

EAWDB REPORTS UPDATE DECEMBER 17, 2024

NM Department of Workforce Solutions

V. Alonzo reported on behalf of the Department of Workforce Solutions, stating that a meeting with the administrative staff will take place tomorrow afternoon to review the local plan. V. Alonzo highlighted that the eastern region had an excellent local plan, she does not foresee many recommended changes, and congratulated everyone involved in its development. One significant point mentioned was a conversation with Secretary Nair regarding a change from the New Mexico Workforce Connection to America's Job Centers. The boards will be asked to reflect this name change in the local plans. V. Alonzo also noted that the administrative staff would discuss updates on aligned case management, providing more specific details about what will occur in the region. V. Alonzo concluded by asking if there were questions from the group. S. Pawlyshyn inquired about the timeline for the name change at the physical offices. V. Alonzo stated that it would be a slow roll out and all offices are encouraged to use current paper supplies with the old logo and that signage costs would be partly covered by DWS.

Service Provider Report

L. De La Cruz provided an update on staffing and program developments. K. Zuest, the former coordinator, transitioned to a new role at CCC in November, but she is still working part-time to assist with the transition. Two new coaches, E. Valenzuela in Roswell and J. Clark in Ruidoso, began on December 2nd. Although an offer was made for a position in Clovis, it was declined, leaving that position open as the only vacancy in the eastern region for both programs. The Adult/Dislocated Worker's currently has no open positions, and staff retention has been strong, with an average tenure of four years. On the youth side, there has been significant turnover, but progress is being made.

L. De La Cruz also shared participant and obligation data for the year to date:

- Adults, 336 participants are currently enrolled, which is 71% of last year's total, and over \$600,000 has been obligated.
- The Dislocated Worker program has 154 participants, nearly matching last year's total, with over \$66,000 obligated.
- The UFO (Youth) program has 216 participants, down from 389 last year, reflecting 56% of last year's caseload, and over \$100,000 obligated.

On the Adult/Dislocated Worker contract, the team is working with the Corrections Department to launch a second CDL cohort in Roswell, with 10-12 incarcerated individuals participating. A similar program for residential and commercial maintenance technician training is planned for Santa Rosa, with enrollment expected in March. He also noted a successful partnership with Quay County to train seven staff members in obtaining their CDL, which resulted in job retention and salary increases.

The UFO program team is focused on participant file cleanup and onboarding new staff. Although enrollments have slowed, there is a waitlist for those interested, with priority given to high-need participants. Conversations are ongoing with partners like Job Corps

and Youth Challenge to begin enrollments in January, though the process will be gradual to avoid overwhelming the new staff.

D. Davis added that Mesa Verde hired one of the prison participants from Roswell after M. Hopkins reached out to them. The participant is reportedly doing a great job in their new position.

Administrative Entity

B. Elias provided a detailed update on program performance metrics. She explained that the report shows performance indicators across different programs, with green indicating exceeded goals, yellow representing goals met, and red highlighting failed metrics. She discussed two specific measures that had fallen short in the last quarter—median earnings for youth and employment in the fourth quarter after exit for both youth and dislocated workers. B. Elias mentioned that the failure of these metrics could be attributed to a data lag, as the measures rely on wage data from the unemployment insurance database, which is typically 18 months old. On the youth side, the measure for median earnings is failing by only half a percent, equivalent to one individual. She suggested that the data may have been pulled before the full data load, and she expects that these issues could be resolved as more recent data is processed.

Additionally, B. Elias addressed the measurable skills gains (MSG) metric, which is currently showing as a failed measure. She clarified that this is not a concern at this point in the program year because individuals active in the program as of July 1, as well as new enrollments are included in the measure and only get credit once they have completed a relevant training or educational achievement. She noted that the measure typically improves after the December semester and on-the-job trainings are completed and data is updated. Davis emphasized that heavy tracking for this measure typically doesn't begin until early to mid-Q4, as that is when most graduations occur, and the data is entered into the Management Information System (MIS).

She mentioned that although the youth median earnings measure is expected to remain in the red and will likely still be failing, they will be revisiting and re-pulling the performance reports for further analysis. B. Elias explained that to meet the youth median earnings measure, the minimum goal is 4,400, even though the target listed in the packet is 4,900. Despite the actual figure in the management information system (MIS) being 3,700, it still falls short of the measure. However, she noted that this is the lowest measure has been in a long time. She speculated that the drop could be due to a significant number of exits from programs like Youth Challenge and Job Corps during this period. When these exits occur in large numbers and aren't properly managed, they can significantly impact performance. V. Davis added that the board staff plans to hold a training for service providers regarding supplemental wages. She noted that they have not always reviewed the data to check if individuals were working in federal jobs or outside of New Mexico, where the data may not be reportable. For example, many individuals from areas like Hobbs and Clovis work in Texas. Addressing this issue is another strategy to improve the earnings and employment measures.

M. Sosa shared her experience attending the Youth Symposium in Phoenix, Arizona, and described it as the most impactful conference she had attended, despite the lower attendance compared to other events. As someone who started in the workforce as a youth career coach, the conference was particularly relevant to her. She noted that this year's symposium focused heavily on Job Corps partnerships, with several sessions dedicated to discussing these collaborations, including a panel featuring Job Corps staff.

M. Sosa attended various sessions, including one on empowering youth-led committees, where representatives from the American Job Centers in Weld County, Colorado, shared their approach of involving youth in the planning and execution of committee meetings. She also attended a session on "bringing dead data into life," where they demonstrated a platform called My One Flow. This platform integrated both static and dynamic data to track participant progress, including barriers encountered during the process.

Another session she found valuable was led by Rick Record, a consultant who focused on performance sessions. He shared language techniques that could help improve communication with youth participants, such as replacing the term "no" with "not ready at this time," calling it a "retention stage" instead of a "follow-up stage," and referring to "exiting" participants as "transitioning to phase two." Additionally, he emphasized the importance of celebrating even small achievements with simple gestures like phone calls or texts.

M. Sosa expressed her intention to follow up with some of the contacts and ideas from the symposium, including setting up meetings and demos by early January. She also plans to involve youth participants in the youth committee moving forward. Overall, she felt the symposium was a valuable experience and the best conference she had attended. V. Alonzo also attended the conference and stated that the eastern area was ahead of trends by already working with Job Corps.

One-Stop Operator and Site Manager Reports

B. Silvers shared several updates about upcoming events and recent activities. One of the exciting initiatives is the second business summit, which will take place in Hobbs at the end of February. After last year's successful summit in Roswell, this year's event will include training sessions on topics businesses have identified as important. A survey will be sent out in early January to gather input from attendees, and even if someone can't attend in Hobbs, filling out the survey will help shape the event to address common business concerns.

Additionally, an all-staff training session will be held, aimed at staff from America's Job Centers and partner organizations. Last year's training included a wide representation, and this year, they plan to send out another survey to ensure the training content is relevant and beneficial for staff.

Three employer roundtables are scheduled for January in the eastern area, including Hobbs, Artesia, and Roswell. Secretary Nair will attend these events, which are aimed at fostering discussions with local employers.

B. Silvers also highlighted recent activities across various counties. In Curry County, the One Stop Center has had a successful partnership with employers who are interested in hosting hiring events. Eddy County has been focused on outreach to schools and local organizations, including participation in the Mayor's Carlsbad Energy Summit. In Chaves County, staff have been actively engaging with employers and responding to the community's needs, particularly in response to disasters affecting both Ruidoso and Roswell. B. Silvers praised the Roswell team for their efforts in managing the response to both disaster situations.

R. Van Leuven provided an update on traffic counts for the various offices. He emphasized that the offices have been working extremely hard, with customer satisfaction being a top priority. Although the staff sometimes feels that they aren't performing well due to longer wait times, they consistently manage to assist customers in a kind, calm, and effective manner.

For the past four months (August, September, October, and November), the traffic counts are as follows:

- Chaves County has had fluctuating numbers, particularly due to multiple disasters. In August, the office recorded 406 visits, followed by 314 and 298, then a spike to 384. This uptick is largely attributed to new claims and related work.
- Curry County also saw fluctuating numbers, with counts ranging from the low 100s to the 300s. The construction at a nearby intersection has caused some congestion, impacting access, but the staff has been managing the situation well.
- Artesia and Carlsbad have shown consistent traffic, with Carlsbad's numbers reaching 338 visits in November, a significant figure for such a small office. Despite limited staff, they continue to remain busy.
- Lea County saw 255 visits in November and 326 in October. Although the office numbers don't fully reflect the workload, Lea County staff are constantly helping both internally and externally with participants.
- Lincoln County has experienced some variation in traffic counts.
- Otero County and Alamogordo have remained steady with traffic numbers: 151 in November and 186 in October.

The total traffic count for November reached 1,400, which is consistent with the previous month, while August saw a higher count of 1,800 due to the disasters.

Year-over-year comparisons show a significant increase: in August 2022, the office recorded 902 visits, while in August 2024, the number had risen to over 1,800.

For September, the office saw 1,352 visits, compared to 726 in 2022. Most offices experienced steady growth, particularly Lea County, Chaves County, and Otero County. In October, the office achieved 1,486 visits, one of the highest months ever, compared to 747 in 2022. Chaves County, Curry County, and Artesia/Carlsbad stood out due to high traffic, despite their limited staffing.

R. Van Leuven concluded by commending the efforts of all the offices, particularly in handling employment, career, and education services. He expressed appreciation for the managers, staff, and team members, acknowledging their outstanding work in ensuring that services run smoothly and efficiently.

Title I Provider

QUARTER 2 PY24

**Presented For
EAWDB**



Staffing and Open Positions



● UFO

- Kryssy Zuest is no longer serving as our UFO Coordinator. However, she will continue to assist the team on a part-time basis.
- Eddi Valenzuela is our new Youth Coach in Roswell and officially started on December 2nd.
- Jamie Clark is our new Youth Coach in Ruidoso and officially started on December 2nd.
- Clovis- Position posted.

● Adult/DW

- No current open positions
- Our staff has an average tenure of 4 years in their current positions.

Participants & Obligations

- **Adult**

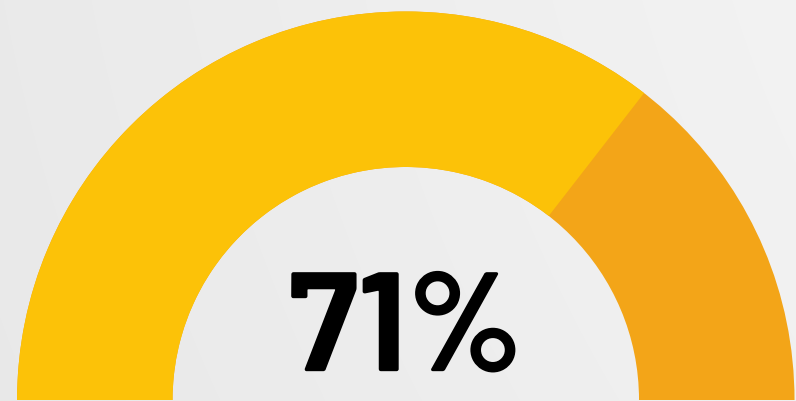
- 336 Current PY24
- 474 PY23
- \$601,586.54

- **Dislocated Worker**

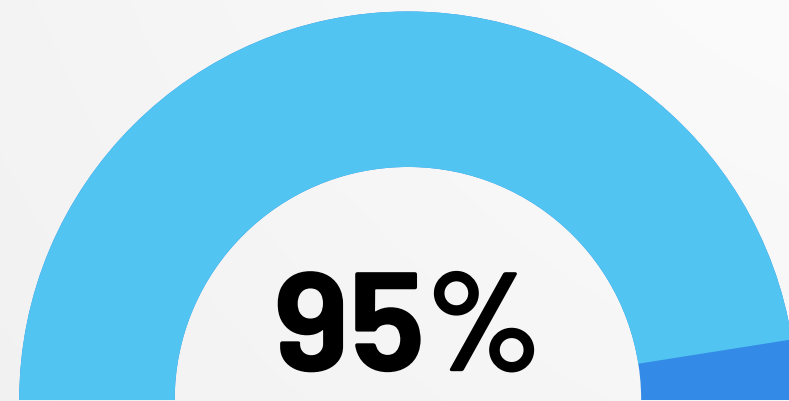
- 154 Current PY24
- 162 PY23
- \$66,893.41

- **UFO**

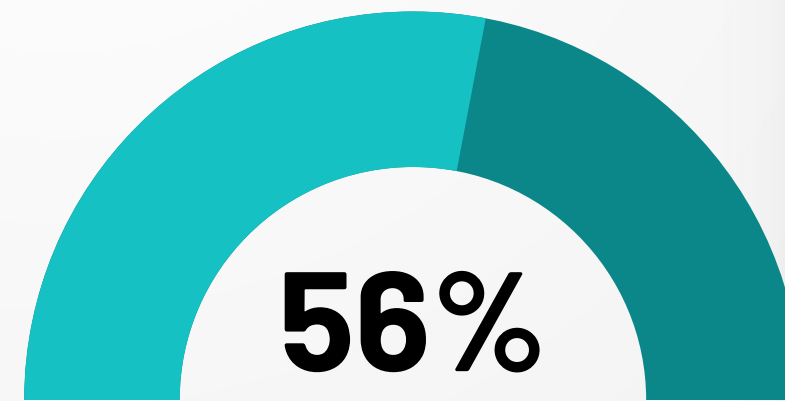
- 216 Current PY24
- 389 PY 23
- \$106,825



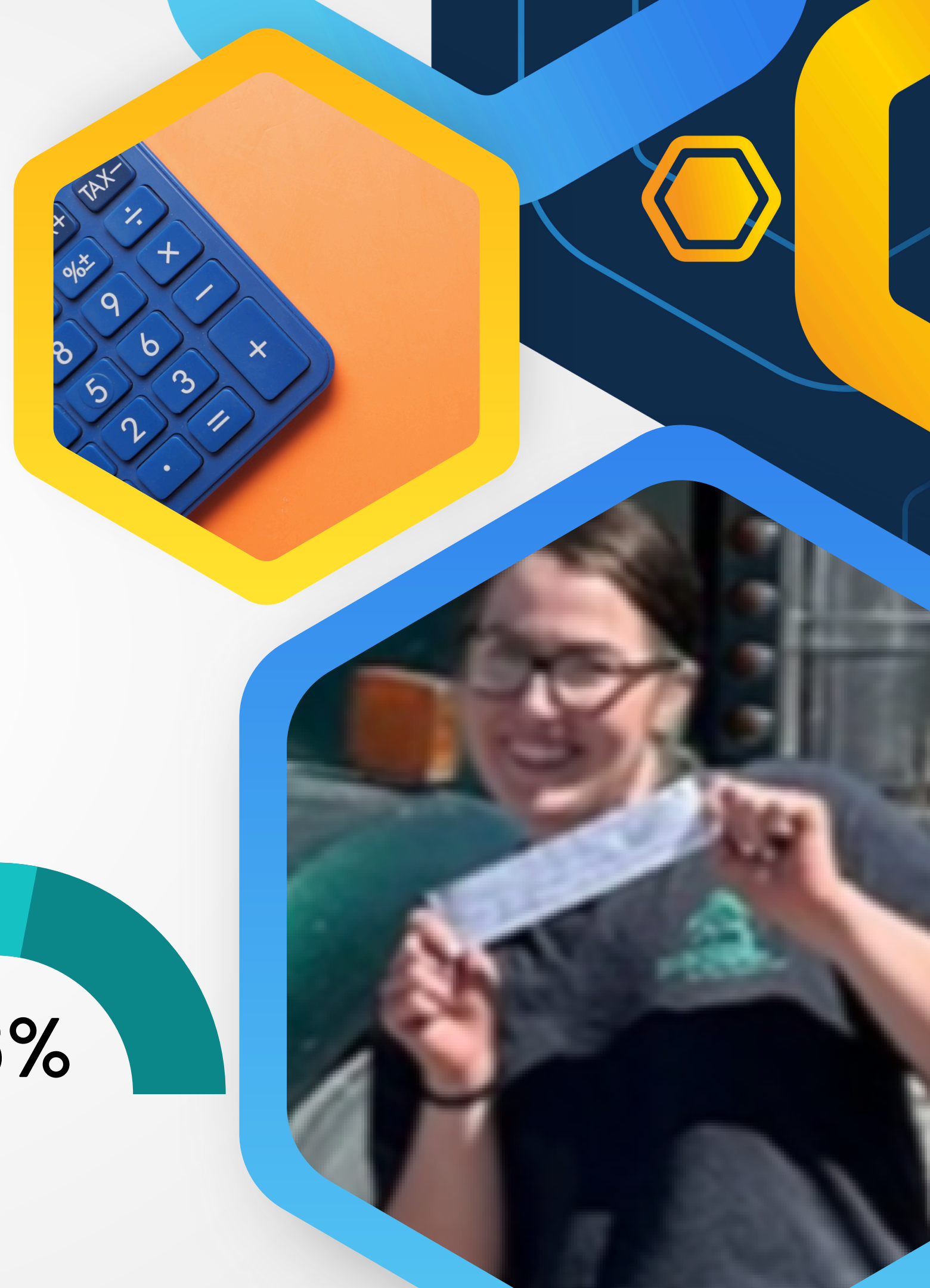
■ Adult



■ Dislocated Workers



■ UFO



Adult & Dislocated Worker Updates



Prison Projects

- Roswell: We will be launching our 2nd CDL cohort this January, serving 10-12 incarcerated individuals.
- Santa Rosa: We are set to begin our first Residential and Commercial Maintenance Technician cohort this March, also with 10-12 incarcerated individuals.
- Clayton: Discussions are underway to launch a training cohort in Quarter 3.



Enrollments

- End of fall semester- Uploading final grades. (MSG and Credential numbers should increase.)
- New enrollments for spring semester have begun.



Quay County

- We partnered with the City of Tucumcari and Quay County to train 7 of their staff and assist them in obtaining their CDL.
- This training resulted in retention and salary increases for all seven individuals.

Unearthing Future Opportunities. (UFO)



Clean Up & Onboarding

- We lost our Coordinator in November.
- Two new staff started in December, and one staff member began in October.
- We still have one Career Coach position open and may potentially need to fill a Coordinator position.
- Our current focus is on training new staff and cleaning up and organizing files.



Enrollments

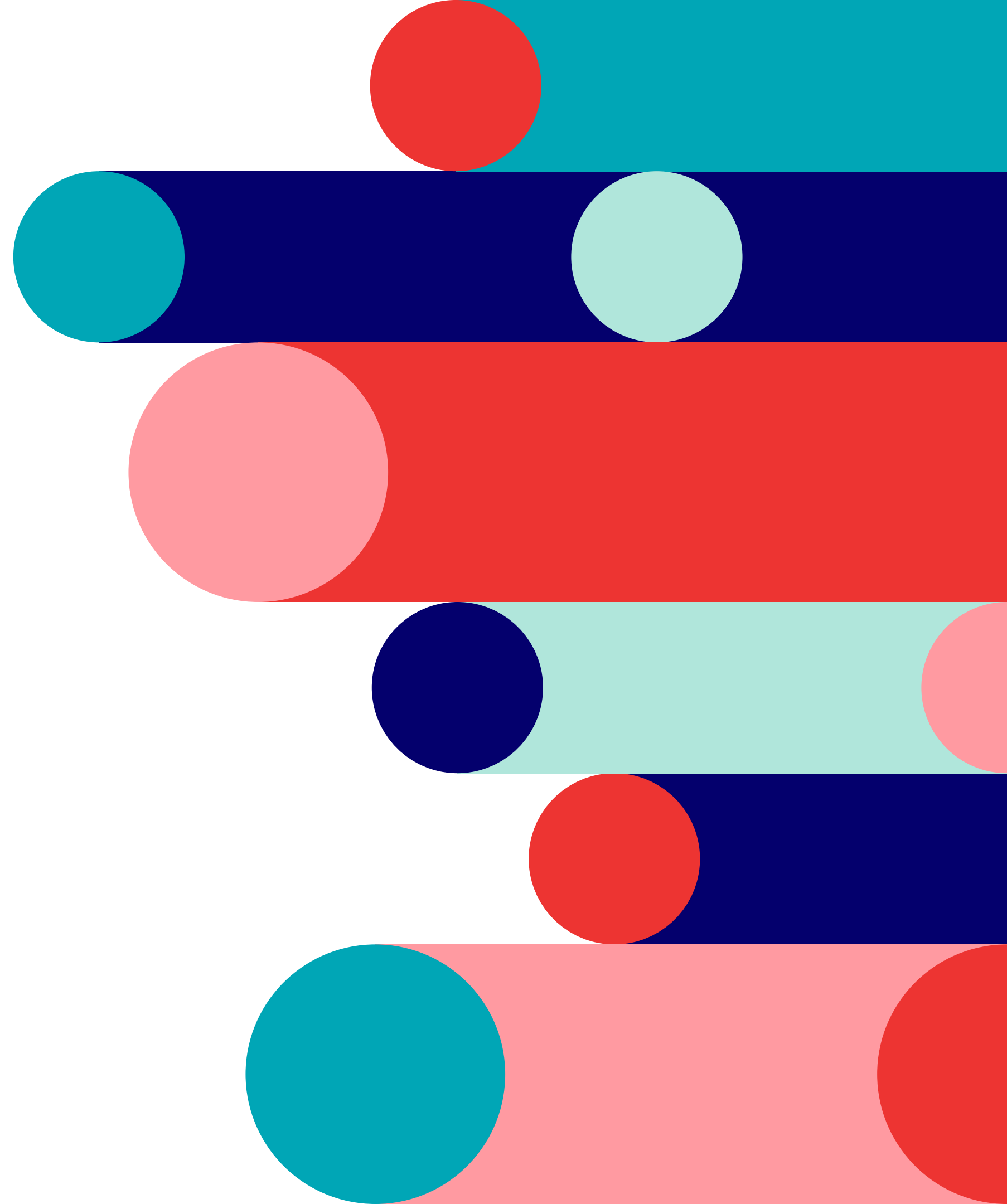
- Enrollments slowed down this quarter due to low staffing and our focus on getting files up to speed.
- We currently have a waitlist for the referrals we've received.
- Enrollment is continuing, but based on participant needs.



Partners

- Started conversations with Job Corps, Youth Challenge, and several Adult Ed programs to discuss enrollments beginning in January.

OSO Report



BUSINESS SUMMIT '25



Location: Hobbs

Date and Time: End of February Time TBD

OSO Team will distribute a survey in January to the Businesses in the East for their input on what they would like to learn more about at the Summit.

**New Mexico
Workforce Connection**

A Proud Partner of the American Job Center Network

THE ONE STOP TEAM

ALL-SYSTEM TRAINING

COMING SOON

Location: Hobbs

Date and Time: End of February Time TBD

OSO Team will distribute a survey in January to the Workforce Staff in the East for their input on what they would like to learn more about in the Training.

New Mexico
Workforce Connection

A Proud Partner of the American Job Center Network

Be part of our discussion at the

Employer Roundtable

Join us for an Employer Roundtable session with **Special Guest, Department of Workforce Solutions Cabinet Secretary Sarita Nair.**

The Employer Roundtable is a FREE open discussion where employers will share their workforce needs and challenges impacting their business.



Save the date and plan to attend, we look forward to seeing you there!



**Wednesday
January 8, 2025**

**Wednesday January 8th 2pm
Hobbs**

**Thursday January 9th 9am
Artesia**

**Thursday January 9th 1pm
Roswell**

Curry County OneStop

The Curry County Workforce office hosted a “Fall Hiring” event that included 12 businesses. Over 80 participants joined in the event. The job possibilities ranged from restaurant work, health care, public safety, and information technology. In addition, the Clovis office was able to introduce Safety Technology USA’s WindStart windmill training program. Safety Technology USA specializes in teaching new and experienced wind technicians across a variety of disciplines and accreditations.

The Clovis Workforce office hosted a three-day Hiring event for Marshalls Department store. There were over 234 prospective employees that attended the event. Marshalls was able to hire over 80 new employees. Marshalls stated that they were extremely satisfied with the office and support and are looking forward to having future events with us. Numerous Workforce staff were invited to attend the Marshalls Grand Opening on November 21st.



Marshalls®

Eddy County OneStop

Workforce and One Stop staff attended “Parents Night” at Artesia High School. The team was able to speak to students and parents about the services we provide.

Workforce staff attended the Carlsbad High School College and Career Fair. Staff was able to speak with over 80 students about services provided at our offices. The team then traveled to Artesia for an Artesia High School Career Fair. They were able to share the Workforce programs with over 130 students at this event.

Workforce Management attended the Carlsbad Government Contracting Forum held by Salado Isolation Mining Contractors LLC for the WIPP. The Forum held a networking and registration session for businesses and organizations in the community. There were presentations and one-on-one sessions for the various contractors of the facility as well as resources within the community. The event created more possibilities for networking with the local Eddy county community.

Workforce and TANF staff attended the 2024 Mayors Carlsbad Energy Summit. The Summit is a day filled with insightful discussions, innovative ideas, and networking opportunities. This in-person event brings together industry leaders, policymakers, and community members to explore the latest trends and advancements in energy.



Chaves County OneStop

The Chaves Workforce staff had the opportunity to attend an event by SOAR. Staff was able to learn how and what SOAR does within the Roswell community. SOAR (Supporting Opportunity for Achievement and Resilience), empowers young adults to successfully overcome the roadblocks on their journey to independence and self-sufficiency. Through personalized support, skill-building programs, and community resources, they provide a safe and nurturing environment where individuals can flourish and thrive.

The Workforce staff have been splitting duties on the two major disasters in their area. They have been traveling to Ruidoso to help process emergency unemployment claims from the fire there and most recently, the flooding disaster in

the Roswell community. Staff have been on the front lines of help for the many that lost everything. The One Stop staff in Chaves County is second to none when it comes to their commitment to their community.





Traffic By Office

Traffic by County	Aug PY24	Sept PY24	Oct PY24	Nov PY24
Chaves	406	314	298	384
Curry	301	175	302	155
Artesia	134	101	124	126
Carlsbad	247	190	181	338
Lea	426	273	326	255
Lincoln	175	81	59	32
Otero	122	225	196	151
Total	1811	1359	1486	1441

August Year Over Year

Traffic By Office

Traffic by County	August PY22	August PY23	August PY24
Chaves	262	417	406
Curry	191	284	301
Artesia	17	49	134
Carlsbad	98	202	247
Lea	172	314	426
Lincoln	2	8	175
Otero	160	152	122
Total	902	1426	1811

September Year Over Year

Traffic By Office

Traffic by County	Sept PY22	Sept PY23	Sept PY24
Chaves	214	262	314
Curry	143	154	175
Artesia	11	55	101
Carlsbad	90	109	190
Lea	140	233	273
Lincoln	0	10	81
Otero	128	112	225
Total	726	935	1359

October Year Over Year

Traffic By Office

Traffic by County	Oct PY22	Oct PY23	Oct PY24
Chaves	254	309	298
Curry	165	156	302
Artesia	11	87	124
Carlsbad	66	124	181
Lea	122	273	326
Lincoln	0	0	59
Otero	129	113	196
Total	747	1062	1486