



Workforce Innovation Board (SWIB)

Program Year 2023 Meeting

June 6, 2023

1:00pm

Board Members:

Jim Alden

Rick Bartle

Jo Brown

Kelly Clark

George Copadis

Bruce Crochetier

Mary Crowley

George Hansel

Cynthia Harrington

Lisa Hinson-Hatz

Candace Hyde

Michael Kane

Shane Long

LoriAnn Lundergan

Larry Major

Jim Proulx

Shannon Reid

Tim Sink

AGENDA

1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of February 7, 2023 Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. Participant Showcase Presenters
 - 2b. Rapid Response update
 - 2c. Financial Update
 - 2d. a) Performance update
b) PY 22 Q3 Performance Summary
 - 2e. Subcommittee Reports
 - 2f. Program Success Stories

3. 2:30pm—Board Motions & Discussion
 - 3a. One Stop Certification
 - 3b. ETPL High Demand Exclusion Process
 - 3c. PY2023 Distribution of Funds
 - 3d. Topics for October 17, 2023, Meeting
 - 3e. Board Motions and General Discussion

4:00pm—Adjourn

Next Meeting: October 17, 2023

P R O C E E D I N G S

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MICHAEL KANE: Thank you, Joe. And thank you to the members of the Board who are joining us here today. For the record, my name is Michael Kane, Chair of the State Workforce Innovation Board.

Some quick notes as we begin the meeting. This meeting is being recorded. Before speaking, please state your name -- I'm Michael Kane -- so the transcription service can accurately document today's meeting.

Today's meeting is an official meeting of the Board. It's open to the public, and will be run in a manner compliant with RSA 91-A.

Meeting materials for the Board and the public can be found by visiting the New Hampshire Works webpage, which is attached. Again, today's meeting is being recorded. We have a number of items to work through today. You will find these items on the agenda with the enclosed supportive documents.

The agenda and these documents have been provided to the Board electronically last week. Printed copies are available today and all materials were made available to the

public via NH Works website.

Joe, would you please call the roll for the meeting?

JOE DOIRON: Thank you, Mr. Chairman.

MICHAEL KANE: You're welcome.

JOE DOIRON: Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Thank you. Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Thank you. Joseph Alexander?

[Pause]

JOE DOIRON: Kevin Avard?

[Pause]

JOE DOIRON: Rick Bartle?

RICK BARTLE: Here.

JOE DOIRON: Thank you. Christine Brennan?

[Pause]

JOE DOIRON: Thank you. Jo Brown?

JO BROWN: Here.

JOE DOIRON: Thank you. Anya Burzynski?

[Pause]

JOE DOIRON: Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Thank you. Kenneth Clinton?

[Pause]

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Adam Crepeau?

[Pause]

Bruce Crochetiere?

BRUCE CROCHETIERE: Here.

JOE DOIRON: Thank you. Mary Crowley?

MARY CROWLEY: Here.

JOE DOIRON: Thank you. Tiler Eaton?

[Pause]

JOE DOIRON: Patrick Fall?

[Pause]

JOE DOIRON: George Hansel?

[Pause]

GEORGE HANSEL: Here.

JOE DOIRON: Thank you. Cynthia Harrington?

CYNTHIA HARRINGTON: Here.

JOE DOIRON: Thank you. John Hennessey?

[Pause]

Lisa Hinson-Hatz?

LISA HINSON-HATZ: Here.

JOE DOIRON: Thank you. Candace Hyde?

CANDACE HYDE: Here.

JOE DOIRON: Thank you. Michael Kane?

MICHAEL KANE: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Justin Kantar?

[Pause]

JOE DOIRON: Shane Long?

SHANE LONG: Here.

JOE DOIRON: Thank you. Donnalee Lozeau?

[Pause]

JOE DOIRON: Lori Ann Lundergan?

LORI ANN LUNDERGAN: Here.

JOE DOIRON: Thank you. Larry Major?

[Pause]

LARRY MAJOR: Here.

JOE DOIRON: Thank you. Ashok Patel?

[Pause]

JOE DOIRON: Jim Proulx?

JIM PROULX: Here.

JOE DOIRON: Thank you. Shannon Reid?

SHANNON REID: Here.

JOE DOIRON: Thank you. Tim Sink? Let the Record Show

Tim Sink arrived at 1:17pm

JOE DOIRON: Gary Thomas?

[Pause]

JOE DOIRON: Mr. Chair, with the roll call completed, we have a quorum.

MICHAEL KANE: Great. The meeting minutes from the October meeting are found in your packet. If there are no edits, I will accept a motion to approve the minutes from the February 7 meeting. Great.

SHANNON REID: I think first of all, Mayor Jo Brown's name is throughout "JOE" and it's supposed to be -- Mayor JB as far as I know.

And then second on page 19 there are some things that there are these I think said by you and scribed to me.

MICHAEL KANE: Yeah, we wouldn't want that to happen.

SHANNON REID: No. Thank you.

MICHAEL KANE: With those edits, we can -- thank you. Great. So should we get a motion to approve?

MAYOR JB: So moved.

MICHAEL KANE: Great. Second?

RICK BARTLE: Second.

MICHAEL KANE: Great. All in favor?

THE BOARD: Aye.

MICHAEL KANE: Everyone who's massively opposed to this? Okay.

JOE DOIRON: And for the record, the motion was by Mayor Brown, and the second was Rick Bartle.

MICHAEL KANE: Great.

JOE DOIRON: Thank you.

MICHAEL KANE: Okay. I would like to welcome everyone here today. My name is Michael Kane, for the third time. It's great to see you here today. I appreciate you being here with us. As I know, everyone's schedules are busy. We have a full agenda and lots of information to cover, so let's get started.

[Now, do I just keep going?]

JOE DOIRON: Yes, sir.

MICHAEL KANE: We would like to take a moment to see if anyone from the public would like to provide any public comment. If so, state your name for the record prior to speaking.

[Pause]

Great. As an aside, I wanted to welcome Amanda Poirier -- did I pronounce that correctly?

AMANDA POIRIER: You did.

MICHAEL KANE: Thank you -- sorry, ma'am -- and Tamara Warner from the U.S. Department of Labor. Amanda is temporarily filling in as the State of New Hampshire's Federal Project Officer. Thank you, Amanda, and Tamara for making the trip to New Hampshire and welcome.

Okay. We start our agenda here today with some informational items. These are reports and updates provided to the Board. These do not require a vote; however, if the Board members would like to make motions, I would ask that you please wait until the next section of our Agenda. Please remember before speaking to please state your name for the recording.

Joe, could you please guide us through these items?

JOE DOIRON: Thank you, Mr. Chairman. We're very happy to present to the Board a participant showcase. We try to do these every two years.

At every Board meeting, we provide updates on metrics in terms of performance, participants served, how we've served them. We talk a lot about numbers on spreadsheets, but these are the folks who we serve. And this is what we're here to do. So we think it's fun to provide, you know, the human element for

you all.

So gathered here today are our program participants, their bios, and a little bit of their stories are in this packet. Again, this starts on page 61. So correct me if I'm wrong, Lisa; we're going to have folks intro themselves, and then tell us a little bit about themselves, and then open it up to questions.

LISA Gerrard: Yes. So the participants were given four questions to kind of help them prepare for the showcase. We're going to go through each of their stories, and then we'll open it up to the Board for any questions that you might have.

So if you can save your questions until all participants have had a chance to speak that would be great. Joe, do you want to --

JOE DOIRON: Yep.

LISA: -- kick off the showcase?

JOE DOIRON: Absolutely. We do have one participant who could not make it today. Don Peter, his -- we're very -- he's very excited. His wife is pregnant and his -- just a little change in schedule. So he's -- so, you know, priorities. So we're very happy. Congratulations to him and his family, but

he will not be joining us today. But you can see his story in the packet.

So we're going to start with --

LISA: Joe, sorry.

JOE DOIRON: Oh, that's all right.

LISA: We do have one other substitution.

JOE DOIRON: Yep.

LISA: Gabriella from MyTurn is now not able to make it so Autumn is representing MyTurn. So her story is the additional pages not in the packet. Melissa handed it out now.

JOE DOIRON: And I believe we're starting with Dr. -- I'm sorry, who -- yes, please.

[1:37:07 inaudible] Hello, everybody. This is Dr. -- Thank you for having me. I was born and raised in Europe. I am married. I have daughters. My wife and I were -- in Europe. We decided to move to the United States to provide better education and freedom of choice for our children.

We moved to the United States in February of 2017. After the moving, we realized that we have to improve our English language skills to be able to get better job

opportunities.

First, we came to one of the local -- named the Holy Cross Center in Manchester, New Hampshire. And after that, we got involved in IINE, International Institute of New England, and we referred to Southern New Hampshire Services, where I met my career counselor, Jean. And I enrolled in WIOA program.

Move on? It's late.

LISA: You can keep going.

JOE DOIRON: Yeah.

LISA: What's -- what did you end up doing in the program?

PARTICIPANT: After the enrollment, we needed to participate in advanced English classes, and the New Hampshire -- Southern New Hampshire Services WIOA program, gave our tuition to be enrolled in -- Community College for English courses; one for speaking and listening and pronunciation. The other one was for essay writing and vocabulary. We completed all courses and got the certification.

Also, I received some financial help for my examination because I wanted to be a physician with the United States. It was a long journey and complicated hearing.

Also expensive. I received some financial help to pay my examination. And I asked all of my exams (sic) if there are an exam that may -- in the United States. It's I believe the United States -- the United States Medical License Examination. It has three parts. I passed all of them. And also an English exam. I passed it.

And finally, I certified by the Educational Commission and all the medical graduates of the department of Graduate --. They offered me a certification that is equal to the [00:13:52 audio continues inaudible and people coughing] on January 27, 2022 and additionally I became medical doctor in the United States.

[Applause]

And that's all. I'm very proud to say that I became U.S. Citizen last year on July 4.

[Applause]

It's a special day for all.

JOE DOIRON: Thank you. I believe -- what Kimberly is, or are we going to go in that order? So Carly, would you mind sharing with us a little bit?

CARLY DETRICK (phonetic): So my name is Carly. I am

Senior at Manchester Memorial High School. I am 17 years old. I've lived in New Hampshire for about 10 or 12 years. I moved here from Maine. And I've been with the JAG Program for about three years now I was introduced to it my sophomore year.

With Jack, it's really helped me a lot, because, like, as a -- like a younger, I would, like, bounce around a lot. Like, I even in New Hampshire, I went from -- I think I went to, like, five different schools before I finally settled down into, like, one district and stayed there. So like with JAG, like, it kind of helped me, like, grow roots into a place and, like, actually, like, look into careers and job opportunities and colleges and stuff like that.

So, like, one of the biggest things JAG has helped me with is getting into college. I am enrolled in -- at Annmaria for my fall semester. I graduate next Saturday, actually.

And I -- like, they helped me so much with applying for my FASFA and other scholarships and just making sure, like, my schedule for college is all planned out and everything like that. It helped out so much that I will not have to pay for my college. So I have it all paid for, it's all set out and it's just like -- it's a big stress reliever, which is what they helped me with a lot.

Going into JAG, I didn't really know, like, what I wanted to do. I had a broad aspect. I knew I wanted to be in the health care profession, but I didn't know, like, exactly what I wanted.

So with Ken and Mr. Cannon, my JAG teacher, we kind of like sat down and had conversations of this profession, that profession, and whether or not I would have liked it or not. And we kind of came to a conclusion where I'm interested in being an anesthesiologist. So I'm going for my Health Science degree at Annamaria.

And like it was just -- it was kind of like an eye-opener with JAG, because, like, everybody I've talked to -- teachers, parents, peers -- random people, they've always been like "College is the way, you have to go to college." But, like, with JAG, like, it was not like there wasn't like a stigmatism (sic) I guess with, like, "Oh, college is the only way." Like they were like, "oh, well, if you don't want to go to college --" they gave you other career paths and they, like, opened up the door to, like, things that I like, really hadn't, like, experienced before. So it was really nice.

And, like, it just really helped me a lot get through it get through, like, high school, especially with COVID being a

thing. Hybrid learning and online learning is definitely not for me. So, like, having that outlet to go and like, talk to and get help with schoolwork that you can't really reach out to your teacher for was really nice.

[Applause]

JOE DOIRON: And Autumn, would you mind sharing -- thank you for filling in last minute. Welcome.

AUTUMN RODRIGUEZ FALL: Hello? I'm Autumn Rodriguez Fall. I am 22 years old. I live in Manchester. I have a 3-year-old son. As a juvenile, I had a difficult relationship with my family. And I ended up being in placement. At that time it was very rough, but looking back at it, I would have benefitted -- I think I have benefitted from the circumstances that I was in. And it's made me, like, have a more advanced outlook on who I am today.

At that time it was very rough. As I got older, I struggled to find my way as a young adult without any support. I was forced to be very independent at a young age. That has motivated me as a mother to create a better life for my son. And after spending some time in a shelter, I finally got my first apartment.

And also in Manchester, around that time my best friend had told me about this program called, "MyTurn" and I enrolled about a year ago. I worked with MyTurn to find a good career goal.

I am also in the NHEP Program. And I've spent about 20 plus hours a week at My -- in the MyTurn office working on my life skills, personal finance, resolving some court issues, doing career expectation, participated in the Youth Justice Steward's Program.

I've received support services to cover my utilities, car payments -- any support that I needed at all. I've met with many of the Staff members at MyTurn regularly and decided to enroll in the Aesthetics course at Empire Beauty School in Hooksett.

I just graduated about two and a half weeks ago and will be taking my State Board tests in July.

With MyTurn's help, I was able to secure an office space and launch my own company called, "Fall in Love Aesthetics" which will be opening this summer, completely. MyTurn has helped me with my LSE paperwork, purchasing the items that I needed to be successful in my business and grow. And once I've graduated -- once I graduate, take that test in July,

everything will be secured.

The best part about being enrolled in the MyTurn program is the fact that I have a support network at all times with any needs that I needed, even the things that I didn't even know that I had access to support in. And even on nights and weekends or off-days or on their own timing, they've taken the opportunity to help me with resources.

If you would have told me at 22 years old, I would have been an entrepreneur and have my own business about a year ago, I would have -- I wouldn't have believed that. So I'm very grateful for all of you to choose this support of MyTurn to make my dreams come true. Thank you.

[Applause]

JOE DOIRON: Kimberly, do you mind sharing your thoughts?

KIMBERLY RUKSIC (phonetic): My name is Kimberly Rucksic, and I had been an employee -- Home Clinic in Manchester for 37 years. I started there right after -- well, actually, my internship before I finished college and then started there a week later. I had multiple roles throughout that time. Started out as a transporter and family worker and onto -- my last role

was Manager of Community Services.

And it came about that my Mom, who I was her sole caretaker, and she was living with me became quite ill. And so I needed to go on FMLA to take care of her. And when my time was over, they said I needed to come in to the office full-time 40 hours a week and this just was not possible. And I was doing remote work before that with the pandemic and all of those kinds of things, but regardless they said that was my choice, and so, I was forced to resign.

And so, I did that, and I spent the next six weeks with my Mom, who ended up passing the last one. But they also told me that I wouldn't be eligible for unemployment because I chose to quit, which of course was not true. But I had never been without a job, and I believed them. So I didn't search for any attempt for unemployment, and my finances were a little bit rough, because also didn't have any income in the household.

So condensed, you know, what is -- try and try. And so, I did and -- Manchester Unemployment Office, and so I struggled, but ultimately got in, but ultimately, I was found eligible. And so, I went on unemployment. And then I was -- you know, I really thought, "Oh, this will be easy" -- you know -- to get a job. I have all kinds of connections in the

community; I'd be a social worker for all these years. And I felt like I had a really good job and position in the community.

But lo and behold, once -- you know, together and I started to look and all the jobs that I was, like, searching for and where everybody at this point wanted you to have a Master's. I only have a Bachelor's with seven years' experience, but that was enough.

And on top of that, like, having not really had a chance to look for work for [00:24:54 someone whispering] all of those kinds of things, I get really lost.

And so, I got connected to the person who's -- person -- I'm not sure, it might have been -- I'm not sure, but she ended up transferring me to the WIOA Dislocated Worker program. And I found Anne incredibly helpful.

And she was able to help me, you know, create a resume and this whole, you know, "Just off your application" and everything in person. You know, you just send it online, and setting up the, you know, JMS, all of the fun that that system is, and your resume and your Virtual Recruiter and all of those kinds of things.

And, again, I went on multiple interviews. But again,

that's not something I had done in a very long time. So she was very helpful in the, "Okay, let's kind of role play this, and these are the kinds of things that most people are asking these days."

And I also needed her help to kind of discuss why I was unemployed, because for me that was triggering. And so she was helpful in that as well and, like, what to write on the -- you know, I didn't want to write I was fired.

So then we went back and forth, and I applied for all the jobs that I thought I should, according to my career, and then I said, you know, really -- like I used multiple computer programs, and things -- I did reports and grant writing and grant, you know -- well, the documents that we need to and everything and medical software and all those kinds of things. But really, like, just my word and, you know, all those little things that everybody wants you to be up to date on.

Everything I did was program -- you know -- but, sent that to the agency. So with Anne's help I was enrolled in the ONLC Office Training Program, and -- and so, I, you know, got -- did some training.

And of course at that point the laptop that I had for a number of years decided to die. And then, you know, my

brother talked me into getting a Chromebook. Well, the Chromebook doesn't work with all of the Microsoft products.

And so, then I ended up having to travel back and forth to the train all the time because I had to jump on the red bus. So then she introduced me to the Get It program, so I was able to get a laptop with all the correct programs; all of those things so that I could, you know, still attend the training classes, but have the ability to work at home.

So all of those things were very helpful. And then I decided that, you know, that maybe I can take a look at other positions. And Anne was, "Well, what about this? What about this?" And, you know, all of a sudden, we were looking at multiple things and securities came up.

And I'm like, "Well, that's not really a social work job." And she goes, "Oh, of course it is. You know, it's just a different aspect to it." And she goes, "You've done case management, you have done resource connection -- all of those kinds of things."

And the more I looked at it I was like, "Well, yeah, I -- you know, that's true." I mean a lot of things she was referring me to I had done for all of my times over the years, including -- you know, when I shouldn't have.

And so, I -- I first interviewed for a Manchester position, but it was only parttime and I needed benefits because, again, because I had been out of work and all this for the first time in my life, I didn't have insurance, which was a little scary.

But then the opening in Concord came up to do -- New Hampshire Employment Securities (sic) -- to be actually the WIOA Dislocated Worker caseworker. And so I applied for that, and I was given the position. And here I am five months later.

[Applause]

JOE DOIRON: Thank you, Kimberly. And forgive me, sir, Raslan did I say that correctly?

Раслан Кослан(phonetic/): Yeah, yeah.

JOE DOIRON: Would you mind sharing with us?

RASLAN KOSLAN: Hi. My name is Raslan Koslan. I'm from Ukraine. I have three small children -- two boys and one girl. My family and I came to America under the Ukrainian Program. We moved to America eight months ago because, you know, war broke out in the country. I worked as an electrician.

Since we had no experience America, we were connected to this program to help us adopt and build the necessary

knowledge that will help us find the job.

I received financial aid, guidance and attention -- the Journeyman Electrician program offered by the New Hampshire School of Mechanic Trades. Some supportive services we received our help in getting the tools for the program and helped us apply and finance the program.

I met both virtual and in-person with my career counselor. I knew what job I wanted, but my career counselor helped to see if I qualified for the program. After speaking with my career counselor, I decided to choose the Dislocation Program.

The biggest benefit of this program is the ability to obtain my training program and have a chance to get a job in America. And the areas I know best helped me financially and with my certification in my career.

And a few days ago, I received an offer from the company.

Thank you for this program and the people to help me adopt and find a job for the -- six months. Special thanks to Amanda and Joanna for their efforts, support and contribution and our development and building our future in America.

[Applause]

JOE DOIRON: Mr. Chairman, is it okay if we open it up to the board for questions --

MICHAEL KANE: Absolutely.

JOE DOIRON: -- for the participants?

MICHAEL KANE: You bet. Any questions?

JO BROWN: Mr. Chairman?

MICHAEL KANE: Yes.

JO BROWN: Dr. -- and I'm not going to be able to say your name -- I read through your story and I was amazed at your tenacity that going through seven days a week it sounded like 365 days a year and that it also impressed too that the training that you did have, in Iran, obviously, I was pleased to see you didn't have to go through, like, another five years of medical school or something with -- that an area that you already are expert in.

And I think it's kind of a testament to all of the people here that have those kinds of programs that allow professionals to not reinvent, recreate themselves to do exactly what they were doing just in a different country.

And so, kudos to you for that. I was really impressed. I think you all have done a super job. I read all your stories. Great going to college; that's fantastic on a scholarship. That's wonderful. Opening your own business, oh my God that's incredible. I hope you get your results back faster than some other people.

So I heard it's been taking a little bit of time to do that. Tough to start again after 37 years. Oh my gosh. That's -- that's incredible. Great for hanging in there. Super, super job. Hats off to you guys from the Ukraine.

I just -- I don't know how you do it. I mean, just to get over here intact with your family and everything, and then jump right in. In less than a year you've been able to do all this again speaks to the support that this group that again provides for them.

It's just -- all of your stories are absolutely awesome. And it's in this world where we're hearing so much (sic) bad things, it is this good news is that yes, there are good people all over the world, and we need to support them and encourage them. Thank you so much for your stories today.

[Applause]

MICHAEL KANE: Yes.

PARTICIPANT: Thank you for your nice comments. And I appreciate all of your support. This is really emotional support that I received from Jean, my career counselor. I want to say thanks to her and also all of the support that I received from Southern New Hampshire Services. Thank you.

And I would like to say that I got an offer for Pediatric Physiology -- in UC Davis California. I will start my career next month.

BOARD: Wow.

PARTICIPANT: Thank you.

[Applause]

PARTICIPANT: And Carly -- so they're sitting right next to me. I think that was fate.

PARTICIPANT (JO BROWN?): That's fantastic. I think the thing that inspires me the most is the motivation between all of you, because nothing happens without that, right? So hats off to you guys. It's amazing to hear your stories.

PARTICIPANT: Thank you for having us.

PARTICIPANT: Yes, thank you.

PARTICIPANT: Thank you.

PARTICIPANT (LISA GERRARD?): I'd also like to thank all the Career Navigators and the Field Staff that put in the work with the individual participants. We have some of them sitting behind them as well, so I'd like to just do a toast to them as well for all the hard work that they do.

[Applause]

MICHAEL KANE: Great. What's next, Joe?

JOE DOIRON: So thank you to the participants for coming. Really do appreciate all that you've -- what you've given up today to come and speak to us today.

But also a huge shout out to the folks sitting behind, which is Staff from we have Southern New Hampshire Services, we have New Hampshire Jobs for America's Graduates, MyTurn, Employment Security who operates our Dislocated Worker Program, and the International Institute of Northern New England, who is one of our VIP Partners along with Southern New Hampshire Services.

So we have a really great team here in New Hampshire. I think we do it very uniquely. You know, I'm of course saying that to the -- with the Feds in the room, and we do it cost-

effectively and very well might I add. Getting ready for that audit in a few years.

But seriously, thank you to the Partners and the participants. We can't do it without you, so thank you.

With that, we go into less -- so you all can go and enjoy the very nice day. We're going to be stuck here in this room. So feel free to take some food on the way out especially and enjoy the rest of your day. So thank you again. So.

[Applause]

And I believe we have a presentation on -- Lisa, correct me if I'm wrong -- she's hugging.

[Pause]

And Mr. Chairman, if it's all right, we're going to go out of order for a second and let Jimmy do a Rapid Response update as we get --

MICHAEL KANE: Sure.

JOE DOIRON: -- the next thing ready to go. Jimmy, is it okay if you go right now?

JIMMY HINSON (phonetic): Of course.

JOE DOIRON: Just so we can re set up for the next

item?

JIMMY HINSON: Sure. I'm Jimmy Hinson and I'm with the office of Workforce Opportunity and this is the Rapid Response update for the June meeting.

Transitioning into the third quarter of this year, which runs from July 1, 2022 to present we actually saw a very significant increase in rapid responses from the previous year. When this report was done on the sixth, we were shown 35 Rapid Response sessions across the state. That has jumped just from the sixth up to 39, just in that time. And those totaled 25 more Rapid responses than we did last year.

To give you an example, we only did 14 Rapid Responses all last year. And I would say between February and March we did double that.

These 35 -- well 39 Rapid Responses impact about 1700 employees. Again, when this was written we were looking at about 1090 workers. We're looking at logistics, retail, hospitality, manufacturing, environmental services, education, communication, child care, technology and health care. So it didn't just focus on one, it kind of ran the gamut.

Through our end, ongoing engagement with partnerships

and relationships across the state. We do our best to assist people who are being laid off by running the Dislocated Worker Program, WIOA program, and Rapid Response programs.

This is probably the first report where I'm able to say that without a doubt the layoff activities that we've been able to do I can securely calculate 158 saved jobs going into this year. These are -- we work with. We convince them to talk and work with us, our DVD partners to ensure that the layoffs are as minimized as possible, as well as all of our --.

So I felt really comfortable. I hate throwing out numbers without having something to back it up with 158 --

We're going to continue to do Rapid Response services across the state. Our federal partners are required to do this with 25 or more. -- health care is one -- 25 -- act in the same manner, putting forth our best effort to get back to it.

And for the record, we are doing all of these in-person now, but we still have things online and can do Zoom as a backup if needed. And that concludes my report. Any questions?

SHANNON REID: You list -- among the sectors, the industry sectors, it had some Rapid Response activity, you list health care. Could you talk a little bit more about that?

Health care is a field that's -- some people are in great demand; employees are in great demand. So I'm --

JIMMY HINSON: Right.

SHANNON REID: -- curious as to what's tricky more with

--

JIMMY HINSON: So with health care it's an interesting phenomenon. So during COVID, in order to keep the employees, they had to pay them an extreme amount of money, and in some cases more than the average.

Now that customer usage is going back to a more routine base, the money that they were able to make seeing a high volume of customers compared to what medium or standard number now isn't very much.

As a result of that, you're starting to see people consolidate because rent has gone up, logistics has caught up. Everything has kind of gone up around that. So as a result, they had to make cuts somewhere. A lot of times, they end up cutting the medical Staff that are seeing the fewest people. I was really shocked by that myself.

But on the reverse side, we work with our NH Works and Employment Security Partners; we find them jobs really quick.

So I think that's one thing that I can't really capture what are the reasons getting those jobs automatically in there. But --

PARTICIPANT: I mean, I can just tell you on the unemployment side -- about 2500 people a week, that's it. I mean, prior to the pandemic -- pre-pandemic it was only 4000 people.

So the numbers are really, really low as far as the number of people --. I've even had employers call me saying, "I've hired three people. One person showed up until cigarette break, left, the other two never showed up at all, and I've told them, "Give me the names, "I want to check something." Those people weren't collecting.

JIM HINSON: Yeah.

PARTICIPANT: SO I'm not sure. I mean, I think some of them have joined the gig economy and others, you know, I'm not sure what they're doing. But --

JIMMY HINSON: I know they're getting jobs.

PARTICIPANT: Yeah. They are getting jobs.

JIMMY HINSON: Yeah.

PARTICIPANT: There's no question. Otherwise, it

would be reflected in our numbers and the weekly pay.

JIMMY HINSON: It would be. Thank you.

PARTICIPANT: Thank you.

JOE DOIRON: And we're going to go back to 2b. because we were anticipating some tech issues because that's what always happens with the presentations. So we beat expectations -- great job, Lisa. So take it away, Lisa.

LISA GERRARD: Oh, not me. This is all Matt and Henry. I'm just --

PARTICIPANT: Well, she resolved the tech issues.

LISA GERRARD: Yes. I'm just the screen-mover-ahead person.

MATT RUSSELL: So without further ado, my name is Matt Russell. Good afternoon, everybody. I'm the Director of Workforce Development for Southern New Hampshire Services.

Today, Henry Harris, the Managing Director for the International Institute of New England and myself will just be taking a little bit of time to provide the Board with an update on the VIP Workforce Program Initiative taking place here in New Hampshire.

As I'm sure any of you will remember, I think it was around this time last year maybe early spring of 2022 that the Department of Business and Economic Affairs Office and Workforce Opportunity had released an RFP for the vibrant, inclusive and prosperous workforce program that we've come to know as the VIP Workforce program today.

So just, you know, to revisit that in a nutshell, I think that the spirit of that RFP was to try to increase the number of historically marginalized or systemically - systematically marginalized individuals to help them gain access to some of the life-changing services and activities that are available in the existing WIOA Adult program.

Thank you, Lisa.

So ultimately, the Office of Workforce Opportunity had moved forward with two different contractors providing services for the VIP project.

Southern New Hampshire Services, the existing and long standing WIOA Adult Operator was one, the other was that International Institute of New England, which many of you probably recognize them as being, you know, the leading refugee resettlement agency here in New Hampshire.

I guess I'll back up a little bit. You don't need to flip the slide back, but just while having, like, the side-by-side comparison of the two different providers, I would just say that, you know, there are some clear similarities between the two initiatives. I think there's some distinct differences between the two proposals.

And I think as time goes on, we're identifying that there's a lot of common ground there too, a healthy amount of collaboration really working together to make a pretty good difference here too. So I just wanted to mention that before I jump in.

I'd like to start by just providing an overview of Southern New Hampshire Services' proposal. Going to talk a little bit about what it entails, what our approach is all about, and then start to take a closer look at some of the impact that we've been able to have thus far.

At this point, you'll see on the screen -- and I can't see them from here, but each of these were the target populations that were identified in the original RFP that was released. Southern New Hampshire Services' proposal, we kind of elected to cast a wide net, if you will.

It wasn't always situation where we felt like we

really wanted to focus in on one, two, or even a few of those target populations. We felt like it was in our best interest to try to, again, cast a wide net and see if we could create youth partnerships and pipelines with any of the organizations that are working with some of these particular target populations.

So I'll just -- a little bit more about Southern's approach. I would say that, you know, Southern's staff is working on this project. It's kind of a big step. We have some new outreach workers, and we're able to hire up to be part of T- this project. And we're also utilizing some of the existing and most experienced WIOA Adult Workers that we have at the agency. So really kind of a blend there.

I got to say, our approach -- it's not -- it's not rocket science. You know, I think ultimately, we have a small team of outreach workers that quickly work to identify a hit list in some ways, or a target list of various organizations and entities and businesses that are working specifically with some of the identified target populations.

From there, we're really taking a proactive approach to just go ahead and try to get to the conversation started, arrange meetings to meet with those, you know, specific entities to talk a little bit more about the WIOA Adult program, the vast

menu of services that are available and the ways in which they can -- you know, really help to provide a tremendous benefit to the participants that they are working with, along with the new source of funding through the VIP Initiative, which allows for more in-depth levels of technical assistance and so forth to be provided to try to work with folks through.

I will say an aspect of the program that tends to be an area where we see the most falling off, which would be really around, like, the application process. I'm mindful of the fact that we have seven Fed reps in the back of the room here.

But you know, I think in many cases we do talk about the fact that it's a federally-funded position, and with that, you know, there are very clear federal requirements that we need to abide by when operating the program. I think that -- in some ways, I think, you know, the program application can be somewhat cumbersome. You know, there's a lot of documentation that is required in order to be able to make an eligibility determination. Unfortunately, I just think that is where a lot of applicants tend to kind of fall off there.

So with this -- you know, the additional VIP funding, you know, our goal is to really at that point tap into some of our existing WIOA Adult Staff that are very well-seasoned on all

of this and really kind of stop and provide more in-depth levels of technical assistance to help them secure all the documents, work with the application. Don't get off track. You know, really be there to -- to hold their hands through the process.

What we've been able to do too is have more of an on-site presence at some of the organizations that we've created these new relationships with, to be able to provide technical assistance onsite at their location, in some cases offsite at a Southern New Hampshire Services Resource Center, but in most cases, right at the NH Works offices statewide.

Let me see. I guess one thing that I do want to take a moment to acknowledge would probably be the fact that I think over the years the State of New Hampshire has probably taken in my opinion too much of a conservative viewpoint on the Adult Programs' eligibility criteria, and I just give credit where credit is due to Joe and his team at the Office of Workforce Opportunity.

I feel like, you know, they took a close look at some of the federal T (sic) goals and policies and procedures and were able to come to I think quickly realize that there is some untapped flexibility that is there. You know?

And by adhering to, you know, much more -- you know,

stringent interpretation of some of the eligibility criteria, you know, I think it really does leave a lot of people on the outside looking in that unfortunately hadn't been able to utilize the wonderful services that are available in that regard has really allowed more and more New Hampshire residents to be able to take advantage of some of the services that are available.

I think there's a connection there to the successes that we've been able to see with outreach. You know, in years past -- I hate to say it, but you could have. You can easily find yourself in a situation where you connect with a new entity, spend some time educating them on various workforce programs that are available; you start getting some of those referrals that come through, and unfortunately not eligible, not eligible, not eligible.

And it's like, you know, that really is a situation where I think it can do more harm than good, you know, and compromise credibility and -- again, just, you know, kind of destroy some of the momentum you may have otherwise had.

And I feel like today some of those changes -- and, you know, the additional outreach that's being done, I feel like we're in a much better position to be able to have a yes behind,

you know, some of those referrals and be more inclusive, you know? And help people gain access to the program.

In the interest of time, I won't take too much of a deep dive into this here. But, as you can see in the screen, what these figures represent are the individual target populations that we're working to try to create more pipelines and partnerships with. And just providing some of the figures through the first three-quarters of this initiative.

But I will highlight the fact that, you know, there are duplications in here. You know, there's certainly going to be many entities that are being picked up in multiple pods because they are working with, you know, a diverse group of people.

Access to the applicants: I will kind of go through some of these figures if I may, you know, to look at the big board for this one. But essentially, this is providing a little bit more information about what type of impact we've been able to make.

So with all of the different organizations that we've been connected to, there's been -- again, through the first three-quarters 202 potential applicants that we've been able to connect with, spend a little bit more time working with them to

discuss the services that are available through the program, discuss the labor market information, trainings that are available and -- you know, just to try to, you know, create some enticement there.

Of those, there were 178 that did express an interest in involvement in the program. 118 were provided with technical assistance around the application. 129 had been referred to Career Navigator, and ultimately there were 108 completed enrollments that were directly related to the VIP Initiative and the work that was being done by those folks.

We can go to the next slide.

I know that that's not necessarily an overwhelming number when you see 108, but I think it's important to provide some context around that. You know, the annual enrollment goal for the Adult Program is 260. You know, so to get an additional 108 enrollments through the VIP efforts I feel like it does speak volumes. Like, I really do.

And, you know, to look at the impact on the Adult enrollment year-to-date for the first three-quarters, you can see that 260 again is the target goal. But there were 388 enrollments at the end of the third quarter. I think at the halfway point in the year we were actually able to receive the

annual enrollment goal.

So, you know, not earth-shattering numbers, but certainly a sign of success that we're happy with. There have been 308 individuals that received occupational skills training through the Adult Program. This -- again, that figure represents 141 percent of the annual goal.

I can go on and on. I think, you know, just as we're kind of working through this, there's definitely been a lot of additional process improvements. You know, I think continuous improvement is something we're always going to try to keep our eye on.

And as we've seen, the increased volume of individuals coming through the program, it's definitely forced us to try to come up with some new innovative strategies to kind of keep pace. And I think that the program has been well served for that.

You know, that said, I do recognize these are not earth-shattering numbers when looking at the overall workforce struggles that I think we're dealing with here in the state of New Hampshire. Happy to see the program doing well. But again, I'd be remiss not to mention the fact that it recognize that the worker shortages that we have here, you know, are really, really

harsh. So.

That said, I'll turn it over to Henry Harris, who will talk a little bit more about -- news overview.

HENRY HARRIS: Hi, everyone. Just a little background about the International Institute of New England: We resettle refugees worldwide. We respond to humanitarian crises like the War in -- the evacuation of Afghanistan and the War on Ukraine.

So we get two types of clients, like the new doctor who came here for opportunity. And then you've got clients like Bruce Lin (phonetic) who came here running from a tragic war. And I don't know if you know, in both scenarios our clients give up everything.

But there is a common theme between the whole panel here and that was a lot of barriers. But there was motivation.

And so, working with Matt and the WIOA program trying to figure out how we -- our goal is really to kind of set those referrals up so that they are meaningful referrals, and we are working closely to make sure that we are really connecting our clients.

So we did that in a couple of ways. We know through our case management data that, you know, we can look at -- we

can do some data mining and find out that -- where people's English skills sets are that are appropriate for WIOA to really hit the ground running in a fast pace.

And, you know, really looking for where people are on the pay scale so that it's an elevator speech for us to get motivation from the clients who have been here.

Usually for us, clients who have been here for the first 90 days, they are still in trauma. They're not ready for something yet. And that takes them a while to settle, and as we get, you know, a year or more into their resettlement, they're starting to see their -- pitch their ideas, and this program is perfect. So we kind of set that up for that.

Some success stories: We have a very successful LMA program right now. It started off when I first joined the Institute, it was a pilot. We had no idea if it was really going to work or not. It's a partnership that has really blossomed.

And we've had 100 percent graduation with the past five cohorts. We are -- these are some of the places where people have landed employment.

And then timing has been great. Because the health

care field has been struck. So this program has really added to that. We're hoping to expand this model, because if you catch people early you can teach them English skills to get into the program and follow up with testing to get into the program.

And I think for future expansion, we can take this model and bring it to any industry and write curriculum for it and work with WIOA. It's a great partnership. And I think there's room for growth, and to meet the needs of businesses in New Hampshire that are facing the aging state, kind of --

All right, where are we. 17 out of the 20 have passed the State exam on the first try to date. The majority of -- they passed within the two attempts. And usually that's, that's common. But it's been very successful. Then you can see that some of them have already worked in the health care field and they're back in it now.

And then 70 percent -- I think that number might be even higher now -- have actually seen a pay raise since -- so we've come a long way, you know, and we've seen the news when the story for Afghanistan was unfolding.

And just to put it in perspective, this group, when the evacuation first started, Manchester received 87 clients the week of Thanksgiving. They all came within days, hours of each

other. And we basically had to scramble to get departments, to put them in hotels. We didn't know what we were going to do.

But we were very successful getting jobs in manufacturing. And, you know, we supported them with transportation to the WIOA program, translation services -- all of that allowed them to get some really high-paying jobs to, you know, as they're coming here with little and with no English skills and no one in the employment field, everyone was a little skeptical how were we supposed to work?

And I got to say the partnerships that we've created to work with in terms of employers has been great, even to the point of revisiting how they use break time to accommodate the prayer time and things like that. They're very accommodating.

So just some highlights: Two of the Afghan clients enrolled started at a CDL training program. That was new for us. We've never really done much with it, and I think it's -- we're starting to see some more traction in that area. And there's definitely a need for more drivers.

And then we have one client was very successful with IT; got a job with Manchester School District. And our Ukrainian friend here today is working on his Electric Certification. And I think will be able to reenter the field.

PARTICIPANT: Yeah. I mean, in terms of sustainability, I think one of the things that has been really nice about the partnership as well: Talking about continuous improvement earlier, I think just to kind of take that a step further and how it dovetails with the partnership with WIOA and the International Institute. Even with the [01:04:13 indiscernible] for Success program.

At the end of every cohort is, you know, a meeting of the minds, if you will, just to kind of talk through all aspects of the program, what worked well, what were the stumbling blocks, and every time just trying to, like, refine it and get it, you know, really dialed in so that it can be the best product that's possible -- even just the VIP Staff having collaborative meetings on a weekly basis just to talk through what's working, what's not, how can we do better?

You know, in the absence of the VIP funding, I think those are all still connections that have -- that will have been really fully developed. And I think we'll be in a better position as a whole to try to continue that type of support for someone else important target populations now and into the future.

So it's off to a good start.

RICK BARTLE: Question. Matt, I think this question might be for you, but I'm referring to this slide if we can just go back to this?

MATT RUSSELL: Yep.

RICK BARTLE: So I guess if I'm reading this correctly, just because there seems to be so much the results, right?

MATT RUSSELL: Sure.

RICK BARTLE: I'm going to come back to the 202. But 178 interested in enrollment. So if I sort of follow the progression, if I understand this right, of the 178 that showed an interest in enrolling, 108 actually completed the process. What do you think when you guys sort of do an internal review of that, what do you think are the reasons -- again, you know, I'm not going to hold you to this, but --

MATT RUSSELL: Yep.

RICK BARTLE: -- anecdotally that people are not completing it?

MATT RUSSELL: To be honest, I think it's the amount of documentation that's required. Just the application process -- I hate to say that, but I do think that -- I see some nodding

of the heads, and I don't think I'm probably unique in that. You know, oftentimes we chalk it up to the cost of business doing business.

And I agree, it's everything but a hair sample and, you know, your blood type before they take you in order to kind of complete the eligibility requirements. But yeah, I think that's a -- I think that is singlehandedly the biggest deterrent and it slows down the process.

And I think we've made a lot of progress. To be honest, when I look at those percents, I might be alone in feeling pretty good about that.

RICK BARTLE: Oh no, I -- no judgments. I just --

MATT RUSSELL: No, no, no. That's fair. I know we had our recent --

RICK BARTLE: -- trying to utilities.

MATT RUSSELL: -- New Hampshire Works program, we were talking a little bit about, you know, just trying to get a better feel for the number of people that are interacting with the program, even if that's just, like, dropping an e-mail expressing a little bit of an inquiry. Like, what's the percentage of those individuals that fully enrolled in the

program? And, you know, we are just kind of sharing some of the data that various programs use.

I think we're doing okay. And I feel like some of the results that we've been getting, you know, we're certainly not in the 90 percent range or anything like that, but I go off the rails a little bit. But to your point, yeah, there's the documentation.

RICK BARTLE: Does this -- is this sort of in keeping with your historic sort of understanding of this kind of success rate? I mean, you know, so you're looking at about, you know, what is that about a 60 percent conversion rate?

MATT RUSSELL: So interestingly enough, it's over the years it's been difficult for us to really come up with a true number on that.

I feel like the last couple of years we've developed some new strategies to answer some of those questions to really come up with a clear understanding of what those percentages are before they make it through.

You know, we didn't have a great process for tracking people that never really go anywhere, if that makes sense. So now, if I'm a person that simply finds my contact information

and expresses an interest in the program and drops me their e-mail address to write a little bit more, like, I can dump them into a spreadsheet now where I'm going to track what happens with them, which we didn't always have something like that in place.

I don't remember offhand exactly what those percentages are today, but it's something that -- you know, it's a new data field that we're trying to peel that onion and continue.

PARTICIPANT: And I think some of it, and I know for at least our clients, it's -- it's kind of making that decision that you're going to do something different, right? Because our clients transition from survival mode to the next step, where they fall into some sort of career or something like that. They don't always come back.

So it's -- some of that is -- it's overwhelming, I think, for -- you know, these refugees to sort of take that -- or make that decision. Because right now they're granted you know, sometimes they're working two jobs but they're paying the rent and they're getting by. And now they're going to do something that requires effort and a new working requirement and that's scary for them.

But through the coaching and through navigating, that's really where you -- that's where you really kind of build the -- you get to build the relationship with them and get your trust just in general.

And one thing I would just add too, that's not a final number either. So a lot of those 178 could still very much be a work in progress. In some cases, I mean it's not uncommon for a person to fully enroll two months down the road for a variety of reasons. But I should mention that as well. So some of those could still most certainly be --

RICK BARTLE: Yeah, that's. Again, the only reason I'm asking: I'm just thinking in terms of the sort of larger effort to move outcomes here and make sure this program is as successful as it can possibly be, if there's a way to streamline the process, provide more systems, provide more support, whatever form that may take -- you know, that's the feedback this Board is looking for. Because it's been --

PARTICIPANT: Yeah. I think that's been nice. Because we've been able to go to the WIOA intakes with conversations with clients who we already have the trust with. And then, as you say, it's a whole different thing, for sure.

JIM PROULX: Interested in whether there's a business

relationship component. I'm relatively new to the Board but maybe that's an obvious question, but I look at Raslan and I think there's got to be 100 electrical contractors out there that would, you know, love to be involved at whatever level from helping in support and education -- continuing ed jobs.

You've got a guy, right as an example, he's already an electrician, right? This should be -- is there -- are there opportunities with businesses to create a pool for hey, you know what? I would support -- you know, be willing to support somebody that has a background and just needs to be trained up in -- and licensed, say, in whatever field of in the trades in particular.

Is there an opportunity for businesses to be involved to some of your resource for internships for financial support for continuing ed for licensing advice? Just curious if there is.

PARTICIPANT: Yeah, absolutely. I think it's -- you know, especially for the Mom-and-Pop economy for, you know, you get a lot of -- you know, sole provider electricians and --

JIM PROULX: -- vehicle --

PARTICIPANT: Tradesman.

JIM PROULX: Yep.

PARTICIPANT: Yeah. And, you know, they're probably having a difficult time I think through apprenticeship programs, things like that -- it's kind of making those connections that sort of have kind of fallen through.

PARTICIPANT: I would say, too, I mean, it's unique times. You know, years ago we may have looked at a refugee that is, you know, new to the States and, you know, it's an incredibly difficult time for them to find an employer that's willing to work through some of the barriers that can be associated with that -- that language barrier.

But today it's completely different. I mean, we have employers reaching out quite a bit saying, you know, well if -- "We've hired this one individual that has limited English, but his work ethic is second to none. You know, is there a way that we can essentially be on the receiving end of --

PARTICIPANT: Yeah, you're right.

PARTICIPANT: -- the folks that are coming here. I think that Henry and I have talked on multiple occasions. You know, we get an employer that reaches out and, you know, they come to us with their request, let's say. You know, there's 20

different people on this shift, these are the wages, here's what we're willing to do.

And I think uniquely we're kind of in a position where we can ask them to -- to sweeten the pot and to do a little bit more, because there are multiple employers that are all interested in a similar type of approach.

And I think if that that even trying to say, then "Boy, you know, if you could offer up some onsite English classes, that we could help with some funding to make possible" you know, that might be worth -- kind of gives you an edge over another employer that has a similar type of ask but is not willing to offer paid onsite England classes, let's say.

PARTICIPANT: Yeah, we're piloting that -- that program at Elliott and CMC Hospitals where they have a lot of English second language employees, and this is a way for them to take an hour or two out of their day to come to these classes, but it's going to put them in a much better position to get hired, be engaged somewhere else versus, like, just being a sanitation employee. So. Those are good things.

But yeah, I would welcome -- if there's a -- really bringing people together to talk about getting those kind of problems --

PARTICIPANT: Oh, sorry. Yes.

JO BROWN: Just a question: Have you ever looked at all the incarcerated?

PARTICIPANT: They weren't part of the target population, per say is this group. But under WIOA, I mean, they are "preferenced" kind of target population. I think there's definitely been some challenges there, to be honest.

But to answer your question quite bluntly, yes. You know, there have been a lot of the county corrections -- you know, Staff we're connecting with them to be able to, you know, go in to speak with some of the soon-to-be released inmates that they're working with to just provide more of an introduction to the services.

I think that one of the big stumbling blocks is being able to time up when those services can begin. You know, for our program, we're not really well-equipped to be able to start any of the services prior to the release. We can get appointments, you know, booked and put onto the schedule for when they do, you know, exit the system.

I think the follow-through to this point has been kind of tough, unfortunately there. I know that Employment Security

has been starting to do quite a bit more, the community college I believe is doing a lot more in that space as well. I think they're at this point probably more at the forefront of some of those more innovative and big initiatives that are taking place.

But it's something we're always screening for.

JO BROWN: Thank you.

PARTICIPANT: Fire away.

MARY CROWLEY: Just back to the previous question. Is there a specific way that employers are to contact you for those referrals? Like, a website that they can make contact through or is that something you're in the process of developing.

PARTICIPANT: My goodness, I've got a unique way of finding my personal -- or not my personal -- my work e-mail address. I -- sometimes -- to be honest, no. I don't think that we do. We have a good, centralized e-mail address that multiple Staff are always watching that's, you know, connected to their e-mail address for participant inquiries that come in.

We don't currently have something in place with similar features for employers, to be honest.

PARTICIPANT: Yeah, so we do a lot of -- you know, vetting for volunteers. It's really word of mouth and kind of

block by block as we spread out. And, you know, we get a successful placement somewhere, we can look for somewhere else.

Right now, we do get a lot of inquiries that come through. We do -- so we do have our webpage with General Inquiries that we check and employers that reach out.

And I think for our growth, what we're looking to do is really expand our model, where we do something similar, take that model in the direction -- culinary, whatever the skill set that we're trying to find to create.

So we're able to pretest as people come where their interests lie and the direction kind of they want to go and then there's a clear path.

PARTICIPANT: Cynthia, did you have a question?

CYNTHIA HARRINGTON: I did. So I have a team that works for the businesses across -- here in the state. And would make it sense for them to refer them to businesses that might be that support as Jim mentioned, you know, whether it's resources, financial or potential opportunities for job shadowing or cross-training if we send them to one of you, or --

PARTICIPANT: Yeah, absolutely. I mean, I think the conversation we've had -- so when Afghan arrivals first came, we

had a lot of people calendar in. And they were all over the state. And then, like, most of our clients come to the greater Manchester area because transportation's a challenge.

So sometimes the employers say, "Great, I need 30 people. Send them my way." And we're like, "Ugh, okay, this is going to take a while. Like, we're going to have to really talk about how it doesn't make sense." And some of the businesses we're so far out into remote that they wanted our clients to be rotated.

So that's fine, we'll do that. But it's hard for you or I without support services and even our case management team. I don't have any infrastructure in this state necessarily.

So just kind of having a realistic conversation and, like, let's discuss all options and get the big picture. The initial wave we had a lot of employers, because that was during a very dark time when there was a lot of people just not working. So they were like, "Okay."

But the urgency was we could keep up, because the infrastructure it takes to partner with an employer you really have figure it out. It's not just dumping people in, it's making sure that the people who are approved into the system, that's they're interest. Otherwise, it's not going to work out.

I would love that opportunity.

CYNTHIA HARRINGTON: I'll follow up with you.

PARTICIPANT: I have slight reservations, and I hate to say that. My only concern would be sometimes when you see -- when you have businesses reaching out, like Henry said, you know, I think -- I'm very careful about putting ourselves in a position where we -- we don't overpromise and underdeliver. You know?

And I don't want employers to have a false sense of hope that we have thousands of people that are just sitting and waiting for a call, you know, to be deployed back into the offices, so to speak.

That would just be my only reservation. I feel like sometimes we do get employers, that they track you down. You know, they want to talk more about what we're able to provide them with. And when they realize that we don't necessarily have 40 people, that we're -- like, we're not a staffing agency that's just going to send people over like that.

I think more of, like, a talent development system. We're working more with, like, those individual applicants that came through the program to get the training that's going to put

them on a pathway to easily compete for some of these good jobs.

And I think, you know, the employment outcomes for those folks have been good. During different times I would probably say, "Oh my God, you know, we desperately need some of those connections to build up our placement rates." You know? But I think just the training itself that we're providing participants with, that's the easily leading to a lot of --

So I just wouldn't want to establish a false sense that we're the Savior for some of the worker shortages there, if that makes sense.

MICHAEL KANE: I can't see your name.

GEORGE HANSEL: George Hansel.

JOE DOIRON: George.

MICHAEL KANE: George? Sorry.

GEORGE HANSEL: George Hansel. Along those same lines a little bit, what are the steps that could be taken, or is there any sort of longer-range plan to spread this out geographically throughout the state? Or if it would be possible to partner with the other cap agencies that are doing similar.

No one's doing exactly what you're talking about here,

just to -- I know that there's a lot of will from employers and folks to start engaging in this type of activity. We're sponsoring a -- one Afghan family up there, and I don't think he's been employed yet. The --

PARTICIPANT: Is that through -- just the -- sponsorship?

GEORGE HANSEL: So it's not happening at any kind of scale, but I'm wondering if there are any plans or thoughts about expanding? Because I think there's definitely a supportive community out there in the rural parts of New Hampshire.

PARTICIPANT: I'd let Henry to speak to that one. Because I know that it's certainly something that's been discussed on many occasions. And Henry, I don't want to speak for you, but I know there were some considerations around that isolation too.

There are a lot of times you do see them settled in, initiatives occurring in certain areas of the state, like even the general [01:21:57 indiscernible new year] at first was kind of an outlier, right?

And I think that that's something -- again -- I'll

defer to Henry on this, because it's something that they tried before, and they'll just try to keep some of those communities in the?

HENRY HARRIS: Yeah. I mean, it's -- it's really hard for -- we've looked at it. And I think we evenly will have to - with the other -- helping them out. There's a lot of opportunity, we just don't have the infrastructure.

And so, when I first started two years ago and -- 14 - so it grew quickly. And our Board is sort of saying, like, "All right, what's your next, sort of -- what's your -- " year - certainly grow, but the housing shortage is still what it is. So even out in some of those rural areas, there's not a lot of apartments.

So there's opportunity, but housing is tight. And so the sponsorship while it's still coming along, and it certainly has some advantages, but there's more offsets in challenges too, because people realize, "Oh --

So we're kind of working on those things. I would be -- we're open to discussing that. I just have this feeling where are we in terms of -- we already took on another site in Manchester to be one of their partnerships, and we -- two -- so -- control them for growth -- going forward.

PARTICIPANT: Partnering with, like, the cap agencies, the case manager would be similar to that?

PARTICIPANT: So the WIOA Services are available. I think some of what the advanced -- you know, collaborative initiatives that we were discussing toward the end, those do tend to be more in the centralized part of the state.

But the Adult team, we're still actively, like -- we're trying to strike up some new collaboration with the -- Teen/Adult Education program, that they had identified an employer around the border.

They have over a dozen, I believe, individuals that they were looking at potentially enrolling into the Adult Program and seeing if there was a way for us to be able to maybe do some more work to support them with English classes.

But unfortunately, that was one that was crushing to our team, as they kind of -- you know, took it to the next level. It was decided, unfortunately, that there was no way those individuals would have been eligible for the program.

And again, we don't run into that as much these days. But in that particular situation, I know it came back to me and it was like -- eligible.

But the effort is there. And that one didn't work out. But I think the effort will. We'll certainly continue to try to do that.

MICHAEL KANE: Oh, great. Lori, sorry.

LORI LUNDEGRAN: So just I have a quick thought, and then I have a question. So my first thought is it sounds like all based around those, you have a lot of people who want to help both programs, or -- you know, so my big question is what can we do to further help? What would our next step be if it's just each one of us reaching out individually? That sounds like it's a lot of undertaking on the both of you.

CYNTHIA HARRINGTON: Mm-hm.

LORI LUNDEGRAN: So that would be one first question. And the second is just an idea of it sounds like there almost could be a repository or a network of employers throughout the state who may want to receive maybe a call for help, versus having everyone go to you individually.

Again, that's just a massive labor undertaking. But could we create, or could someone help create a network that when you do need help from someone, you could put it out? A lot of bigger corporations in New Hampshire are going under DEI

Initiatives, our largest employer, but really looking to diversify the workforces that we have and provide that opportunity for inclusion and inequality.

So is there a way that, again, there could be some sort of repository or network that rather than us saying, like, "Who do you have for us?" How can we help, and can you bring them sort of back saying, "Right now, here are openings of what we're looking for if you think you can help particularly here reach out"?

So I guess one's an idea and one's more of an, "What can we do right now, not right now in this room, but how can we help you achieve what you need to be doing further?"

PARTICIPANT: I like the idea.

GEORGE HANSEL: I just want to give further thought. And that's just the way my mind works.

LORI LUNDEGRAN: Yeah.

GEORGE HANSEL: I'd like to --

LORI LUNDEGRAN: Absolutely.

GEORGE HANSEL: -- mull over that during my drive home.

LORI LUNDEGRAN: Yeah.

GEORGE HANSEL: You know?

LORI LUNDEGRAN: Oh, and I don't mean to have any sort of, like "this needs to be decided right now."

GEORGE HANSEL: Sure.

LORI LUNDEGRAN: Just -- just something that's rattling around, saying --

GEORGE HANSEL: Yep, yep. God. I want to be careful with my answer to the second one. But I'll just throw it out there. I mean, I think with New Hampshire being a small state that's minimally funded, you know, there are times where I do say I wish we had more money.

We could grow this even bigger. You know, more Staff, more support. You know? And I think it just increases your reach and your ability. As a relatively small state, there are limitations. You know?

And I think we'll get our Staff right now working -- and again, these aren't earth-shattering numbers, but the Staff will work double duty to try to get some of these numbers. You know, they really are, they're working really hard.

But I know their funding is limited. You know, so I shamelessly throw that out there.

PARTICIPANT: Just try to shamelessly throw it out there.

[Laughter]

MICHAEL KANE: I think if there are no more questions, Joe, would you keep us moving?

JOE DOIRON: Thank you, Henry, thank you Matt. Appreciate it. Thank you.

[Applause]

JOE DOIRON: So the next few items we're happy to answer questions of Staff, or we're not going to go through them bit by bit, but we're happy to answer any questions. Item 2d. is found on page 74. As we're turning to that in your packet, just two kind of Staffing announcements. One that I got the word just a little bit ago that State of New Hampshire moves very slowly with everything, which is great.

But if you notice, Nora Noble-Christoff is not here. She applied for a job way back in the day for an agriculture service. There are 500 applicants and 20 spots open, and she was in the top 10.

So she's now going to be working in embassies across the world making sure that, you know, a crate of oranges is a crate of oranges and dealing with complexities in trade policy and all that sort of stuff.

So as a Staff, we're very sad that she left the office. We were hoping that she would be here for one more meeting, so you could grill her on financial stuff. But alas, the Feds decided to move very fast. Oh, sorry.

BOARD: [Laughter]

JOE DOIRON: I forgot the audience list today. And so, Nora's no longer with us as an office. We're sad about that, but excited for her future. We now have a free place to stay though, as Staff. We told her that we're going to go and stay with her, especially Paris or wherever it might be. Just looking forward to that.

But Barbara Shea, who has been our Youth Program Specialist for the last two years or so has an extensive background and will be slotting into that role. The position change was effective on Friday.

If you notice, Barbara isn't here because she's in Ireland right now. I'm hoping she comes back, and that's a trip

that she had planned because of COVID. It got pushed back. So that's where Barbara is.

But on top of that all, Barbara Shea: That opens up her Youth -- the Youth Program Specialist position. I'm very pleased to announced that Melissa Salmon (phonetic) will be assuming that role in a week or two. So just wanted to announce a few Staffing changes. So if you could give them a round of applause.

[Applause]

JOE DOIRON: So we're excited for Barb and for Melissa. But here we go hiring again. So just wanted to throw that out to you. Congratulations and that's awesome. Some really great news. Well deserved changes.

So item 2d. is a Financial Summary. You'll see with the numbers are laid out there. Please note item 3c. When we go to voting items, there will be a vote on the allocation of funds. So between Lisa and I, if there are any questions on item 2d. we're happy to answer those, Mr. Chairman.

MICHAEL KANE: Any questions?

JOE DOIRON: And we're also very thankful, because it's a language that's better spoken by Barbara. So -- so item

2e. Is a Performance Update, which is, Mr. Chairman, if there are any questions, Lisa is happy to entertain them.

MICHAEL KANE: Great. No more questions. Keep moving.

JOE DOIRON: Item 2f. you'll find reports from the three standing committees that we have -- also education training, Workforce Development, and Policy Subcommittee and Review Committee. And we're happy to entertain between Staff and the Committee Chairs any questions of item 2f. And that's found on page -- starting on page 80.

LISA HINSON-HATZ: So as the Chair of the Workforce Development Policy Subcommittee, I apologize that I must have missed an e-mail and sending in a report. So if I could just give a brief update to the group, so we have actually a joint meeting with Mayor Jo Brown and Rick Bartle.

And we had a great presentation from Lisa Gerrard regarding an explanation of the current high-demand occupations list and eligible training provider process.

Lisa discussed the barriers and the way forward with an exception process that providers could use when a program was not listed on the HDO list, the High-Demand Occupations list.

Both of the Chairs endorsed the idea of the exception process. So it was determined that we're going to look at that and take the lead on the approval of any documents and policy changes for that area.

And we were going to be bringing this I think to the SWIB at a future meeting, so I just -- apologize for not having a report in there. and I'll make sure for next time.

Thank you.

JOE DOIRON: Mr. Chairman, if it's all right if I could continue onto 2g.?

MICHAEL KANE: Please do.

JOE DOIRON: Thank you, Lisa. And that's a success story. So we wanted to make sure that we as Staff concluded --

LISA GERRARD: I'm sorry, Joe. This is --

JOE DOIRON: Oh, the awards. No?

LISA GERRARD: No, no. 2f., the Review committee Contract Updates?

JOE DOIRON: Yeah, the awards.

LISA GERRARD: Okay.

JOE DOIRON: Yep. Yep. Thank you. So the -- if you

would notice on page 82, it's the -- we have several items that were approved at Governor's Council on May 31. We have additional items going before the attention of G&C at the end of the month on 06/28, which is going to be a marathon meeting of like 1000 items, which --

LISA GERRARD: Mm-hm.

JOE DOIRON: -- I know Commissioner Copadis is always excited for that and very --

COMMISSIONER GEORGE COPADIS: Looking forward to it.

JOE DOIRON: [Laughter] But you'll see we have a new provider of our CCEP program -- Senior Community Service Employment Program, Operation Able, which is very exciting. We have contracted with Thomas P. Miller Associates for the revisions to the State plan.

So the October meeting, you'll be spared from hearing a lot from me. You'll be hearing a lot from our consultants with TPMA talk more high-level strategic guidance about the New Hampshire Workforce system. So we're really going to be pushing that meeting for you all to attend, because you -- this is an enhanced Stakeholder Board.

The next meeting is October --

LISA GERRARD: 17.

JOE DOIRON: -- seventeenth, thank you. And so we have contracted with TPMA. I know pretty much the entire Board has changed over. So there are like three or four people who are from the previous Board.

We actually worked with Thomas P. Miller Associates on the last go-around, so what's really helpful there is they know who we are. They've done other work for us, so they know -- they know the players, they know who we've talked to. We don't have to educate them on our very unique system here in New Hampshire.

And then last but not least, Easter Seals New Hampshire in partnership with all these accounts, we will be doing some work with foster children and those who are aging out of the foster and adoptive care network. So definitely a population that needs a lot of services and supports.

So we'll be looking at doing more employment trainings and enhanced wraparound services, that sort of thing. So it's a real critical population in need of additional services. So those who are aging out of that foster and adoptive care system, not really having a lot after. So this is part of the discretionary round of grants. And we have more that we'll give

out at the end of this month too.

But we are prohibited saying it until two weeks before Governor and Council. So I kept myself out of trouble, which is -- the Attorney General's Office loves that. So that's 2f., sorry, on the last bit.

And then 2g. Is Participant Success Stories. And I'm happy to answer anything about 2g. or 2f. I know I kind of raced through, but I know we have folks leaving at 3:00 and I need you for quorum.

MICHAEL KANE: Keep going.

JOE DOIRON: Okay. Mr. Chairman, item 3a for consideration for the Board was done -- and I'll speak to it a little bit. And any tough questions can go to Lisa Gerrard. Every three years, we have to review our one-stop buildings that we -- that the New Hampshire Workforce can operate in partnership with New Hampshire Employment Security.

So we have to travel to each of the 12 New Hampshire Works offices and go through a long series of questions to determine things like accessibility for folks with disabilities, making sure certain requirements -- certain, like, tools are necessary. Those who are visually impaired, those who may need

language services, making sure certain services are offered, making sure that there's certain signage and all that.

And it's a very complete wraparound kind of approach. We have to go on site. We have to meet with Staff, we have all the different stakeholders from New Hampshire Works partnership there.

And we go through -- again -- that series of questions to make sure that we are fulfilling what we are federally required to provide. So it is a very long process. We have to do it every three years.

Thankfully, we don't have to do it for another three years. We're happy to answer any questions, but the reviewers were primarily -- I know my name is on there, but Lisa Gerrard and Melissa Salmon from the Office of Workforce Opportunity.

We have a requested action for the SWIB to vote to approve the New Hampshire Works One-Stop Certification Review conducted by Staff in the Office of Workforce Opportunity. And we have a draft motion, below, Mr. Chairman. We're happy to answer any questions the Board may have and would appreciate a motion at the end.

PARTICIPANT: So moved.

PARTICIPANT: Second.

MICHAEL KANE: All in favor?

BOARD: [Aye.]

MICHAEL KANE: All opposed?

JOE DOIRON: We'll see you all in three years to talk about it again. What is good is we get to travel around state and eat lunch at really great places. But it's -- it's a lot of work.

All right. Item 3b. is what Lisa Hinson-Hatz was mentioning earlier about the High-Demand Occupation Exemption process. What we're looking here today is essentially for a waiver to our existing policies to add emerging and other niche industries to our High-Demand Occupation list. Being on the High-Demand Occupation list allows for us to unlock the funding, so to speak, for different training opportunities.

What we're seeing is new and emerging industries evolve and grow. And we want to be able to support that. And we want to be very careful that government isn't put in the position to pick winners and losers, so to speak, and that's why the High-Demand Occupation list has been so important, because we look at labor market information data provided from our

partners at Employment Security.

However, we want to balance what I just said with being flexible, right? We've heard from a number of industries -- the timber industry, for one. That's a very vibrant population -- vibrant industry here in the state of New Hampshire, currently not on our High-Demand Occupation list, due to the small amount of openings. But the openings that exist are really, really great jobs, with really, really great pathways.

Air traffic controllers, you know we have -- you know, we have a -- that's a very small niche industry, but as somebody who's flown on a few planes recently, is very, very important. And also, too, the community college system has provided some new really great training for that here in New Hampshire where we can be a hub.

So during our normal kind of course of business in stakeholder engagement, we want to have that ability for flexibility. And what we want to create here is a transparent, open process engaging the different Subcommittees to allow us to do so.

And Lisa, did I -- did I do okay?

LISA GERRARD: Yes.

JOE DOIRON: I tried to keep it within 30 seconds.

LISA GERRARD: Yes, you did. So this -- we're requesting that the High-demand establishing process be taken up by the Subcommittees. So we would want one Subcommittee to look at policy that we [01:40:48 audio unclear. haven't had? Happen to have? in public] visions along with the form, and then we were thinking that the other Subcommittee would actually do the approvals.

So we would create a process, and then the approvals would go to the actual subcommittee to vote on and approve, and that way the Office of Workforce Opportunity is not making a decision on whether to allow the exemption or not, it's coming from the SWIB themselves.

PARTICIPANT: So moved.

PARTICIPANT: Second.

KELLY CLARK: Second.

MICHAEL KANE: Oh, Kelly. Thanks. All in favor?

BOARD: "Aye."

MICHAEL KANE: All opposed? Let's keep going.

JOE DOIRON: Item 3c. is the Distribution of Funds, Program Year 2023. Again, we don't have Barb here to speak fiscal, but Lisa and I can try to struggle through it for you if you have any questions. And you have something.

LISA GERRARD: So as most of you know, we receive allocations every year for our WIOA Adult Youth and Dislocated Worker programs. So the allocations are done through its [01:42:04 indiscernible. We have received that] so the allocations are -- have been awarded.

So this Distribution of Funds needs to be approved by the Board to actually take that money and allocate it out to our suburbs. So there's a lot of explanation about how do we receive them? How do we get them? What do we do with them? That kind of takes up a couple pages. The last page is actually the allocations that we received.

We did receive -- as Matt has stated in his presentation, New Hampshire is a minimally-funded state. It's based on unemployment rates. We have very low unemployment rates. So we get minimally funded.

Our allocations from last year to this year across the board went down about 8 percent, which we expected because we're back around pre-pandemic level for funding. The last three

years we've gotten excess money due to the pandemic and the rise in unemployment. But we're back down from last year to this year about 50 percent across each program.

MICHAEL KANE: Do we have a motion?

JOE DOIRON: We do.

MICHAEL KANE: Great.

PARTICIPANT: I move to approve the proposed WIOA Title 1 to Fiscal Year 2023 budget as submitted by Staff.

PARTICIPANT: Second.

GEORGE HANSEL: Second by George Hansel.

MICHAEL KANE: Great. All in favor?

BOARD: Aye.

MICHAEL KANE: All opposed?

JOE DOIRON: If I could turn everyone's attention to the yellow piece of paper that's in front of you. So we try and get the packets out as quickly as possible. We have to kill several trees in order to get it done and get it on the website and publicly post. So things do come up.

So we have -- the yellow piece of paper is on the New Hampshire Works website as Addendum 1. So turning your

attention to the bright yellow piece of paper. So our partner is in Adult Education, which is a core-required partner for us with WIOA. Essentially has asked Staff on behalf of the SWIB to look at the processes and procedures for a round of grants that they had before.

The SWIB does not have authority to select any of the applicants that Adult Education has selected. Rather, this is a check on the process, if that makes any sense. So although Staff looked at the proposals, to see if the alignment -- if there was alignment with our state plan, which we determined there was. So again, this is essentially a check placed on the process, and Staff certifies that the process was in fact followed, any awards made by the Bureau of Adult Education must follow all contingencies and processes set forth by the State of New Hampshire and WIOA rules and regulations.

So it was our job to just take a look and make sure that the process was followed, the stuff that they were doing was in alignment with our State plan, which we determined it was, and we have to bring the motion up today to make it clean and certify that we did our jobs, that sort of thing.

And Lisa and I are happy to answer any questions. Especially if they're difficult, you can direct them to Lisa.

MICHAEL KANE: Great. If there are no questions, I'll move to approve the OWO Staff Review on behalf of the SWIB as submitted by the Bureau of Adult Education.

TIM SINK: Second.

MICHAEL KANE: Thank you. All in favor?

BOARD: "Aye."

MICHAEL KANE: All opposed? Okay.

JOE DOIRON: And then Mr. Chairman, we've come to the very end, which I know a number of people had to leave at 3:00, so -- you know, we're doing good. And thank you for approving the budget so we can get paid.

So the -- we have 3d. and 3e. is open opportunities for the Board. Certainly, on October 17 we'll be hearing from Thomas P. Miller Associates on the big plan. So -- but if there's anything that's pressing that the Board would like to have on that October 17 meeting, we're happy to take note of that here and now.

MICHAEL KANE: Do we have any requests? Nope.

JOE DOIRON: That's all we have, Mr. Chair.

MICHAEL KANE: [01:46:41 indiscernible to vote?]

JOE DOIRON: No, sir.

MICHAEL KANE: Yep.

PARTICIPANT: Motion to adjourn.

PARTICIPANT: Second.

MICHAEL KANE: Motion to adjourn, second. All in
favor?

BOARD: "Aye."

MICHAEL KANE: All opposed?

COLLECTIVE: Thank you.

PARTICIPANT: Congratulations, Melissa.

MELISSA SALMON: Thank you so much.

[End of Proceedings]