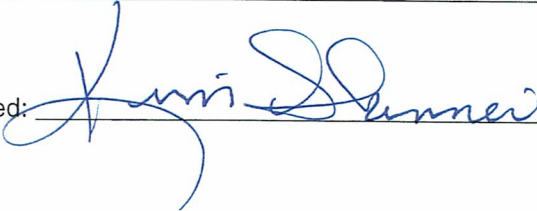


MEETING SUMMARY

Meeting	: Monitoring Committee
Date and time	: August 15, 2019 at 9:00 am
Location of Meeting	: T or C Workforce Connection Center 601 Sunset Truth or Consequences, NM 87901
Chair Person	: Kim Skinner
Members Attending	: Present: Marlene Herrera, Anton Salome, Kim Skinner Absent: Susana Santillan Staff: Carol Craft, Steve Duran, Katherine Gervasio, Joe McClintock
Guests in Attendance	: Yvette Bayless, ResCare A/DW; Arnold Ontiveros, YDI/Youth; Eric Rivera, ResCare, A/DW; Yolanda Cordova (by phone); Alix King (by phone); Josh Orozco (by phone), Sharon Thomas (by phone)
Summary submitted by/Signature	: Angela Longovia, Communications Specialist
Next Meeting	: September 16, 2019 at 1:30 pm, T or C Workforce Connection Center

#	Agenda Item	Summary
1.	Call to order	Meeting called to order at 9:03 am by Ms. Skinner
2.	Welcome and Introductions	Ms. Skinner welcomed all attendees
3.	Roll Call & Abstentions	Ms. Craft called roll
4.	Approval of Agenda	Mr. Salome made a motion to approve the agenda, seconded by Ms. Herrera. By unanimous consent, motion carried.
5.	Discussion or Motion for Recommendation Items	<p>Approval of Summary June 17, 2019</p> <p>a) Mr. Salome made a motion to approve the summary, seconded by Ms. Herrera. By unanimous consent, motion carried.</p> <p>Report and Discussion</p> <p>b) USDOL Monitoring Review Responses</p> <p>The following final changes to the USDOL response were discussed:</p> <ul style="list-style-type: none"> ▪ Finding #1: <ul style="list-style-type: none"> ○ Add a clear definition of how career pathways tie into priority industries and occupations in demand ○ How will we look at this data and how investments will be made (more targeted toward what the data is telling us); and will we use a Tier I and II approach ▪ Finding #2: <ul style="list-style-type: none"> ○ Close the loop on how the complaint and grievances will be reported back to the Board annually and how can this lead to policy or service delivery improvements ▪ Finding #4: <ul style="list-style-type: none"> ○ Take Arnold's recommendation on doing the 1st month of each quarter for calling, at least twice, and work on delivering more services in the 2nd and 3rd months, if needed ○ Follow-ups reveal the true measure of the program's success

#	Agenda Item	Summary
		<ul style="list-style-type: none"> ▪ Finding #8: <ul style="list-style-type: none"> ○ On the customer service side, what is our vision ○ Participants will no longer be tasked to take their own contracts for signature and processing ○ Training will be provided in these areas to the service providers – prohibiting this practice ○ Customer survey will be part of our continuous improvement plan to better serve participants ○ Mr. Salome made a motion to approve all the responses including suggestions made at the meeting, seconded by Ms. Herrera. By unanimous consent, motion carried. c) PY18 State Monitoring Review Closeout <ul style="list-style-type: none"> ○ Three findings and areas of concern were discussed. All findings have been closed. <p>Member Input – no member input</p>
6.	Public & Member Comments	No Public Comment
7.	Adjournment	Meeting was adjourned at 10:39 am

Attested:  _____

Date 9/16/19