

## **EAWDB REPORTS UPDATE SEPTEMBER 17, 2024**

### **NM Department of Workforce Solutions**

A. Jenks announced that their department will participate in the "Cabinet in Your Community" event on the 20<sup>th</sup> and 21<sup>st</sup>. Friday's event will be held at the Inn of the Mountain Gods and Saturday's at Ruidoso High School. The team will be present at both locations, managing tables and offering information and services to anyone in need.

### **Service Provider Report**

L. De La Cruz provided a brief update, noting two open positions in Roswell and Clovis for the UFO program, while the rest of the team is fully staffed. New hires were mentioned, including Carrie becoming the new UFO coach in Alamogordo and George Lindstrom joining the adult/dislocated worker team. For the adult program, there are currently 314 participants, and over \$561,000 has been obligated. The dislocated worker program participation has increased to 96, and over \$42,000 has been spent. The UFO youth program has 231 participants, with \$50,000 spent and close to \$100,000 obligated.

Current projects include partnering with the New Mexico Corrections Department, with a CDL program in Roswell moving forward and a Santa Rosa prison project on hold. In Lincoln County, efforts are underway to enroll for the dislocated worker grant. The UFO program is focused on maintaining operations due to staffing shortages, and only one entrepreneurial cohort will take place next year. L. De La Cruz emphasized the team's efforts to ensure payments are brought up to date and stood for any questions.

### **Administrative Entity**

B. Elias provided an update on performance reports, highlighting federal performance metrics for both the first quarter of PY 24 and the rolling four quarters ending June 30, 2024. Green indicates performance exceeded, with metrics like median earnings surpassing 179% of the goal, and dislocated worker earnings at 166%. Yellow indicates a goal was met, achieving 98.37% of the target. According to the U.S. Department of Labor, meeting 90% of a goal counts as success, while anything below 90% is considered failing, and under 80% is sanctionable. It turned out that there was an error in the reports in the board packet and what was included for the 1<sup>st</sup> quarter was a duplicate of the PY 24 numbers but reflected different dates. She stated updated Q1 reports would be pulled and distributed to the board members. It was noted that the only two measures not being met are the youth credential and youth measurable skills gain (MSG), explaining that program changes to improve the credential measure take up to two years to reflect in the performance reports due to data lags in unemployment insurance reporting. MSG, while labeled as a real-time measure, is really a year-long measure with all participants reflected in the denominator at the beginning of the year. Increases in the measure show significant changes typically in December and June.

It was reported that the local plan is posted for review and feedback. Additionally, the state board approved a rebranding, with the New Mexico Workforce Connection centers

becoming American Job Centers starting in January, which will help differentiate the One Stop offices from the Department of Workforce Solutions and the unemployment office. The launch of the rebranding is currently scheduled to take place in January 2025. When the logos are approved the process of obtaining quotes for updated signage and new business cards will take place.

A report was provided that a "Youth Committee 101" training was held last week (September 10, 2024), which provided an orientation into the youth program requirements, programmatic language, committee mission, goals, and acronyms. B. Elias extended an offer to conduct similar training for other committees, such as the one-stop committee, and noted that participation would count toward board members' annual training requirements. It was further noted that there are current plans to provide a "Youth Committee 102" once a date can be finalized.

She informed the board of a recent fiscal monitoring notice from a contractor hired by the New Mexico Department of Workforce Solutions. The document request came with an eight-day turnaround time. B. Elias stated that at this time with all the other things happening and staff workload, this was not reasonable. She informed the board that the request letter stated that failure to submit the documents in the eight days would result in being written up as non-compliant and that she told them to write us up. B. Elias expressed frustration over the unreasonable timeline and made it clear that she made the decision to prioritize other critical tasks over the monitor's document request.

### **One-Stop Operator and Site Manager Reports**

B. Silvers reported on the progress of expanding remote access points (RAPs) in various locations, highlighting the recent opening of the fifth RAP in Hagerman. B. Silvers thanked D. Jennings for introducing the location and mentioned the excitement around setting up in the community center. These RAPs allow customers to learn about the workforce system, access online services, and connect with local offices before visiting in person.

B. Silvers also discussed similar initiatives with library access points (LAPs), which offer the same services, modified for use in libraries across the state, including reservation areas. The goal of both RAPs and LAPs is to provide customers, especially those in rural communities, easy access to workforce services and resources online. This can be done from a computer or phone. He expressed enthusiasm about continuing to expand these access points and thanked the team members involved in making it happen.

R. Van Leuven reported that the offices have been extremely busy, receiving strong support from both management and staff, especially during the fire and flood recovery efforts. He provided an update highlighting the efforts of various offices:

- Chaves County, which served 534 people in June. Since then, numbers have tapered off;
- Lea County provided services to 447 individuals in July and 426 in August;
- Lincoln County saw a significant jump from 3 in June to 506 in July, then decreased to 175 in August. Many of these fluctuations were due to fire and flood-related activities;

- Clovis saw notable growth, increasing from 176 participants last June to 251 this June;
- Carlsbad served 208 individuals in June and 247 in August;
- Lea County/Hobbs remained busy, benefitting from being fully staffed;
- Alamogordo also saw increased activity with 324 participants in June, largely driven by fire and flood impacts.

Although the numbers have begun to stabilize, staff members continue to work hard despite some positions not being replaced due to budget cuts. R. Van Leuven commended the staff and encouraged recognition of their efforts.