

Southwestern Area Workforce Development Board

Special Joint One-Stop & Monitoring/Performance Committee Meeting Agenda

Virtual Meeting via Zoom or Phone

To join the meeting by phone, dial: (346) 248-7799, then enter Meeting ID: 889 8139 5505

Or to join the meeting online via Zoom, go to: <https://us02web.zoom.us/j/88981395505>

Monday, March 6, 2023, at 2:00 p.m. (MDT)

*Ms. Mary Ulrich – One-Stop Committee Chair
Ms. Kim Skinner – Monitoring Committee Chair
Mr. Anton Salome – Monitoring Committee Vice-Chair*

- I. Call to Order**
- II. Welcome and Introductions**
- III. Roll Call and Abstentions**
 - a. One-Stop/Agency Coordination Committee
 - b. Monitoring/Performance Committee
- IV. *Public Comment (3-Minute Limit)**
- V. Approval of Agenda**
- VI. Reports, Discussion, and Recommendations**
 - a. Approval of August 04, 2022, One-Stop/Agency Coordination Committee Meeting Summary **p. 3**
 - b. Approval of February 06, 2023, Special Monitoring/Performance Committee Meeting Summary **p. 5**
 - c. One-Stop Recertification Application for the Southwest Region's Comprehensive Workforce Connection Center **p. 8**
- VII. Member Input**
- VIII. **Public Comment (3-Minute Limit)**
- IX. Next Meeting**
- X. Adjournment**

*Public comments can be emailed to publiccomments@sccog-nm.com before March 6, 2023, at 2:00 p.m. (MDT). All public comments will be read at the meeting in the order received.

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



Reports, Discussion, and Recommendations

DRAFT MEETING SUMMARY

Meeting	: Special One-Stop / Agency Coordination Committee
Date and time	: August 4, 2022 at 3:30 p.m.
Location of Meeting	: Virtual via Zoom or Phone To join meeting by phone, dial: (346) 248-7799, then enter Meeting ID: 893 1053 6072 To join meeting online via Zoom, go to: https://us02web.zoom.us/j/89310536072
Chairperson	: Mary Ulrich
Members Attending	: Present: Cassie Arias-Ward, Mary Ann Chavez-Lopez, Erik Padilla, Mary Ulrich Absent: Jacqueline Fryar Staff: Skylar Arnold, Glory Juarez, Angela Longovia, Diana Luchini, Krisye Shook, Jaymi Simms
Guests in Attendance	: Veronica Alonzo, Alisa Estrada, Consuelo Flores, Andy Huls, Peter Martinez, Marilla Molano, Giselle Palomares, Marcos Peña
Summary submitted by/Signature	: Angela Longovia, Communications Manager
Next Meeting	: No date set

#	Agenda Item	Summary
1.	Call to order	The meeting was called to order at 3:35 p.m. by Ms. Ulrich
2.	Welcome and Introductions	Ms. Ulrich welcomed all attendees
3.	Roll Call & Abstentions	Ms. Longovia called roll; there were no abstentions
4.	Public Comment	No public comment
5.	Approval of Agenda	Ms. Arias-Ward made a motion to approve the agenda, seconded by Mr. Padilla. Motion passed. The roll call vote was as follows: <ul style="list-style-type: none"> • Cassie Arias-Ward – yes • Mary Ann Chavez-Lopez – yes • Erik Padilla – yes • Mary Ulrich – yes
6.	Discussion or Motion for Recommendation Items	Approval of September 14, 2021, Special Meeting Summary Ms. Arias-Ward made a motion to approve the summary, seconded by Mr. Padilla. Motion passed. The roll call vote was as follows: <ul style="list-style-type: none"> • Cassie Arias-Ward – yes • Mary Ann Chavez-Lopez – yes • Erik Padilla – yes • Mary Ulrich – yes Memorandum of Understanding between the Southwestern Area Workforce Development Board and American Job Center Partners <ul style="list-style-type: none"> • Ms. Juarez stated that this MOU expired two years ago, but the partnership still continued. We revised the MOU and met with DWS who reviewed it and provided recommendations. She presented the Draft

#	Agenda Item	Summary
		<p>MOU and went through each page. Ms. Juarez said that most of the updates were to contact information for partner agencies.</p> <ul style="list-style-type: none"> Ms. Ulrich noted some items: <ul style="list-style-type: none"> The MOU states Las Cruces is the only comprehensive workforce center with six affiliate centers, but the website lists other centers as comprehensive workforce centers. The MOU states <i>Coordination with One-Stop Operator to establish customer-friendly employment services</i>, and Ms. Ulrich would like to know what that coordination looks like, what is customer-friendly. She would also like to know and hear more about the Outreach Plan. She thinks this committee should be involved in ensuring outreach is being done. Ms. Alonzo with DWS added comments: <ul style="list-style-type: none"> A best practice is to create a template on what the committee wants the One-Stop Operator to report. In addition to the Scope of Work, the One-Stop Operator subcontract outlines the Operator's roles and responsibilities. Review that subcontract for information There should be an evaluation of the One-Stop Operator. Contact the Northern and Central regions about their process. This committee should be involved with the One-Stop Certifications. Ms. Juarez stated that she plans to meet with the Central region to discuss operational elements including the MOU, IFAs, and more. Ms. Arias-Ward made a motion to allow staff to make the edits as discussed and recommend the MOU to the SAWDB board for approval, seconded by Mr. Padilla. Motion passed. The roll call vote was as follows: <ul style="list-style-type: none"> Cassie Arias-Ward – yes Mary Ann Chavez-Lopez – yes Erik Padilla – yes Mary Ulrich – yes <p>One-Stop Operator Scope of Work and Reporting</p> <ul style="list-style-type: none"> Ms. Ulrich stated that this has been a topic of discussion for a little while. The idea is to create a standardized reporting form for the One-Stop Operator when reporting to this committee and the board. Ms. Ulrich will meet with Ms. Juarez and others to create a template, and maybe have a work session at the next committee meeting.
	Member Input	Mr. Padilla stated there is some really cool work being done by the partners in our region.
	Public Comment	No public comment
	Next Meeting	No date set, before the October SAWDB board meeting
	Adjournment	Ms. Ulrich adjourned the meeting at 4:07 p.m.

Attested: _____

Date _____

DRAFT MEETING SUMMARY

Meeting	:	Special Monitoring / Performance Committee
Date and time	:	February 6, 2023 at 10:00 a.m.
Location of Meeting	:	Virtual via Zoom or Phone To join meeting by phone, dial: (346) 248-7799, then enter Meeting ID: 860 4738 7492 Or to join meeting online via Zoom, go to: https://us02web.zoom.us/j/86047387492
Chairperson	:	Kim Skinner
Members Attending	:	Present: Anton Salome, Susana Santillan, Kim Skinner, Marlene Thomas-Herrera, Gary Whitehead, Alisa Estrada (ex ofico) Absent: none Staff: Glory Juarez, Angela Longovia, Diana Luchini, Sarah Raney, Krisye Shook, Jaymi Simms
Guests in Attendance	:	Cassie Arias-Ward, Peter Martinez, Giselle Palomares, Marcos Peña
Summary submitted by/Signature	:	Sarah Raney, Administrative Specialist
Next Meeting	:	May 1, 2023 at 10:00 a.m.

#	Agenda Item	Summary
1.	Call to order	Ms. Skinner called the meeting to order at 10:04 a.m.
2.	Welcome and Introductions	Ms. Skinner welcomed all attendees and had everyone introduce themselves.
3.	Roll Call & Abstentions	Ms. Raney called roll; there were no abstentions
4.	*Public Comment	There was no public comment
5.	Approval of Agenda	Mr. Salome made a motion to approve the agenda, seconded by Mr. Whitehead. Motion passed unanimously. Roll call vote was as follows: <ul style="list-style-type: none"> • Mr. Salome – Yes • Ms. Santillan – Yes • Ms. Skinner – Yes • Ms. Thomas-Herrera – unavailable at this moment • Mr. Whitehead – Yes
6.	Reports, Discussion and Recommendations	Approval of the November 21, 2022, Monitoring/Performance Committee Summary <ul style="list-style-type: none"> • Ms. Santillan made a motion to approve the summary, seconded by Mr. Salome. Motion passed unanimously. Roll call vote was as follows: <ul style="list-style-type: none"> ○ Mr. Salome – Yes ○ Ms. Santillan – Yes ○ Ms. Skinner – Yes ○ Ms. Thomas-Herrera – Yes ○ Mr. Whithead – Yes Service Provider Contract Deliverables <ul style="list-style-type: none"> • Ms. Juarez presented the PY22 Q2 Service Provider Budget and Expenditures through December 31, 2022. She said that the Alamo Navajo schools need to spend more of their expenditures. Equus has only spent 18% as well. She reported that Equus has committed to hosting several academies for the youth during the next couple of months and be able to

#	Agenda Item	Summary
		<p>spend the funds that are currently available. Ms. Juarez reported that Equus Adult services has spent 56%, the Dislocated worker services have spent 44%, and the OSO services have spent 48%. She said that they are happy with the procession of spending with these three programs. Mr. Salome asked if there was a problem in the rollover of participants with the change in providers. Ms. Juarez stated that, although there were some gaps, there has been a one-on-one basis with the handling of the participants to smooth the transition to the new provider.</p> <ul style="list-style-type: none"> Ms. Juarez also reported on the participant training obligations by county, as well as the participant training obligations by program. Ms. Arnold reinforced that the charts reflected the accurate spending of the programs in each county. <p>Contract Deliverables as presented by Ms. Juarez and Ms. Arnold to the board.</p> <ul style="list-style-type: none"> Mr. Whitehead made a motion to accept the Contract Deliverables report, seconded by Ms. Thomas-Herrera. Motion passed unanimously. Roll call vote was as follows: <ul style="list-style-type: none"> Mr. Salome – Yes Ms. Santillan – Yes Ms. Skinner – Yes Ms. Thomas-Herrera – Yes Mr. Whithead – Yes <p>Contract Indicators</p> <ul style="list-style-type: none"> Ms. Simms reported the Performance Indicators for the Adult and Dislocated Worker programs. She included the local board Goals and Actuals for Employment in PY22 Q2, as well as the Credential, Skill Gains, and Median Earnings. Mr. Pena also added that he is working closely with Ms. Simms to ensure the Skills Gains and Credential rates are accurately tracked for the participants. Ms. Thomas-Herrera added that the Alamo Navajo program is working to track the data accurately as well. Mr. Whitehead asked if there is a better trend analysis, specifically Skills Gains and Credential rates, of the data usually presented at the Monitoring Committee meetings and board meetings. Ms. Skinner asked if Ms. Juarez and Ms. Simms could work with Mr. Pena to develop a more thorough report. Ms. Simms reported that she will look into FutureWorks and research the data that can be collected and presented. Ms. Skinner also said that she would like to know that there is follow-up for the participants who have not completed their documentation, therefore affecting the data that is being presented to the Monitoring Committee. Ms. Skinner wanted to make sure that the documentation matches the work that is being done with each participant. <p>Contract Indicators as presented by Ms. Simms to the board.</p> <ul style="list-style-type: none"> Mr. Salome made a motion to accept the Contract Indicators report, seconded by Ms. Thomas-Herrera. Motion passed unanimously. Roll call vote was as follows: <ul style="list-style-type: none"> Mr. Salome – Yes Ms. Santillan – Yes Ms. Skinner – Yes Ms. Thomas-Herrera – Yes Mr. Whithead – Yes

#	Agenda Item	Summary
		<p>Participant Summaries</p> <ul style="list-style-type: none"> Detailed Participant Summary Reports were also included in the packet. Because they are very detailed, Ms. Skinner informed members that they can review them in their spare time. <p>Technical Assistance and Trainings</p> <ul style="list-style-type: none"> Ms. Simms presented the number of Technical Assistance sessions and hours provided to service provider staff through December 31, 2022. Mr. Whitehead asked if there is going to be more training provided since the change in the youth provider has occurred. Ms. Simms reported that she and Ms. Shook are currently reviewing the trainings and put together a training schedule for the Equus Youth Staff. Ms. Simms added that there will be more in-person trainings scheduled rather than online via Zoom. Mr. Whitehead suggested that a training schedule be established to encourage keeping a standard for these trainings. Ms. Estrada asked who attends the trainings. Ms. Simms answered that the provider staff attend the trainings that she provides. Ms. Thomas-Herrera also added that Alamo Navajo staff are also working to increase trainings. <p>Technical Assistance & Trainings as presented by Ms. Simms to the committee.</p> <ul style="list-style-type: none"> Mr. Whitehead made a motion to accept the Technical Assistance & Trainings report, seconded by Ms. Santillan. Motion passed unanimously. Roll call vote was as follows: <ul style="list-style-type: none"> Mr. Salome – Yes Ms. Santillan – Yes Ms. Skinner – Yes Ms. Thomas-Herrera – Yes Mr. Whitehead – Yes
7.	Member Input	<ul style="list-style-type: none"> Mr. Salome thanked everyone for putting the reports together and for everyone's work in the programs. Mr. Whitehead echoed Mr. Salome's input, as well as Ms. Santillan and Ms. Skinner.
8.	**Public Comment	<ul style="list-style-type: none"> No public comment
9.	Next Regular Meeting	<ul style="list-style-type: none"> Monday, May 1, 2023, at 10:00 a.m. via Zoom
10.	Adjournment	<ul style="list-style-type: none"> Ms. Skinner adjourned the meeting at 10:37 a.m.

Attested: _____

Date _____

AGENDA ITEM SUMMARY

Southwestern Area Workforce Development Board	March 6, 2023
Agenda Item One-Stop Recertification Application for the Southwest Region's Comprehensive Workforce Connection Center.	
SUMMARY OF AGENDA ITEM <p>New Mexico Workforce Connection One-Stop Centers, a proud partner of the American Job Center network, are mandated to provide comprehensive services under Workforce Innovation and Opportunity Act (WIOA) and the certification process is an important tool to help establish a seamless customer- focused delivery system in the AJC network.</p> <p>The WIOA Joint Final Rule Section 678.305 requires that the State Board establish objective criteria and procedures for use by the Local Workforce Development Boards in order to be eligible to receive continued infrastructure funding. The goal of the One-Stop certification is to ensure consistent, high-quality services to employers and job seekers in alignment with education and economic development while providing accountability for services and results.</p> <p>The certification criteria must address effectiveness, physical and programmatic accessibility, and continuous quality improvement.</p> <p>The application is still in process and will be provided as soon as it becomes available.</p>	
RECOMMENDATION A motion to approve the submittal of the Recertification Application.	
BOARD'S OPTIONS ARE TO <ul style="list-style-type: none"> • Accept the recommendation • Amend the recommendation • Reject the recommendation • Table the item • Take no action on the item 	
DEPENDING ON ACTION TAKEN, ITEM MAY BE REFERRED OR REPORTED TO <ul style="list-style-type: none"> • Staff or committee, as directed. 	
THIS ITEM SUPPORTS STRATEGIC PLAN GOAL(S) <ul style="list-style-type: none"> • Supports all strategic plan goals 	
LIST OF SUPPORTING INFORMATION FOR YOUR REVIEW <ul style="list-style-type: none"> • Guidance Letter • Application (will be provided as soon as it is available) 	

New Mexico Department of Workforce Solutions State Administrative Entity (NMDWS) Workforce Innovation and Opportunity Act (WIOA)	Workforce Guidance Letter: DWS 16-002
	Subject: One-Stop Certification
	Date: January 10, 2017

PURPOSE. To provide guidance, process, and deadlines for the certification of the one-stop centers and one-stop delivery system conducted by the local workforce development boards (LWDBs), and to set criteria for the development of local policy for one-stop certification. As the State Administrative Entity (SAE) begins to gather more and better information on how local boards are able to demonstrate the achievement of certification criteria, the goal is for metrics to be developed and applied to better quantify the results of the local board compliance efforts.

REFERENCE(S).

- Workforce Innovation and Opportunity Act (WIOA), 2014.
- WIOA Joint Final Rules for One-Stop System Joint Provisions – U.S. Department of Labor (Title I), Rehabilitation Services Administration (Title IV), Office of Career, Technical, and Adult Education (Title II): 20 CFR, Parts §678.300, §678.310, §678.800, §361.300, §361.310, §361.800, §463.300, §463.310, §463.800, One-Stop Certification.
- WIOA Department of Labor-Only Final Rule (Title I): 20 CFR, Part §679.410, Local Workforce Development Board Acting as a One-Stop Operator.

BACKGROUND.

The one-stop delivery system brings together partner agencies and organizations to collaboratively implement a seamless, customer-focused approach to delivering workforce development, educational, and other human resource programs. Together these partners determine strategies to best meet this mission, such as through co-location, shared case management, coordinated and integrated communications and information, training and educational activities, business services, and other means. Programs working collaboratively and collectively can result in improved outcomes, not only for participants and businesses, but also for the partners, through reductions in duplication, enhanced care coordination, and improvements in accountability and performance.

Under WIOA, the one-stop approach continues as the cornerstone to service delivery to ensure and improve the provision of accessible, efficient, and effective services to both customers and businesses. According to §678.300 of the WIOA regulations, at least one comprehensive one-stop center must exist in each local area. According to §678.310, non-comprehensive, or affiliated sites where one or more of the required programs are available, are also permissible, as long as clear opportunities exist for connecting partners, customers, and businesses to ensure coordination.

LWDBs must certify their one-stop centers at least once every three years as a requirement for the continued infrastructure funding for the centers and the one-stop delivery system as a whole. Certification criteria must address the three following areas:

1. Effectiveness
2. Physical and Programmatic Accessibility
3. Continuous Quality Improvement

CERTIFICATION CRITERIA. To be certified, the one-stop centers and one-stop delivery system must meet or exceed standards established for each of the following areas.

Focus Area	Criteria	Evidence to Support Criteria
<i>Effectiveness</i>	<p>How well does the one-stop integrate available services for participants and businesses? (Including, but not limited to, job training programs offered through community colleges and other public and private institutions, registered apprenticeships, adult education, on-the-job training, etc.)</p> <p>How well does the one-stop meet the workforce needs of participants?</p> <p>How well does the one-stop meet the employment needs of businesses?</p> <p>Does evidence exist to demonstrate any cost efficiencies?</p> <p>How well are services coordinated across programs?</p> <p>Does evidence exist to support effective partnership development and implementation among partner programs and staff?</p> <p>Does evidence exist to support effective and practical resolution to one-stop customer feedback?</p>	<ul style="list-style-type: none"> • Number of partner programs available at one-stop, and or participating through MOU. • Evidence of coordination activities with partner programs not co-located in one-stop. • Description of shared one-stop activities for all services to individuals, including targeted populations, such as youth, individuals with disabilities, individuals with low literacy levels, and older individuals. • Description of shared services available, i.e., shared case management, co-enrollment, referral processes, etc. among partners • Evidence of common performance measures, goals and outcomes among partners programs. • Evidence of coordinated partner and staff meetings demonstrating shared planning and decision making focused on performance. • Evidence of shared strategies among partners to meet business needs. • Evidence of cost efficiency strategies used to maximize funds for services. • Evidence of a customer survey process to measure satisfaction with services provided to job seekers and businesses. • Evidence of a partner input process enabling opportunity to rate satisfaction with collaboration, shared decision

		making and problem solving among partners.
Physical and Programmatic Accessibility	<p>How well does the one-stop ensure equal opportunity for individuals with disabilities to participate and benefit from program services?</p> <p>What actions does the one-stop center take to comply with disability-related regulations, including:</p> <ul style="list-style-type: none"> • reasonable accommodations to provide for physical accessibility of the one-stop; and • reasonable modifications to policies, practices, and procedures, where necessary, to avoid discrimination against persons with disabilities? <p>Does evidence exist to demonstrate the administration of programs in the most integrated setting possible?</p> <p>Does evidence exist to demonstrate communication with persons with disabilities and youth as effectively as with others?</p> <p>How well does the one-stop meet the needs of other targeted groups, such as individuals with low literacy levels, older individuals, and others?</p> <p>Does evidence exist to demonstrate the provision of auxiliary aids and services, including assistive technology devices and services?</p> <p>Does evidence exist to demonstrate the engagement of youth? How are youth services advertised and marketed? Is the one-stop center youth friendly and accessible?</p>	<ul style="list-style-type: none"> • Evidence of developing awareness and capacity of partners and staff to engage effectively with individuals with disabilities and youth, i.e. training in ADA, and positive youth development and engagement. • Evidence of development and inclusion of specialized services and programs for individuals with disabilities, youth, individuals with low literacy levels, and older individuals. • Evidence of reasonable accommodations delivered to support inclusion of individuals with disabilities in training, job fairs, informational materials, and other activities available at the one-stop. • Evidence of changes to policies, procedures, and/or practices to include individuals with disabilities. • Evidence of the provision of auxiliary aids and services, including assistive technology devices and services. • Evidence of a satisfaction survey or process to obtain feedback from individuals with disabilities and youth. • Evidence of youth focused activities and resources directly used to conduct outreach and recruitment of youth and to link them to one-stop partners and programs. • Evidence of technology and other means used specifically to engage customers residing in remote areas?

	<p>Does evidence exist to demonstrate programmatic accessibility to remote areas using technology or other means? How are customers living in remote areas engaged in one-stop services?</p> <p>How effective is the one-stop delivery system in delivering extended hours of service delivery?</p>	<ul style="list-style-type: none"> • Evidence of extended hours of service to meet the needs of customers?
Continuous Quality Improvement	<p>How well does the one-stop support the achievement of negotiated local performance levels for the local area?</p> <p>Does evidence exist to demonstrate a regular process for identifying and responding to technical assistance needs of partners and staff?</p> <p>Does evidence exist to demonstrate the provision of continuing professional development for partners and staff?</p> <p>How well does the one-stop capture and use specific customer and business feedback to improve or modify system practices and services?</p>	<ul style="list-style-type: none"> • Description of each local one-stop center's performance in relationship to entire regional system, i.e. number of customers and businesses impacted, types of services delivered, etc. • Description of each partner contribution to the overall performance of the local one-stop, such as co-enrollments, referrals/follow-up, co-hosted events, etc. • Evidence of strategies used to identify best practices, improve partnership collaboration and to share decision making to identify and respond to technical assistance needs or activities to improve overall one-stop operational effectiveness. • Evidence of the provision of continuing professional development provided to program partners and staff. • Description of continuous quality improvement strategies used to modify and improve system practices and services. • Description of the continuous quality improvement activities planned and/or implemented in collaboration with program partners and staff.

PROCESS/REQUIREMENTS.

- LWDBs must develop and include in their local plan, a certification policy and procedure that contains the criteria for assessing each local one-stop center and the one-stop delivery system. The LWDBs may either adopt the criteria outlined in this guidance letter or adopt a local policy that includes the outlined criteria, as well as any additional criteria as determined by the local board.
- LWDBs must review and update certification criteria every two years, in line with State and local plan review and modifications; consistent with Governor's and State Workforce Development Board guidelines, guidance, and policies (§678.800).
- LWDBs must submit their certification policies to the State Administrative Entity (SAE) for review and approval. These certification policies will be incorporated into the compliance review and audit procedures conducted by state monitors.
- LWDBs must complete certification activities prior to the beginning of the second program year under WIOA, July 1, 2017, and at least every three years thereafter. If certification is not completed within the required timeframes, the one-stop centers and the one-stop delivery system become ineligible to receive infrastructure funding from partners or the state funds for those areas that rely on state infrastructure funding.
- LWDBs must submit a record of the assessment and certification determination to the State Administrative Entity (SAE), Yolanda Montoya-Cordova, via email to Yolanda.montoya-cor@state.nm.us within 10 days of completing the certification determination.
- In cases where a local board is selected to act as the one-stop operator, the SAE must review the assessment and make the certification determination for those one-stop centers and one-stop delivery system (§679.410).
- Upon receiving or making the certification determination, the SAE will certify and issue notifications to the LWDBs that the one-stop operator is eligible to receive infrastructure funding.
- In gathering more and better information on how local boards are able to demonstrate the achievement of certification criteria, an eventual goal of certification is for metrics to be developed and applied to better quantify the certification results. Having more quantifiable metrics will support the ability to compare current and past local board compliance efforts, as well as to compare compliance efforts across all four boards. This will also support the SAE in the identification of trends that would warrant more targeted technical assistance and guidance.



Member Input



Public Comment



Next Meeting

2023

JANUARY

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Meeting Adjourned

***Thank You for
Attending***

Have a great day!