive up to \$10.00/day—not to exceed \$50.00/week—based on need and as verified by participant attendance report.

**Temporary Shelter:** In lieu of transportation, participants who choose to attend training institutions with shelter arrangements outside of their local community may receive Temporary Shelter of \$10.00/day based upon need and as verified by participant attendance report as verified by participant attendance report.

Financial assistance for transportation or temporary shelter is not authorized to any participant who receives 100% support for transportation or temporary shelter from another source, or for a participant who is absent (entirely or in part) from his/her regularly scheduled training activity.

**Child Care:** Assistance may be provided to eligible participants who require such assistance in order to participate in a WIA activity and whose need has been identified in their EDP. Participants must have legal responsibility for custody of the children thirteen (13) years of age or younger, and must furnish documentation that they do not have another source of support for care (including family members) available to him/her. Participants must also be providing at least fifty percent (50%) of the children's support per the U.S. Internal Revenue code. The WCCNM Board authorizes:

\$15.00/day per child for up to three children—not to exceed \$45.00/day or \$135.00/week—based on need and as verified by participant record.

Child care payments shall not be authorized when the individual is receiving 100% of needed child care payments from another source or the participant is absent, entirely or in part, from his/her regularly scheduled training activity, including holidays.

**Supportive Services Computed at an Hourly Rate**

Supportive services computed at an hourly rate may be paid directly to participants identified as belonging to a targeted group (e.g., a Rapid Response, board-approved special program, etc.). Hourly-computed rates include:

- (a) Educational Development/Enhancement. Post-testing, academic remediation, academic and/or career counseling, tutorial assistance and related enhancement skills training;

(b) Occupational Life Skills Training. Financial planning, job search skills, resume and job application development, consumer education, personal health and hygiene instruction; or

(c) Occupational-Related Training. GED preparation, computer literacy and related office/technical skills, test preparation, and other similar short-term training activities,

**Payment of Supportive Services Computed at an Hourly Rate:** Participants enrolled in a concurrent WE/Training activity may be paid supportive services at a fixed rate of not less than the equivalent of the current minimum federal hourly wage rate, and in lieu of any other allowable paid supportive services. Such payments shall be made to a participant only for actual hours of attendance, not including holidays, and as reflected in Time and Attendance reports. Payments will not exceed 80 hours within a two-week time period, and no overtime will be paid.

**Basic Supportive Services available to Dislocated Workers enrolled in Basic Readjustment Services (BRS):** This payment will cover the total of any other supportive service needs a Dislocated Worker may have while participating in any BRS activities (below), and is to provided in lieu of any other supportive service payments for which the participant would be eligible. Participants may receive a maximum of \$25.00/day in attendance--not to exceed \$250.00 per individual—based on need and as verified by attendance reports for the following set of services:

- Outreach, intake, early readjustment assistance and orientation;
- Participant assessment and development of Employment Development Plans (EDPs);
- Job search workshops;
- Dislocated worker support group activities;
- Supervised job search activities;
- Placement activities;
- Referral to other possible supportive service providers;
- Referral to retraining services; or
- Programs conducted in cooperation with labor unions to provide early intervention services

**Relocation Assistance:** A one-time maximum of \$300.00 per family may be made for relocation assistance to a dislocated worker in order to obtain employment. Verification by the case manager of a job offer and evidence the employment is of long duration (at least 6 months) is required. Need must be documented in the EDP, and prior approval obtained from WCCNM. Documentation shall certify the participant is unable to obtain employment within the individual's commuting area.

**Medical and Health Care Supportive Services:** Minor medical and health care services that may be provided include but are not limited to:

- Physical examinations;

- Eye and/or ear examinations;
- Filling of eyeglass prescriptions;
- Purchase of hearing aids;
- Purchase of orthopedic devices; and
- Other minor medical or health care services not listed here in that are necessary in order for the individual to participate in the program.

Contingent upon funding, a one-time maximum of two hundred dollars (\$200.00) for minor health or medical care services may be provided to those who require such assistance in order to participate in the program. The participant must provide proof of need and demonstrate he/she is unable to obtain such services from other resources.

**Group Supportive Services:** Group supportive services are limited to transportation, meals and lodging for targeted groups to be served in a specially designed program or project as approved by WCCNM. The cost for such services must be reasonable and necessary as verified by the service provider.

**Needs–Related Payments:** Needs-related payments provide assistance to participate in training. To qualify the following conditions apply.

Adults and Youth must:

- (a) meet LLSIL eligibility criteria; and
- (b) not qualify for, or have ceased qualifying for, unemployment compensation.

Dislocated Workers must:

- (a) be unemployed through no fault of their own;
- (b) have ceased to qualify for unemployment compensation or trade readjustment allowance under the Trade Adjustment Assistance Act (TAA) or the North American Free Trade Agreement (NAFTA)-TAA due to no fault of their own;
- (c) be enrolled in a program of training services as specified under WIA section 134(d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker’s eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months;
- (d) be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA or NAFTA-TAA.

Needs-related payments may be provided to a participant waiting to start training classes if the participant has been accepted to a training program that will begin within 30 calendar days.

**Other Supportive Services:** Contingent upon funding, and as determined by the Case Manager, other types of supportive services may be provided based on the need of the participant. The need for such services must be necessary and the cost reasonable to the purposes of the program, such as drug and alcohol abuse, counseling and referral, individual and family counseling, special services and materials for individuals with a disability, job coaches, dependent care, financial counseling, out-of-area job search

assistance, relocation assistance, internships and other reasonable expenses required for participants in the training program.

Lease payments, insurance or vehicle repairs are not authorized by WCCNM as a supportive service.

**Time Limitations:** For Adults, Dislocated Workers and Youth - Supportive services may be provided for a period of time required to complete the EDP objectives but shall not exceed the participation time limitation established by state policy.

For Dislocated Workers enrolled in BRS - shall be provided as specified in the EDP but shall not exceed 30 days after the completion of the intensive service activity. In no case shall the total time period for receipt of the intensive service payment exceed the participation time limitation specified in the local area plan or local board policy

**APPLICABILITY:**

All WCCNM service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Customized Training</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

The Workforce Investment Act of 1998 and the New Mexico’s Workforce Development Act of 1999 provides for the local Workforce Development Boards to establish policies and procedures for customized and incumbent worker training. Since the State of New Mexico has not adopted statewide policies and procedures for customized training, the local board is allowed to develop local policies that follow federal statute. According to 20 CFR Part 652 and 663.720; WIA Interim Final Rule, customized training for eligible employed individuals.

**POLICY:**

Customized training may be provided for an employer or group of employers when:

- ◆ The employee is not earning a self-sufficient wage,
- ◆ The requirements in 20 CFR Part 652, et al and 663.715 are met, and
- ◆ The training relates to the purpose described in 20 CFR Part 652 et al and 663.705 (c) or other appropriate purposes

Customized training is defined under WIA and 20 CFR Part 663.715 as training:

- ◆ Designed to meet the special requirements of an employer (including a group of employers);
- ◆ That is conducted with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ an individual upon successful completion of the training; and
- ◆ For which the employer pays for not less than 50% of the costs of the training, in cash or in-kind.

Priority will be given to programs that have the following elements:

- Curriculum includes the specific skills;
- Is of a duration that is consistent with the skill to be taught;
- Contains a high degree of interactive learning; and
- Provides portable skills training that are transferable to other employers.

Upon completion of the customized training program, the participant must be employed in the training occupation, and be employed full-time, according to the standard for the industry.

Employers or consortia of employers are required to:

- Be located in and have operations in the Central Workforce region
- Employ at least one full-time employee
- Be current on all Federal, State and local obligations
- Provide trainees workman's compensation
- Cooperate with Child Support Enforcement Agencies in the collection of child support from company employees
- Keep accurate records of the projects implementation process for audit purposes for a minimum of five years.
- Provide a complete list of those individuals trained, including their Social Security numbers, start date and rate of pay
- Submit reimbursement requests with required documentation as specified in their signed agreement with WCCNM
- Provide not less than a 50% match to the project's reimbursable costs. Matching funds from employers may be in the form of cash, wages paid to participants during training, value of supplies or materials used during training, value of classroom space or training site and/or participant transportation to the training site or other in-kind contribution.

**APPLICABILITY:**

All WCCNM-initiated customized training contracts and all service provider-initiated customized training contracts.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>On-the-Job Training</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Service providers shall comply with the State of New Mexico SIN 44-00 and WIA section 101 in providing on-the-job training to participants. Occupations that are among the demand occupations for the region, as well as apprenticeable trades/occupations and training for women in those occupations, which are considered non-traditional, are important to WCCNM.

**POLICY:**

Specific policies are as follows:

- No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under or denied employment in the administration of or in connection with a job training program or activity because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- No WIA funds shall be used or proposed for use to encourage or induce the relocation of an establishment, or part thereof that results in a loss of employment for any employee of such establishment at the original location.
- No WIA funds shall be used for customized or skill training, on-the-job training, or company-specific assessments of job applicants or employees, for any establishment or part thereof, that has relocated, until 120 days after the commencement or expansion of commercial operations of a relocating establishment, at a new or expanded location, if the relocation of such establishment or part thereof results in a loss of employment for any employee of such establishment at the original location.
- No person or organization may charge a participant a fee for the placement or referral of such individual to a WIA training activity.
- On-the-Job Training contracts shall be limited to occupations for which there is a demand in the area served or in another area to which the participant is willing to relocate, and for which there is a reasonable expectation for continued and permanent employment. Consideration shall be given to training in occupations determined to be in sectors of the economy, which have a high potential for sustained growth.
- WIA participants shall not be employed directly or indirectly on the construction,



operation, and maintenance of any facility used or to be used for sectarian instruction or as a place of religious worship.

- WIA services cannot be funded for any endeavor, which directly or indirectly involves political activity.
- On-the-Job Training contracts shall be written only for occupations that require specific skills training and such skills/tasks shall be identified in the written training agreement.
- Contracts shall not be negotiated with employers who are involved in a labor dispute (such as a strike or lock-out), have employees that are in active lay-off status from the same or equivalent job, or are in violation of the requirements of the Davis Bacon Act pertaining to construction wages.
- Contracts will be written only where the employer requires the incentive of reimbursement in order to hire and train the individual.
- One-Stop staff/WIA Contract Representative will provide training and technical assistance on the policies and procedures affecting OJT to participants and employers engaged in the activity.
- All WIA OJT participants shall be actively involved in the development of their Individual Employment Plan (IEP) and the OJT placement process. OJT services shall be appropriate and reasonable in consideration of such factors as the participant's work experience, educational Background: and proficiency. The participant EDP shall document and justify the needs and ability of the participant to benefit from OJT.
- One-Stop staff/WIA Contract Representative shall emphasize OJT activities in higher skill occupations, which contribute to occupational development upward mobility, development of new careers, and non-traditional occupations.
- OJT contracts shall not be provided in any occupation in which a labor organization represents employees engaged in similar work or training without giving such organization an opportunity to comment.
- OJT funds provided under the WIA shall not use for contributions on behalf of a participant to retirement systems or plans.
- OJT funds shall not be used to assist, promote or deter union organizing.
- All OJT records shall be retained for no less than two (2) years following the date on which the annual report containing the final expenditures charged to the program year's allotment is submitted to the US Department of Labor, but prior to the disposal of any OJT records, written permission shall be secured from the

WCCNM. In those cases in which an audit exception has been incurred, those records and related work papers/ reports shall be retained for three (3) years or when resolution is achieved whichever is later.

- A temporary employment agency (leasing agency) may serve as employer of record for purposes of providing OJT only when such participants are treated as all other agency employees and not when such agency provides probationary, seasonal, temporary, or intermittent employment.
- Placement of an OJT participant with his/her current or previous employer in the same, a similar, or upgraded job is not permitted.
- In no case shall an individual who is fully skilled in an occupation be placed as an OJT participant in that occupation.
- Employment of an OJT participant in an occupation for which s/he was previously trained is not permitted unless mitigating circumstances exist, such as long-term (12 months or over) unemployment warrants additional training to update skills currently in demand in the OJT occupations; or incurred disability, protected under the American with Disability Act of 1990, which necessitates additional training to enable the individual to participate in the OJT occupation.
- No participant shall be placed in OJT with an employer, if the participant has already been hired. OJT contracts must be prepared and signed by the authorized signatories prior to the participant's commencement of work. When administrative delays preclude the timely start of OJT training, a temporary waiver to the signature requirements herein may be effected through the use of an interim letter of memorandum of intent which explicitly authorizes the start of OJT training and the encumbrance of funds pending the receipt of formal authorization to execute the OJT contract. Note: Failure to obtain formal authorization to execute the OJT contract may result in disallowed expenditures.
- WCCNM (if there are two or fewer employees) or the employer (if there are three or more employees) shall provide Worker's compensation insurance to cover injuries sustained during OJT.
- Employers shall ensure OJT participants are compensated at the same rates, including periodic increases not related to individual performance, as similarly situated employees or trainees and in accordance with applicable law, but in no event less than the higher of the federal minimum wage rate specified in Section 6 (a) (1) of the Fair Labor Standards Act of 1938, as amended or the applicable State or local minimum wage laws. Under no circumstances shall it be less than the minimum wage of the prevailing rates of pay for individuals employed in similar occupations by the same employers.
- The employer's OJT participants shall be provided benefits and working

conditions at the same level and to the same extent as other employees working in similar length of time and doing the same type of work.

- Employers shall agree that the reimbursement provided by an OJT contract is compensation of the extraordinary costs associated with training the participant and/or the reduced productivity of that participant during the training period. The reimbursement shall not average more than 50 percent of the wages paid by the employer to the participant during the training period.
- Employers in all construction, alteration or repair occupations covered under the Davis-Bacon Act shall pay OJT participant's wages at rates not less than those prevailing on similar construction in the locality.
- Employers shall not displace a currently employed worker with an OJT participant (including partial displacement such as a reduction in the hours of non-overtime work, wage, or employment benefits).
- Employers shall not employ an OJT participant to fill a job opening when any other individuals are on layoff from the same or substantially equivalent job, or the employer has terminated the employment of any regular employee or otherwise reduced its work force with the intention of filling the vacancy so created by hiring a participant whose wages are subsidized under the WIA.
- Employers shall not place participants in OJT positions created in a promotional line that will infringe in any way upon the promotional opportunities of individuals in the employer's work force.
- Employers shall maintain conditions of employment and training appropriate and reasonable to protect the health and safety of participants.
- The employer will notify the WCCNM of any situation, which could result in the loss of the OJT position.
- Except when the employer documents good cause not to retain a participant related to the participant's work performance, the employer shall, upon completion of a participant's OJT, offer the participant continued employment with at least equivalent wages, benefits and working conditions as existed under the contract.
- During OJT, participants should not be terminated from their OJT work duties without prior notice and a reasonable opportunity to correct and/or improve performance. After the OJT period is completed, the employer is expected to hire and retain the participant in the occupation for which s/he was trained.
- Employer shall not employ an OJT participant who is a member of the employer's immediate family.

- Employers may not require participants to sign non-competitive agreements, or any other agreements, which limit the participant's future employment opportunities. Further, employers who require participants to sign non-competitive or other limiting agreements to employment after the OJT period has concluded, will not be eligible for future OJT contracts so long as this practice continues.
- OJT employers shall make reasonable efforts to resolve grievances arising out of OJT activities and refrain from actions, which harass, antagonize, intimidate, coerce, threaten, discriminate, or otherwise take reprisal against a participant filing a complaint concerning WIA programs or activities.

**APPLICABILITY:**

WCCNM service providers. For more information on procedures for contracting with employers to provide On-the-Job training, refer to the WCCNM's One-Stop operator's procedures.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Definition of Sixth Barrier for Youth Eligibility</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WIA mandates that youth participants not only be income-eligible, but must have one (1) or more of six (6) barriers to employment. Interpretation of the sixth barrier is broad and has the potential for questionable participant eligibility situations. To ensure eligibility of those youth using the sixth barrier, WCCNM establishes parameters for documentation that is acceptable to verify the barrier.

This policy provides Youth Service Providers contracted by WCCNM guidance regarding the sixth youth barrier, “an individual (including youth with a disability) who requires additional assistance to complete an educational program or secure and hold employment.

**POLICY:**

Youth are eligible for program enrollment per WIA under the sixth barrier if he or she is:

- A. An individual who requires additional assistance to complete an educational program, or to secure and hold employment due to an unstable home environment;

Acceptable documentation:

Letter from school official, counselor, case manager, teacher, social service agent, JPPO officer, police officer or clergy which states why there exists an unstable home environment—

Conditions of “unstable home environment” include family members identified with a history of substance abuse, child abuse, neglect, violence, basic skills deficient, English as a second language, or gang involvement or prospective participants identified with a history of substance abuse, child abuse, neglect, violence, or gang involvement

- B. A gifted student who requires additional assistance to complete an educational program, or to secure and hold employment;

Acceptable documentation:

Letter or IEP from a school official, case manager, or teacher, which states that the participant qualifies as a gifted student and states why the individual requires additional assistance

- C. An individual with a disability (as defined in the Individuals with Disabilities Education Act, the Rehabilitation Act, or the Americans with Disabilities Act) who requires additional assistance to complete an educational program, or to secure and

hold employment

Acceptable documentation:

- a. IEP denoting disability;
- b. Letter from physician or other professional diagnostician denoting disability;
- c. Documentation from Social Security Administration denoting disability; or
- d. Documentation from the Division of Vocational Rehabilitation denoting disability.

**APPLICABILITY:**

WIA Youth (ages 14-21)

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Co-Enrollment of Older Youth</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

Older Youth may co-enroll in Adult program activities if they are between the ages of 18-21 and meet other eligibility requirements. In this way, Older Youth may be able to benefit from additional necessary services they are not entitled to under the Youth services provider program (eg., Training). In addition, the One-Stop provider has the opportunity to refer Older Youth to youth providers if they are identified as needing pre-employment training before entering the workforce (eg., employability, life skills, internships, paid and unpaid work experience, mentoring, basic skills enhancement, supervised job search, and tutoring).

**POLICY AND PROCEDURE:**

The youth service provider shall serve as the primary case manager, and will be responsible for outreach, intake, eligibility determination, performing an objective assessment and development of an Individual Service Strategy (ISS).

All **ORIGINAL** documents generated in this step shall be maintained in the clients' folder at the youth service provider location. The youth service provider(s) will be responsible for data entry, youth activity codes (i.e., Orientation, Objective Assessment, ISS/ Individual Employment Development Plan) Case notes/Counseling notes shall reflect the completion of these items as well as the transfer of the file.

The youth service provider will generate and provide the One-Stop case manager a **RED** "Traveling File" for each of the clients deemed eligible and for which training services are being requested. The **RED** "Traveling File" must contain **copies** of the following documents:

- Letter from WCCNM authorizing the substitution of youth Core and Intensive Services for those required for the Adult and Dislocated Program;
- A completed WIA-1 and WIA-2;
- Printed VOS Program screen which reflects the activities;
- Printed VOS case notes screen;
- Income Verification documents;
- Income Calculation form;
- General Eligibility Determination Documents (i.e., Birth Certificate or Affidavit, Social Security card, etc.);
- Career Research and Labor Market Information Sheet
- Family Education Rights and Privacy Act Form (FERPA);
- Barrier Documentation in accordance with youth service provider protocol;

- Signed Civil Rights Form;
- Signed Orientation Form;
- A completed and signed Individual Service Strategy form; and
- Counseling notes form

One-Stop provider WIA specialists will generate a WIA-2 and an Individual Training Account (ITA) (WIA 17 & 18) placing the client into a training activity and will be responsible for providing copies of these and any other documents generated by the One-Stop WIA Specialist during the clients' participation in the training activity.

The One-Stop WIA Specialist will enter the TRAINING activity into VOS, re-print the activity screen to reflect the added activity and make entry of such in the Counseling Notes section of the file. The youth service provider will be notified when the client completes the training program and will forward a **COPY** of the credential. The **ORIGINAL** credential will be retained by the One-Stop provider.

The youth service provider will be responsible for exiting the client upon completion of all training activities and provide the One-Stop WIA Specialist with a copy of the exit form. The youth service provider will be responsible for conducting the required follow-up on all clients that exit the program, and will also be responsible for providing the One-Stop provider the results of that follow-up at least 90 days after the client has been exited and once again at the end of the ninth month period.

**APPLICABILITY:**

Adult, Dislocated Worker and Youth service providers.

**INQUIRIES:**

WIA Administrator, 505-247-1750



<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Participant Follow-up</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**POLICY:**

One-Stop providers are responsible for establishing procedures for follow-up of adult and dislocated workers and applying these as needed.

Youth services providers will establish and implement follow-up services for youth for not less than twelve (12) months after completion of participation, as appropriate. "As appropriate" refers to the types of follow-up services provided. This does not mean that follow-up services are optional.

**APPLICABILITY:**

All WCCNM One-Stop and youth service providers.

**INQUIRIES:**

WIA Manager 505-247-1750

<b>Workforce Connection of Central New Mexico Program, Policy and Procedure Manual</b>	<b>Coordination with Statewide Rapid Response Activities</b>
<b>EFFECTIVE DATE: December 13, 2004</b>	<b>DATE OF ISSUE: December 13, 2004</b> <b>REVISION DATE:</b>

**BACKGROUND:**

WIA requires a description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. The description is included in the Five-Year plan and restated here.

**POLICY:**

WCCNM supports state efforts to carry out the statewide rapid response activities described in paragraph (2)(A); and (B) as described in sections 128(a) and 133(a)(1) of WIA. Specifically, WCCNM coordinates with the state as it receive and uses funds reserved for statewide rapid response activities which include rapid response activities, carried out in local areas by the OWTD or by an entity designated by the State, working in conjunction with WCCNM.

WCCNM is responsive to those activities coordinated by the statewide Rapid Response Coordinator. For those layoffs involving 50 individuals or more, WCCNM is required to and participates in activities coordinated by the Statewide Rapid Response Coordinator. For those layoffs involving under 50 individuals, WCCNM guides and directs activities of its One-Stop provider. For these smaller layoffs, WCCNM directs its providers as stated in the Five-Year Plan and helps to coordinate meetings with employers before and as layoffs occur.

Also throughout the year, funding sources, including Rapid Response funding, are pursued in partnership with the state office. During the year other income sources are solicited and used to leverage current programs. These sources will be included in plan amendments as they occur. Partner contributions are developed when MOUs are finalized.

**APPLICABILITY:**

WCCNM staff

**INQUIRIES:**

WIA Manager 505-247-1750

## SECTION V -- APPENDIX

## ACRONYMS

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<b>AARP</b>	American Association of Retired Persons
<b>ABE</b>	Adult Basic Education
<b>ADA</b>	Americans with Disabilities Act
<b>AJB</b>	America's Job Bank
<b>ALEX</b>	Automated Labor Exchange
<b>ATB</b>	America's Talent Bank
<b>BRS</b>	Basic Readjustment Services
<b>CBO</b>	Community Based Organizations
<b>CDL</b>	Commercial Drivers License
<b>CEO</b>	Chief Elected Official
<b>COG</b>	Council of Governments
<b>DHS</b>	Department of Human Services
<b>DVOP</b>	Disabled Veterans Outreach Program
<b>DVR</b>	Division of Vocational Rehabilitation
<b>DWU</b>	Dislocated Worker Unit
<b>EDWAA</b>	Economic Development & Work Assistance Agency
<b>ER&amp;A</b>	Economic Research & Analysis
<b>ES</b>	Employment Security
<b>ESL</b>	English as a Second Language
<b>GED</b>	General Equivalency Diploma
<b>HUD</b>	Housing and Urban Development
<b>IDEA</b>	Individuals with Disabilities Education Act
<b>ISD</b>	Information Systems Department
<b>ITA</b>	Individual Training Account
<b>ITV</b>	Interactive Television
<b>IVRS</b>	Interactive Voice Response System
<b>JSEC</b>	Job Services Employer Council
<b>JTPA</b>	Job Training Partnership Act
<b>LLSIL</b>	Lower Living Standard Income Level
<b>LMI</b>	Labor Market Information
<b>LVER</b>	Local Veteran's Employment Representative
<b>MIS</b>	Management Information System
<b>MOU</b>	Memorandum of Understanding

<b>MSFW</b>	Migrant Seasonal Farm Workers
<b>NAFTA</b>	North American Foreign Trade Agreement
<b>NMDOL</b>	New Mexico Department of Labor
<b>NMHSD</b>	New Mexico Human Services Department
<b>OIS</b>	Occupational Information System
<b>OLMIS</b>	One-Stop Management Information System
<b>OMB</b>	Office of Management and Budget
<b>PY</b>	Program Year
<b>SAE</b>	State Administrative Entity
<b>SCANS</b>	Secretary's Commission on Achieving Necessary Skills
<b>SIN</b>	State Information Notice
<b>TAA</b>	Trade Adjustment Assistance
<b>TANF</b>	Temporary Assistance for Needy Families
<b>TBD</b>	To Be Determined
<b>TCPU</b>	Transportation Communication and Public Utilities Industries
<b>TRA</b>	Trade Readjustment Assistance
<b>UI</b>	Unemployment Insurance
<b>USDOL</b>	United States Department of Labor
<b>VFW</b>	Veterans of Foreign Wars
<b>WARN</b>	Worker Adjustment and Retraining Notification Act
<b>WDB</b>	Workforce Development Board
<b>WIA</b>	Workforce Investment Act
<b>WOTC</b>	Worker Opportunity Tax Credit
<b>WSSEP</b>	Work Search Skills Enhancement Program
<b>WtW</b>	Welfare to Work

State Information Notices and  
State of New Mexico Technical  
Assistance Guide,  
with amendments,  
to be included here once  
State Administrative Entity  
finalizes state policies