

MEMORANDUM OF UNDERSTANDING

**Between the New Mexico Health Care Authority - Child Support Services Division
&
The New Mexico Department of Workforce Solutions**

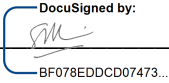
Memorandum of Understanding No.21-631-1001-00064 Amendment No. FIVE

I. INTRODUCTION

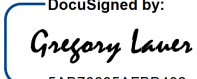
This Memorandum of Understanding (MOU) constitutes an amendment to an agreement between the New Mexico Department of Workforce Solutions (NMDWS), the New Mexico Health Care Authority - Child Support Services Division (HCA/CSSD), hereafter referred to as “the Parties” regarding MOU No. 21-631-1001-00064. This amendment will add governance to the relationship between the Parties by adding the following Exhibits A and B to the agreement and by replacing Exhibit B, Payment Schedule in MOU No. 21-631-1001-00064 with Exhibit C in this amendment.

All other sections of MOU No. 21-631-1001-00064 will remain the same.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date of signature by the NMDWS Cabinet Secretary.

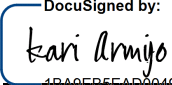
By:  _____ Date 6/27/2025 | 2:57 PM MDT
Sarita Nair
Cabinet Secretary
New Mexico Department of Workforce Solutions

Approved for legal sufficiency:

By:  _____ Date: 6/26/2025 | 2:34 PM MDT
Gregory F. Lauer
General Counsel
Department of Workforce Solutions

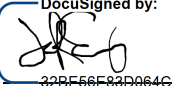
Approved for financial sufficiency:

By:  _____ Date: 6/26/2025 | 1:59 PM MDT
JoAnn Chavez
ASD Deputy Director/Chief Financial Officer
Department of Workforce Solutions

By: 
Kari Armijo
Cabinet Secretary
Health Care Authority

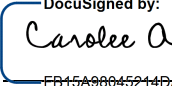
Date: 6/20/2025

Approved for Legal sufficiency:

By: 
John Emery
Acting General Counsel
Health Care Authority

Date: 6/20/2025

Approved for financial sufficiency:

By: 
Carolee Graham,
Chief Financial Officer
Health Care Authority

Date: 6/20/2025

Exhibit A
DWS and HCA/CSSD Employment Training for Parents
Scope of Work (SOW)

Purpose:

The New Mexico Health Care Authority-Child Support Services Division (CSSD) is the Title IV-D entity for New Mexico to establish and enforce court ordered child support obligations owed by parents to reduce the number of families reliant on public assistance. As an alternative from using harsh and ineffective enforcement practices, NM CSSD has partnered with New Mexico's Department of Workforce Solutions (DWS) to implement the Supporting, Training, and Employing Parents Up (STEPUp!) statewide to assist noncustodial parents (NCP's) find stable employment so that they can meet their monthly child support obligations. It is expected that STEPUp! will result in increases in current support collections, past due support collections and in the number of cases paying support. The expected program outcomes may also lead to an increase in various key federal child support program performance measures.

CSSD has the statutory authority to pursue programs like STEPUp! as stated in NMSA 27-1-12 which necessitates participation in work requirements for persons owing past-due child support. The Title IV-D agency is required to have and use procedures to request that a court or through an administrative process established pursuant to state law, issue an order that requires the individual to: A) pay such support in accordance with a plan approved by the court, or at the option of the state, a plan approved the state Title IV-D agency: or B) if the individual is subject to such a plan and is not incapacitated, participate in such work activities as the court, or at the option of the state, the state Title IV-D agency, deems appropriate. Furthermore, the Office of Child Support Services (OCSS) encourages and supports states to adopt work programs to assist NCPs with obtaining employment. The results have been favorable in those states that have such programs.

In compliance with the law, NCPs must participate in searching for a job and keep a list of all employer contacts he/she made during each week. The NCP is ordered by the court to participate in the Program and to provide the court with an update on a regular basis. Incorporating STEPUp! takes this a step further because NCP job search has structure and direction in finding employment opportunities that match their education and skill set.

Program Description:

STEPUp! is an employment program designed to increase employment opportunities for unemployed or underemployed noncustodial parents (NCP's) recruited by child support legal assistants (CSLA). If an NCP is delinquent, the CSLA contacts the NCP to ascertain their situation and to determine why payments are not being made. If NCP is unemployed, they would be able to participate in STEPUp!. As the STEPUp! collaborator, DWS assigns its own staff to consult with participants recruited by the CSLA. In the initial consultation, DWS Career Consultant assesses NCP's level of education, skills, and prior employment history to build a resume and profile based on their capabilities. This information is entered into DWS's computerized system called NM Jobs. This system identifies available job opportunities by matching NCP's education and skills so that he/she can apply for positions identified by NM Jobs that are compatible with the NCP. In addition, the NCP is provided with a copy of the

newly created resume so that he/she can apply for jobs within or outside the NM Jobs system. To track NCP's participation and compliance internally, detailed notes and significant program milestones are documented in CSSD's automated system "CSES".

Responsibilities of the Parties:

A. HCA/CSSD shall:

1. Recruit and refer STEPUp! participants to DWS.
2. Ensure that a *Release of Information* has been reviewed and signed by each participant. See Exhibit B.
3. Ensure that *New Mexico STEPUp! Participant Checklist* has been reviewed and signed by each participant.
4. Send referral to DWS on the same day or within one (1) business day using "CSES" application programming interface (API).
5. Retain the *Release of Information* and *New Mexico STEPUp! Participant Checklist* and send to DWS when needed.
6. Review CSES STEPUp! Referral Query for a comprehensive participant log of STEPUp! Participants.
7. Track progress of CSSD's work program participants by updating "CSES".
8. File necessary motions with the court when participants are not complying with program expectations.
9. Provide advance notice of hearings, in the event DWS staff testimony is necessary.
10. Provide training and instruction to DWS and local CSSD field staff to ensure consistent participation and collaboration.
11. Testify and report to the NM Legislative Health and Human Services Committee or any other NM Legislative committee about fiscal and program outcomes relative to this MOU.
12. Act as the partial funding agency and transfer appropriated funds in the total amount of \$439,810 to fund a portion of the cost of 14 FTE as outlined in quarterly schedule as shown below. Exhibit C.
13. Reimburse DWS, upon receipt of quarterly invoices, which shall include detailed fiscal documentation submitted by DWS. Documentation should reflect proportion to the number of positions staffed by DWS. Costs shall not exceed the legislative funded amount of \$439,810.
14. Provide DWS a Process Flow Chart that outlines actions taken by CSSD, DWS and STEPUp! participants.
15. Provide DWS Career Consultants with office space and IT equipment so that they can meet with STEPUp! participants in CSSD offices. DWS staff should have access to CSSD staff breakrooms and bathrooms.
16. Schedule weekly virtual CSSD and DWS staff meetings if Career Consultants are not in the CSSD office.
17. Provide and new STEPUp! policy or procedures with DWS staff as appropriate.

B. DWS shall:

1. Appropriately staff each of CSSD's fourteen field offices with Career Consultants.
 - a. CSSD County Office 1- Farmington
 - b. CSSD County Office 2 - Las Cruces
 - c. CSSD County Office 3 – Albuquerque North
 - d. CSSD County Office 4 – Las Vegas
 - e. CSSD County Office 5 – Santa Fe
 - f. CSSD County Office 6 – Roswell
 - g. CSSD County Office 7 – Albuquerque South
 - h. CSSD County Office 10 – Clovis
 - i. CSSD County Office 12 – Silver City
 - j. CSSD Country Office 13 – Rio Rancho
 - k. CSSD County Office 14 – Los Lunas
 - l. CSSD County Office 15 – Hobbs
 - m. CSSD County Office 16 – Deming
 - n. CSSD County Office 18 - Alamogordo
2. The cost of these positions will be paid by both HCA and DWS.
3. Submit invoice to HCA on a quarterly basis as shown on exhibit C. Each invoice shall include one-fourth of the reimbursement of the agreed amount. Payment may be made via operating transfers.
4. Referrals from CSSD will be placed as the highest priority of the career consultant's caseload.
5. Career Consultants assigned to CSSD will take action on CSSD API referrals within one (1) business day.
6. Schedule orientation appointment STEPUp! participant within two (2) business days of initial contact with participant. Career Consultant shall make at least three (3) attempts to contact participant over a three-day period.
7. If unable to contact participants, Career Consultant shall notify CSSD within one (1) business day and will no longer communicate with potential participants.
8. The Career Consultant shall place a "reminder call" to the STEPUp! participant one day prior to the orientation appointment.
9. When meeting with STEPUp! participant, the DWS Career Consultant shall:
 - a. Assist program participants through their Unemployment Insurance Benefits.
 - b. Assess education, life and job ready skills, barriers and work experience to assist in identifying potential employment opportunities that are compatible.
 - c. Assist program participants in creating an Individual Employment Plan and to set up a profile within NM Jobs so that employment or training opportunities can be identified.
 - d. Assist program participants prepare and post a resume within NM Jobs to find job and training opportunities. Participants will be encouraged to enroll in DWS's Workshop series to improve soft skills.
 - e. Identify other resources or services needed (e.g. Veteran's Administration, GED preparation course) and make referrals as appropriate.

- f. Provide guidance with navigating NM Jobs to conduct job search, post a resume, or other profile updates.
 - g. Educate participants about available resources to assist job search (e.g. Job Fair announcements, publications, and handouts about interviewing, resume writing, announcements for customized training, apprenticeships and internships).
10. Ensure proper releases are signed by participants who are referred to outside DWS contractors. Record and maintain comprehensive information of each participant's scheduled appointments, contacts, referrals, and other such events within the DWS data system.
 11. Provide CSSD with a comprehensive list of reports monthly, on the fifth day of the previous month. or grant CSSD "view only" to the DWS system for reports on progress of participants job search activities. See Exhibit D for a complete list of reports.
 12. Provide monthly reports to CSSD with how many STEPUp! participants completed an orientation interview and how many STEPUp! participants were placed with employment. These reports should be broken down by CSSD field office for each month. These reports are attached to billing invoices.
 13. Attend weekly virtual/or in-person CSSD and DWS meetings.
 14. Provide supervisor backup when DWS Career Consultants are absent during weekly meetings.
 15. Report participant progress and cooperation to CSSD weekly CSSD and DWS staff meetings.
 16. Meet with CSSD to discuss the first thirty days of participants' progress to determine if CSSD wishes to extend an additional thirty days. If 30 days are extended, continue to meet with CSSD staff on progress of the participant until employment is found or if participant withdraws from the program.
 17. Provide participant's job placement information to CSSD via email within one business day. This job placement information shall include name of employer, address, phone number and start date.
 18. Notify CSSD within one (1) business day of determining that a participant failed to comply with STEPUp! services.
 19. Ensure that DWS staff annually complete HCA Blackboard training and signs acknowledgements for: 1) CSSD IRS Disclosure Awareness, 2) CSSD Safeguarding FPLS Information, 3) HIPPA Privacy and Security, 4) HCA's Security and Privacy Awareness, 5) HCA's Code of Conduct. All training is available on HCA Blackboard platform.
 20. Provide testimony and evidence at court hearings when needed pertaining to an NCP level of STEPUp! participation and compliance with the orders of the court.
 21. In addition to weekly meetings, meet with regional CSSD field offices quarterly to discuss issues, success stories and trends with participation.

Allocation of Costs - The parties to this MOU assume full responsibility for their respective costs associated with their performance of the terms of this MOU.

Duration of Agreement – This MOU is in effect for State Fiscal Year 2026 – July 1, 2025, through June 30, 2026.

Exhibit B (which will remain within CSSD customer file)

Authorization for Release of Information

Authorization for Release of Information from the Child Support Services Division to the Department of Workforce Solutions and from the Department of Workforce Solutions to the Child Support Enforcement Division

My name is _____. I am a participant in the job opportunities program, Supporting, Training, Employing, Parents (STEPUp!), which is a partnership between the Department of Workforce Solutions (DWS) and the Child Support Services Division (CSSD). To assist with the referral process and to have the ability to review my participation, I authorize CSSD and DWS to disclose to each other, relevant information or records in their possession or control that would normally be disclosed to me under applicable rules. CSSD information or records subject to this disclosure may include: mailing address, email address, phone number, date of birth, CSSD case number, employment history and enforcement activities. DWS may disclose the following: information pertaining to the status of my participation in the program, recommendations to assist me with my goal of getting a job consistent with my skills and abilities, referrals made to contractors, and potential employers' names and addresses.

This authorization applies to all cases I have with CSSD. I understand that this authorization will expire at that time the relevant case is closed by CSSD or when I am no longer a participant in this program. I may choose to revoke this authorization at any time by submitting a written revocation to DWS and the CSSD.

Signature: _____ Date: _____

Address: _____

Phone: _____ email: _____

City, State, Zip: _____

CSSD Case Number(s): _____

Exhibit C

Payment Schedule

	Invoice Due Date	Allocated Cost
Quarter 1	October 31, 2025	\$109,952.50
Quarter 2	January 31, 2026	\$109,952.50
Quarter 3	April 30, 2026	\$109,952.50
Quarter 4	July 31, 2026	\$109,952.50

Exhibit D

List of Reports

Number and list of participants that met with DWS career consultants to be considered for STEPUp!
Number and list of participants that did not meet with a DWS career consultant?
Number and list of participants that completed 30-day check in
Number and list of participants that did not complete 30-day check in
Number and list of participants that completed 60-day check in
Number and list of participants that did not complete 60-day check in
Number and list of participants that completed 90-day check in
Number and list of participants that did not complete 90-day check in
Number and list of participants who successfully completed STEPUp!
Number and list of participants who did not successfully complete STEPUp!
Number and list of participants who successfully completed in 90 days or less
Number and list of participants who successfully completed in 90 days or more
Number and list of participants matched to unemployment benefits
Number and list of participants enrolled in WIOA
Number and list of participants enrolled in WIOA, who completed requirements
Number and list of participants using DWS online workshops?
Number and list of referrals to a non-employment programs?
List of various types of referrals made (GED program, VA etc.)
Number and list of participants without employment after 90-days
Reasons for extending 90 day's timeframes
Number and List of reasons for participants dropping out of STEPUp!
Number and list of referrals closed by DWS?
Number and list of participants enrolled in WIOA, but did not complete WIOA requirements
Number and list of participants who are applying for jobs?