

Southwestern Area Workforce Development Board

Special Board Meeting Agenda

Virtual Meeting via Zoom or Phone

To join meeting by phone, dial: (346) 248-7799, then enter Meeting ID: 841 1572 9086

To join meeting online via Zoom, go to: <https://us02web.zoom.us/j/84115729086>

Thursday, September 16, 2021 at 10:00 a.m. (MDT)

*Mr. Mario Juarez-Infante—Board Chair
Ms. Alisa Estrada—Board Vice-Chair*

- I. Call to Order**
- II. Roll Call and Abstentions**
- III. **Public Comment (3-Minute Limit)**
- IV. Approval of Agenda** *(Items marked with an asterisk * are considered consent agenda items as shown in the consent agenda section below. These items are approved with the motion to approve of the agenda unless a member requests that a specific item be removed for its own action. There is no discussion on these items)*
- V. Consent Agenda Items**
 - a. *Approval of the August 12, 2021 meeting minutes
- VI. Discussion, Consideration and Possible Action Regarding**
 - a. Resolution 21 – 10 approves an amendment to contract agreement number PY21-WIOA-04 with Arbor E&T, LLC dba Equus Workforce Solutions to provide WIOA One-Stop Operator Services for the period of July 1, 2021 through June 30, 2022, and authorizes the board chair or vice-chair to sign the agreement.
- VII. Reports and Information Items**
 - a. Administrative Updates
 - b. Updates from DWS Liaison – Christina Garcia-Tenorio
- VIII. Other**
 - a. Member Input
- IX. ***Public Comment (3-Minute Limit)**
- X. Next Meeting**
 - a. Thursday, October 14, 2021 at 10:00 a.m. via Zoom
- XI. Adjournment**

**Public comments can be emailed to angela1@sccog-nm.com before September 16, 2021 at 10:00 a.m. All public comments will be read at the meeting in the order received.

***Public comments may also be emailed during the meeting to angela1@sccog-nm.com. All public comments will be read at the meeting in the order received.

Mission: The Southwestern Area Workforce Development Board's mission is to empower individuals in the region by providing them with the tools and training they need to acquire higher paying jobs based on the needs of local businesses. With an emphasis on economic and employer-driven goals, SAWDB's cooperative programs will cater to the region's unique employment needs, allowing for more effective distribution of federal funds and serving local employers by cultivating a highly skilled workforce.

The Southwestern Area Workforce Development Board is an Equal Opportunity Employer and will make every effort to provide reasonable accommodations for people with disabilities who wish to attend a public meeting. Please provide notification at least 72 hours before the meeting by calling (575) 744-4857. WIOA Title I-financially assisted programs and activities are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay New Mexico: 711 (Voice) or 1-800-659-8331 (TTY). Funded by the U.S. Department of Labor.

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**Southwestern Area
Workforce Development Board**

Mesilla Community Center
2251 Calle de Santiago
Mesilla, NM 88046

6 To join meeting by phone, dial: (346) 248-7799, then enter Webinar ID: 891 5203 3910

7 To join meeting online via Zoom, go to: <https://us02web.zoom.us/j/89152033910>

8 **Thursday, August 12, 2021 at 10:00 a.m. (MDT)**

9 **DRAFT MEETING MINUTES**

10 **I. Call to Order**

- 11 a. Chairman Orozco called the meeting to order at 10:07 a.m. and welcomed all attendees.

12 **II. Roll Call and Abstentions**

- 13 a. Ms. Longovia called roll.

14 **Present:**

15 Cassie Arias-Ward
16 Alisa Estrada
17 Jacqueline Fryar
18 Joe Gristy
19 Mario Juarez-Infante
20 Rebecca Lescombes
21 Debbie Maldonado
22 *Marcos Martinez
23 Michael Olguin
24 *Joshua Orozco
25 Erik Padilla
26 Anton Salome
27 Steve Siañez
28 Kim Skinner
29 Sharon Thomas
30 Marlene Thomas-Herrera
31 Mary Ulrich
32 Gary Whitehead

Absent:

Chris Boston
Mary Ann Chavez-Lopez
Robert Hawkins
Debbie Schoonover

33 **Staff:**

34 *Jay Armijo, SCCOG Executive Director
35 *Skylar Arnold, Fiscal Administrator
36 *Steve Duran, WIOA Administrator
37 *Angela Longovia, Communications Manager
38 *Diana Luchini, Fiscal Clerk
39 *Krisye Shook, WIOA Program Specialist
40 *Jaymi Simms, WIOA Program Manager

Guests:

Veronica Alonzo
Anissa Baldonado
Yvette Bayless
Robert Chavez
Concha Cordova
Mary Gandara
Christina Garcia-Tenorio
Yvette Gutierrez
Jeramey Harrison
Peter Martinez
Camille Padilla
Marcos Peña
Cindy Quillin
Eric Rivera

48 Michelle Velarde
49 * indicates in-person attendance
50 Monica

51 III. Public Comment

- 52 a. No public comment

53 IV. Approval of Agenda

- 54 a. Approval of the agenda also approves the Consent Agenda Items. Mr. Olguin joined the
55 meeting. Mr. Duran requested the removal of Item V.c. Resolution 21 – 03, Item VI.d
56 Resolution 21 – 09, and Item VI.e. Resolution 21 – 10. Mr. Duran also requested removing
57 Consent Agenda Item V.e. Resolution 21 – 05 for discussion. Ms. Arias-Ward made a
58 motion to approve the agenda as amended; seconded by Mr. Salome. Motion passed. Roll
call vote was as follows:

59 Ms. Arias-Ward – Yes	Mr. Padilla – Yes
60 Ms. Fryar – Yes	Mr. Salome – Yes
61 Mr. Gristy – Yes	Mr. Siañez – Yes
62 Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
63 Ms. Lescombes – Yes	Ms. Thomas – Yes
64 Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
65 Mr. Martinez – Yes	Ms. Ulrich – Yes
66 Mr. Olguin – Yes	Mr. Whitehead – Yes
67 Mr. Orozco – Yes	

68 Consent Agenda Items – (These items were approved when the agenda was approved)

- 69 a. *Approval of the June 24, 2021, meeting minutes
70 b. *Resolution 21 – 02 adopts the Individual Career Services Policy 21-01
71 c. *Resolution 21 – 04 approves travel and fees for board members to attend the Texas
72 Workforce Conference in Houston, TX scheduled for November 17 – 19, 2021

73 V. Discussion, Consideration and Possible Action Regarding

- 74 a. Resolution 21 – 05 approves a lease agreement for New Mexico Workforce Connection in
75 Truth or Consequences with the City of Truth or Consequences beginning September 1,
76 2021 through August 31, 2026. Mr. Duran indicated the Administrative Entity proposed a
77 4% increase for each year of this lease, but the City of Truth or Consequences wants a
78 \$100 increase each year which is higher than the proposed 4% increase. Mr. Duran asked
79 the board to amend this resolution to allow the Administrative Entity to negotiate a lower
80 amount with the City of Truth or Consequences. If a lower amount cannot be achieved, the
81 approved amounts will stand as presented on the draft lease.

82 Mr. Whitehead made a motion to approve Resolution 21 – 06; seconded by Ms. Fryar.
83 Motion passed. Roll call vote was as follows:

84 Ms. Arias-Ward – Yes	Mr. Padilla – Yes
85 Ms. Fryar – Yes	Mr. Salome – Yes
86 Mr. Gristy – Yes	Mr. Siañez – Yes
87 Ms. Lescombes – Yes	Ms. Skinner – Yes
88 Ms. Maldonado – Yes	Ms. Thomas – Yes
89 Mr. Martinez – Yes	Ms. Thomas-Herrera – Yes
90 Mr. Olguin – Yes	Ms. Ulrich – Yes
91 Mr. Orozco – Yes	Mr. Whitehead – Yes

- 92 b. Resolution 21 – 06 ratifies the Executive Committee's action to authorize \$58,000.00 from
93 the Board's Reserves for security guard services. Mr. Duran reported that as workforce
94 centers opened to provide in-person services, DWS requested assistance from local
95 boards to help pay for security guard services to deter threats against customers and staff.
96 Chairman Orozco added that the Executive Committee met to approve this item because it

97 was time-sensitive. Mr. Whitehead commented that he feels the board and administrative
 98 entity need to find a policy where, after the budget is approved, the administrative entity
 99 can make changes recommended or directed by the State without going through the
 100 Executive Committee. Mr. Duran stated this ties itself with an existing policy where he, the
 101 WIOA Administrator, is authorized to spend up to a certain dollar amount per transaction.
 102 We would look to modify that policy.

103 Ms. Maldonado made a motion to approve Resolution 21 – 06; seconded by Ms.
 104 Skinner. Motion passed. Roll call vote was as follows:

105	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
106	Ms. Fryar – Yes	Mr. Salome – Yes
107	Mr. Gristy – Yes	Mr. Siañez – Yes
108	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
109	Ms. Lescombes – Yes	Ms. Thomas – Yes
110	Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
111	Mr. Martinez – Yes	Ms. Ulrich – Yes
112	Mr. Olguin – Yes	Mr. Whitehead – Yes
113	Mr. Orozco – Yes	

114 c. Resolution 21 – 07 approves the SAWDB Bylaws Amendment. Mr. Duran stated that the
 115 Travel Policy was recently updated to align with the Per Diem and Mileage Act. The
 116 independent auditor recommended updating the Bylaws to align with the Per Diem and
 117 Mileage Act. At the request of the Bylaws Committee, the definition of in-person meeting
 118 and virtual meeting was added. The Committee reviewed the amended Bylaws and
 119 recommends it to the board for approval.

120 Mr. Gristy made a motion to approve Resolution 21 – 07; seconded by Ms. Maldonado.
 121 By unanimous consent, motion passed. Roll call vote was as follows:

122	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
123	Ms. Fryar – Yes	Mr. Salome – Yes
124	Mr. Gristy – Yes	Mr. Siañez – Yes
125	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
126	Ms. Lescombes – Yes	Ms. Thomas – Yes
127	Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
128	Mr. Martinez – Yes	Ms. Ulrich – Yes
129	Mr. Olguin – Yes	Mr. Whitehead – Yes
130	Mr. Orozco – Yes	

131 d. Resolution 21 – 08 approves the PY21 Southwestern Area Workforce Development Board
 132 Budget Amendment No. 2. Mr. Duran stated this resolution adjusts several items. We are
 133 proposing to:

- 134 • Increase Youth Development Inc.'s (YDI) contract amount from \$2,100,00.00 to
 135 \$2,386,000.00.
- 136 • Shift \$45,000.00 from each fund line item (Adult, Dislocated Worker, Youth) to the
 137 Administration fund line item for the Administrative Entity. No money is removed
 138 from any of the programs. This will help us divert more funds for direct service
 139 expenditures within the program.
- 140 • Decrease the Board & CEO and Special Projects funding. A couple of years ago,
 141 we wanted to partner with NMSU's Ag Department to do an Ag Training Program.
 142 The pandemic got in the way, and this project was never started. Now is not a
 143 good time to revisit this project. We want to divert as much funding as possible to
 144 the service providers as early as possible to get the money into the communities.
- 145 • Add a line item for workforce center security services and sets aside \$417,000.00
 146 in reserve funding for a proposed initiative where we are looking to replicate a
 147 model used in the Central region for workforce center operations. This item will be
 148 presented at the next board meeting.

149 Ms. Arias-Ward made a **motion to approve Resolution 21 – 08; seconded by Ms.**
 150 Estrada. Motion passed. Roll call vote was as follows:

151	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
152	Ms. Estrada – Yes	Mr. Salome – Yes
153	Ms. Fryar – Yes	Mr. Siañez – Yes
154	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
155	Ms. Lescombes – Yes	Ms. Thomas – Yes
156	Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
157	Mr. Martinez – Yes	Ms. Ulrich – Yes
158	Mr. Olguin – Yes	Mr. Whitehead – Yes
159	Mr. Orozco – Yes	

160 e. Resolution 21 – 11 approves an amendment to contract agreement number PY21-WIOA-
 161 06 with Youth Development, Inc. to provide WIOA Youth Services for the period of July 1,
 162 2021 through June 30, 2021, and authorizes the board chair or vice-chair to sign the
 163 agreement. The increase will allow YDI to provide additional training and supportive
 164 services to participants and increase staff salaries for the reclassification of positions. Ms.
 165 Fryar made a **motion to approve Resolution 21 – 11; seconded by Mr. Siañez.** By
 166 unanimous consent, motion passed. Roll call vote was as follows:

167	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
168	Ms. Estrada – Yes	Mr. Salome – Yes
169	Ms. Fryar – Yes	Mr. Siañez – Yes
170	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
171	Ms. Lescombes – Yes	Ms. Thomas – Yes
172	Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
173	Mr. Martinez – Yes	Ms. Ulrich – Yes
174	Mr. Olguin – Yes	Mr. Whitehead – Yes
175	Mr. Orozco – Yes	

176 f. Resolution 21 – 12 approves the issuance of external partner access to the New Mexico
 177 Workforce Connection Online System for online referrals between organizations in the
 178 workforce system. Mr. Duran stated this is a discussion item for the board to determine
 179 whether it will carry the responsibility and liability for workforce partners who use the New
 180 Mexico Workforce Connection Online System (WCOS) to refer participants. The workforce
 181 partners who would have access to WCOS are Adult Education Services, Division of
 182 Vocational Rehabilitation, TANF, and other partners who may opt to participate in training
 183 and to support their staff as users in the system. An alternative is for the NM Department of
 184 Workforce Solutions to be responsible for the access and management of the partners as
 185 they do with existing users of the system, such as Title IB and Title III partners. The
 186 department has security protocol and training in place for all users in the system. The
 187 SAWDB does not have IT staff or protocols for such activities

188 Ms. Alonzo added that options include modifying current agreements with each partner or
 189 having a separate MOU for each partner with specific language of access to the system.

190 Members shared their questions and concerns about liability and insurance currently in
 191 place and stated that the Chief Elected Officials should be included in the decision-making
 192 process. Mr. Armijo said he would review all the insurance policies for the board and the
 193 South Central Council of Governments on August 23, 2021. He will get clarification and
 194 bring it back to the board with a presentation.

195 Ms. Estrada made a **motion to table Resolution 21 – 12, with direction to the AE to**
 196 **present back to the board three items:**

- 197 i. **a complete presentation on liability insurance that we currently have and**
 198 **what would be required to take on**
- 199 ii. **a policy to cover this new requirement**
- 200 iii. **a clear motion as to whether or not the board want to take on the liability and**

201 **the new program, or they want to let the state continue to manage the**
 202 **program;**

203 **seconded by Ms. Fryar. Motion passed. Roll call vote was as follows:**

204	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
205	Ms. Estrada – Yes	Mr. Salome – Yes
206	Ms. Fryar – Yes	Mr. Siañez – Yes
207	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
208	Ms. Lescombes – Yes	Ms. Thomas – Yes
209	Ms. Maldonado – Yes	Ms. Thomas-Herrera – Yes
210	Mr. Martinez – Yes	Ms. Ulrich – Yes
211	Mr. Olguin – Yes	Mr. Whitehead – Yes
212	Mr. Orozco – Yes	

213 g. Election of Chair for the period of one year beginning September 1, 2021. Chairman
 214 Orozco stated he has served two consecutive terms and is not eligible to serve as Chair
 215 another year.

216 Mr. Whitehead made **a motion to elect Mr. Juarez-Infante as Chair; seconded by Ms.**
 217 Fryar. Motion passed. Roll call vote was as follows:

218	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
219	Ms. Estrada – Yes	Mr. Salome – Yes
220	Ms. Fryar – Yes	Mr. Siañez – Yes
221	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
222	Ms. Lescombes – Yes	Ms. Thomas – Yes
223	Mr. Martinez – Yes	Ms. Thomas-Herrera – Yes
224	Mr. Olguin – Yes	Ms. Ulrich – Yes
225	Mr. Orozco – Yes	Mr. Whitehead – Yes

226 h. Election of Vice-Chair for the period of one year beginning September 1, 2021.

227 Mr. Whitehead made **a motion to elect Ms. Estrada as Vice-Chair; seconded by Ms.**
 228 Fryar. Motion passed. Roll call vote was as follows:

229	Ms. Arias-Ward – Yes	Mr. Padilla – Yes
230	Ms. Estrada – Yes	Mr. Salome – Yes
231	Ms. Fryar – Yes	Mr. Siañez – Yes
232	Mr. Juarez-Infante – Yes	Ms. Skinner – Yes
233	Ms. Lescombes – Yes	Ms. Thomas – Yes
234	Mr. Martinez – Yes	Ms. Thomas-Herrera – Yes
235	Mr. Olguin – Yes	Ms. Ulrich – Yes
236	Mr. Orozco – Yes	Mr. Whitehead – Yes

237 VI. Reports and Information Items

238 a. Committee Reports:

239 i. Monitoring / Performance Committee – Administrative Entity Monitoring Tool
 240 Ms. Skinner stated that the Monitoring Committee met a couple of times to discuss
 241 developing an Administrative Entity Monitoring tool. Their last meeting was Monday,
 242 August 9. The Committee studied three workforce board models, a Monitoring Process,
 243 Deliverables, Draft Monitoring Tool, Draft Monitoring Guide, and items Ms. Garcia-
 244 Tenorio sent as additional information for thought. Ms. Skinner stated the presentation
 245 shared at the meeting will be sent to the board members, and she would like everyone
 246 to review all the information and contact her with any questions or suggestions. The
 247 next Monitoring Committee meeting is November 8, and Kim would like to present
 248 member input at that meeting.

249 Mr. Whitehead requested an item added to Kim's presentation. For members who are
 250 not familiar with a Council of Governments, he would like information added on what a
 251 Council of Governments is and why the board can contract with them so easily.

252 b. Administrative Report
 253 Mr. Duran stated that the service providers had not met the 80% expense goal in year one of
 254 two. They were on their way to achieving it, but the pandemic came in and hampered efforts.
 255 Mr. Duran shared the Budget Action Plan and asked each of the service providers, YDI,
 256 Alamo, Equus ADW, to present their strategy for meeting the 80% expenditure this year.

257 During Alamo's presentation, members had left and we lost quorum. Chairman Orozco ended
 258 the meeting at 12:25 p.m.

259 **ATTESTED**

260 _____
 261 _____ **Date**

DRAFT

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AGENDA ITEM SUMMARY

Special Southwestern Area Workforce Development Board Meeting	September 16, 2021
<p>Agenda Item Resolution 21 – 10 approves an amendment to contract agreement number PY21-WIOA-04 with Arbor E&T, LLC dba Equus Workforce Solutions to provide WIOA One-Stop Operator Services for the period of July 1, 2021 through June 30, 2022, and authorizes the board chair or vice-chair to sign the agreement</p>	
<p>SUMMARY OF AGENDA ITEM</p> <p>This item is presented for your review and consideration to approve an increase of \$400,000.00 in the One-Stop Operator contract for a total contract amount of \$725,745.00. This contract amendment includes approving a recommendation from the One-Stop/Agency Coordination Committee to approve the One-Stop Operator Staffing Plan.</p> <p>The new staffing plan will keep temporary Customer Engagement Specialists on staff and add two new temporary Welcome Function staff through June 30, 2022.</p> <p>In addition to a new staffing plan, increases will be made to the Awareness Campaign and other line items outlined in the presentation.</p> <p>The One-Stop/Agency Coordination Committee Chair will provide information from the committee meeting.</p> <p>The One-Stop Operator will present on this item.</p> <p>RECOMMENDATION</p> <p>A motion to approve Resolution 21 – 10.</p> <p>BOARD'S OPTIONS ARE TO</p> <ul style="list-style-type: none"> • Accept the recommendation • Amend the recommendation • Reject the recommendation • Table the item • Take no action on the item <p>DEPENDING ON ACTION TAKEN, ITEM MAY BE REFERRED OR REPORTED TO</p> <ul style="list-style-type: none"> • Staff or committee, as directed. <p>THIS ITEM SUPPORTS STRATEGIC PLAN GOAL(S)</p> <ul style="list-style-type: none"> • Supports all strategic plan goals <p>LIST OF SUPPORTING INFORMATION FOR YOUR REVIEW</p> <ul style="list-style-type: none"> • Contract amendment • One-Stop Operator presentation 	

WIOA SERVICES CONTRACT COVER SHEET	1. CONTRACT/MODIFICATION NO. PY21-WIOA-04 / Amendment No. 1			CONTRACT PERIOD July 1, 2021 - June 30, 2022	
<p>This Contract Amendment is made and entered into by the Southwestern Area Workforce Development Board, hereinafter referred to as the LWDB, and Arbor E&T, LLC dba Equus Workforce Solutions, hereinafter referred to as the Sub-Grantee. The Sub-Grantee agrees to provide WIOA One Stop Operator services in the geographic area within the State of New Mexico, as stated in the scope of work, pursuant to the provisions of the Workforce Innovation and Opportunity Act (WIOA), and in accordance with the provisions of this Agreement.</p> <p>This Agreement consists of this WIOA Contract Cover Sheet; Sub-Grant Agreement Provisions; Scope of Work; Budget; and Exhibits.</p>					
2. NAME OF PROVIDER Arbor E&T, LLC dba Equus Workforce Services (previously Rescare Workforce Solutions)			3. NAME OF PROVIDERS POINT OF CONTACT Camille Padilla		
ADDRESS 805 North Whittington Parkway			TITLE OF POINT OF CONTACT Regional Director		
CITY, STATE & ZIP Louisville, KY 40222			TELEPHONE/FAX/EMAIL Phone: (949) 637-2491 Email: camille.padilla@equusworks.com		
4. FUNDING TYPE(S) (Check those that apply) TITLE I <input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> Dislocated Worker <input checked="" type="checkbox"/> Youth <input type="checkbox"/> Administration			5. TYPE OF CONTRACT ACTION <input type="checkbox"/> New <input checked="" type="checkbox"/> Modification/Amendment <input type="checkbox"/> Other		
AMOUNT OF CONTRACT					
ADMINISTRATION	ADULT	DISLOCATED WORKER	YOUTH	TOTAL	
\$0.00	\$134,579.00	\$113,335.00	\$77,831.00	\$325,745.00	
AMOUNT OF MODIFICATION					
ADMINISTRATION	ADULT	DISLOCATED WORKER	YOUTH	TOTAL	
\$0.00	\$140,000.00	\$90,000.00	\$170,000.00	\$400,000.00	
AMOUNT OF TOTAL CONTRACT					
ADMINISTRATION	ADULT	DISLOCATED WORKER	YOUTH	TOTAL	
\$0.00	\$274,579.00	\$203,335.00	\$247,831.00	\$725,745.00	

**FIRST AMENDMENT
TO THE
SUB RECIPIENT AGREEMENT No. PY21-WIOA-04
BETWEEN
SOUTHWESTERN WORKFORCE DEVELOPMENT BOARD
AND
EQUUS WORKFORCE SOLUTIONS**

This Contract Amendment to the Grant Agreement ("Agreement") is between the Southwestern Workforce Development Board (LWDB), and Arbor E&T, LLC dba Equus Workforce Solutions (SUBRECIPIENT) for Workforce Innovation and Opportunity Act (WIOA) One Stop Operator services.

WHEREAS, LWDB and SUBRECIPIENT are parties to the Agreement effective as of July 1, 2021; and

WHEREAS, the LWDB has reviewed the SUBRECIPIENT'S request for additional funding and budget adjustment; and

WHEREAS, the Agreement contains provisions to allowing the modification of the Agreement when agreeable to both parties; and

NOW THEREFORE, in consideration of the forgoing premises, the LWDB and SUBRECIPIENT agree to the following on the effective date of this Contract Amendment, which is on the most recent date of signature of the LWDB and SUBRECIPIENT;

1. Scope of Work Amendment

- (a) Attachment A – Scope of Work Addendum: The amendment includes budget line item adjustments and an increase in funding for additional temporary agency staff to assist with the additional operation functions of the One Stop Operator that includes assisting with New Mexico's Re-start NM initiative and implementing welcome and resource room model to improve the delivery of services within workforce centers.

2. Budget

- (a) Attachment A-1 – Budget is removed from the current contract agreement and replaced with Attachment A-1 Amended Budget.

Attachment A-1 Amendment reflects that:

- i. The contract amount of \$325,745.00 is increased in the amount of \$400,000.00 for a total contract amount of \$725,745.00.
- ii. The WIOA Adult funds are increased in the amount of \$140,000.00; \$90,000.00 in Dislocated Worker funds; and \$170,000.00 in Youth funds.

3. Modification

(a) Except as modified by this Amendment, the terms and conditions of the Agreement, remain in full force and effect.

LWDB
SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD

SUBRECIPIENT
EQUUS WORKFORCE SOLUTIONS

By: _____

By: _____

Name

Name

Title

Title

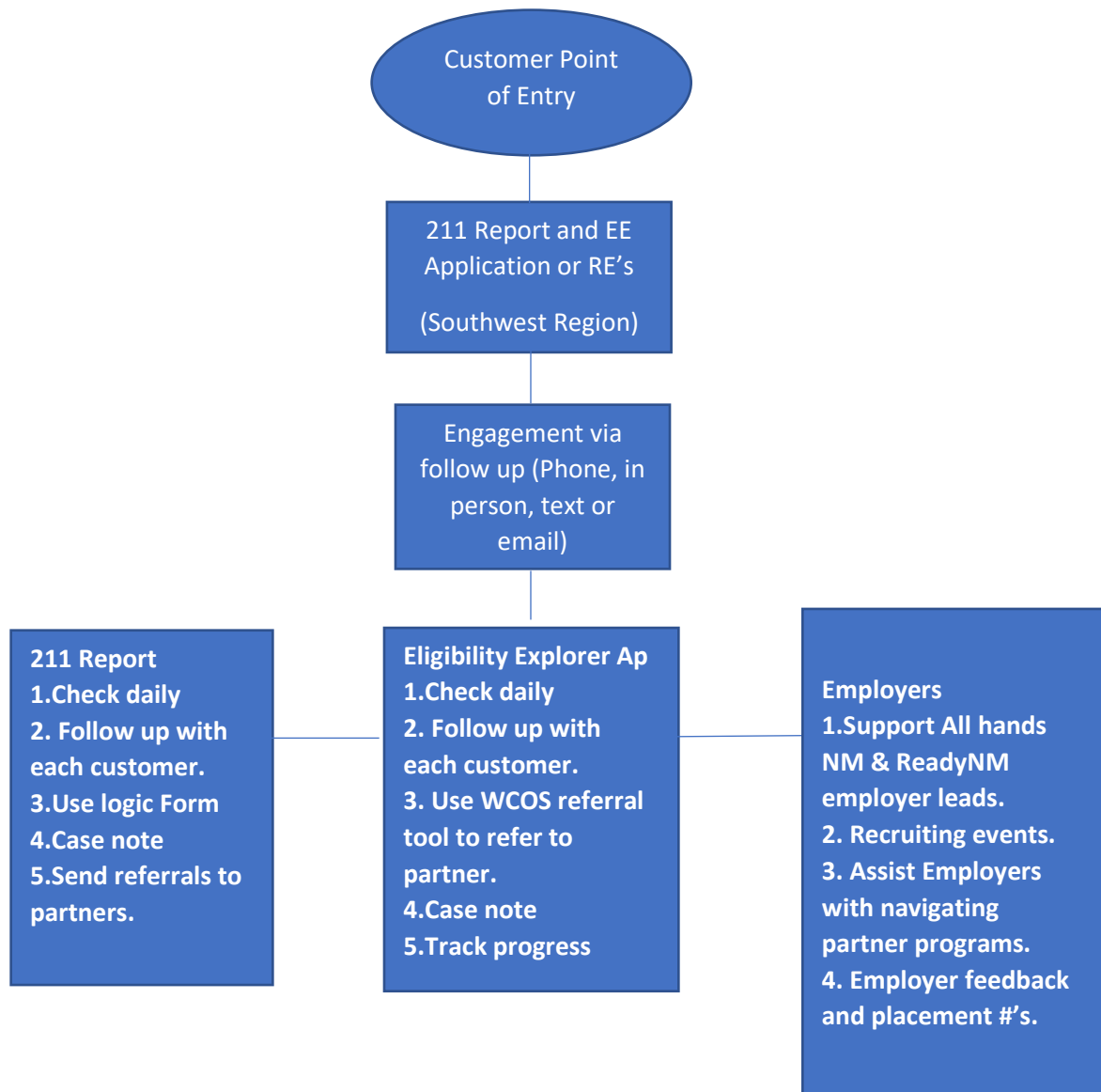
Date

Date

Contract Amendment No. 1 – Attachment A

Scope of work: Customer Engagement Specialist

Functions as a first point of contact for referrals coming into the system in the southwest region. Team to notate interactions with customers and tracking referrals sent to Title II and Title III. Follow up on 211 report referrals and Eligibility Explorer Applications. Assist employers in getting feedback and supporting them in navigating the system for recruiting and training services. Also, assisting employers pre and post event as well as ensuring employer feedback is collected and job placement info gets updated.

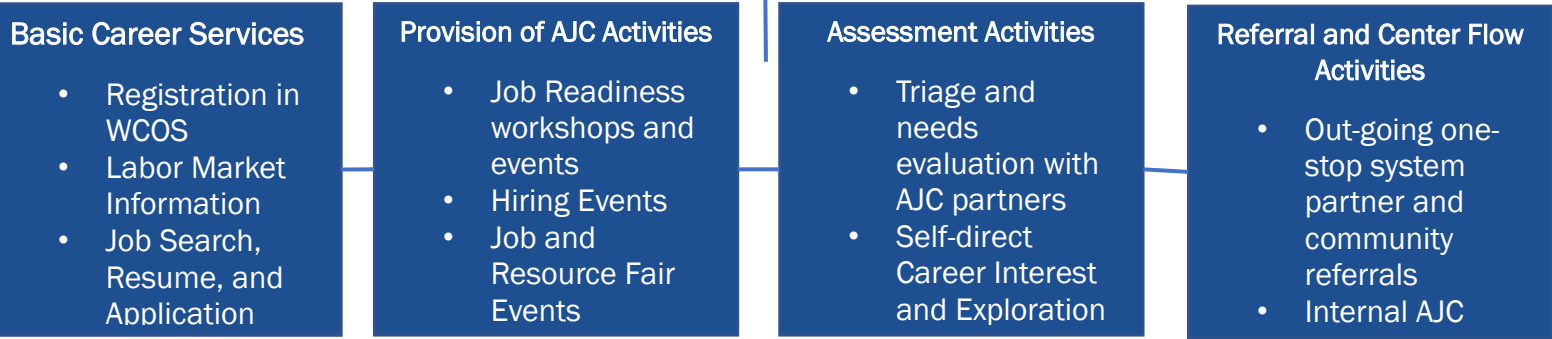
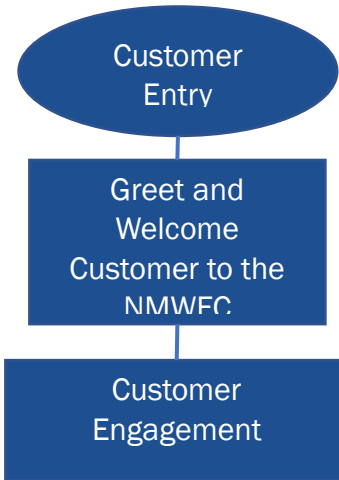


Scope of work: Customer Engagement Specialist-Welcome Function Team

Assist in daily operations of the workforce center assigned. Assist in the resource room, sign in, resource navigation, RESEA orientations, answering phones, supporting onsite recruiting events and other duties as assigned.

Roles and Responsibilities of the Customer Engagement Specialist

- Welcome and greet all customers entering the NMWFC, connecting vitally and/or on the call
- Manage and direct customers based on need and reason for visit
- Manage and track customer flow based on NMWFC activities, programs accessed and referrals
- Assist customers with basic needs and answer questions
- Direct customers to staff, workshops, and/or internal activities and resources



Basic Career Services

- Registration in WCOS
- Labor Market Information
- Job Search, Resume, and Application

Provision of AJC Activities

- Job Readiness workshops and events
- Hiring Events
- Job and Resource Fair Events

Assessment Activities

- Triage and needs evaluation with AJC partners
- Self-direct Career Interest and Exploration

Referral and Center Flow Activities

- Out-going one-stop system partner and community referrals
- Internal AJC

WORKFORCE INNOVATION AND OPPORTUNITY ACT

Attachment A-1 Budget Worksheet

Contract Amendment No.1

Table with 3 columns: Sub-grant Number (PY21-WIOA-04), Contract Period (July 1, 2021 - June 30, 2022), Name of Provider (Arbor E&T, LLC dba Equus Workforce Solutions)

Budget Category table with columns: Budget Category, Original Budget (Adult, Dislocated Worker, Youth, Total), Budget Adjustment (Adult, Dislocated Worker, Youth, Total), Final Budget (Adult, Dislocated Worker, Youth, Total). Rows include Staff Salaries for various roles like Program Manager, Operator, Accountant, Assistant, HR.

Fringe Benefits table with columns: Fringe Benefits, Percentage or Cost, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include FICA/Medicare, FUTA, SUTA, Workmans Comp. Ins., Workmans Comp. Fee, Health Care Ins., Retirement, Life Insurance, Disability Insurance.

Travel table with columns: Travel, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include In-State Travel (Mileage & Per Diem, Lodging, Meals, Car Rental) and Out-of-State Travel (Airfare, Lodging, Meals).

Materials & Supplies table with columns: Materials & Supplies, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include Office Supplies, Postage.

Property table with columns: Property, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Row includes Laptop with MS Office.

Facility Rental table with columns: Facility Rental, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include Loretto Towne Center - Las Cruces, Storage Unit.

Miscellaneous table with columns: Miscellaneous, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include General & Professional Liability Insurance, Cell Phone Stipend, Awareness Campaign, Sales Tax, Network Communications.

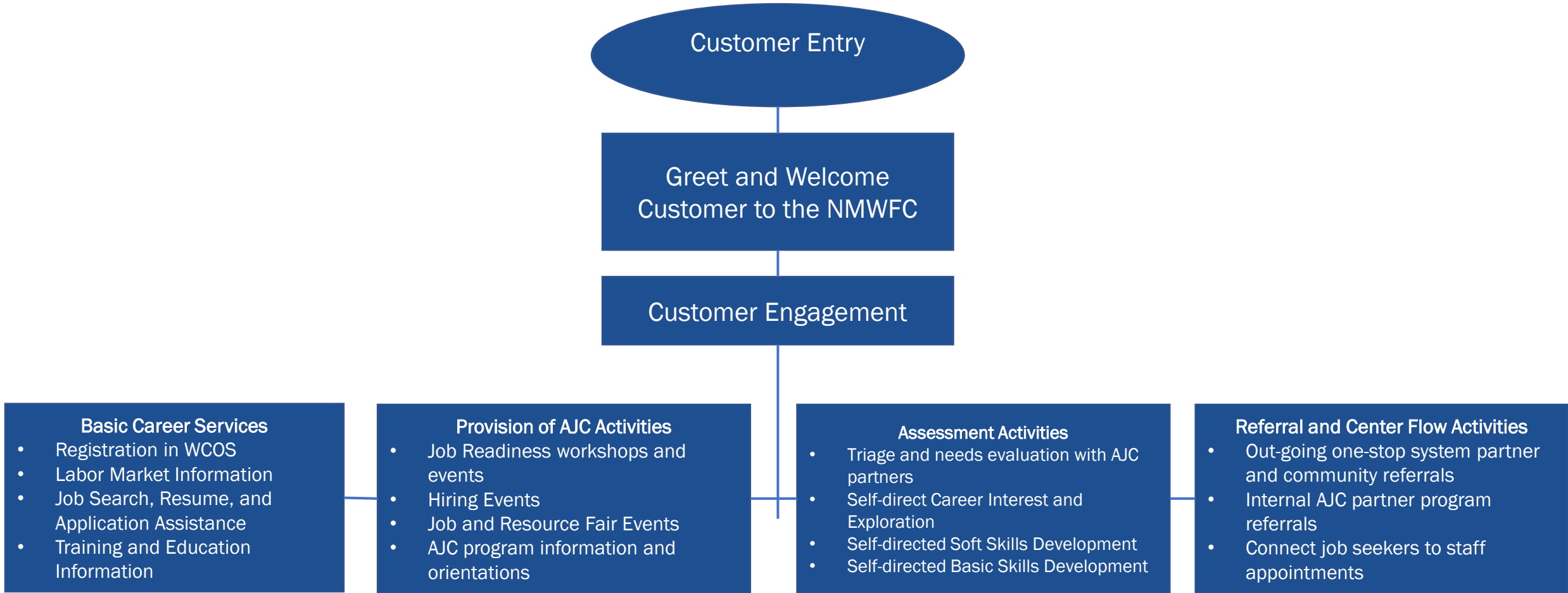
Professional Services table with columns: Professional Services, Description, Adult, Dislocated Worker, Youth, Total, Budget Adjustment, Final Budget. Rows include Audit, Payroll Processing Fees, User Fees - Performance Management Tool, Employee Background Checks, Temp Prof Services.

OFFEROR'S NAME: _____

STAFFING PLAN

STAFFING PLAN					PERCENT OF WORK HOURS			ANNUAL WAGES / SALARY EXPENSE
Title of Position	Work Site Location	Does this Position have Direct Contact with Customers?	Hourly Rate	Total Work Hours During Term of Contract (All Programs)	WIOA	Non - WIOA Programs	Total	WIOA
Example: Supervisor	Las Cruces	Yes	\$ 18.00	800	80%	20%	100%	\$ 11,520.00
One Stop Operator	Las Cruces	No	\$ 33.30	2,088	100%	0%	100%	\$ 69,530.40
Project Accountant	Las Cruces	No	\$ 33.25	209	100%	0%	100%	\$ 6,942.60
One Stop Supervisor	Las Cruces	No	\$ 19.52	2,088	100%	0%	100%	\$ 40,757.76
HR	Las Cruces	No	\$ 20.23	104	100%	0%	100%	\$ 2,112.01
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TOTAL								\$ 119,342.77

SW NM OSO Flow Chart



WIOA Title I-financially assisted programs and activities are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay New Mexico: 711 (Voice) or 1-800-659-8331 (TTY). Los programas y actividades con asistencia financiera del Título I de la WIOA son un programa/empleador que ofrece igualdad de oportunidades. Las ayudas y los servicios auxiliares están disponibles a pedido para las personas con discapacidades. Relay Nuevo México: 711 (Voz) o 1-800-659-8331 (TTY). FUNDED BY THE U.S. DEPARTMENT OF LABOR

Customer Engagement Staff

1. No wrong way to initially engage.

2. No one waits to begin receiving services.

3. Assessment that quickly identifies customized services needed.

COORDINATION OF COMPREHENSIVE JOB CENTER OPERATIONS

Equus would like to bring current and relevant solutions to Southwestern Area Workforce Development. During 2020, we have expanded and enhanced our delivery model in ways that further support our ability to address the necessary volume and pace of services, while maintaining a focus on job seekers' individual needs in relationship to local labor markets. Key features we will promote in the New Mexico Workforce Connection network include:

- No wrong way to initially engage
- No one waits to begin receiving services
- Assessment that quickly identifies customized services needed

While operating as OSO, we will use this Talen Delivery Model as the standard for how system partners will be expected provide services to jobseekers and businesses. While this foundation will not impact signature service delivery of partners or overhaul processes already in motion, it will be used moving forward to influence general service structure and quality of services.

To facilitate a smooth, streamlined process across all New Mexico Workforce Connection centers, staff will be housed at the Centers. To maintain day-to-day operations at each center, Customer Services Specialists will be providing support on connecting with job seekers walking to the center or connecting with us via phone and/or virtually.

In alignment with the Southwestern Area Workforce Development Board employment initiative, our process flow will operate with assistance from the VOS kiosk. Upon entering any center, a first-time visitor will be able to select their reason for seeking center services and a Customer Services Specialist assigned to them will be able to engage them as appropriate and offer a one-on-one orientation to New Mexico Workforce Connection services and partners and the benefits of a membership. This orientation will also include registration in VOS System. Using our Legacy in Action customer service model, a customer-centered approach, relationship building and being intentional in connection with customers, an Equus facilitates Welcome function will link customers to the most appropriate services and referrals to meet their unique needs.

The remainder of the service flow will be dependent on and tailored to the needs customers and will evolve with implementation of our coordination and development of our network organization but will be based on the basic steps of engagement, needs evaluation, activity, and service connectivity.

Beyond engagement and orientation, the Customer Services Specialists will assist the visitor with an initial needs assessment to guide decisions on how to assist them. Equus can also offer our Career Pathways Explorer assessment tool. Developed through our partner Traitify, this assessment links to O*NET to help determine what types of jobs best match the participant's personality.

With information collected from both assessments, the Customer Services Specialists can refer each visitor immediately to partners that can provide needed services – demonstrating efficiency and assuring no one waits for services, transitioning them from the Welcome function to Skills Development.



Purpose

- The purpose of the Customer Engagement Team under the One Stop Operator is to ensure customer experience is universal and a top priority.
- This design also allows for us to ensure that these functions that would otherwise take away from the partners and their primary deliverables is always covered.
- The core component is that this team is an equitable and universal support system for ALL workforce center partners.
- Partner input is vital! Roles and responsibilities are defined by the OSO based on input and system need.

Evidence Based Model

- This design is not only currently in place in the central region of NM, but it is also happening in projects across the US.
 - ex. Pennsylvania (11 OSO Team members) and Arizona (10 OSO Team members)
- During the pandemic, the central region was able to mobilize a response quicker than any other region simply because this operations team was in place.
- They were managing virtual triage for callers, ensuring virtual customer engagement was happening, managing and tracking call flow and activity and ensured continuity of services.
- They now manage the eligibility explorer applications and 211 report and this activity never landed on the desks of service providers. This is the model we have implemented in the southwest and hope to continue for that particular function.
- In the central region, the welcome function was strengthened by having the operations team man those functions to ensure that triage flow was smooth.
- Partners that work with that team in central area state that they are happy with the model and see great value in having the welcome team support partners.

Customer Engagement Specialist

Key Responsibilities:

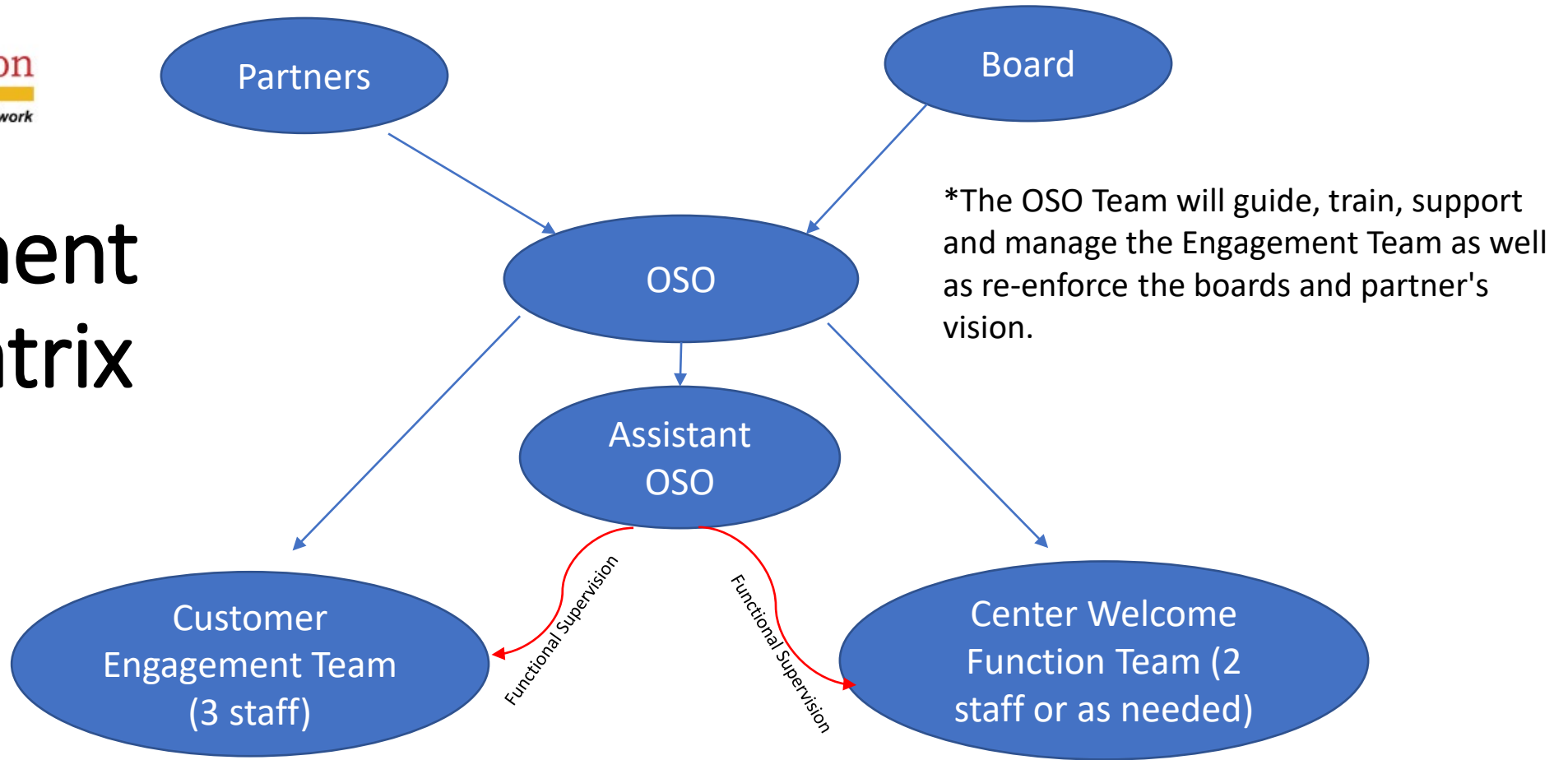
- 211 referral report
- Eligibility Explorer Application in WCOS
 - Call participants refer to interested programs
- (1) CES responsible for Business Engagement
 - Follow up with employers who have attended hiring events
 - Gather data on applications submitted and who was hired

Welcome Function Team Member

Key Responsibilities:

- Assists with front desk coverage, greeting customers, and directing customers to appropriate areas/services
- Assists in resource area
- Maintains mandated partners shared calendar and update partners flyers, postings and information in Career Resource Center
- Schedules customers into appointments and workshops using required tools
- Provides customers information regarding job fairs, workshops, and other events of interest
- Ensures the Resource Room is well stocked and maintains a professional appearance

Engagement Team matrix



*If partners feel that more staff are needed, we will need to evaluate and determine cost sharing through an IFA.

Cost Per Staff

The OSO is covering this cost at 100% for PY21, however, next PY is contingent on available funding. Any portion not covered by the board would be covered through an IFA “IF” partners see value in continuing to have this available.

Customer Engagement Specialist bill rate includes staffing agencies fees, base salary. These staff members do not have to be procured as temps and can be hired as FTE and that will eliminate agency fees but add taxes and fringe costs.

Annual cost per temp staff: \$52,618

Annual cost for (3) temp staff: \$157,853

Salary per staff: \$18.50 per hour, \$38,638 annually

Welcome Team staff bill rate includes staffing agencies fees, base salary.

Annual cost per temp staff : \$48,233

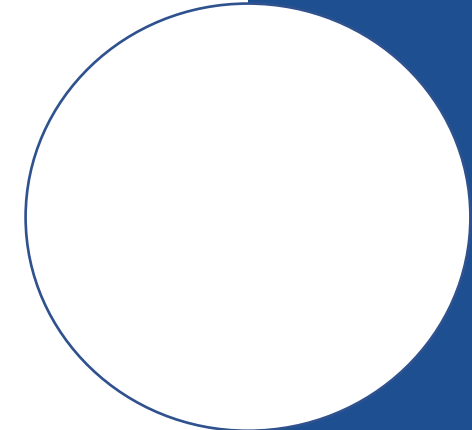
Annual cost for (2) temp staff: \$ 96,465

Salary per staff: \$16.50 per hour, \$34,452 annually

Total for team of (5): \$ **254,318**

Total Cost Breakdown

Line Items	Total Cost
Travel Line	204.00
Office Supplies	446.55
Office Rent - Loretto Town Center	60,000.00
General & Professional Liability Insurance	2,297.57
Awareness Campaign	48,549.56
Sales Tax	29,279.53
Audit	951.50
Temp Staff	194,900.00
Profit Incentives	32,000.00
Indirect Cost	31,371.29
Total	400,000.00



Staff Locations

- CES Team
 - Currently in the Loretto site
 - Will evaluate to determine if they will continue being housed in that location
- Welcome Team (currently reviewing best location)
 - Tentatively (1) staff 40 hours per week in the Deming site
 - Tentatively (1) staff 40 hours per week in the Las Cruces site

Questions & Discussion?



Reports & Information Items



Administrative Updates

Jay Armijo



DWS Liaison Updates

Christina Garcia-Tenorio



Member Input



Public Comment



Next Meeting:

***Thursday, October 14, 2021
at 10:00 a.m.***

Program Year 21

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Meeting Adjourned

***Thank You for
Attending***

Have a great day!