

NEXTSTEPS

Goodwill Industries of New Mexico (501c3)



Program History

Launched in July 2022, NextSteps is a self-funded reentry program addressing common challenges serving participants whose goals include gaining skills and obtaining employment.

Pre-Release Services

- 90-Day Pre-Release Services 1:1 case management
- Soft skills training cohorts

Currently provided in: Western NM facility, Central NM facility, Penitentiary of NM, Guadalupe County facility, and Southern NM facility.

Post-Release Services (up to 12 months)

- 1:1 case management (including supportive services and referrals to additional providers for other needs)
- *NEW* 2025, Clean Energy Train-To-Hire Programs

Currently ONLY provided for individuals who release into the Metro Area.

Enrollment is Referral Based

- 1.Referral by a NMCD correctional facility staff member, pre-release
- 2.Referral by a federal parole and probation officer (RIO program)
- 3.*NEW CYQ3, 2024* Referral by a NMCD parole and probation department officer
4. *PENDING* Self-Referral: Requires the need for employment service support, case management support, and the individual must have been released from a correctional facility within 45 days of request to enroll.

Program Outcomes 2022-2023

RECIDIVISM RATE

84% of total released NextSteps participants did **not** reoffend.

PLACEMENT RATE

69% of program participants who continued in NextSteps post release obtained employment.

EMPLOYMENT RETENTION

60% of participants who became employed stayed employed for at least six months.

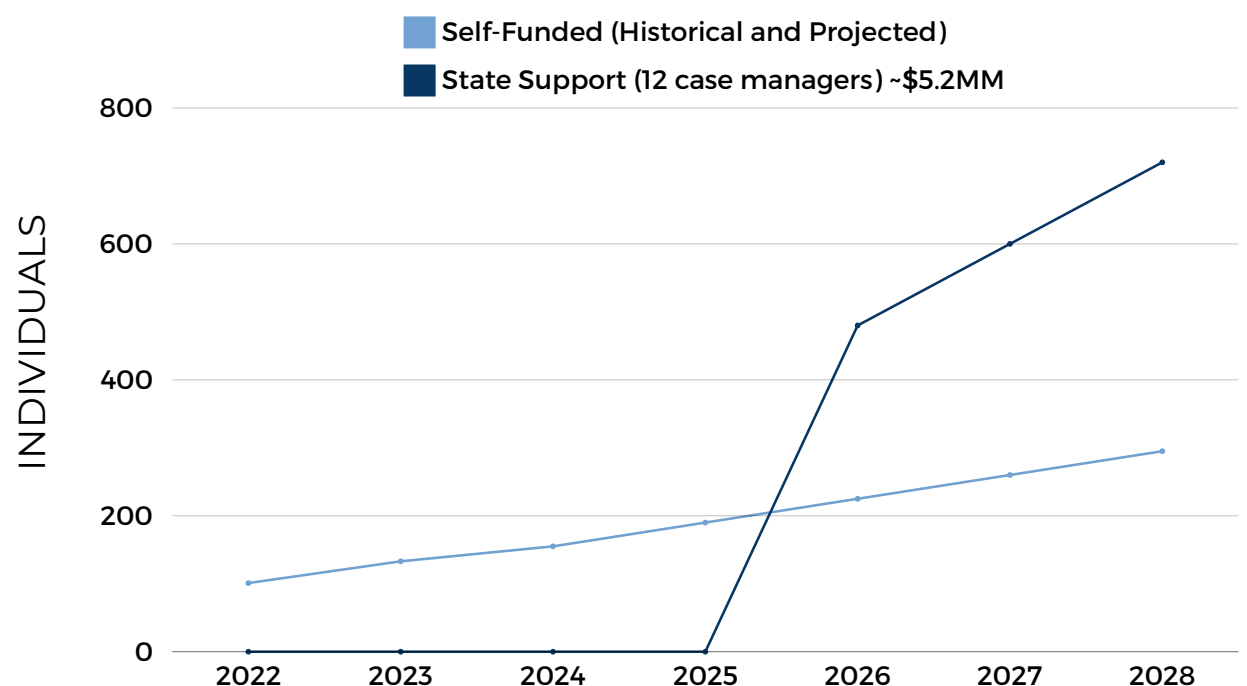
State FY26 Request, Objectives, and Projected Service Impact

\$5.8-6.0 million over three years to expand pre-and post-release reentry case management, wrap-around services, and workforce training programs statewide including a new pathway to clean energy job training and placement.

FUNDING OBJECTIVES CY2025-2028

1. Expand programming services to all NMCD facilities and communities outside of the Metro.
2. Hire additional case managers and staff.
3. Access to and scholarships for Goodwill/Accenture clean energy train-to-hire programs(s) and other job training and placement programs (WIOA and WIOA-modeled)

WORKFORCE OPPORTUNITY IMPACT

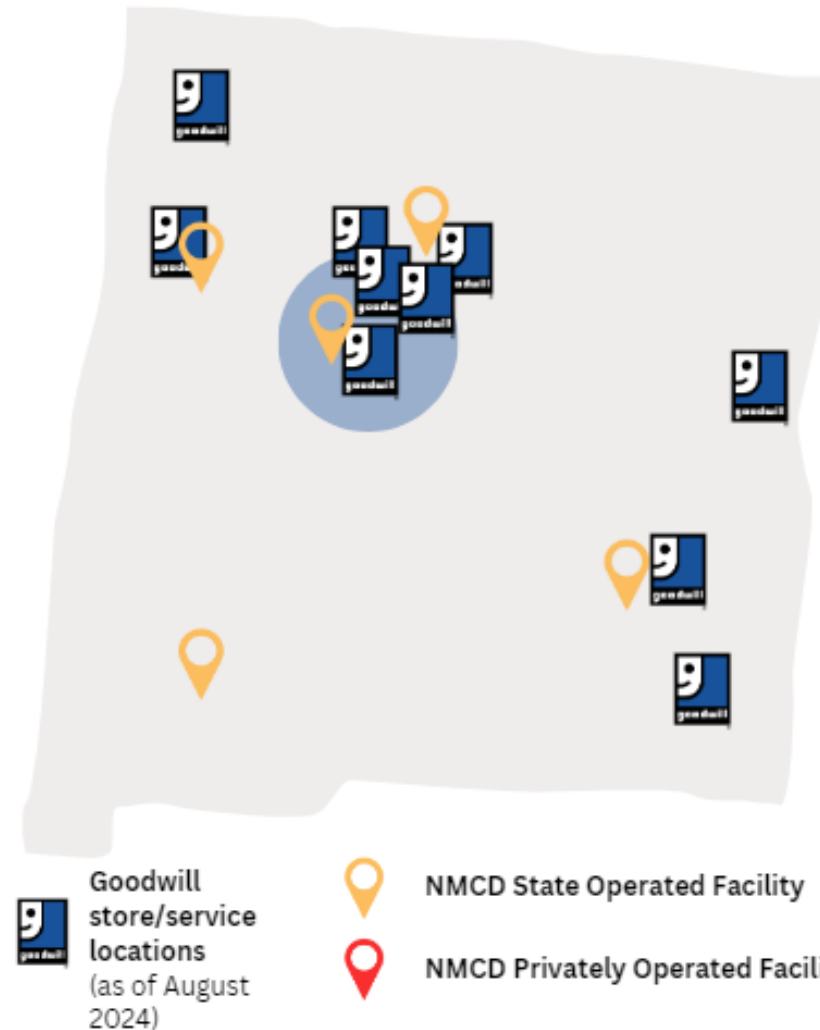
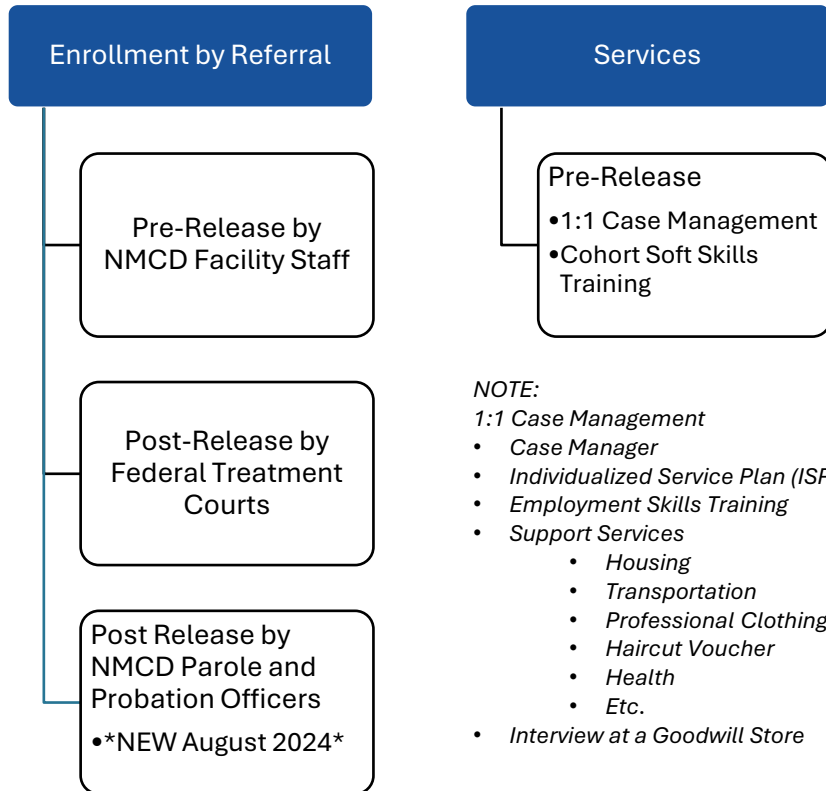


With state support, NextSteps will provide case management and workforce preparation and job placement support to up to 720 previously incarcerated individuals, including into the clean energy workforce.

*NMCD staff stated that an average of 1,800 individuals are released annually.

Current Pilot Services

As of August 2024

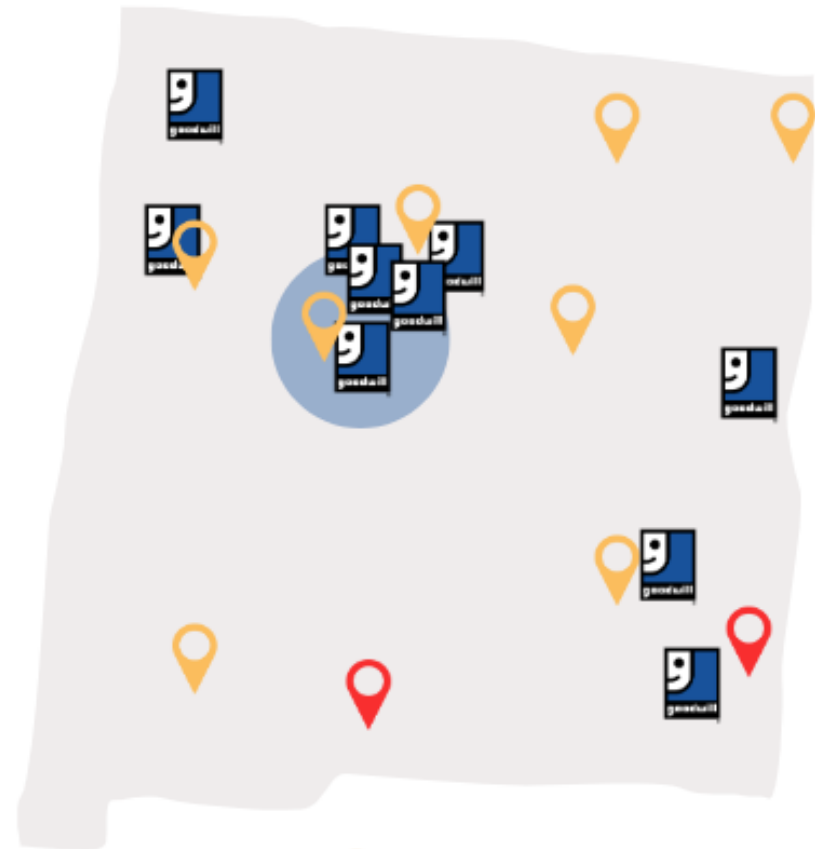
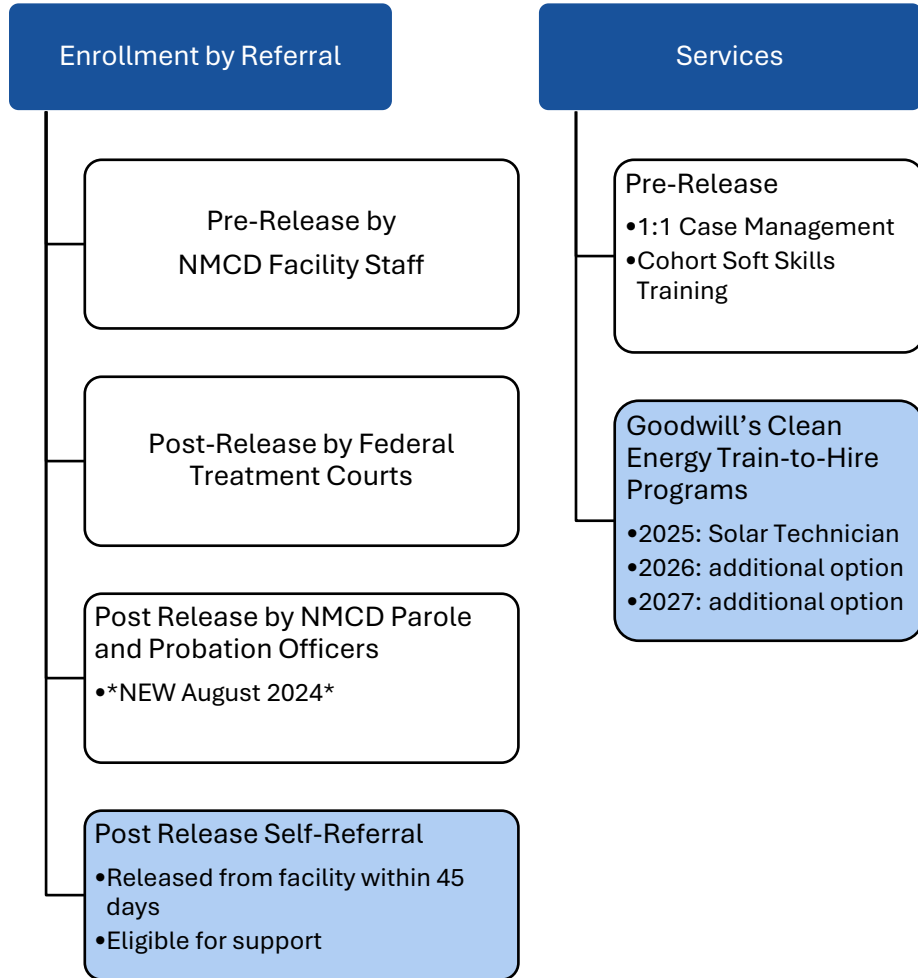





Current GINM Services Provided 2022+

- Central NM Correctional Facility
- Penitentiary of NM
- Roswell Correctional Center
- Lea County Correctional Facility
- Western NM Correctional Facility

Proposed Expansion

CY2025-2028



 Goodwill store/service locations (as of August 2024)
  NMCD State Operated Facility
  NMCD Privately Operated Facility

Current GINM Services Provided

2022+

- Central NM Correctional Facility
- Penitentiary of NM
- Roswell Correctional Center
- Lea County Correctional Facility
- Western NM Correctional Facility

Proposed Expansion of GINM Services

CY2025-28

- Guadalupe County Correctional Facility
- Northeast NM Correctional Facility
- Otero County Prison Facility
- Southern NM Correctional Facility
- Springer Correction Facility

Elements of NextSteps Attributing to Outcomes for Participants

- Responding to individual needs
- Safety net for employment and job training
- Consistent community resource navigation and referrals
- Programmatic relationships with NM Corrections Department facilities, Reentry, and Parole and Probation
- Consistent and trusting relationships with a case manager
- Co-enrollment in other Goodwill programs for specific populations
 - Veterans
 - Seniors
- Partnerships

How can we work together to keep hope alive?

Goodwill Industries of New Mexico

NextSteps, Reentry Workforce Development Case Management Program Expansion Proposal

DRAFT 9.3.2024

EXPANSION PROPOSAL #1: 40% of INDIVIDUALS RELEASED ANNUALLY
 12 Case Managers, 720 (40%) Served Capacity, Proportionate Supportive Services

EXPANSION PROPOSAL #2: 100% of INDIVIDUALS RELEASED ANNUALLY
 33 Case Managers, 1,800 (100%) Served Capacity, Supportive Services for All

	FY26	FY27	FY28	Total	Count	FY26	FY27	FY28	Total		
3 USES											
4 Workforce Credential and Certifications (cohorts after July 1, 2025)	\$ 58,064	\$ 89,600	\$ 230,400	\$ 378,064	6.5%	272	\$ 1,960,200	\$ 1,960,200	\$ 1,960,200	\$ 5,880,600	13.0%
5 Supportive Services, Participants*	\$ 441,408	\$ 551,760	\$ 662,112	\$ 1,655,280	28.5%	1,815	\$ 8,717,445	\$ 8,717,445	\$ 8,717,445	\$ 26,152,335	57.6%
6 Software (Caseworthy)	\$ 54,650	\$ 57,382	\$ 60,251	\$ 172,283	3.0%	33	\$ 54,650	\$ 57,382	\$ 60,251	\$ 172,283	0.4%
7 Computers	\$ 18,000	\$ 4,000	\$ 4,000	\$ 26,000	0.4%	33	\$ 84,000	\$ 13,230	\$ 13,890	\$ 111,120	0.2%
8 Staff Outreach Travel	\$ 25,920	\$ 33,600	\$ 40,320	\$ 99,840	1.7%	33	\$ 64,512	\$ 69,675	\$ 75,246	\$ 209,433	0.5%
9 Building Rent	\$ 12,000	\$ 18,000	\$ 19,800	\$ 49,800	0.9%		\$ 19,800	\$ 19,800	\$ 19,800	\$ 59,400	0.1%
10 Staff Training, Conference Registration	\$ 3,750	\$ 3,750	\$ 3,750	\$ 11,250	0.2%		\$ 15,000	\$ 15,000	\$ 15,000	\$ 45,000	0.1%
11 Staff Training, Conference Travel (Flights and Hotels)	\$ 50,000	\$ 50,000	\$ 50,000	\$ 150,000	2.6%		\$ 50,000	\$ 50,000	\$ 50,000	\$ 150,000	0.3%
12 Office Supplies	\$ 240	\$ 240	\$ 240	\$ 720	0.0%	33	\$ 5,000	\$ 5,250	\$ 5,512	\$ 15,762	0.0%
13 Telephone/Data Process Fees	\$ 6,000	\$ 8,400	\$ 9,600	\$ 24,000	0.4%	33	\$ 10,980	\$ 11,529	\$ 12,105	\$ 34,614	0.1%
14 Advertising/Outside Printing	\$ 20,000	\$ 20,000	\$ 20,000	\$ 60,000	1.0%		\$ 20,000	\$ 30,000	\$ 30,000	\$ 80,000	0.2%
15 Admin Costs (12% of annual expenses)	\$ 157,167	\$ 210,355	\$ 260,427	\$ 627,949	10.8%		\$ 1,621,305	\$ 1,618,529	\$ 1,632,225	\$ 4,872,059	10.7%
16 TOTAL USES	\$ 847,199	\$ 1,047,087	\$ 1,360,900	\$ 3,255,186	56.1%		\$ 12,622,892	\$ 12,568,040	\$ 12,591,674	\$ 37,782,606	83.2%
18 FTE											
19 Case Managers (includes Lead Case Managers)	\$ 395,200	\$ 513,760	\$ 641,172	\$ 1,550,132	26.7%		\$ 1,852,619	\$ 1,852,619	\$ 1,926,719	\$ 5,631,956	12.4%
20 Resource Navigators (Housing and Health)	\$ 49,874	\$ 51,376	\$ 105,834	\$ 207,084	3.6%		\$ 150,216	\$ 156,203	\$ 162,427	\$ 468,846	1.0%
21 Program Managers	\$ 52,000	\$ 56,160	\$ 58,406	\$ 166,566	2.9%		\$ 108,160	\$ 112,486	\$ 116,979	\$ 337,626	0.7%
22 Data Specialist	\$ 47,424	\$ 49,321	\$ 51,297	\$ 148,042	2.5%	1	\$ 47,424	\$ 49,321	\$ 51,297	\$ 148,042	0.3%
23 Program Accountant Time	\$ 6,847	\$ 7,120	\$ 7,404	\$ 21,370	0.4%	1	\$ 6,847	\$ 7,120	\$ 7,404	\$ 21,370	0.0%
24 Service Director	\$ -	\$ -	\$ -	\$ -	0.0%	1	\$ 75,587	\$ 78,603	\$ 81,744	\$ 235,934	0.5%
2 Management Time	\$ 23,735	\$ 24,685	\$ 25,672	\$ 74,092	1.3%		\$ 16,176	\$ 16,823	\$ 17,495	\$ 50,494	0.1%
26 Benefits	\$ 52,634	\$ 70,598	\$ 260,427	\$ 383,659	6.6%		\$ 235,280	\$ 236,757	\$ 245,073	\$ 717,110	1.6%
27 TOTAL FTE	\$ 627,714	\$ 773,019	\$ 1,150,213	\$ 2,550,945	43.9%		\$ 2,492,308	\$ 2,509,931	\$ 2,609,139	\$ 7,611,378	16.8%
28 TOTAL EXPENSES	\$ 1,474,913	\$ 1,820,106	\$ 2,511,113	\$ 5,806,132			\$ 15,115,200	\$ 15,077,971	\$ 15,200,813	\$ 45,393,984	
Total Individuals Served (Proposed Maximum Capacity Per Year)	480	600	720	1,800			1,815	1,815	1,815	5,445	

**Row 4. Supportive Services Cost Breakdown*

Type	By Unit	By Year (historical, by proportional need)				Total		By Year (100% of participants)				Total
		FY26	FY27	FY28	Total			FY26	FY27	FY28	Total	
Housing Security Deposit, Metro	\$ 1,000	\$ 196,800	\$ 246,000	\$ 295,200	\$ 738,000	44.6%	\$ 1,075	\$ 1,951,125	\$ 1,951,125	\$ 1,951,125	\$ 5,853,375	22.4%
Housing Security Deposit, SF/Espanola	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	\$ 1,100	\$ 1,996,500	\$ 1,996,500	\$ 1,996,500	\$ 5,989,500	22.9%
Housing Security Deposit, NonMetro	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	\$ 1,000	\$ 1,815,000	\$ 1,815,000	\$ 1,815,000	\$ 5,445,000	20.8%
Legal Fees/ID support	\$ 516	\$ 24,768	\$ 30,960	\$ 37,152	\$ 92,880	5.6%	\$ 516	\$ 936,540	\$ 936,540	\$ 936,540	\$ 2,809,620	10.7%
FreshHome (Hygiene and Home Necessities)	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%	\$ 500	\$ 907,500	\$ 907,500	\$ 907,500	\$ 2,722,500	10.4%
Phones, 1-year	\$ 292	\$ 123,840	\$ 154,800	\$ 185,760	\$ 464,400	28.1%	\$ 292	\$ 529,980	\$ 529,980	\$ 529,980	\$ 1,589,940	6.1%
Transportation, gas cards/bike, monthly bus tickets as needed	\$ 200	\$ 38,400	\$ 48,000	\$ 57,600	\$ 144,000	8.7%	\$ 200	\$ 363,000	\$ 363,000	\$ 363,000	\$ 1,089,000	4.2%
Clothing/Job Supplies	\$ 120	\$ 57,600	\$ 72,000	\$ 86,400	\$ 216,000	13.0%	\$ 120	\$ 217,800	\$ 217,800	\$ 217,800	\$ 653,400	2.5%
TOTAL		\$ 441,408	\$ 551,760	\$ 662,112	\$ 1,655,280			\$ 8,717,445	\$ 8,717,445	\$ 8,717,445	\$ 26,152,335	0.0%



**Workforce Innovation and Opportunity Act (WIOA) Training Services
in partnership and coordination with the
New Mexico Corrections Department (NMCD)**

Correctional Facility	Population		Enrolled	Completed	Employed
	Male	Female			
Springer C1- CDL	N/A	10	10	10	7 Employed 2 Re-offended 1 No Contact
Springer C2-CDL	N/A	10	10	9	9 Pending Release
Santa Fe C1-Culinary Arts	10	N/A	9	9	9 Job Placements Pending Release
Santa Fe C1-HVAC	10	N/A	In Process	TBD	TBD
Grant C1-CDL	5	5	In Process	TBD	TBD

Enrollment Rate: 96.7%

Completion Rate: 93.3 %

Employment Rate: 84.2%

RE-ENTRY BARRIERS FOR RE-ENGAGEMENT:

A NEED TO ALIGN RESOURCES AND SYSTEMS FOR SUCCESSFUL IMMERSION AND REINTRODUCTION

Finances

- Poverty
- Savings
- Resources
- Access, Navigation, and Utilization of Government Resources/Benefits

Basic Needs

- Permanent Housing
- Reliable Transportation
- Utilities
- Phone/Communication
- Support System
- Food

Reestablishment/ I-9 Requirements/Banking

- Driver's License/ID Card
- Birth Certificate
- Security Card
- Tribal Registration Records
- Alternative Identification

Justice-Involved
Individual

Parole & Probation

Behavioral Health &

Post-Incarceration Syndrome (PICS)

Employment/Interest in Working

- Full Time
- Part Time
- Skills Training and Development

The first **45 days post-release** are critical for success towards reintegration.

TRAUMA-INFORMED CARE: UNDERSTANDING PICS.

Post-incarceration syndrome (PICS) is a psychiatric disorder that affects individuals who have been incarcerated and then are released back into society. It is characterized by a range of psychological, emotional, and social difficulties that can arise as a result of being imprisoned. These difficulties can include depression, anxiety, post-traumatic stress disorder (PTSD), difficulty adjusting to life outside of prison, and difficulty forming and maintaining relationships.

For the individual, PICS can lead to social isolation, difficulty finding and maintaining employment, and difficulty forming and maintaining relationships, which can contribute to a cycle of poverty and social marginalization. These difficulties can also increase the risk of recidivism or returning to criminal behavior.

LEGAL DISCHARGE QUALIFICATIONS

1. If the person is on court-ordered supervision, has the assigned officer been informed and provided with the individual's contact information?
2. If your jail has access to court-ordered reporting instructions, are they provided to the individual?
3. Is each person released with their government-issued identification (ID) or some form of temporary ID, such as a photocopied printout of an ID card or instruction? If not, is each person provided instructions on how to obtain an ID?
4. Is release scheduled during the day to allow for service coordination, if court orders permit?

IDENTIFICATION REQUIREMENTS

THE **STANDARD LICENSES** REPLACE THE OLD “DRIVING AUTHORIZATION CARDS,” AND THE PROCESS IS SIMPLER. ALL YOU NEED IS:

- ONE DOCUMENT THAT PROVIDES PROOF OF YOUR IDENTITY AND AGE
- TWO DOCUMENTS THAT PROVE NEW MEXICO RESIDENCY

Method of Identification	Employment I-9 Requirements (IA+IB)	Banking	Government Resources
Driver’s License or Identification Card	A	X	X
Birth Certificate	B		
Social Security Card	A		
Tribal Registration Records	B		
Passport	Meets A/B	X	

BASIC NEEDS

1. Have you asked the person if they have a family member, friend, service provider, or other contact who can be notified of their release? If Yes, have you notified that person of their release?
2. Do they have a cell phone or access to a landline phone upon release? Do they have access to the Internet and a computer?
3. Do they have a safe home/shelter to return to? Most facilities require proof of employment.
4. Will they have adequate access to food where they are living?
5. Will they have private transportation that will pick them up upon release and transport them to their home/ shelter?

HEALTH AND TREATMENT NEEDS

1. Has the person screened positive for mental health needs based on a validated screening tool, been diagnosed as having a mental illness, or received treatment or services prior to admission or while in the facility? Have they screened positive for suicide risk or been placed on suicide watch?
2. Has the person screened positive for a substance use disorder (SUD) based on a validated screening tool or received treatment or services for SUD prior to admission or while in the facility?
3. Does the person have a history of opioid use, or have they been diagnosed with opioid use disorder (OUD)? Is the person receiving medication-assisted treatment (MAT) and supports for OUD?
4. Is the person in active withdrawal from alcohol or other substances (including benzodiazepines or opioids)?
5. Does the person require any prescribed medications for any medical or behavioral health-related condition?
6. Does the person have access to medical coverage (i.e., do they qualify for federal/state benefits such as Medicaid, Medicare, CHIPS, VA, SSI, or do they have their own insurance plan)?

Re-Entry NextSteps and Pathway to Opportunity Logic Model

		In Development					Submitted, Pending Award		Available
INPUT	Funding Source	State HB 2 or GRO Fund Pilot					Federal DOJ PROWD Grant	Federal DOL Pathways Grant	Federal NAWLDB WIOA Allocation
	Individuals	1542 per year					272 per year	60 annually for 3 years	90 annually for 5 years
ACTIVITY		Intake and Assessment	Case Management	General Employment Assistance	Housing Supports	Life Skills Training	Counseling & Support Groups	Credentialed/Certifiable Program, Employment Assistance	
OBJECTIVE	Identify individual needs, strengths, and goals	Personalized re-entry plans, provide resources, and referrals.	Job-readiness training, resume building, and job search support	Assistance with finding stable housing, landlord mediation	Budgeting, conflict resolution and relationship management	Mental Health Services, Substance Abuse Counseling, Peer Support	<ul style="list-style-type: none"> Training for a specific, credentialed job, unique job preparation and job placement support 		
OUTPUT	Number of Clients Served	Number of re-entry plans developed	<ul style="list-style-type: none"> Number of Job Placements Job Retention after 1 year 	Number of Stable Housing Arrangements Secured	Number of Life Skills Trainings Sessions Completed	Number of Counseling Sessions Attended.	<ul style="list-style-type: none"> Number of Job Placements Job Retention after 1 year Number of participants complete a train-to-hire program 		
OUTCOME	Reduced recidivism rates	Reduced recidivism rates	Increased employment opportunities for participants	Increased housing stability	Increased financial literacy and budgeting skills	<ul style="list-style-type: none"> Improved mental health and well-being Strengthened family relationships 	<ul style="list-style-type: none"> Increased employment opportunities for participants in an in-demand sector of New Mexico's economy 		
IMPACT	<ul style="list-style-type: none"> Enhanced community safety and well-being Increased economic self-sufficiency among program participants Strengthened family units and social connections Reduced strain on criminal justice system Improved overall quality of life for participants and their families Positive contributions to the community and decreased reliance on social services Continued career development and growth 								



Mission Moment

Meet Teresa Muñoz,

When Teresa was referred to the NextSteps program, she shared with staff that she was anxious about being released from prison, reestablishing her life, and maintaining sobriety.

Through the support of her Goodwill case manager, Teresa utilized Goodwill's free career and personal development training to establish a career and navigated community resources to secure housing and maintain her sobriety.

With the support Teresa received through Goodwill, she has changed her life. Teresa has been sober for years, is working towards obtaining her GED at CNM, and has a job at a Goodwill retail store in Albuquerque.

“Being in the NextSteps program has helped me feel hopeful and know that I am not alone. This has made all the difference.”

Goodwill
Industries of New Mexico 



Mission Moment

Meet Michael P.,

When Michael was referred to the NextSteps program in early 2024, he had spent seven years in prison in Las Cruces and was looking to change his life and provide for his family.

Through the support of his Goodwill case manager, Michael utilized Goodwill's free career training and job placement programming to find employment and gain the support he was looking for to navigate reentry into his community. Michael shared, "I know my NextSteps case manager cares about me. They are someone I can talk to when times get hard. They help keep me on track of my personal and professional goals."

With the support Michael received through Goodwill, his personal drive is paying off. He has been employed full-time since then and works at American Gypsum in Albuquerque.

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