

LWDB Quarterly Report
PY24 4 Quarter
Region: Northern

ADMINISTRATION

Local Board Meeting(s)	Chief Elected Officials Board Meeting
Date: May 9, 2025	Date:
Time: 10:00 am	Time:
Date: June 30, 2025	Public Notice Published
Time: 10:00 am	Date:
Public Notice(s) Published	Agenda Posted Date
Date: April 25, 2025	Date:
Date: June 17, 2025	
	Quorum Met
Agenda Posted	YES/NO:
Date: April 28, 2025	
Date: June 24, 2025	Draft Meeting Minutes Published
	Date:
Quorum Met	
YES/NO: yes	Approved Meeting Minutes Published
YES/NO: yes	Date:
Draft Meeting Minutes Published	
Date: May 22, 2025	
Date: June 11, 2025	
Approved Meeting Minutes Published	
Date: June 30, 2025	
Date:	

Continuing Education Credits

	Hours Required	
Administrative Entity Staff		34
Fiscal Agent Staff		48
One Stop Operator Staff		4
Board Members		

Attachment A

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PERFORMANCE

	Adult	Dislocated Worker	Youth
Enrolled	47	9	68
Exited	14	1	2
Carry Over	134	13	2
Served (Enrolled + Carry Over)	181	22	10

Updated and Extracted from Future Works XX/XX/XXXX

	Title I	Title II	Title III	Title IV
Enrolled	124	111	183	117
Exited	17	548		151
Carry Over	149	588		1361
Served (Enrolled + Carry Over)	273	699		1478

Updated and extracted from Future Works XX/XX/XXXX.

FINANCIALS

Attach Excel Spreadsheet – ATTACHMENT B

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Quarter Narrative

PROGRAM INITIATIVES:

- **Adult/DW**

Adult/Dislocated Worker Q4 Summary

The fourth quarter of PY24 was a period of focused action and meaningful progress for Career TEAM's administration of the WIOA Title I Adult and Dislocated Worker programs in Northern New Mexico. Throughout April, May, and June, we balanced the need to bring new participants into the program with the equally important work of preparing current participants for training and employment success. This approach allowed us to strengthen processes, expand services, and maintain strong partnerships, all while making measurable strides toward our performance goals.

During Q4, Career TEAM enrolled 47 new Adults into the program, with the majority of enrollments taking place in April. This surge was fueled by targeted outreach campaigns and collaborative partner events that effectively connected Career TEAM to individuals in need of workforce services. In May and June, the focus shifted toward intensive case management to prepare participants for training, address skill gaps, and provide the guidance needed to navigate toward employment.

Training activity remained strong this quarter, with 63 Adults beginning new training programs. These opportunities were strategically aligned with in-demand occupations in healthcare, transportation, construction, and information technology, ensuring that participants' career paths were matched to labor market demand. Career Advisors utilized Labor Market Information (LMI), skills gap analysis, and Individual Employment Plans (IEPs) to ensure that each training investment was purposeful and well-supported.

To ensure no eligible participant was turned away from training due to funding constraints, Career TEAM implemented the Dislocated Worker (DW) funds transfer to support Adult-eligible participants whose needs exceeded available Adult program resources. This allowed us to extend high-quality training opportunities to more individuals.

Career EDGE played a vital role in supporting participants and staff alike, serving as a co-pilot for case management. Participants engaged in self-paced modules covering employability skills, career exploration, and workplace readiness, while Career Advisors leveraged the platform to monitor progress, adjust service plans, and provide targeted interventions. This integration strengthened both participant engagement and documentation quality.

Internally, Q4 was a time of capacity building and process improvement. Staff received continued training on WIOA policy application, compliance requirements, and case management best practices. We also welcomed two new team members, expanding our ability

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to serve participants and bringing fresh perspectives to our service delivery. Onboarding for these new hires included comprehensive training on our processes, Career EDGE utilization, and local operating procedures to ensure consistent service quality across the region.

Our outreach efforts extended beyond regular enrollment activities. Career TEAM partnered with state and local agencies to deliver Rapid Response presentations to workers impacted by layoffs at Party City, JoAnn Fabrics, Big Lots, and Pete's Place. These sessions provided immediate connections to WIOA services, training pathways, and job placement support to help individuals transition quickly into new employment opportunities.

Partnership development and community outreach also remained a priority. We worked with training providers to expand in-demand course offerings, participated in community events to increase visibility, and strengthened relationships with businesses, training providers, economic development organizations, and social service agencies. These partnerships not only expanded our referral pipeline but also enhanced the overall accessibility and responsiveness of our services.

Performance measure results for Q4 reflect both achievements and areas requiring further focus. In the Adult program, we exceeded targets in both the Q2 and Q4 Employment Rates, achieving 89.84% and 85.41% respectively against a 79% target. Median earnings reached \$7,150.94, meeting 75.27% of the target, while credential attainment was 57.38% against a 68% goal. The Measurable Skill Gains (MSG) rate closed the quarter at 42.49%, signaling a need for continued focus on participant engagement during training.

For the Dislocated Worker program, the Q2 Employment Rate reached 91.42%, surpassing the 79% target, while the Q4 Employment Rate was 61.50% against a 78.5% goal. Median earnings exceeded expectations at \$9,185.49, or 103.23% of target, and credential attainment was a strong 85.48% compared to a 65% target. However, the DW MSG rate remained a challenge at 19.61% against a 76% goal. In both programs, our strategy moving forward will be to increase training progress monitoring, enhance communication with participants during their learning period, and offer additional skill-building resources to boost MSG outcomes.

As we close Q4, the stories of our participants remain the most powerful evidence of our work. From individuals overcoming significant barriers to secure industry-recognized credentials, to those moving into high-wage employment in their chosen field, these success stories highlight the real-world impact of our services.

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- **Youth**

WIOA Youth Northern Region – PY24 Quarter 4 Report (April–June 2025)

During the fourth quarter of PY24, the WIOA Youth Program in the Northern Region, operated by Youth Development, Inc. (YDI), served a total of 68 youth participants across the ten-county region. Of these, 66 were newly enrolled during the quarter—24 in-school youth (36%) and 42 out-of-school youth (64%). The largest enrollment increases came from Mora (17), McKinley (8), and Taos (11) counties.

Work experience (WEX) placements were a significant focus, with 43 youth placed in paid work experiences—13 in-school and 30 out-of-school. These placements connected youth to a wide variety of local employers, offering exposure to diverse career paths.

Events and Outreach

Program staff engaged in extensive outreach efforts to both partners/referral sources and employers across the region.

- Partner and referral outreach included schools, workforce agencies, community organizations, and vocational rehabilitation services. Notable efforts included engagement with Santa Fe Community College, Northern New Mexico College, Los Alamos County Social Services, the Boys & Girls Club of Gallup, and multiple high schools and youth-serving agencies.
- Employer and worksite outreach secured opportunities with a wide range of businesses and organizations, from local government offices and small businesses to hospitals, hospitality, retail, and construction employers. Highlights included partnerships with Blue Sky Equestrian Center (Colfax), Champion Ford (McKinley), Mora Fish Hatchery (Mora), City of Espanola (Rio Arriba), Historic Plaza Hotel (San Miguel), New Old Trail Garage (Santa Fe), and Taos Ski Valley (Taos).

In total, outreach efforts connected with 42 partner/referral sources and 80 employers/worksites, strengthening the program's network for both recruitment and placement opportunities.

Special Projects and Initiatives

Q4's primary project was recruitment and placement for the summer youth program, which required significant outreach to both eligible youth and prospective worksites. This effort resulted in strong participation and valuable lessons that have informed improved processes for PY25.

Additional key initiatives included:

- Opening collaboration discussions with Santa Fe Community College – Adult Education and San Juan Community College – Adult Education to support participant success.

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- Initial partner engagement with American Job Center (AJC) partners to identify future collaboration opportunities.
- Staff participation in the Unite Us Pilot Program to enhance closed-loop referrals for participants.
- Providing support for a State and Federal audit focused on program years prior to the current service contract.

Overall, Q4 was marked by high activity levels, strong recruitment outcomes, strengthened employer engagement, and the establishment of partnerships that will benefit the WIOA Youth Program in the coming program year.

- **ONE-STOP OPERATIONS:**

Important strides were made toward improving the operational efficiency of the American Job Center (AJC) network through the launch of a new location-based customer service survey and the development of a comprehensive communication platform.

The new survey system enables each center to evaluate its performance in customer service, helping to identify both strengths and areas needing improvement. This feedback mechanism is an essential step in enhancing service quality and ensuring that the needs of clients are met more effectively.

At the same time, work began on creating a free, web-based communication platform designed to improve real-time interaction among AJC staff across different locations. This platform addresses current communication barriers and provides tools to strengthen collaboration. Its key functions include live chat rooms for instant discussions, a centralized document storage area for surveys, newsletters, and policy updates, a shared calendar for posting events and related materials, and a conference room reservation system to better manage meeting space availability.

To further expand outreach efforts, discussions were initiated with Stacy Johnson from the DWS media team to coordinate a meeting focused on generating positive media exposure for all AJC offices. The goal is to highlight success stories and showcase the valuable services provided to northern New Mexico communities, thereby increasing visibility for all partner organizations.

Staffing levels across the region vary. Santa Fe, Taos, and Española are fully staffed, though Santa Fe would benefit from the integration of additional partners to strengthen service delivery. Gallup is experiencing a shortage with two open positions at DWS, while Las Vegas is still in the hiring process for a Career TEAM's position, resulting in lighter staffing. Raton is temporarily fully staffed but will lose a Career TEAM's staff member next month, requiring immediate planning for a smooth transition. In Farmington, DWS needs to hire a Veteran Representative, and Career TEAM's will also lose a staff member in the coming month.

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Two key issues are currently affecting operations. In Las Vegas, reduced staffing has led to an adjustment in operating hours to balance client service with manageable workloads. In Farmington, an ongoing interpersonal conflict between partner supervisors from DWS and DVR continues to hinder collaboration. Despite prior attempts to resolve the issue through counseling and team-building activities, the situation remains unresolved. To address this, coordination is underway with Michelle Velarde from DWS and Rudy Grano from DVR to bring in a mediator and work toward a constructive resolution.

This multi-faceted approach—combining performance evaluation, improved communication, targeted outreach, staffing adjustments, and conflict resolution—positions the AJC network to operate more efficiently, strengthen internal collaboration, and enhance its presence in the communities it serves.

SECTOR STRATEGIES

On May 8th in Española, at Ohkay Owingeh, the Northern Area Local Workforce Development Board participated in and provided support to the New Mexico Clean Energy Policy Symposium, hosted by the Clean Energy Task Force. This event brought together key energy partners, industry representatives, and community leaders to discuss New Mexico's evolving energy landscape and explore policy initiatives that could guide the state toward a cleaner energy future.

The symposium focused on how federal, state, local, rural, and tribal governments can work together to advance clean energy goals through funding opportunities and economic development strategies. A key component of the event was the Energy Workforce Sector Strategy session, which gave employers a platform to share their perspectives directly with the New Mexico Department of Workforce Solutions, Northern New Mexico College, Santa Fe Community College, and other educational and training institutions in the Northern Region.

The New Mexico Department of Workforce Solutions aims to establish an employer-led Energy Workforce Sector Strategy—an industry-driven partnership that brings together government, education, training, economic development, and community organizations to address workforce needs within the regional labor market. The symposium provided an important opportunity for employers to give input on workforce development priorities, hiring needs, and the skills required to meet the demands of the rapidly changing energy sector.

Worktables were organized to foster collaborative discussions, allowing employers to identify challenges in recruitment and retention, outline primary qualifications and experiences needed, and explore hiring opportunities within the clean energy industry.

While participation from employers was not as strong as anticipated, the Northern Board gained valuable insight into the workforce challenges that must be addressed as the region transitions toward clean energy. These lessons will guide the planning of future meetings, ensuring that

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objectives are clearly defined and discussions are structured to maximize engagement and actionable outcomes.

OTHER INITIATIVES:

In partnership with correctional facilities and reentry programs, the Northern Area Workforce Development Board of New Mexico has played a critical role in providing skills training to incarcerated individuals, preparing them for successful reintegration into the workforce. This quarter, a diverse group of participants completed industry-recognized programs in Culinary Arts, Commercial Driver's License (CDL), Heavy Equipment Operation (HEO), and Heating, Ventilation, and Air Conditioning (HVAC).

The impact of this work is evident in the variety of post-release outcomes. Several graduates have already secured employment in their trained fields, while others are leveraging their certifications to transition into related roles. For example, CDL graduate Jeremy Chavez is now employed as a plumber in Santa Fe, and Clayton Weaver is working for M&R Trucking at the RCC facility. Culinary graduate Sheldon Washburn has been hired by C&J Oil Field Services in Farmington, while HEO graduate Diego Orona is serving as a safety officer at CNM in Hobbs.

The program's reach extends across New Mexico and beyond. Graduates have entered positions in hospitality, construction, trucking, oil field services, and retail. Alexandria Diaz, an HEO graduate, is now working at the Holiday Inn Express & Suites in Albuquerque, while Crystal Sanchez has combined her HEO certification with CDL licensure to drive trucks for Goodwill. Others, such as HVAC-trained John Chavez, have secured employment in their specialty, supporting local economies in communities like Clovis.

Not all participants have transitioned directly into employment; some have sought further support through America's Job Centers in NM, while others remain in custody or under supervision. This reflects the varied challenges individuals face when reentering society, including parole requirements, geographic relocation, and personal circumstances. Importantly, the Northern Area's role does not end at program completion—the board continues to work with parole officers, employers, and community partners to help these individuals find sustainable career paths.

The breadth of industries represented among these graduates highlights the value of offering multiple training pathways. From culinary professionals like David Silva, now working at Burger King in Albuquerque, to HEO-trained therapy counselor Jessica Risinger in Albuquerque, the skills learned through these programs are adaptable and transferable.

While challenges remain, the success stories emerging from this initiative demonstrate the tangible benefits of workforce training for justice-involved individuals. By equipping participants with marketable skills, the Northern Area Workforce Development Board is

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fostering both personal transformation and broader community economic growth—helping individuals return home with the tools they need to succeed.