

REPORTS

NM Department of Workforce Solutions

None.

Service Provider Report

L. De La Cruz provided a detailed update on various positions within the organization, highlighting job vacancies and upcoming staffing changes. He discussed the ongoing recruitment process for positions in Alamogordo and Roswell, as well as the transition of Cassie Brockman to the role of apprenticeship coordinator. L. De La Cruz also noted positive retention rates within the team.

L. De La Cruz noted current participant numbers and obligated amounts for the Adult, Dislocated Worker, and Youth programs, highlighting ongoing efforts to increase participant numbers in certain areas.

L. De La Cruz discussed various projects and partnerships within the Adult and Dislocated Worker programs, including initiatives with the New Mexico Corrections Department and collaborations with educational institutions such as Lincoln County and Eastern New Mexico University Alamogordo.

Transitioning to program updates, L. De La Cruz shared that all offices are actively enrolling new participants, with a focus on dislocated workers. He mentioned successful participation in job fairs across eastern New Mexico and highlighted partnerships with various organizations, including the New Mexico Youth Challenge, Title III sites, Job Corps, and Humphrey House. Plans for group case management at Humphrey House were outlined.

L. De La Cruz provided details on an upcoming conference, including keynote speakers and session topics, and expressed gratitude to sponsors for their support. He acknowledged the achievements of staff members, including Ray and Zaira, for their successful support of participants.

Finally, L. De La Cruz presented the preliminary agenda for the conference, showcasing various sessions and activities planned over two days, which were influenced by participant input. He invited questions from the audience and offered to provide further details as needed.

Administrative Entity

V. Davis provided an overview of the current performance measures for Dislocated Workers and Youth programs. She highlighted concerns about failing the employed Q2 measure for Dislocated Workers and the credential measure for Youth. V. Davis clarified that the measurable skills gain measure, although currently low, is not a significant concern due to its program year nature.

V. Davis discussed ongoing efforts with K. Zuest and L. De La Cruz to improve reporting practices for the Youth credential measure, especially considering the partnership with AEL. They aim to accurately represent successful outcomes for participants.

Regarding challenges with the dislocated worker employment Q2 measure, V. Davis attributed the failure to the delay in data updates from the state. She expressed optimism that once the data is uploaded to Futureworks, improvements in both the employment and median earnings measures are likely.

V. Davis concluded her report emphasizing the importance of diligent efforts and strategic planning to ensure program success and meet performance measures by the end of the program year.

B. Elias, reported on various updates during a meeting. She mentioned that T. Roth would be attending NAWB next week on behalf of the board and provided details on her travel schedule. B. Elias discussed the lack of significant movement on WIOA reauthorization at the Washington level, noting that the budget plan proposes flat funding for WIOA.

She also mentioned a conversation with Amber Gallup from the adult education program regarding integrated education and training programs. B. Elias highlighted the importance of partnerships and mentioned plans for Gallup to present to relevant committees for potential co-enrollment opportunities.

Additionally, B. Elias discussed her involvement in an advisory group focused on increasing the workforce for intervention in opioid addictions. She highlighted a partnership opportunity for the Youth program and potentially Job Corps students in training programs for peer support workers and community health workers. B. Elias expressed enthusiasm about the opportunities provided by these programs and their potential benefits for various student groups, including foster students and those interested in behavioral health careers. She emphasized the importance of expanding credentialing options for youth and expressed excitement about the opportunities provided by pre-apprenticeship programs and micro badges.

T. Roth provided a report on recent procurement activities, stating that engagement letters have been signed with REDW for ongoing accounting services and audit preparation services. T. Roth indicated that the board continues to serve as the fiscal agent for the CEOs and that fiscal years 2022 and 2023 are ready for the auditor. The goal is to close both fiscal years before the end of the program year and to prepare for fiscal year 2024.

One-Stop Operator and Site Manager Reports

B. Silvers delivered a comprehensive update on recent initiatives within the

organization. One significant development involved the implementation of front desk training across various offices, with a focus on enhancing customer service. This training program, developed in collaboration with the Clovis office, Title I, and Title III, aimed to formalize expectations for front desk personnel and ensure consistent service quality. The training sessions were well-received by staff, with positive feedback provided to facilitate future improvements.

Plans were announced for an upcoming all-staff training session, scheduled immediately following the UFO conference. This session, designed to engage partner staff from diverse programs, will cover topics such as conflict resolution, performance training, and program metrics. The inclusion of a keynote speaker aims to energize participants and reinforce the organization's mission.

B. Silvers reported on the establishment of remote access points to facilitate customer self-service. These points, strategically placed in locations such as Portales, enable individuals to access services independently using computers or smartphones. Informational videos, created with assistance from Title I and Title III, serve to educate customers about available services and promote self-sufficiency.

Overall, these efforts showcase the commitment to improving customer service and accessibility, thereby enhancing the overall experience for program participants and stakeholders.

R. Van Leuven shared the landing page for the remote location. R. Van Leuven provided updates on staffing and recent events organized by the organization. Across various offices, staffing levels have improved significantly, with Carlsbad and Hobbs each adding one new staff member. In Eddy County, a hiring event attracted attention with the installation of a workforce canopy, equipped with computers for job seekers to access resources and prepare for the event. This event, held at the Pecos River Village Conference Center, saw participation from 87 job seekers and 38 employers across diverse fields.

Another notable event took place in Lea County, organized in collaboration with local Chambers of Commerce and colleges. Held at an event center, this event witnessed a substantial turnout of over 283 participants and 74 exhibitors. Attendees had access to resources such as a photo booth for professional headshots, contributing to the event's success.

In terms of traffic count, there were fluctuations observed month over month, with December recording over 1,000 visitors to the offices, increasing to nearly 1,400 in January, and then decreasing to 1,200 in February. Despite the variations, all offices remained busy, highlighting the importance of maintaining adequate staffing levels.

Overall, the increase in staff members has contributed to improved efficiency and effectiveness in serving job seekers and employers, reflecting the commitment to supporting the community's workforce needs.

