LWDB Quarterly Report
PY25 3 Quarter
Region: Northern

ADMINISTRATION

Local Board Meeting(s)	Chief Elected Officials Board Meeting
Date: 1/12/26 (Full Board Meeting)	Date: 02/18/2026
Time: 10am	Time:10am
Date: 2/18/26 (Executive Meeting)	**Public Notice Published**
Time: 1:30pm	Date: 2/5/2026
Date: 3/31/2026 (Full Board Meeting)	**Agenda Posted Date**
Time: 10am	Date: 2/12/2026
Date:	**Quorum Met**
Time:	YES/NO: YES
Public Notice(s) Published	**Draft Meeting Minutes Published**
Date: 12/23/2025 (Full Board)	Date: 2/24/2026
Date: 2/5/2026 (Executive)	
Date: 3/17/2026 (Full Board)	
Date:	**Approved Meeting Minutes Published**
	Date: (PENDING)
Agenda Posted	
Date: 1/7/2026 (Full Board)	
Date: 2/12/2026 (Executive)	
Date: 3/26/2026 (Full Board)	
Date:	
Quorum Met	
YES/NO: YES	
YES/NO: YES	
YES/NO: YES	

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Draft Meeting Minutes Published	
Date: 1/15/2026 (Full Board)	
Date: 2/24/2026 (Executive)	
Date: 4/21/2026 (Full Board)	
Approved Meeting Minutes Published	
Date: 3/31/2026 (Full Board)	
Date: PENDING (Executive)	
Date: PENDING (Full Board)	

Continuing Education Credits

	Hours Required	
Administrative Entity Staff		93.25
Fiscal Agent Staff		32
One Stop Operator Staff		0
Board Members		48.50

PERFORMANCE

	Adult	Dislocated Worker	Youth
Enrolled	30	14	30
Exited	4	5	5
Carry Over	66	18	43
Served (Enrolled + Carry Over)	96	32	73

Updated and Extracted from Future Works XX/XX/XXXX

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	Title I	Title II	Title III	Title IV
Enrolled				
Exited				

Carry Over	127		299	
Served (Enrolled + Carry Over)	201		2,088	

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

FINANCIALS

Attach E

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LWDB Fiscal Quarterly Report

PY25	3rd Quarter	Region: Northern

ADULT

			PY24	FY25	PY25	FY26	Total
Total Allocation		-	-	2,264,299	493,621	1,898,273	$4,656,193
Total Budgeted			-	710,099	493,621	1,739,855	$2,943,575
Total Expenditures (Qtr)			-	-	236,484	96,726	$333,210
Total Admin Expenditures (Qtr)			-	-	15,333	41,514	$56,847
Total Support Services Expenditures		-	-	-	168	-	$168
	Transportation Assistance						$0
	Child and Dependent Care						$0
	Housing Assistance						$0
	Educational Testing Assistance						$0
	Legal Aid Services						$0
	Reasonable Accommodations						$0
	Referrals to Healthcare						$0
	Community Service Linkage						$0
	Work Attire and Work Related Tools						$0
	Books, Fees and School Supplies						$0
	Employment and Training Related Fees						$0
	Needs Related Payments				168	-	$168
Total Training Services Expenditures		-	-	-	8,563	-	$8,563
	Individual Training Accounts			-	7,438	-	$7,438
	Customized Training						$0
	Incumbent Worker Training						$0
	On-the-Job Training			-	-	-	$0
	Career Center Training						$0
	Work Experience			-	1,125	-	$1,125
	Internship Work Exp						$0
Total Career Services Expenditures		$0	$0	$0	$212,421	$55,212	$267,633

DW

			PY24	FY25	PY25	FY26	Total
Total Allocation			79,216	441,536	145,518	521,989	$1,188,259
Total Budgeted			35,657	292,736	145,518	340,543	$814,454
Total Expenditures (Qtr)			-	112,810	23,205	-	$136,015
Total Admin Expenditures (Qtr)			-	-	23,205	-	$23,205
Total Support Services Expenditures		-	-	-	-	-	$0
	Transportation Assistance						$0
	Child and Dependent Care						$0
	Housing Assistance						$0
	Educational Testing Assistance						$0
	Legal Aid Services						$0
	Reasonable Accommodations						$0
	Referrals to Healthcare						$0
	Community Service Linkage						$0
	Work Attire and Work Related Tools						$0
	Books, Fees and School Supplies						$0
	Employment and Training Related Fees						$0
	Needs Related Payments		-	-			$0
Total Training Services Expenditures		-	-	10,480	-	-	$10,480
	Individual Training Accounts		-	10,000			$10,000
	Customized Training						$0
	Incumbent Worker Training						$0
	On-the-Job Training			-			$0
	Career Center Training			-			$0
	Work Experience			480			$480
	Internship Work Exp						$0
Total Career Services Expenditures		$0	$0	$102,330	$0	$0	$102,330

YOUTH

			PY24	FY25	PY25	FY26	Total
Total Allocation			1,221,415	-	1,081,214	-	$2,302,629
Total Budgeted			954,991		62,650		$1,017,641
Total Expenditures (Qtr)			168,064		34,570		$202,634
Total Admin Expenditures (Qtr)			-		34,570		$34,570
Total Support Services Expenditures			3,333				$3,333
	Transportation Assistance						$0
	Child and Dependent Care						$0
	Housing Assistance						$0
	Educational Testing Assistance						$0
	Legal Aid Services						$0
	Reasonable Accommodations						$0
	Referrals to Healthcare						$0
	Community Service Linkage						$0
	Work Attire and Work Related Tools						$0
	Books, Fees and School Supplies						$0
	Employment and Training Related Fees						$0
	Needs Related Payments		3,333				$3,333
Total Training Services Expenditures		-	40,595	-	-	-	$40,595
	Individual Training Accounts		10,000				$10,000
	Customized Training						$0
	Incumbent Worker Training						$0
	On-the-job Training						$0
	Incentives						$0

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Quarter Narrative

PROGRAM INITIATIVES:

- **Adult/DW**

3rd Quarter Summary – Adult and Dislocated Worker Program

During the third quarter, the Adult and Dislocated Worker (AD/DW) program continued to demonstrate steady participant engagement, expanded outreach efforts, and progress toward enrollment and training goals across the Northern Area. Career TEAM strengthened community visibility by increasing outreach beyond traditional hiring and job fairs to include veteran-specific events, Pueblo presentations, re-entry fairs, and convention tabling. A total of 17 group orientations and 10 additional outreach events were conducted, reaching 661 attendees, with 141 individuals expressing interest in services.

For Adult services, 281 participants were served year-to-date against an annual target of 442, achieving 63.57% of goal. New Adult enrollments reached 129 out of 290 (44.48%), while Adult new training enrollments performed strongly at 125 out of 155, reaching 80.80% of target. Adult carry-ins remained at 152 participants from the prior contract year. For Dislocated Worker services, 42 participants were served out of an annual target of 78 (53.85%), with 29 new enrollments out of 65 (44.62%). DW new training enrollments reached 23 out of 27, achieving 84.25%, showing strong success in connecting participants to occupational training opportunities.

Supportive services significantly increased during the quarter, growing from approximately $1,300 at the end of January to nearly $13,000 through direct payment allowances, cap exceptions, and policy clarifications. Partner co-enrollments with both DVR and DWS also strengthened service delivery, while staff participation in weekly Northern Region Business Team meetings improved collaboration with Title III Business Services and expanded regional opportunities for participants.

Financially, Adult program obligations totaled $614,327.45 of the $1,681,211 budget (36.54%), leaving over $1 million in remaining budget capacity for future training opportunities. Dislocated Worker obligations reached $135,114.68 of the $303,514 budget (44.52%), with strong opportunity remaining for additional participant investment. Forecasted spend shows continued progress toward full utilization of available training resources.

Performance outcomes remain an area of focused improvement. As of March 23, 2026, 3 out of 10 predictive performance measures were meeting or exceeding expectations. Adult program indicators showed stronger performance in 2nd Quarter Employment (76.92%) and 4th Quarter Employment (69.70%), while credential attainment and measurable skill gains require continued attention. Dislocated Worker performance showed positive results in Median Wages (133.65%) and solid progress in employment retention, though credential attainment and measurable skill gains remain below target. Staff continue aggressive follow-up efforts for employment verification, credential documentation, and licensure validation, particularly for CDL participants, despite limited WorkNumber budget resources and staffing constraints.

A strong example of program impact is Floyd Fresquez of Mora, a retired Army veteran and dislocated worker who utilized WIOA funding to complete CDL training through RV Transportation. Through individualized career planning, tuition assistance, and supportive services, Floyd successfully earned his CDL-Class A and is now positioned to begin a new career in commercial trucking, demonstrating the direct impact of WIOA services in creating pathways to self-sufficiency and long-term employment.

Overall, Quarter 3 reflects continued program growth, strong training enrollment performance, improved supportive service utilization, and strengthened regional partnerships. Key challenges remain around staffing capacity, provider availability, participant engagement, and performance documentation, but operational adjustments and stronger cross-program coordination continue to support progress toward annual goals.

- **Youth**

3rd Quarter Summary – Youth Program

During the third quarter, the WIOA Youth Program continued to make strong progress in participant engagement, work experience placements, and community outreach across the Northern Area. As of March 31, 2026, the program served a total of 144 youth participants, including 66 carry-in participants from PY24 and 78 new enrollments in PY25. Of the total participants, 16 were In-School Youth (ISY) representing 21%, and 62 were Out-of-School Youth (OSY) representing 79%, reflecting continued focus on serving higher-barrier out-of-school youth populations.

County participation remained strong across the region, with the highest enrollment totals in San Miguel (27), Taos (22), Mora (21), and McKinley (19). San Juan, Rio Arriba, and Colfax also showed steady enrollment activity, while Los Alamos remained without enrollments during the reporting period.

The program achieved 80 total placements, including 78 work experience placements, 2 Individual Training Accounts (ITA), and no On-the-Job Training (OJT) placements during the quarter. Of these, 31 work experience placements were completed during PY25. Work experience remains the primary service strategy for youth engagement and skill development, providing participants with direct exposure to career pathways and employer connections.

Supportive services and incentives continued to support participant retention and success. Incentives were provided for completion of work experience hours, attainment of diploma or High School Equivalency, post-secondary grades, and industry-recognized certifications. During the third quarter, Transitional Supportive Services (TRSS) increased significantly to 16 participants served, while incentives also increased to 16 participants, showing stronger utilization compared to prior quarters.

Financially, total obligations reached $135,508.56, with 29% allocated to ISY and 71% to OSY participants, maintaining strong compliance with WIOA youth expenditure requirements. Total expenditures reached $175,137.11, with 33% supporting ISY and 67% supporting OSY services. These figures do not yet include March 2026 expenditures, indicating additional spending progress is expected.

Outreach efforts remained highly active, with the program making over 51 community contacts and attending events during the quarter. Partnerships included CYFD Juvenile Probation and Parole, community colleges, adult education providers, youth shelters and youth-serving programs, employers and businesses, and local high schools. A new partnership with Moving Arts Española was established, creating additional opportunities for six referred youth to engage in employment and creative development services.

Program operations also showed improvement through strategic planning and staffing stabilization efforts. Quarterly improvement increased by 120% through the use of established monthly benchmarks, bi-monthly staff meetings, individual staff check-ins, and additional staff training. Operational improvements included providing hotspots for staff in three counties to improve internet access and reducing office-only coverage to allow for greater field outreach and participant engagement. A new Program Manager was scheduled to begin on April 6, 2026, and recruitment for the Las Vegas Youth Development Professional position remained underway.

A strong participant success story this quarter was Joseph, a 19-year-old In-School Youth participant from Española with a learning disability. Through the program, Joseph completed pre-employment training, labor market preparation, and work experience placement as a Kitchen Assistant at the City of Española Senior Center. He successfully graduated high school, completed his work experience hours, and secured part-time employment with the Senior Center while pursuing full-time opportunities in the hospitality and casino industry. His growth in confidence, communication, and self-advocacy demonstrates the direct impact of youth workforce services.

Overall, Quarter 3 reflects continued growth in youth engagement, strong work experience placements, expanded community partnerships, and improved operational performance. Key priorities moving forward include meeting enrollment and placement goals, filling remaining staff vacancies, strengthening business engagement, and preparing for summer youth activities while maintaining strong compliance and program performance outcomes.

ONE-STOP OPERATIONS:

3rd Quarter Summary – One Stop Operator

During the third quarter, the One Stop Operator continued strengthening service delivery, operational consistency, and partner collaboration across the Northern Area America's Job Centers (AJCs). A major focus was placed on improving standardized processes, enhancing customer experience, and ensuring stronger accountability across all sites.

One of the most significant accomplishments was the advancement of the regional referral system framework to the final approval stage. The referral model was submitted for final review and is designed to standardize how referrals are initiated, documented, tracked, and followed up across all AJC locations. Once approved, staff across the region will receive a comprehensive Standard Operating Procedure (SOP), training, and reference materials to ensure consistent implementation and stronger partner coordination.

The Document Drive initiative also made substantial progress during the quarter, particularly for the Gallup and Farmington AJCs. The team completed the development of the full SOP, client request forms, approval workflows, and internal procedures to assist clients with obtaining vital documents such as birth certificates, identification cards, and other required records needed for workforce participation. Transportation barriers were also addressed through planning for bus pass support for Farmington clients. By the end of the quarter, the initiative was fully prepared for launch on March 2, 2026, with Gallup and Farmington serving as primary implementation sites.

Monthly partner meetings were launched to strengthen collaboration between workforce partners, community organizations, and service providers. These meetings support alignment on referral processes, planning for joint hiring events, identification of service gaps, and improved communication across the One Stop system. This proactive coordination helps ensure clients receive more seamless and connected services across programs.

Front counter operations were also reviewed, with updates initiated to improve consistency in client-facing services. Revised front counter SOPs focus on standard greetings, intake and triage procedures, documentation of customer interactions, and smoother hand-offs to appropriate staff and partners. These updates are intended to improve the client experience, reduce inconsistencies between offices, and ensure customers receive clear guidance and next steps upon entering any AJC location.

To strengthen field operations and direct technical assistance, planning was completed for site visits scheduled to begin in April. These visits will provide opportunities to observe office operations, support staff with on-site technical assistance, identify best practices, and assess areas for improvement. Findings from these visits will help guide future training priorities, policy refinements, and resource allocation decisions.

Community visibility and branding were also enhanced during the quarter. New branded tablecloths were distributed across all AJC offices to improve professional presentation and create stronger brand consistency during outreach events, hiring fairs, and partner engagements. In Santa Fe, additional media outreach was conducted in partnership with CPLC to promote hiring events and increase public awareness of available services through local media coverage.

Client satisfaction remained exceptionally strong across the region. Survey results for January and February showed Española at 97.1%, Farmington at 100%, Santa Fe at 100%, Las Vegas at 97%, Raton at 100%, and Taos at 100%, resulting in an overall regional customer satisfaction score of 99.1%. These results reflect strong staff responsiveness, positive client experiences, and effective service delivery across the One Stop network. A shared Google Drive was also implemented to track survey data over time, allowing for better trend analysis and continuous quality improvement.

Overall, Quarter 3 reflects strong operational progress for the One Stop Operator, with major advancements in referral systems, document access support, partner collaboration, front-end service consistency, and customer satisfaction. These efforts continue to strengthen service integration and improve access for job seekers and employers throughout the Northern Area.

SECTOR STRATEGIES

Career Technical Education "CTE" Convenings

Farmington – San Juan College

Espanola – Northern NM College

Tucumcari – Mesalands Community College

These convenings are designated to align CTE programs with local and regional workforce needs, employers to participate in the convening that corresponds to their own region.

The Northern board was invited to three CTE Convenings to present our regions priorities, strategic initiatives to support our priorities and what resources we provide.

Based on LMI Data reports, regional priorities for construction, agriculture, and healthcare are heavily focused on infrastructure development, workforce expansion, and technological adaptation. The Northern region convenings primary focus is aligning educational pathways with high growth, in demand industries using local LMI.

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Northern Region Sector Strategy Training:

The New Mexico Department of Workforce Solutions provided Sector Strategy training and industry – focused workforce development training to the Northern Region:

Training – Northern Region

- March 9, 2026, Santa Fe 9:30 -2:30 AJC- Santa Fe
- March 10, 2026, Taos 9:30-2:30 AJC-Taos
- March 11, 2026, Farmington 9:30-2:30 San Juan College
- March 12, 2026, Gallup 9:30-2:30 HCA – Income Support Division

Trainings were well attended by Board staff, Title I; Title III and Title IV focuses on high – need areas like broadband, trades and healthcare, to help participants enter meaningful careers and improve their earnings.

Statewide Water Sector Strategy: The Northern board has engaged with the NM Department of Workforce initiatives to participant in the upcoming New Mexico Rural Water Association convening and discuss the key goals of the Statewide Water Sector Strategy, the convening will take place on April 2026

We continue to engage in the Sector Strategy Workgroup monthly and discuss upcoming New Mexico Department of Workforce initiatives and future regional convenings.

<u>OTHER INITIATIVES:</u>

DOCUMENT DRIVE
Assistance obtaining vital records such as birth certificates, IDs, and other required documents to help remove barriers to employment and access to services.

UPIN/FINDHELP

Case management system and approach to referrals platform between partners.

TRAINING & EDUCATION
Information on training programs, certifications, career pathways, and funding opportunities to help individuals build skills and advance their careers.

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PARTNER COLLABORATION
Working together with community organizations, workforce partners, and service providers to ensure individuals are connected to the right resources and support systems.

TRANSPORTATION SUPPORT
Bus passes and transportation assistance available for eligible individuals to help improve access to workforce services, interviews, training, and employment opportunities.

CAREER SERVICES
Resume assistance, interview preparation, job search support, career counseling, and individualized planning to help participants reach their employment goals.

SPECIALIZED SERVICES
Support for Veterans, Youth, Individuals with Disabilities, Re-Entry participants, and other priority populations through tailored services and targeted workforce programs.

MONTHLY PARTNER MEETINGS
Ongoing collaboration meetings with workforce partners and community organizations to improve referrals, coordinate events, identify service gaps, and strengthen service delivery across the region.

FRONT COUNTER IMPROVEMENTS
Standardized intake procedures, client triage, and service navigation to ensure every customer receives a consistent, professional, and client-centered experience at every America's Job Center location.

SITE VISITS & TECHNICAL ASSISTANCE
On-site visits to local offices to provide operational support, identify best practices, gather staff feedback, and improve service delivery across the One Stop system.

CLIENT SATISFACTION & CONTINUOUS IMPROVEMENT
Tracking customer satisfaction across all America's Job Centers to improve services, strengthen accountability, and ensure high-quality workforce support throughout the Northern Area.

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