

REPORTS

NM Department of Workforce Solutions

V. Alonzo reported that one of the updates is a state board meeting Tuesday, June 25, at 10:00 AM in Albuquerque. V. Alonzo explained that the purpose of this meeting is to approve a couple of state policies for dissemination to local regions. The secretary is currently out in the community. V. Alonzo concluded by saying that they are keeping the eastern area in their prayers.

Service Provider Report

L. De La Cruz's highlighted the Prison Project in his report, it is nearing completion and stands out as a source of pride. It involves providing CDL training to eleven inmates at the Roswell prison facility. These individuals have already acquired their CDL permits and are presently engaged in practical training using trucks brought inside the prison grounds by partnering schools. The inmates are expected to undergo their driving tests within the coming weeks, ideally securing their CDL licenses before their release. Despite the considerable time and collaborative efforts with various agencies invested in the project, it has yielded promising participant numbers and stands as a notable accomplishment for the year.

Administrative Entity

V. Davis's reported that the performance scorecards provided are slightly outdated with data from April, though a recent update two days ago ensures they are quite accurate. Notably, the youth credential measure exceeded expectations for the third quarter, boosting the annual measure by nearly 6%. Efforts are now focused on meeting this year's target, with overall performance metrics showing strong progress, except for the MSG measure, which will reflect in the September board meeting due to its program year basis. Concerns initially flagged regarding the youth employed Q2 measure in the third quarter have since been resolved, showing meeting targets for the current program year. Despite challenges, ongoing efforts to improve credentialing opportunities and program outcomes are showing significant year-over-year improvements, indicating positive trends and a hopeful outlook for meeting performance goals.

One-Stop Operator and Site Manager Reports

B. Silvers reported on recent events, including an all-system training with over 100 staff from core partners, covering conflict resolution and performance training, and featuring an inspiring motivational speaker. A partner panel discussed various programs, highlighting the importance of collaboration among core partners. B. Silvers also mentioned a business summit in Roswell with about 25 employers, where unemployment insurance and online resources for employers were key topics. Efforts to establish remote access points in underserved areas have been successful, with locations set up in Roosevelt County, Santa Rosa, and Anton Chico, and more coming soon in Carrizozo and Hagerman. These access points enable community members to

connect online for services like unemployment insurance and job opportunities.

R. Van Leuven provided updates on office traffic, noting significant increases in activity across multiple counties. Chaves County, for example, saw traffic rise from 393 to 430 month-over-month. Year-over-year comparisons also showed significant growth, with counties like Artesia and Carlsbad nearly doubling their traffic. A new customer survey initiative has been launched to evaluate service quality, with most feedback being positive. Areas for improvement include offering more information on employment opportunities, but overall customer satisfaction remains high, with many praising the helpfulness of the staff.