

Southwestern Area Workforce Development Board

Special Monitoring Committee Meeting Agenda

Workforce Connection Center/Gardner Learning Center

601 Sunset

Truth or Consequences, NM

January 29, 2020 at 10:00 a.m.

*Kim Skinner—Chair
Anton Salome—Vice Chair*

- I. Call to Order**
- II. Welcome and Introductions**
- III. Roll Call and Abstentions**
- IV. Public Comments** (Limited to 3 Minutes)
- V. Approval of Agenda**
- VI. Approval of Summary for September 16, 2019**
- VII. Reports and Discussion**
 - a) PY19 Performance Measures
 - b) Update and Discussion on Administrative Entity/Fiscal Monitoring
 - c) Technical Assistance and Monthly Summary Reports
 - d) Service Provider Reports
- VIII. Member Input**
- IX. The next meeting needs to be scheduled**
- X. Adjournment**

DRAFT OF MEETING SUMMARY

Meeting	: Monitoring Committee
Date and time	: September 16, 2019 at 1:30 pm
Location of Meeting	: T or C Workforce Connection Center 601 Sunset Truth or Consequences, NM 87901
Chair Person	: Kim Skinner
Members Attending	: Present: Kim Skinner, Anton Salome & Susana Santillan by phone Absent: Marlene Herrera Staff: Carol Craft, Yvonne Rios, Katherine Gervasio, Joe McClintock
Guests in Attendance	: Concha Cordova, Thomas Escudero, Natalie Martinez
Summary submitted by/Signature	: Carol Craft, Program Manager
Next Meeting	: December 16, 2019 at 1:30 pm, T or C Workforce Connection Center

#	Agenda Item	Summary
1.	Call to order	Meeting called to order at 1:34 pm 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. Santillan. By unanimous consent, motion carried.
5.	Discussion or Motion for Recommendation Items	<p>Approval of Summary August 15, 2019 Mr. Salome made a motion to approve the summary, seconded by Ms. Santillan. By unanimous consent, motion carried.</p> <p>Report and Discussion</p> <p>a) PY18 Performance Measures Ms. Craft gave a report on the PY18 Performance Measures for all Service Providers. She stated that the Adult and Dislocated Worker programs did not meet the Credential Measure so they would need to have more training to understand how to enter the credentials, also the Youth program did not meet the Employment 4th quarter. Ms. Cordova with YDI stated that a lot of the participants did not have employment entered in their follow-ups and that they are working on entering the information.</p> <p>b) Update and Discussion on Federal Audit Findings Ms. Craft gave a report on the findings that were closed and still open with the Federal Audit. She stated that 2 of the findings will be closed after the Trainings are given to the Service Providers on September 18th and 19th. Ms. Skinner would like to have any communication the AE receives from either the Feds or the State be sent to the Committee Members also so that can they can have a chance to respond.</p>

#	Agenda Item	Summary
		Member Input – Ms. Skinner asked that we put the Service Providers on the agenda for the meetings so that they can give an update on the services that they are providing.
6.	Public & Member Comments	No Public Comment
7.	Adjournment	Meeting was adjourned at 2:05 pm

Attested: _____

Date _____

	Actual	LWDB Plan	% LWDB Achieved
num Employment Q2 Adult	11		
den Employment Q2 Adult	20		
Employment Q2 Adult	55.0%	77.0%	71.4%
num Employment Q4 Adult	35		
den Employment Q4 Adult	47		
Employment Q4 Adult	74.5%	78.0%	95.5%
num Credential Adult	11		
den Credential Adult	16		
Credential Adult	68.8%	60.0%	114.6%
num Skill Gains Adult	39		
den Skill Gains Adult	272		
Skill Gains Adult	14.3%	0.0%	Infinity
num Employment Q2 DW	2		
den Employment Q2 DW	2		
Employment Q2 DW	100.0%	72.0%	138.9%
num Employment Q4 DW	11		
den Employment Q4 DW	13		
Employment Q4 DW	84.6%	59.0%	143.4%
num Credential DW	3		
den Credential DW	6		
Credential DW	50.0%	67.0%	74.6%
num Skill Gains DW	4		
den Skill Gains DW	40		
Skill Gains DW	10.0%	0.0%	Infinity
num Employment Q2 Youth	13		
den Employment Q2 Youth	24		
Employment Q2 Youth	54.2%	65.0%	83.3%
num Employment Q4 Youth	27		
den Employment Q4 Youth	41		
Employment Q4 Youth	65.9%	81.0%	81.3%
num Credential Youth	7		
den Credential Youth	13		
Credential Youth	53.8%	58.3%	92.4%
num Skill Gains Youth	4		
den Skill Gains Youth	96		
Skill Gains Youth	4.2%	0.0%	Infinity



WIOA Performance Indicators - Definitions and Timing

	PY 2016 - 7/1/16-6/30/17				PY 2017 7/1/17-6/30/18				PY 2018 7/1/18-6/30/19				PY 2019 7/1/19-6/30/20				PY 2020 7/1/20-6/30/21				PY 2021 7/1/21-6/30/22			
	Q1 Jul- Sep 2016	Q2 Oct- Dec 2016	Q3 Jan- Mar 2017	Q4 Apr- Jun 2017	Q1 Jul- Sep 2017	Q2 Oct- Dec 2017	Q3 Jan- Mar 2018	Q4 Apr- Jun 2018	Q1 Jul- Sep 2018	Q2 Oct- Dec 2018	Q3 Jan- Mar 2019	Q4 Apr- Jun 2019	Q1 Jul- Sep 2019	Q2 Oct- Dec 2019	Q3 Jan- Mar 2020	Q4 Apr- Jun 2020	Q1 Jul- Sep 2020	Q2 Oct- Dec 2020	Q3 Jan- Mar 2021	Q4 Apr- Jun 2021	Q1 Jul- Sep 2021	Q2 Oct- Dec 2021	Q3 Jan- Mar 2022	Q4 Apr- Jun 2022
Exiter																								
USDOL Exiter																								
Employment Q2 Youth Q2																								
Median Earnings Q2																								
Employment Q4 Youth Q4																								
Credential Rate																								
Measurable Skill Gains																								
Employer Indicators (states select 2 of 3, shared outcome for all WIOA Titles)																								
Employer Retention Q2 and Q4																								
Employer Penetration																								
Repeat Business Customer																								

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD
 Adult & Dislocated Worker Services and Youth Services
Technical Assistance and Trainings
 for the period of July 1, 2019 –November 30, 2019

TECHNICAL ASSISTANCE

<u>Program</u>	<u>Sessions</u>	<u>Hours</u>
Adult & Dislocated Worker	866	216.5
Youth	103	25.75
Alamo Youth	32	8

TRAININGS

<u>Program</u>	<u>Dates of Trainings</u>	<u>Training Topics</u>
WIOA Adult & Dislocated Worker	August 14, 2019	State provided Supportive Service Training
Youth	August 15, 2019	State provided Supportive Service Training
WIOA Adult, DW and Youth	October 10, 2019	Customer Relationship Management (NMWCOS)

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD
 Adult & Dislocated Worker Services and Youth Services
Service Provider Goals vs. Actuals for the period
 of July 1, 2019 – November 30, 2019
 Year End Complete is 42%

Alamo Navajo School Board Youth

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Youth In-School	10	10	100%
Youth Out-of-School	20	9	45%

SUMMARY

	Budget	YTD Expenditures	Balance	Percent
In School	\$36,125.00	\$12,835.41	\$23,289.59	36%
Out of School	\$108,875.00	\$38,506.19	\$70,368.81	35%
Total Budget	\$145,000.00	\$51,341.60	\$93,658.40	35%

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD
 Adult & Dislocated Worker Services and Youth Services
Service Provider Goals vs. Actuals
 for the period of July 1, 2019 – November 30, 2019

Youth Development, Inc. Youth

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Youth In-School	74	22	30%
Youth Out-of-School	226	42	19%

SUMMARY

	Budget	YTD Expenditures	Balance	Percent
In-School Youth	\$351,930.00	\$63,143.11	\$288,786.89	18
Out of School Youth	\$1,530,070.00	\$193,145.36	\$1,336,924.64	13%
Total Budget	\$1,882,000.00	\$256,288.80	\$1,625,711.20	14%

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD
 Adult & Dislocated Worker Services and Youth Services
Service Provider Goals vs. Actuals
 for the period of July 1, 2019 – November 30, 2019

ResCare Adult & Dislocated Worker

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Adult	214	126	59%
Dislocated Worker	237	42	18%

SUMMARY

Program	Participant Training Line Item Budget	Obligations	Balance	Percent
Adult	\$780,900.00	\$749,410.80	\$31,489.20	96%
Dislocated Worker	\$1,006,400.00	\$124,968.90	\$881,431.10	12%
WIOA Adult Program	Budget	YTD Expenditures	Balance	Percent
Participant Training	\$780,900.00	\$491,785.26	\$289,114.74	63%
Operating	\$779,100.00	\$445,497.71	\$333,602.29	57%
Total Budget	\$1,560,000.00	\$937,282.97	\$622,717.03	60%
WIOA Dislocated Worker Program	Budget	YTD Expenditures	Balance	Percent
Participant Training	\$1,006,400.00	\$61,704.19	\$944,695.81	6%

Operating	\$1,000,600.00	\$200,300.77	\$800,299.23	20%
Total Budget	\$2,007,000.00	\$262,004.96	\$1,744,995.04	13%

SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD
Adult & Dislocated Worker Services and Youth Services
Service Provider Goals vs. Actuals
for the period of July 1, 2019 - November 30, 2019

ResCare One-Stop Operator

SUMMARY

WIOA Adult Program	Budget	YTD Expenditures	Balance	Percent
Adult	\$135,000.00	\$41,803.71	\$93,916.29	30%
Dislocated Worker	\$85,000.00	\$10,242.60	\$74,757.40	12%
Youth	\$50,000.00	\$19,059.44	\$30,940.56	38%
Total Budget	\$270,000.00	\$70,385.75	\$199,614.25	26%

Administrative Entity
Southwestern Workforce Development Area
P.O. Box 1072
Elephant Butte, NM 87935
(575) 744-4857

December 31, 2019

Michael Vu, Vice President of Operations
ResCare Workforce Services
9901 Linn Station Road
Louisville, KY 40223

Re: Monthly One Stop Operator – November 2019

Dear Mr. Vu:

The One Stop Operator update for the Youth, Adult & Dislocated Worker programs are to provide the Southwestern Workforce Development Board (SAWDB) Administrative Entity with the information needed to measure the progress of services and budget in accordance with the contract agreement.

If your internal management reports show amounts differing from the numbers shown in the table below, please notify me immediately, so that we can begin to reconcile the differences.

Budget

The Fiscal Agent's report shows the following budget and accrued year-to-date expenditures for period ending November 2019. For this period the percentage should be at 42%. All expenditures are below the 42 % year complete except for Youth. A corrective action plan to explain how you plan to expend these funds needs to be submitted no later than January 10, 2019.

WIOA One-Stop Operator	Budget	YTD Expenditures Released	Balance	Percent
Adult	\$135,000.00	\$41,083.71	\$93,916.29	30%
Dislocated Worker	\$85,000.00	\$10,242.60	\$74,757.40	12%
Youth	\$50,000.00	\$19,059.44	\$30,940.56	38%
Total Budget	\$270,000.00	\$70,385.75	\$199,614.25	26%

Please let me know if you have any questions, or if we can provide any additional technical assistance or training. Thank you and we look forward to hearing from you soon.

Sincerely,



Carol Craft
Program Manager

cc: Jay Armijo, SCCOG Executive Director
Steve Duran, WIOA Administrator
Katherine Gervasio, Fiscal Administrator
Yvonne Rios, Training & Development Specialist
Contract file

1/7/2020

Darleen Lopez
One Stop Operator SW New Mexico
Darleen.lopez@rescare.com
575-649-1580

This letter is in response to the inquiry regarding OSO expenditure rates for October and November 2019. The approximately 23% of the budget that is for the community awareness campaign which has been causing the low % of expenditure rate will soon be expended. The OSO and ResCare's procurement team has received dictation from the Board Administrator to move forward with the initiative. The state has reviewed our plans and has clarified the route we need to go.

The plan is to implement this campaign with direction from the State and AE as soon as possible. The anticipation is that we be ready to launch end of January. This should significantly improve expenditure rates. In addition, we have submitted for a budget adjustment that will move money into areas that will help us be more effective and will ensure we meet our expenditure goals for PY 2019.

If additional information is needed, please feel free to contact me.

Darleen Lopez

Darleen Lopez

Administrative Entity
Southwestern Workforce Development Area
P.O. Box 1072
Elephant Butte, NM 87935
(575) 744-4857

December 31, 2019

Michael Vu, Vice President of Operations
ResCare Workforce Services
9901 Linn Station Road
Louisville, KY 40223

Re: Participant Goals vs. Actuals WIOA Monthly Service Provider –November 2019

Dear Mr. Vu:

The service provider update for the Adult & Dislocated Worker programs are to compare the information obtained through a desk review of your internal managerial reports. The report also provides the Southwestern Workforce Development Board (SAWDB) Administrative Entity with the information needed to measure the progress of services and budget in accordance with the contract agreement.

If your internal management reports show amounts differing from the numbers shown in the tables below, please notify me immediately, so that we can begin to reconcile the differences.

DESK REVIEW

November desk reviews have not been reviewed as of the date of this letter. They will be reviewed in January 2020.

PARTICIPANT GOALS VS. ACTUALS

For the period ending November 2019, the numbers below show the participant goals vs actuals. The year complete is at 42% for November 2019. The percentage for Dislocated Worker is below the year complete. A corrective action plan on how you plan to meet your participant goals needs to be submitted no later than January 10, 2020.

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Adult	214	126	59%
Dislocated Worker	237	42	18%

PARTICIPANT TRAINING LINE ITEM BUDGET VS. OBLIGATIONS

For the period ending November 2019, the numbers below show the budget vs obligations. The obligation report is due by the 15th of the month. The year complete is at 42% for November 2019. The obligations for Dislocated Worker are below the year complete. The Adult is over obligated for the year complete. A corrective action plan on how you plan to correct this needs to be submitted no later than January 10, 2020.

Program	Participant Training Line Item Budget	Obligations	Balance	Percent
Adult	\$780,900.00	\$749,410.80	\$31,489.20	96%
Dislocated Worker	\$1,006,400.00	\$124,968.90	\$881,431.10	12%

BUDGET

The Fiscal Agent's report shows the following budget and accrued year-to-date expenditures for period ending November 2019. The year complete is at 42% for November 2019. All dislocated worker expenditures are below the 42%. A corrective action plan on how you plan to meet your expenditures needs to be submitted no later than January 10, 2019.

WIOA Adult Program	Budget	YTD Expenditures Released	Balance	Percent
Participant Training	\$780,900.00	\$491,785.26	\$289,114.74	63%
Operating	\$779,100.00	\$445,497.71	\$333,602.29	57%
Total Budget	\$1,560,000.00	\$937,282.97	\$622,717.03	60%

WIOA Dislocated Worker Program	Budget	YTD Expenditures Released	Balance	Percent
Participant Training	\$1,006,400.00	\$61,704.19	\$944,695.81	6%
Operating	\$1,000,600.00	\$200,300.77	\$800,299.23	20%
Total Budget	\$2,007,000.00	\$262,004.96	\$1,744,995.04	13%

Please let me know if you have any questions, or if we can provide any additional technical assistance or training. Thank you and we look forward to hearing from you soon.

Sincerely,



Carol Craft
Program Manager

cc: Jay Armijo, SCCOG Executive Director
Steve Duran, WIOA Administrator
Katherine Gervasio, Fiscal Administrator
Yvonne Rios, Training & Development Specialist
Contract file

Administrative Entity
Southwestern Workforce Development Area
P.O. Box 1072
Elephant Butte, NM 87935
(575) 744-4857



December 31, 2019

Marlene Herrera, Community Services Director
Alamo Navajo School Board, Inc
PO Box 5907
Alamo, NM 87825

Re: WIOA Monthly Service Provider – November 2019

Dear Ms. Herrera:

The service provider update for the Youth program is to compare the information obtained through a desk review of your internal managerial reports. The report also provides the Administrative Entity with the information required to measure the progress of services and budget in accordance with your contract.

If your internal managerial reports show amounts different than the ones shown in the tables below, please notify me immediately, so that we can begin to reconcile the differences.

DESK REVIEW

November 2019 desk reviews have not been completed as of the date of this letter. These will be completed along with December's reviews.

PARTICIPANT GOALS VS. ACTUALS

For the period ending November 2019, the numbers below are showing the participant goals vs actuals. For this period the percentage should be at 42%. Enrollment goals are being met.

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Youth In-School	10	10	100%
Youth Out-of-School	20	9	45%

PARTICIPANT TRAINING LINE ITEM BUDGET

BUDGET

The Fiscal Agent's has received invoices for periods July through November. The expenditures are just below the 42% complete for the year.

	Budget	YTD Expenditures	Balance	Percent
In School	\$36,125.00	\$12,835.41	\$23,289.59	36%
Out of School	\$108,875.00	\$38,506.19	\$70,368.81	35%
Total Budget	\$145,000.00	\$51,341.60	\$93,658.40	35%

Please let me know if you have any questions, or if we can provide any additional technical assistance or training. Thank you and we look forward to hearing from you soon.

Sincerely,



Carol Craft
Program Manager

cc: Jay Armijo, SCCOG Executive Director
Steve Duran, WIA Administrator
Katherine Gervasio, Fiscal Administrator
Yvonne Rios, Training & Development Specialist
Contract file

Administrative Entity
Southwestern Workforce Development Area
P.O. Box 1072
Elephant Butte, NM 87935
(575) 744-4857



December 31, 2019

Concha Cordova, Vice President
Youth Development, Inc.
6301 Central Ave, NW
Albuquerque, NM 87105

Re: WIOA Monthly Service Provider – November 2019

Dear Ms. Cordova:

The service provider update for the Youth program is to compare the information obtained through a desk review of your internal managerial reports. It also provides the Administrative Entity with the information required to measure the progress of services and budget in accordance with your contract.

If your internal management reports show amounts differing from the ones shown in the tables below, please notify us immediately, so that we can begin to reconcile the differences.

DESK REVIEW'S

November desk reviews have not been completed as of the date of this letter. They will be completed in January 2020.

PARTICIPANT GOALS VS. ACTUALS

For the period ending November 2019 the numbers below are showing the participant goals vs actuals. For this period the percentage should be at 42%. A corrective action plan on how you plan to meet the new enrollments for the remainder of the program year, needs to be submitted no later than January 10, 2019.

Program	Annual Participant Goals	Actual Participants Enrolled in Training YTD	Percent
Youth In School	74	22	30%
Youth Out of School	226	42	19%

PARTICIPANT TRAINING LINE ITEM BUDGET

BUDGET

The Fiscal Agent's report shows the following budget and accrued expenditures for period ending November 2019. For this period the percentage should be at 42%. In-School and Out-of-School are

below the 42% for the year complete. A corrective action plan on how you plan to meet your expenditures needs to be submitted no later than January 10, 2019.

	Budget	YTD Expenditures	Balance	Percent
In School	\$351,930.00	\$63,143.11	\$288,786.89	18%
Out of School	\$1,530,070.00	\$193,145.36	\$1,336,924.64	13%
Total Budget	\$1,882,000.00	\$256,288.80	\$1,625,711.20	14%

Please let me know if you have any questions, or if we can provide any additional technical assistance or training. Thank you and we look forward to hearing from you soon.

Sincerely,



Carol Craft
Program Manager

cc: Jay Armijo, SCCOG Executive Director
Steve Duran, WIA Administrator
Katherine Gervasio, Fiscal Administrator
Contract file



January 13, 2019

Carol Craft, Program Manager
Administrative Entity
Southwestern Workforce Development Area
P.O. Box 1072
Elephant Butte, NM 87935

Re: YDI response to WIOA Monthly Service Provider – November 2019

Dear Ms. Craft:

Below is YDI's response to your letter dated December 31st, 2019 regarding a desk review for November 2019. This response details an action plan for participant goals vs. actual and participant training line item budget.

PARTICIPANT GOALS VS. ACTUALS

YDI staff are working hard to increase enrollments and encourage participants to work through the initial requirements of skill and employability development before work experience placement. The program is still working through staff turnover with the need for other staff providing coverage. Recruitment of staff and participants has been YDI's main focus.

Action Plan: YDI Management will continue to monitor established benchmarks on a weekly basis and provide assistance and encouragement where needed. Staff accountability will start to be enforced at this point through performance plans and coaching.

Pending: Administrative Entity had concerns regarding YDI approval process regarding different dates on certain forms. YDI is still awaiting a decision from the AE but has continued current approval process until new direction is received.

PARTICIPANT TRAINING LINE ITEM BUDGET

November expenditures consisted of mainly administrative costs pertaining to staff salaries and travel costs. Participant costs included work experience wages. The slow start on expenditures is due to YDI's model of adequately assessing and training participants prior to work placement. The main challenge has been participants not completing tutoring hours in a timely manner for placement.



Action Plan: YDI Management continues to monitor this closely. YDI will be considering lowering the initial tutoring requirements so more work experience placements can be made at this time. A review of caseload determining the average number of tutoring hours participants are completing and number affected YDI is also in the process of hiring a Business Practitioner that will be dedicated solely to business development and will assist in securing worksites across the industries that will be ready and available for placements once participants are ready.

YDI appreciates the opportunity to respond to this Desk Review and for the technical assistance provided by the SAWDB AE staff. Please let me know if you have any questions or need further information.

Sincerely,

Concha Cordova
Vice-President

Cc:

Robert Chavez, YDI CFOO
Steve Duran, WIOA Administrator
Katherine Gervasio, Fiscal Administrator