

Southwestern Area Workforce Development Board

Virtual Meeting Via Zoom or Phone

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Thursday, February 16, 2023, at 10:00 a.m. (MDT)

MEETING MINUTES

I. Call to Order

- a. Vice-Chairman Orozco called the meeting to order at 10:04 a.m.

II. Roll Call and Abstentions

- a. Ms. Raney called roll. There were no abstentions. Vice-Chair Orozco welcomed the new members, Sylvia Washington and Monica Sweatt. Both Ms. Sweatt and Ms. Washington gave a brief introduction of themselves.

Present:

Cassie Arias-Ward
Jacqueline Fryar
Rebecca Lescombes
Magdaleno Manzanárez
Marcos Martinez
Michael Olguin
Joshua Orozco
Erik Padilla
Anton Salome
Monica Sweatt
Marlene Thomas-Herrera
JC Trujillo
Mary Ulrich
Sylvia Washington
Gary Whitehead

Staff:

Jay Armijo, SCCOG Executive Director
Skylar Arnold, Fiscal Administrator
Glory Juarez, WIOA Administrator
Angela Longovia, Communications Manager
Diana Luchini, Fiscal Clerk
Javier Perea, Project Manager
Sarah Raney, Administrative Specialist
Krisye Shook, Program Specialist
Jaymi Simms, WIOA Program Manager

Absent:

Mary Ann Chavez-Lopez
Alisa Estrada
Robert Hawkins
Debbie Schoonover
Steve Siañez
Kim Skinner

Guests:

Veronica Alonzo
Ian Farkas
James Fielder
Cindy Gallegos
Chanin Kelly
Peter Martinez
Marissa Molano
Giselle Palomares
Marcos Peña
Vicki Wilkins

III. Public Comment

- a. No public comment

IV. Approval of Agenda

Mr. Padilla made a motion to approve the agenda; seconded by Ms. Arias-Ward.

By unanimous consent, the motion passed. Vice-Chair Orozco asked to confirm if roll call votes needed to be done in the hybrid setting. It was confirmed that the roll call vote is necessary. The roll call vote was as follows:

Ms. Arias-Ward – Yes
Ms. Fryar – Yes
Ms. Lescombes – Yes
Mr. Manzanárez – Yes
Mr. Martinez – Yes
Mr. Olguin – Yes
Mr. Orozco – Yes

Mr. Padilla – Yes
Ms. Sweatt – Yes
Ms. Thomas-Herrera – Yes
Mr. Trujillo – Yes
Ms. Ulrich – Yes
Ms. Washington – Yes
Mr. Whitehead – Yes

V. Professional Development

- a. Mr. Padilla from the New Mexico Division of Vocational Rehabilitation spoke about the services and programs offered across the state.

Mr. Whitehead asked if the Adult & Dislocated Worker and Division of Vocational Rehabilitation programs can partner. Mr. Pena explained that both programs work together to provide the customer with the best possible wrap-around care. However, services are not duplicated between the two programs. A team approach is utilized to ensure the best care for the customer.

Mr. Manzanarez and Ms. Fryar mentioned that they will have to leave by 11:30 a.m. and would like to ensure that the voting items are covered before they leave.

Mr. Salome joined the meeting during this presentation.

VI. Discussion, Consideration, and Possible Action Regarding

- a. Approval of the December 15, 2022, Board Meeting minutes

Mr. Whitehead made a motion to approve the December 15, 2022, meeting minutes; seconded by Mr. Padilla. The motion passed. The roll call vote was as follows:

Ms. Arias-Ward – Yes
Ms. Fryar – Yes
Ms. Lescombes – Yes
Mr. Manzanárez – Yes
Mr. Martinez – Yes
Mr. Olguin – Yes
Mr. Orozco – Yes
Mr. Padilla – Yes

Mr. Salome – Yes
Ms. Sweatt – Yes
Ms. Thomas-Herrera – Yes
Mr. Trujillo – Yes
Ms. Ulrich – Yes
Ms. Washington – Yes
Mr. Whitehead – Yes

- b. Resolution 22 – 11 approves the purchase of LobbyCentral, a customer check-in software platform

Ms. Juarez reported that LobbyCentral is a check-in software to help improve customer service for the Las Cruces office walk-ins. Currently, they are asking that the software be utilized only at the Las Cruces office to see if it will be a good fit for the customer flow. They would like to expand the software to other regional offices if it is determined to be a beneficial tool. A YouTube video was presented about the software. Ms. Juarez reported that the One-Stop Operator, Mr. Peter Martinez, is requesting funding from the board since the funds are not in the current One-Stop Operator budget. Mr. Whitehead questioned why the funding is not coming from the providers. Ms. Juarez explained that it is for all of the partners to use within the office location. In the future, a Memorandum of Understanding could be presented to expand the use of the program and software. Mr. Martinez explained that Las Cruces is the only comprehensive and largest center in southwestern New Mexico. He was confident that the software is worth the cost in ensuring efficient customer service in their offices. Ms. Lescombes asked that the matrix of the measurements be presented to the board to show the effectiveness of the software. Mr. Martinez agreed that that would be something he could present within his reports to the board. Ms. Ulrich asked how the

direction of customer service via phone will be addressed. Mr. Martinez reported that the state is updating the phone system and agreed that there is an inconvenience for the customers when they call in but that it is being addressed. Mr. Martinez asked if the cost presented is the total annual cost for the system and if the cost would be split between the partners. Mr. Martinez confirmed that it is the total annual cost. Ms. Juarez reported that the cost will not be split at this time as this system will be for one location. Ms. Arias-Ward asked if the funds were available in the budget, and Ms. Juarez confirmed that the funds are available.

Ms. Arias-Ward **made a motion to approve Resolution 22 – 11; seconded by Mr. Padilla. By unanimous consent, the motion passed.** The roll call vote was as follows:

Ms. Arias-Ward – Yes	Mr. Salome – Yes
Ms. Fryar – Yes	Ms. Sweatt – Yes
Ms. Lescombes – Yes	Ms. Thomas-Herrera – Yes
Mr. Manzanárez – Yes	Mr. Trujillo – Yes
Mr. Martinez – Yes	Ms. Ulrich – Yes
Mr. Olguin – Yes	Ms. Washington – Yes
Mr. Orozco – Yes	Mr. Whitehead – Yes
Mr. Padilla – Yes	

- c. Resolution 22 – 12 approves the One-Stop Certification of the Southwest Region's Comprehensive Workforce Connection Center.

Ms. Juarez reported that the certification process reviews comprehensive workforce centers. She said that the Las Cruces center is the only comprehensive center. The certification is an evaluation of the performance of the centers. Ms. Juarez reported that the certification is missing the number of employees with the partners and that the comprehensive evaluation needed to be completed. Ms. Lescombes preferred that the evaluation be complete before approval by the board. Mr. Orozco asked what the timeline was to complete this process. Ms. Juarez confirmed that it needs to be completed as soon as possible. Mr. Whitehead agreed that completion of the evaluation needed to be done before presenting it to the board. The group discussed the process of review of the evaluation and certification. Mr. Whitehead suggested that the approval of an amended statement that the certification is presented to the Monitoring Committee and then brought to the board after review by the committee. Ms. Juarez confirmed that the One-Stop Committee was the committee that previously reviewed the certification. Mr. Whitehead suggested that there be a joint committee meeting with the One-Stop and the Monitoring Committees for the review of the evaluation and certification. Ms. Fryar and Mr. Padilla agreed with the amended resolution, which was the One-Stop Certification, upon review by the two committees.

Ms. Fryar **made a motion to amend Resolution 22 – 12 with the One-Stop Recertification process to be reviewed by the One-Stop and Monitoring Committee; then, they will present it to the board; seconded by Mr. Padilla. By unanimous consent, the motion passed.** The roll call vote was as follows:

Ms. Arias-Ward – Yes	Mr. Salome – Yes
Ms. Fryar – Yes	Ms. Sweatt – no answer/connection
Ms. Lescombes – Yes	Ms. Thomas-Herrera – Yes
Mr. Manzanárez – Yes	Mr. Trujillo – Yes
Mr. Martinez – Yes	Ms. Ulrich – Yes
Mr. Olguin – Yes	Ms. Washington – Yes
Mr. Orozco – Yes	Mr. Whitehead – Yes
Mr. Padilla – Yes	

- d. Resolution 22 – 13 certifies the Board Chair's committee appointments.

Vice-Chair Orozco reviewed the committee appointments that were presented as follows: Marcos Martinez to the One-Stop Committee and ad hoc Bylaws Committee; Magdaleno Manzanarez to the Policy Committee and ad hoc Bylaws Committee; Sylvia Washington to

the Disabilities Committee and Policy Committee; and Monica Sweatt to the Planning Committee and Policy Committee.

Ms. Arias-Ward **made a motion to approve Resolution 22 – 13; seconded by Ms. Lescombes. By unanimous consent, the motion passed.** The roll call vote was as follows:

Ms. Arias-Ward – Yes
Ms. Fryar – Yes
Ms. Lescombes – Yes
Mr. Manzanárez – Yes
Mr. Martinez – Yes
Mr. Olguin – Yes
Mr. Orozco – Yes
Mr. Padilla – Yes

Mr. Salome – Yes
Ms. Sweatt – Yes
Ms. Thomas-Herrera – Yes
Mr. Trujillo – Yes
Ms. Ulrich – Yes
Ms. Washington – Yes
Mr. Whitehead – Yes

- e. Resolution 22 – 14 ratifies the Executive Committee's action to authorize the approval of a waiver of the Board's Policy 17-19.1, acknowledging the strategy and plans were in the system, approving payout to any participant in the outstanding final invoice for YDI who is missing board-specific policy requirements but still meets the definition of the Act (WIOA) and federal guidance.

Ms. Juarez reported that the Executive Committee approved the waiver of the Board's Policy 17-19.1. The Board's policy currently requires that there be a participant signature on their file, but many of the participant files were missing the signatures. She mentioned that the federal policy does not require a signature but does require the documents to be complete. Ms. Juarez reported that the Executive Committee approved the payout for the participants with missing signatures but not for the payout for the participants who were missing documentation. Ms. Lescombes asked about the board's policy. Ms. Juarez said that this policy is the Records Retention policy. She also reported that Mr. Whitehead had suggested that the policy be discussed at the Policy Committee for review. Vice-Chair Orozco mentioned that the Board's policy seemed stricter than the federal policy. Mr. Whitehead also commented that the state was involved in the process of paying out the contract with the YDI provider. He said that the monies were already approved for spending on the contract. Mr. Whitehead pointed out that during the transition of providers, and that is when there is this type of technicality issue. He worried about the quality of services being provided. Still, he is confident that the committee was reassured by the confidence of the new partner during the transition of the two partners. Ms. Arias-Ward asked if the files are complete for the individuals that are being listed in the expenditure. Mr. Whitehead confirmed that the files for the participants were complete.

Mr. Whitehead **made a motion to approve Resolution 22 – 14; seconded by Mr. Padilla. By unanimous consent, the motion passed.** The roll call vote was as follows:

Ms. Arias-Ward – Yes
Ms. Fryar – Yes
Ms. Lescombes – Yes
Mr. Manzanárez – Yes
Mr. Martinez – Yes
Mr. Olguin – Yes
Mr. Orozco – Yes
Mr. Padilla – Yes

Mr. Salome – Yes
Ms. Sweatt – Yes
Ms. Thomas-Herrera – Yes
Mr. Trujillo – Yes
Ms. Ulrich – Yes
Ms. Washington – Yes
Mr. Whitehead – Yes

VII. Reports and Information Items

a. Service Provider Reports

i. Youth Program: Alamo Navajo School Board, Inc.

Ms. Thomas-Herrera reported that the report covers the second quarter. She reported that their goal is to serve a total of 30 individual youths in the program (to include the 50/50 ratio of in-school and out-of-school youth). They currently have a few individuals

in the work experience program. Ms. Thomas-Herrera reported that they include services with Career Pathways to help the youth transition to post-secondary education, training, and employment. She reported on the number of new enrollments in the in-school youth program and the out-of-school youth program. Ms. Thomas-Herrera reported that they do not currently have a case manager. However, she will be reviewing the participants' files and cases and working on training for a replacement case manager. She reported on the summer of 2022 youth activities within the program and the new services available to the youth through several other Native American support services.

ii. Youth Program: Equus

Mr. Pena reported on the current enrollments and the performance measures in the youth program for this second quarter. Currently, there are 43 new in-school youth and 41 out-of-school youth. He said they have implemented an individualized case management approach with participants that increases the understanding of career pathways and helps the youth transition to other services, such as post-secondary education. Mr. Pena mentioned that they are still challenged with capturing accurate skills gains for the participants. He reported the plan to begin a youth academy on March 6th. They are also partnering with public schools to reach the students needing further services. The Summer Youth Employment program will begin this summer as well. This will continue employment for the youth involved. He mentioned that he is working closely with Ms. Simms to track and document the skills gains within the system accurately. Mr. Pena reported on the methods that they are utilizing to reach the youth in the local areas.

iii. Adult & Dislocated Worker Programs: Equus

Ms. Molano reported on the performance measures and the second-quarter milestones. This quarter, she emphasized their successes and challenges in the Adult and Dislocated Worker program.

Mr. Whitehead asked that the next time there is an opportunity to have an education session, there be more focus on the Skills Gains and Credential reports. He would like to see more detail in the program process and services, from daily to overall functioning. Vice-Chair Orozco agreed.

b. Administrative and Financial Reports

i. Ms. Juarez spoke about financial goals for this year concerning the monies from the last program year. She reported that the main concern is the spending within youth programs. Ms. Juarez said there has been discussion on the program's performance and the spending of the funds available.

Ms. Juarez reported that the approval of the purchase of the Owl has been done and that the device will be available very soon for the upcoming meetings.

Ms. Juarez reported on the designation process of the regions within the state. She said that the team will be working on the process to ensure completion by the deadline of May 1, 2023. There will be a committee formed to aid in the completion of the redesignation application.

Ms. Juarez reported that there is also the addition of designation of members to be involved with the CEO board. She said a resolution will be presented to the counties to designate a representative to serve on the Board.

The monitoring process will begin soon. Ms. Juarez explained that this is an audit done by Workforce Solutions. Secretary Nair will visit on March 22 for two days to set out the guidelines and explain the process. During this visit, Ms. Juarez said she would also like to showcase the Workforce centers.

Ms. Juarez reported that the National Board conference is in March. The reservations have been completed for the Board members who have agreed to attend. There will not be any staff attending the conference.

The RFP for the One-Stop Operator Program and Adult/Dislocated Worker Program

process has started and the intent is to post by February 26th. Ms. Juarez said there will be an evaluation committee created and Board members may be recruited for this process.

Ms. Juarez spoke about the Workforce Connection Center and options for expanding due to running out of space for the workers. She mentioned that an individual is interested in purchasing the previous Convergys Center and allowing the Workforce to expand to that location as a second location. She said this will officially be brought to the board when plans are available; this is also upon partner approval.

Mr. Perea spoke about Career Pathways and Sector Strategies. He stated that he is working on worksheets that will aid in collecting the needed data to help map the relationship between the core partners and potential partners. He will email those worksheets within the next month to begin collecting the information.

- ii. Technical Assistance and Training – Ms. Simms presented the Adult & Dislocated Worker Services and Youth Services Technical Assistance Training from July 1, 2022, through January 31, 2023. She mentioned that they are changing the voucher system to streamline the payment system for the program.
- iii. Financial Report – Ms. Arnold reported on the financial statements from July 1, 2022, through December 31, 2022. She also presented the Participant Training Obligations by county and program.

c. Updates from DWS Liaison

- i. Ms. Gallegos mentioned the newly hired Program Monitors. She introduced Ian Farkas, Chanin Kelley, and Arlen Nelson. She also mentioned the designation process and that the state has offered technical assistance to complete this. Ms. Gallegos stated that this designation process will be requested every odd year.

VIII. Other

- a. Member Input – none at this time

IX. Public Comment

- a. No public comment

X. Next Meeting

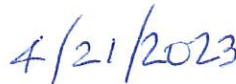
- a. Thursday, April 20, 2023, at 10:00 a.m.

XI. Adjournment

- a. Vice-Chairman Orozco adjourned the meeting at 12:08 p.m.

ATTESTED





Date

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