



State
Workforce
Innovation
Board



New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

State Workforce Innovation Board Program Year 2021 – Meeting 1

October 19, 2021
1:00pm – 4:00pm

Meeting Location:

New Hampshire Employment Security
Tobey Building
45 S. Fruit Street, Concord NH 03301

100 N. Main Street - Suite 100 Concord, NH 03301 • (603) 271-7275

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SWIB ROLE AND RESPONSIBILITIES

In accordance with the Workforce Innovation and Opportunity Act (WIOA) of 2014, the State Workforce Innovation Board (SWIB) shall assist the Governor in –

- the development, implementation, and modification of the State plan;
- the review of statewide policies, of statewide programs, and of recommendations on actions that should be taken by the State to align workforce development programs in the State in a manner that supports a comprehensive and streamlined workforce development system in the State;
- the development and continuous improvement of the workforce development system in the State;
- the development and updating of comprehensive State performance accountability measures, including State adjusted levels of performance, to assess the effectiveness of the core programs in the State;
- the identification and dissemination of information on best practices;
- the development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system;
- the development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system;
- the development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability;
- the development of allocation formulas for the distribution of funds for employment and training activities for adults, and youth workforce investment activities, to local;
- the preparation of the WIOA annual reports;
- the development of the statewide workforce and labor market information system; and
- the development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the State.



State Workforce Innovation Board (SWIB)

Program Year 2021 Meeting

October 19, 2021

1:00pm

Agenda

- 1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of June 8, 2021 Meeting Minutes 4
 - 1c. Welcome
 - 1d. Public Comment

- 2. 1:10pm—Informational Items
 - 2a. Presentation from NH DHHS Associate Commissioner Christine Santaniello & NHES Deputy Commissioner Richard Lavers 114
 - 2b. Financial Update 115
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 - 1. Bylaws Subcommittee Report
 - 2. Review Subcommittee Report
 - 2h. National Health Emergency Grant Closeout 166
 - 2i. VIP Grant Discussion 167
 - 2j. Combined State Plan Revisions 168

- 3. 2:30pm—Board Motions & Discussion
 - 3a. Approval of SWIB Meeting Calendar 169
 - 3b. Vote on changes to Bylaws discussed June 8, 2021 170
 - 3c. WIOA Master Budget and Distribution of Funds for PY2021 Funds 181
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 - 3f. Topics for the February 1st Meeting 196
 - 3g. Board Motions and General Discussion 197

4:00pm—Adjourn

Next Meeting: (Tentative) February 1, 2022 1:00pm



PROCEEDINGS

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COMMISSIONER COPADIS: Good afternoon, everybody.

Thank you all for coming on this nice, hot summer day here in New Hampshire. It's great to see everybody again, finally, since we haven't gotten together in quite a while.

So with that, I wanted to start and just want to thank Joe and Members of the Board who are joining us here and using Cliff Notes as we begin.

This meeting is being recorded. Before speaking, please state your name so that the transcription service can actually 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 public can be found by visiting the nhworks' webpage, or www.nhworks.org. Again, today's meeting is being recorded.

As this is the first in-person board meeting since February 2020, we have a number of items to work through. 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, and printed copies are available -- all materials will be made available to the public.

With that, Joe, could you call the roll?

JOE DOIRON: -- Yes, sir. Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Beth Doiron?

[Silence]

JOE DOIRON: Eric Batchelor?

[Silence]

JOE DOIRON: Mark Beaudoin?

MARC BEAUDOIN: Here.

JOE DOIRON: Christine Brennon?

[Silence]

[00:01:13 going forward, all names not provided are researched, then put in phonetics if not found]



JOE DOIRON: Anya Burzynski?

[Silence]

JOE DOIRON: Will Arvelo?

[Silence]

JOE DOIRON: David Cioffi?

DAVID CIOFFI: Here.

JOE DOIRON: Kelly Clark?

[Silence]

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Dwight Davis?

[Silence]

JOE DOIRON: Julie Demers?

[Silence]

JOE DOIRON: The Board has Anthony Giunta as Mayor Franklin, he has resigned from the Board. I'm marking this also absent, for the record.



William Hatch?

[Silence]

JOE DOIRON: John Hennessey?

[Silence]

JOE DOIRON: Jay Kahn?

[Silence]

JOE DOIRON: Michael Cain?

[Silence]

JOE DOIRON: Tamer Koheil?

TAMER KOHEIL: Here.

JOE DOIRON: Charlene Lovett?

CHARLENE LOVETT: Here.

JOE DOIRON: Robert Martel?

[Silence]

JOE DOIRON: Jonathan Melanson?

JONATHAN MELANSON: Here.

JOE DOIRON: Steve Norton?



[Silence]

JOE DOIRON: Eric Proulx?

[Silence]

JOE DOIRON: James Proulx?

[Silence]

JOE DOIRON: Tim Sink?

[Silence]

JOE DOIRON: Mike Somers?

MIKE SOMERS: Here.

JOE DOIRON: Gary Thomas?

[Silence]

JOE DOIRON: Michael Turmel?

[Silence]

JOE DOIRON: Brandon Wagner?

[Silence]

With the roll call, we are short quorum by two, Mr. Chairman.

We cannot vote on things, but we can go through informational



items and have discussion, as long as there are no binding votes.

COMMISSIONER COPADIS: Okay, great, thank you. Thanks, Joe.

The meeting minutes from February 3 are found in the packet, and although we're not able to take a motion to approve the minutes, if anybody has any issues with the minutes -- errors, corrections or omissions --

Didn't hear that; no, nothing.

MAYOR LOVETT: I sent mine to Joe already.

COMMISSIONER COPADIS: Okay. Okay. Welcome to the first in-person board meeting since February 2020. We appreciate you being here with us today. Unfortunately, our Chairman, Mr. Michael Cain, could not be with us, as he has a family obligation. He has asked me to step in for him today.

Is there a public comment from anybody?

[Silence]

Oh, it's going to be a quiet meeting. Informational items, we're going to start the agenda today with some informational items. We're going to move -- we're going to take 2a, we're



going to move 2g up to 2a, and we're going to start with the WIOA Youth presentation.

JOE DOIRON: If you'd like to join the tables there?

ALLISON JOSEPH: Hi, everybody. My name is Allison Joseph. I'm the Executive Director of My Turn. We're one of the youth contractors in the state. Today we brought with us Dantaya, who's a fantastic example of what the services we deliver can help somebody accomplish.

Dantaya came to My Turn a long time ago, when I was still the career specialist at Central High School participating in the in-school youth program.

And then for a variety of reasons, which you'll hear about in a few minutes, she fell off track a little bit and pursued her career goals, and was fortunate enough to be able to reenroll in our out-of-school youth program, has done exceptional with us. And she's just getting ready to exit the follow-up portion of our program.

And do you want Dantaya to speak now, or --

COLLECTIVE: Sure.



JANET ARNETT: Hi. I'd like you all to meet Tucker Sargent. Tucker is an LNA working at Havenwood Heritage Heights. He's come straight from work taking a break. And my name is Janet Arnett. I'm the Executive Director of New Hampshire JAG.

And his specialist is with us today as well, Stacey Venne. Stacey saw Tucker through many challenges as he came into the program, but he's been a real star for us. He's gone through training and is really dedicated to working in the health care field. So I'll let things keep rolling.

COMMISSIONER COPADIS: Thank you, thank you. Well, thank you for coming directly from work, too. So why don't we start with whoever wants to start first. We'll record.

TUCKER SARGENT NH JAG youth: So, again for the record, I'm Tucker Sargent. I didn't really come with anything prepared, per se. I'm not a great public speaker. But I figured if there's any questions you have, I can field those.

If not, I can just kind of give you a basic overview of what kind of brought me to JAG, and how they've helped me through a lot of stuff. So.

COMMISSIONER COPADIS: I'd love to hear just -- you know, a



little bit about yourself.

TUCKER SARGENT NH JAG youth: Okay.

COMMISSIONER COPADIS: Where you came from, what you were doing, what attracted you to this field?

TUCKER SARGENT NH JAG youth: Sure.

COMMISSIONER COPADIS: Or, you know, if anybody else has anything else they'd like to add?

TUCKER SARGENT NH JAG youth: Yeah. So what was it, about I think it was 2019 was when I first kind of discovered JAG? I was in a bit of a pickle, in a rush to find housing.. It was a weird situation -- and also, a job.

And I found JAG, I got together with Stacey, and she helped me through that, was able to help me find an apartment that was available to me, get a job as a PCA first at Havenwood, which is a Practical Care Attendant -- sorry, I forgot the acronym.

I was also working to get my LNA license, which Stacey also led me to LNA Health Careers, which is the program I got my license through.

I graduated there actually the week that everything shut down



for COVID. So thank God I got through just barely in time, and was able to just move into a position as an LNA at Havenwood.

And I don't know if any of you know a lot about how Havenwood has handled the COVID kind of crisis, but honestly, I knew a lot of great staff there.

As far as I'm aware, not a single one of the residents in the community itself was tested positive for COVID throughout the entire pandemic. So it was pretty amazing. I work with a lot of great people.

Stacey also helped me through a lot of the struggles of, like, COVID -- you know, having to pick up extra shifts because we were short on people, and there is a lot that happened there that she was able to help me through.

Also, there was a point in time where I was in a car accident. Someone else hit my car; it was totaled, and I had to kind of scramble to find other solutions of how to get to work, and Stacey helped with that. She helped with kind of the insurance battle over that. She helped me with temporary, like, transportation in the meantime.

So yeah. I mean, all that to say it's been -- honestly, it's



been a very good thing for me to work with Stacey. I guess I didn't always know I wanted to go into nursing. But I think I was -- I think I was around 17 when I spent a fairly short stint of time at Boston Children's Hospital.

And just the care from the nursing staff there -- it meant a lot to me, and it kind of awakened something in me that was like, man, like, I would love to be able to help people like people have helped me here. And so I got into nursing.

My goal is eventually to be a pediatric nurse. I'm hoping to get my LPN. That's kind of my next step along the line, and see if I can find a job in pediatrics as well, just to get that experience. So that's hopefully where I'm headed. Basically it's good to be here to kind of represent what JAG is here for also. Thank you.

COMMISSIONER COPADIS: Thank you very much.

TUCKER SARGENT NH JAG youth: Yeah.

COMMISSIONER COPADIS: That's a great presentation. Any questions?

MIKE ALBERTS: Congratulations, by the way.



TUCKER SARGENT NH JAG youth: Thank you.

MIKE ALBERTS: It's a great success story, and you've got a great career ahead of you. Challenging to be in the health care business for sure, particularly during the COVID situations. You want to probably quit real quick because it's like, "What's going on?"

What have been some of the biggest challenges for you, and how do you overcome those and continue to be successful?

TUCKER SARGENT NH JAG youth: Yeah, thank you for asking. I think a lot of it is it's just the mental piece. The job, it can be physically taxing at times, but I like to think I'm in good enough shape to be able to handle it.

But yeah, a lot of it is just the mental. It can be overwhelming at times. I work on the Dementia Unit at Havenwood. So it can be overwhelming at the time. A lot of the residents have a hard time communicating, or can't really communicate. You don't necessarily know what they want or their -- you know, what they may need in that specific situation. They can't directly tell you.

You know, there's times when you have to deal with residents who



for one reason or another may have just got in that day, you have to deal with sundown and there's a lot of different just pieces that you have to process quickly but also rationally.

And it helps me a lot to take a step back to have some alone time. I very much enjoy listening to music, actually. That helps me destress, especially sometimes running or working out can help me just kind of take that mental energy and put it into like a physical manifestation.

And sometimes exhausting the body physically can help the mind slow down as well, I've found. I also have a good support network, honestly.

Stacey's always been there for me. And I have some other good friends that -- I can go to them and I can talk about things. So that's been some of my experience.

COMMISSIONER COPADIS: That's great, thanks. Congratulations, and you're giving a lot back and taking a bit yourself, so I'm sure the people will all appreciate that. Nice job.

TUCKER SARGENT NH JAG youth: Thank you.

DAVID CIOFFI: During the process in your training, did you have ample opportunity to shadow people in the industry that you



wanted to go in? I do volunteer work at the VA Hospital in White River, and I see a lot of that. And a lot of good questions being asked. I'm wondering if you had that opportunity?

TUCKER SARGENT NH JAG youth: I did, yes. So my clinicals that I did through LNA Health Careers were in Franklin. They were at -- I believe it was St. Francis Retirement Home.

And then when I came to Havenwood, they have kind of a transition period where they have a new LNA shadow an LNA that's been there for a while, and knows a lot more about -- you know, the floor, the residents and the facility itself.

So I was able to do that. I was able to shadow a couple different people. I did some work on most of the different units before I kind of settled into the dementia unit. So yes, I was able to do that.

And actually, I am now -- also have the opportunity to help other new LNAs. They've been able to shadow me and kind of follow me around and I've been able to show them what to do. So that's --

DAVID CIOFFI: Well, congratulations on your perseverance. It's



nice to see more men -- males getting into nursing. I'm beginning to see it over at the VA now.

And I have a brother who started out at the bottom, just like you, and he's retiring now after some 40 years as the Director of the Rutland Area Visiting Nurse Service.

But he started down where you were. So hang in there, because you sound like you've got what it takes, with the good training you've had.

TUCKER SARGENT NH JAG youth: Thank you.

COMMISSIONER COPADIS: Any other questions, anybody?

MAYOR LOVETT: Just one. A comment and a question, Tucker.

Thank you for spending your off-time with us. I'm sure you'd like to decompress, and this probably isn't what you imagined, but simple question and one comment. How did you find out about this program?

TUCKER SARGENT NH JAG youth: So actually, it's hard to remember specifically. So I think it was kind of a joint thing of Stacey used to have an office, actually at the basement level of Havenwood itself.



And correct me if I'm wrong, Stacey, but I believe it was kind of a mutual thing of I was already working at Havenwood as a possibility of employment, while at the same time I believe also I did some research as well online, and was able to find Stacey.

So it's kind of the mutual thing of I did the research there; I was also kind of looking at Havenwood as a possibility for employment. So it just happened to work out that I was able to --

MAYOR LOVETT: So that's how you found out about New Hampshire JAG?

TUCKER SARGENT NH JAG youth: Yes. I -- it was through research online at first that I found out about JAG.

MAYOR LOVETT: Okay. So you initiated it?

TUCKER SARGENT NH JAG youth: And then -- yes.

MAYOR LOVETT: Okay.

TUCKER SARGENT NH JAG youth: Yes. So. Well, I'll back up a step. I was homeschooled.

MAYOR LOVETT: Okay.

TUCKER SARGENT NH JAG youth: So I did not get the chance to



kind of participate in the program in high school, because I was home schooled through high school. So it was a thing of I was in a place where I needed some help with, like, housing and --

MAYOR LOVETT: Okay.

TUCKER SARGENT NH JAG youth: -- schooling and career. So I did some research, and I found JAG, and then I immediately liked Stacey when I met her, so.

MAYOR LOVETT: Okay.

TUCKER SARGENT NH JAG youth: It kind of worked out.

MAYOR LOVETT: So relationships are key, correct?

TUCKER SARGENT NH JAG youth: Exactly.

MAYOR LOVETT: So well, I appreciate all the initiative you've taken, and I appreciate the support that Stacey's given you, and good luck with your future endeavors.

TUCKER SARGENT NH JAG youth: Thank you.

COMMISSIONER COPADIS: Any other questions from anybody? That's a great presentation. Best of luck to you in your endeavors.

I'm sure you're going to be very successful.

Dantaya, is that right?



DANTAYA BREWER My Turn youth: Yes. Dantaya, yes.

COMMISSIONER COPADIS: Dantaya?

DANTAYA BREWER My Turn youth: So I'm going to read mine, because I'm not a good public speaker.

COMMISSIONER COPADIS: That's fine. Whatever you're most comfortable with.

DANTAYA BREWER My Turn youth: Okay. So hello, my name is Dantaya Brewer, and I am in the follow-up phase of the My Turn program in Manchester. I first joined My Turn back in high school, where I participated in the in-school youth program at Central High.

After high school, My Turn helped me enroll at Manchester Community College, where I finished my first year of college before giving birth to my daughter. After I had my daughter, I had to put my studies on hold to work full-time to support us.

I worked at Walmart for a few years before my mother passed away, and I became the legal guardian of my younger sister. At 20 years old I found myself homeless with a 1-year-old and an 8-year-old in my care and no support system.



After couch surfing for a few months, I was fortunate enough to get into Families in Transition. From there I completed a work experience through NHEP and was offered a full-time position that I accepted.

After working on my work experience there for nearly three years, I was still earning less than \$12 per hour. I resigned from that position in 2018 and enrolled in My Turn's out-of-school youth program to pursue a career in health care, my lifelong goal.

Alicia helped me explore different trainings and we settled on Medical Administrative Assistant. While I was in the training program, My Turn helped me get caught up on my past few bills, paid for car repairs, and made sure I had everything I needed to set up a good home for my daughter and sister.

They purchased a bed, school supplies and clothing for my sister so I could focus on my training, instead of picking up extra shifts at the grocery store where I was working parttime.

I worked very hard to complete my training program in just under three months. Alicia helped me to update my resume and apply for a position at Field Hospital [crying] -- sorry -- when I



received an invitation to the interview, Alicia and Allie helped me prepare by asking me lots of questions until I felt confident in my responses.

Shortly after I interviewed, I was offered a guardian (sic) position in Patient Services in the Rehab Department of the Hospital. I have now been with Eliot for a year and a half and have my own apartment.

I have reenrolled in Manchester Community College, where I will begin to pursue an Associate's Degree in Nursing this fall.

When I walk into Eliot, I know that I am making a difference in people's lives, and I know that I am on the path I was meant to be on. I am grateful for everything that MY TURN has meant for me and my family, and I am confident that the skills I have developed in the program will help me accomplish all of my future goals.

COLLECTIVE: That's great, awesome.

DANTAYA BREWER My Turn youth: [Crying] Sorry.

COMMISSIONER COPADIS: No, no, great. That's awesome. That was a great job. You've done great work there. We've -- you and I went to the same high school, not the same year, though.



DANTAYA BREWER My Turn youth: Right.

COLLECTIVE: [Laughter]

COMMISSIONER COPADIS: Questions from any of the Board members?

MAYOR LOVETT: Could you just get into a little bit of detail of what you do on a daily basis at work?

DANTAYA BREWER My Turn youth: So I mainly check people in and check people out. I do scheduling of future appointments.

UNIDENTIFIED SPEAKER: Yep.

DANTAYA BREWER My Turn youth: And then make calls for people that are on waitlists -- like new patient appointments, I put all that information into the system to get them to come to rehab.

MIKE ALBERTS: That's great, and you feel really confident in doing that?

DANTAYA BREWER My Turn youth: Yes.

MIKE ALBERTS: And it gives you some rewards back?

DANTAYA BREWER My Turn youth: Yes, I love it.

MIKE ALBERTS: Awesome, great. Yes, Mayor?



MAYOR LOVETT: Not so much a question, but I want to commend you. You got teary-eyed, but I was already getting teary-eyed before you did, because you deserve a lot of admiration because of the very early age of your life you've had to deal with some very difficult things.

And I commend you for persevering and being a great role model for your sister, your daughter -- I think it's your daughter, correct?

DANTAYA BREWER My Turn youth: Yes.

MAYOR LOVETT: And I hope when you have more time -- not maybe right now, this is -- raising children is a very busy time of our lives, but when you have more time, I hope you become a role model for other young women because nothing motivates people more than hearing about real-life experiences, and that it can be done. You have a wonderful story to share.

DANTAYA BREWER My Turn youth: Thank you.

MAYOR LOVETT: So thank you for all that you have done, and good luck with all your future endeavors.

COMMISSIONER COPADIS: Thanks, Mayor. Others? Anything else? Well, thank you both very much for coming here and telling your



stories together -- very successful stories, and I wish you both the best of luck in your future endeavors. We know you're going to do great out there. Keep up the good work.

DANTAYA BREWER My Turn youth: Thank you.

COMMISSIONER COPADIS: Thank you.

[Applause]

JOE DOIRON: And real fast, before we move forward, just James I just want to call you for the role. Can I get the pronunciation on your last name, sir?

JAMES PROULX (JIMMY): Proulx.

JOE DOIRON: Very good. James Proulx.

JAMES PROULX (JIMMY): And I do go by "Jim."

JOE DOIRON: Okay, Jim. So recognizing that Jim has joined us, Mr. Chairman, we are still one short for quorum, although we were told that somebody is on there way.

COMMISSIONER COPADIS: Correct. Okay. Well, we're going to move on now. For the financial update, Laura LeCain can answer any questions.



LAURA LECAIN: Hi, this is Laura LeCain. Does anyone have any questions? Sorry -- any fiscal questions.

COMMISSIONER COPADIS: Yeah, why don't you move forward.

LAURA LECAIN: Go up? Okay.

JOE DOIRON: And the documents can be found for Board Members and members of the public on page 91 in the Board packet.

MAYOR LOVETT: Joe, in our packet, didn't we have spreadsheets in addition to what's in our --

LAURA LECAIN: Yes, there are -- go to page I believe it's 96. That starts the --

MAYOR LOVETT: I don't have the spreadsheets. There was some in our packet, I just have the --

COMMISSIONER COPADIS: It's in there.

JOE DOIRON: It might have not translated over on the -- that must have been an error on the printing, which I apologize for. Laura, do you think you could talk through some of that for us?

LAURA LECAIN: Sure. So fortunately, there are not many changes in our February meeting that we had. You know, that was virtual. But the only real updates are to just expenditures



through March 31. It was -- in December for the previous.

So WIOA Title I funds are -- oh thank you -- are, yeah, funds for a total of three years. So we get one grant that will stretch for three years, then the next year we get another grant. So we kind of always have multiple funds at a time.

So Program Year 18, all of those funds have been extended, which they would expire June 30 of this year anyway.

So we are in the process of just spending down PY 19, although there is mostly just the discretionary funds left there, and -- funds, and we're preparing for the PY 21 fund, which we will be receiving for the new program here.

COMMISSIONER COPADIS: Questions?

UNIDENTIFIED SPEAKER: So I don't know if I understand this correctly, I'm relatively new to all of this. But when the RFEs go out and the contracts are awarded, if -- you know, there might be needs in other areas of the states that haven't been met because either they didn't submit an RFE, or they weren't on board with their contractor.

So my question is, how are the discretionary funds allocated to further at least the awareness of these programs across the



state?

LAURA LECAIN: Did you want to speak to that, Joe?

JOE DOIRON: Yeah, so and for the record Joe Doiron. And so we are actually for the first time this office is investing in some marketing. So we are working with our partners at the VA in the Division of Travel and Tourism. If you've seen their ads, they're good. They have, you know, good web presence and understanding in an existing state contract.

So we're actually looking to piggyback off of their existing contract for marketing materials to tell more of those success stories like Dantaya and Tucker.

And also, to make more awareness of the programs that exist, Mark -- correct me if I'm wrong -- we're looking with 100,000 over the biennium so breaking it down to 50 each year.

But we have the option to increase that. We just have to commit to a number for the contract for the marketing budget. But we can also go underneath it as well. So we have some flexibility.

We had put a placeholder in, so we work with our partners in Travel and Tourism to talk about some ideas of what they think



might be a good investment to start. Does that help?

LAURA LECAIN: Yes.

JOE DOIRON: Okay.

LAURA LECAIN: Thank you.

LAURA LECAIN: Are there any other questions?

COMMISSIONER COPADIS: Okay, Tim?

TIM SINK: I apologize for my tardiness.

COMMISSIONER COPADIS: Okay. Thank you.

JOE DOIRON: And again, for the record we now have a quorum with Tim Sink joining us. So we are now able to vote on things that which we can act upon.

COMMISSIONER COPADIS: And before we go to the next informational item, what I'd like to do is go back to the approval of February 3, 2021 minutes, which we were not able to vote on, because we didn't have a quorum.

Any errors, corrections or omissions? If not, I'd like to take a motion to approve those cuts?

UNIDENTIFIED SPEAKER: Motion to approve.



UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: Second.

MAYOR LOVETT: Second. If we could add the modification that I had sent to Joe on page 15 that said that the last line of the first full paragraph -- it said, "I would ask that you please wait until the next 'session.'" I think it meant, "section." And I sent it back.

COMMISSIONER COPADIS: One correction, yeah. Okay. Motion made, seconded. Any other corrections, omissions? Hearing none, All those in favor?

THE BOARD: Aye.

COMMISSIONER COPADIS: Opposed? The motion carries.

UNIDENTIFIED SPEAKER: I was actually the speaker for that meeting.

COMMISSIONER COPADIS: Okay. Moving onto -- if you wanted to, you could -- okay Jim, could you come up? You can grab a Response piece.]

JIMMIE HINSON: Hello.



COLLECTIVE: Hi.

JIMMIE HINSON: I'm JIMMIE HINSON. I am the Workforce Development Administrator, but also Rapid Response Coordinator for the state of New Hampshire.

This report finds us going from last year's official 14 over from where we were last year with the Rapid Responses. So this time at the end of last year, we had 10 total. Right now we're looking at 24. Nothing seems to be kind of out of the ordinary.

As we talk about a substantial layoff of the 24 that we have, we're talking about anytime that you have 25 or over, just so that we make that clear.

The downside of that: 1245 workers were affected across the state. Since the last time we met, we've had 6 Rapid Responses, of which 280 were impacted.

Being on the ground and being able to talk to some of these businesses, it's been great because a lot of these businesses as they lay people off, people are finding work really quickly.

So it's -- you always go into a Rapid Response with a little bit of dread. But it always does make you feel a lot better when the partners all come together and you start to hear about



people getting jobs and then making arrangements with their current employers to stay on staff, until they actually -- the layoff comes before they go to their next job. That's really what we want to be able to do.

We did do some pretty neat stuff on June 1 of this month. We are starting in-person Rapid Responses again, where we will bring teams into the field for any closure or layoff of 25 or over. We will continue to offer Zoom meetings for businesses that do not feel comfortable allowing us into their space.

The more important thing is to make sure that the information is getting to the employees, so that they understand the services that are available and the employment opportunities that are available.

In addition to our Zoom capability, a new -- we briefly mentioned it at the last meeting about putting together a potential video that outlines the whole thing. Our big concern at that point was what are we doing with businesses that lay off under 25?

How are we working with people -- our citizens, our neighbors, when they lose their jobs and getting them information? This



video now does that. All of our agency partners joined in. We have little snippets.

You can watch the whole entire video that covers the entire Rapid Response program and services, and then you can also drill down to each individual agency and watch them on their own.

One of the things I love about this that I really think makes New Hampshire really unique is we have points of contact for each one of those agencies -- real people who live in the state with real phone numbers that work that you can call and get immediate assistance.

So having the video up and in addition to doing that, working with the same kind of partners that are helping us do some of the ads, working internally with the BEA Staff to create and update our Rapid Response webpage, that also lists all the different resources. That is up and running. We made sure that there are hyperlinks in the report.

I would encourage you to use this with your constituents -- anybody you know, anybody that gets laid off from work or if they're looking for a job, have them look at this. We want them back in the workforce.



The other thing that was just about finished, we had a draft of the standard operating procedure. This is really an internal guide used for facilitation purposes only, that really guides the facilitator through what is expected to be used, what's expected to be presented during a Rapid Response presentation.

This guide has been completed. Now that some of the restrictions have been lifted off of COVID, it needs to be updated again. So we're updating that again as we speak.

But this guide will be used for new Staff members as they come on board at any agency to train them on the actual Rapid Response procedure and process to ensure continuity, whether you're from Claremont or whether you're from North Conway or the Seacoast. Everybody will receive the same amount of information and access to the services that we offer.

And that's my report, Mr. Chairman.

COMMISSIONER COPADIS: Thanks, Jim. Questions from Board members? Michael?

MIKE ALBERTS: So you've got 14 more this year. How are you going to rally a staff to go off and -- because I know you go right in and support? So you're pooling from other parts of the



departments within the state to get folks to go with you?

JIMMIE HINSON: Yeah, we ended up doing that through utilizing Zoom at this point. We work with the Business and Economic Affairs --

MIKE ALBERTS: Right.

JIMMIE HINSON: -- Retention Team. They would actually facilitate those in their local areas. And there are already predesignated individuals that we would send out a Rapid Response notice.

So, like, if a business reports to me, I go in and make sure that it is a legitimate business, and I have a point of contact. Once I have a point of contact, I talk about what are some things that we can do early to do layoff aversion at my level and Joe's level.

After we get that done, then we start to disseminate that to the fields. All the agencies already have key points of contact literally in each of our NHWorks offices that are ready to respond at a moment's notice. We can literally put on a Rapid Response -- I can put one on by 4:00 today if we needed to

And quite honestly, when you're the one that has lost their job



--

MIKE ALBERTS: Right.

JIMMIE HINSON: -- we need to.

MIKE ALBERTS: This may be a very obvious question, but could you mention the sectors that have been involved in those 14, and then also the regions within the state? I'm imagining that most are in the more populated area, less populated area. But is there a trend there?

JIMMIE HINSON: There is. A lot of what I was surprised to see was in the e-commerce arena. A lot of consolidation going on where you had during COVID everything was having to be delivered. And there were a lot of separate contracts.

Now they have key partners such as Amazon and other types of shipping industries taking those contracts back and bringing those internal delivery of e-commerce locally for themselves.

As a result, I would say at least four of the businesses this year were doing nothing but delivery for e-delivery and are no longer in business as a result of that.

The other thing I'm seeing is consolidations, and just people



kind of making adjustments in order to keep the building open and the business thriving. TD Bank, for example, ended up closing six of their branches; most people are doing stuff online.

The nice part about that one was we were given way advance notice -- and Commissioner COPADIS will know working with the banking industry -- a lot of times they don't share a lot of information. This time they did. We were able to reach out to the New Hampshire Bankers Association, make sure that they were working with the bank to ensure that as many of those people working on site were able to get other jobs, either at TD Bank or other banking locations that still had openings.

I think out of the 70-some-odd people that was there, I think 12 ended up not finding work, because they didn't want to either transport to the location that was available before they decided to retire. Does that answer your question, sir?

MIKE ALBERTS: Yep, thank you.

JIMMIE HINSON: You're very welcome.

COMMISSIONER COPADIS: Dave?

DAVID CIOFFI: Yes, sir. With regard to businesses that you



visited and responded to when things were heavy for you, have any of them gone back in business? Did we try to help them get back on their feet?

JIMMIE HINSON: You know, unfortunately, what I'm witnessing is the damage that had been done was so severe that they did not reopen. Most of those, though, quite honestly, were the smaller businesses. Some of the bigger businesses were either able to consolidate or have another buyer. The one noticeably -- Coffee Cup --

DAVID CIOFFI: Yeah.

JIMMIE HINSON: -- that closed abruptly, if I could say it -- if I could speak a little blunt (sic) here: I'm a little miffed about the way they did that, because it affected 27 of our drivers that delivered product to various different grocery stores that make a slim margin on food sales as it is.

That company has since been bought, but the impact has still been done. So I'm seeing a lot of that take place, but it's still a worker that kind of gets caught up in the middle of that, which is why the services that we provide as a state are so important.



MIKE ALBERTS: Thanks.

JIMMIE HINSON: You're welcome, sir.

COMMISSIONER COPADIS: Question: You mentioned interactivity with your website was critical if you were coming in from the outside to work their way through the process?

JIMMIE HINSON: Yes.

COMMISSIONER COPADIS: How would you grade that right now as it is, as far as -- you know, A to Z going from this where you start, and this is where it's going to bring you to ultimately a place to apply or put your resume out or --

JIMMIE HINSON: Well --

COMMISSIONER COPADIS: -- if you had to grade that --

JIMMIE HINSON: Yeah, yeah.

COMMISSIONER COPADIS: -- process when --

JIMMIE HINSON: So I can tell you what Joe told me when we first looked at the website. He said, "This is unacceptable." And I said, "Okay, let's fix it." And I said, "Okay, who fixes it?" And he goes, "Ah, you."



COLLECTIVE: [Laughter]

JIMMIE HINSON: Okay. So -- and that actually was very empowering because you know a lot of people in the state that can do it. So before, I would have said a solid D-, because it had basic information that could point you in the right direction. But now it really walks you through it.

COMMISSIONER COPADIS: Great.

JIMMIE HINSON: So if all of a sudden, I'm sitting here thinking to myself, I'm a father of two, I've got a house mortgage on the way, I just lost my job, I just watched this video, but there's a number I can call, it's my face, it's my phone number -- Joe's number -- we want people to call us if they freeze up, because that five minutes that we spend with them on the phone can point them right back in the direction.

So right now, because I haven't seen it tested enough, I would say B+.

COMMISSIONER COPADIS: Great.

JIMMIE HINSON: But of course our goal -- I'm a 4.0 graduate, so 4.0 is the only thing I'm going to accept. But that's where we're heading.



And of course, the other thing too that I would encourage each of you to do is tell people about the website and get them up there using it.

The young men and women that just sat up here this morning -- or this afternoon -- told us their story. These are the same training programs that are available through our Rapid Response partnerships -- Dislocated Worker Program, all these great programs that we offer. Solid B+.

COMMISSIONER COPADIS: Other questions? Thank you, Jim, so much.

JIMMIE HINSON: Thank you.

COLLECTIVE: Thank you.

COMMISSIONER COPADIS: Okay, program performance update.

[00:43:45 indiscernible proper name LISA GERRARD? Lauren?]

UNIDENTIFIED SPEAKER: Sorry to bury you all with paper.

LISA GERRARD: Thank you. So the chart was also missing for performance update, but you did have it in your electronic packet. This is not a -- it's just informational. It's the PY20 Performance Update. So this encompasses all the Title I



programs, which are Adult, Distributive worker and Youth.

Title II, Adult Education, currently does not have a system that we can gather data from. So they are not completed. But Title III, [00:44:35 indiscernible], and Title IV, Vocational Rehabilitation, is also included.

So currently on the quarter July 24,3 (sic) we meet or exceed most measures. There are a few that are under, that we do not meet them on. However, that is a direct relationship to what we are dealing with out in the field with COVID and all of the other things that go along with it.

We also had case management system change this year. So our field staff are working on trying to get all of the information in correctly. However, our program to date we meet or exceed all performance measures.

COMMISSIONER COPADIS: Okay, questions? Questions from the Board members?

TAMER KOHEIL: [Tamer Koheil.] So in regard to employment rate second and fourth quarter, because the Job Corps used the same exact thing, so are you using like a survey kind of --

LISA GERRARD: No, not for the performance measure. That data



is selected through our patient unit at employment security.
And they actually -- they create data, that data, and put it
into the program.

TAMER KOHEIL: Okay.

LISA GERRARD: So the only data that we collect via, like,
customer surveys, is basically nonreportable, or not performance
measure data.

COMMISSIONER COPADIS: Anything else, anybody?

LISA GERRARD: Thank you.

COMMISSIONER COPADIS: Thank you. Program success stories, we
don't have a presentation. Outdoor recreation and workforce
development -- Scott Crowder? Thank you for joining us.

JOE DOIRON: And folks on the Board the separate packet here
that's bound is where you find their presentation and members of
the public, just to document.

SCOTT CROWDER ORID: Perfect. Hello, everyone. Good to be here
today, Joe. Thank you and the team for having us and giving us
the opportunity. My name is Scott Crowder. I'm the Director of
the Office of Outdoor Recreation and Community Development at



BEA.

I'm excited to be here today with Tyler Ray, the Director of the Grand Outdoor Alliance taking care of [00:48:01 audio unclear] industry, economy and workforce initiative.

So we have -- so a quick background on the Outdoor operation industry, development. With the creation of this office, we've become the sixteenth state to have an office solely focused on outdoor recreation.

I slid into the role in March, and over the last two and a half months have conducted a little bit of a listening tour of sorts with interested stakeholders across the state to identify key players who are more of a challenge in -- spacing, and also, the opportunities that are in front of us.

I've also led some amazing conversations outside of the state learning more about how other states are positioning out their recreation and leveraging the assets to obviously support what's going on in those states.

And we're also taking a deeper look at some trends that are in federal levels over recreation.

So for some context, looking at outdoor recreation, the industry



is usually framed up with four pillars. These include conservation stewardship, business and economic development, education in the workforce and health and wellness.

So all those pillars currently exist here now within our state. And now, obviously, each are at different levels of maturing and development.

So throughout a lot of my conversations I have had over the two and a half months, one of the hot topics that have come up a lot was education in the workforce and the need for support, and obviously the excitement that the industry has for the potential that it holds for New Hampshire.

So a couple of examples, there's a company up in Littleton called, "Adventure Ready Brands." They own a number of outdoor recreation brands and products. They distribute them and sell them globally. They have trouble filling their own positions. They recently bought a company in Montana; they wanted to move it here to New Hampshire, decided against it because of the workforce challenges that they had.

I had some conversations with the directors of Ski New Hampshire, and they voiced their challenges in hiring, training



competent mechanics to work on their lifts and groomers from across the resort operations.

On the other side of the equation, I heard of a company called, "Simbex" in Lebanon. They produce devices in the health care medical field. They actually take out ads in mountain bike magazines for open job positions that they have, because of the trail assets that we have in the Valley.

Another example of a company doing great things is a company in Dover called, "Nemo." They produce outdoor recreation products. And they have a bike wall because a lot of their staff ride their bikes to work.

So these are just a couple of examples of some of the challenges in the workforce space that's hurting the industry, but also some examples of companies and ways that we can support and use the assets, the amenities and the access that we have for our benefit.

Some states are doing it really well. An example of this is Utah. A report just came out specific to the tech sector employees and the main reason why Utah's tech sector is growing and expanding and becoming a prominent player with their economy



is their tech-savvy employees' desire and drive to have the access to the outdoor recreation.

I think we're uniquely positioned here in New Hampshire to develop -- to support the outdoor recreation economy by developing these pipelines and establishing these educational programming. And it's only going to go to support our businesses and our communities in New Hampshire as a whole.

So we have an opportunity I think to position New Hampshire as the premier place to live, work and play on the East Coast. I think we can do it on the backs of outdoor recreation.

But there's a lot here. I'm going to pass it over to Tyler Ray. We're going to share a little bit more about the Grand Outdoor Alliance -- some of the roles and some of the impacts of outdoor recreation on the economy of New Hampshire, and then some of the workforce initiatives that we'd like to start to roll out to support -- not only outdoor recreation industry, but also the other industry sectors here in the state.

MIKE SOMERS: Can I ask a quick question?

SCOTT CROWDER ORID: Yes, sir.

UNIDENTIFIED SPEAKER: You're tying into the private industry



that's out there doing recreation; how is the combination with the state-run businesses like state parks or ski resorts or that kind of thing. Are you tied into that also?

SCOTT CROWDER ORID: Sure. So, I mean my office specifically is part of BEA.

UNIDENTIFIED SPEAKER: Yep.

SCOTT CROWDER ORID: I mean, we're working in conjunction with the Department of Cultural & Natural Resources, Fish and Game, their kind of new [00:52:36 indiscernible new arising ship across the rec industry]. Does that answer your question?

UNIDENTIFIED SPEAKER: Yeah, that's fine. Thank you.

TYLER RAY: Thanks, Scott. My name is Tyler Ray, for the record. Greetings, everyone. Appreciate you having me here. This is a great opportunity. I'm the Managing Director of Granite Outdoor Alliance. And it certainly is a pleasure to be in person, I guess, is one way to say it.

In fact, Scott and I were -- last Friday we were with Senator Hassan over in Hanover at an event, and I tell you it never felt so good to hand out a business card before. It felt good to have real interaction. So at any rate, time is short so I'll



dive right into it here.

The reason we're here is to make the case, as Scott said, and set the framework up for the industry. Make the case for the outdoor recreation industry and to request support for Workforce initiatives, with additional support -- specifically pathway programs and talent attraction tools.

The sector has an incredible opportunity to be a highly productive industry in New Hampshire, and I think as I flow through this presentation and lay down some numbers, you'll see why it's a powerful economic engine that is outdoor recreation.

And so what our ask is, is essentially a time-limited program that can help, as Scott said, lift all shifts. And we like to use that term a lot just because it makes a lot of sense for us.

But we like to have a time-limited program that utilizes the best practices that have been learned from other industries in the SBI programs, and apply them to the outdoor recreation space. We look at up to a three-year program, and that would create a sustainable program for creating a robust outdoor workforce.

So there is a slide deck here that was handed out. So I'll just



let you know when I'm moving along. I'll let you know when I'm flipping a page so you can follow along.

The only thing we're lacking here is the big screen, which has really -- pictures in here. But I see it is in color, so that's a good step. So that -- good work Joe and team.

So if you haven't heard, the outdoors is booming. And, you know, it's having a moment. And of course, you know, all of us being New Hampshirites here, that's really no surprise.

New Hampshire's heritage activity is the outdoors. But it's often viewed through a lens of tourism.

And in our view, we would like to shift that economic model and talk about the outdoors in a different way. And that's -- and what we mean by that is we think outdoor assets are underutilized in this state. They have legs, they can go longer, do more things.

And we think, as Scott referenced, that the state is uniquely positioned to capitalize on that.

So this is an opportunity that has presented to us as part of a key economic strategy. And that strategy is very simple. It's leveraging natural assets to improve the economy. Very, very



simple. But it's better in a variety of ways. But, next slide.

But what I want to do too is give a little shock and awe in this presentation, and that's this next page. And if this picture had a noise, you know, it would come on real fast and be nice and loud and so it would grab your attention. But the numbers are going to do that for you now anyway.

\$788 billion-dollar industry. Okay? This is nationwide. This is massive. It is. This is a powerful economic engine. \$5.2 million jobs, 2.1 percent of the GDP. Outdoor industry is bigger than pharmaceuticals, bio, mining, agriculture -- I mean, these comparables I think illustrate what we're talking about, and it provides that.

Some of you out there that are visual thinkers: This is bigtime stuff. It is on par with broadcasting and telecommunications.

And I just want to say, like, you might be thinking to yourself, "Well, you know, we've had the outdoors here in New Hampshire for hundreds of years, Tyler. You know, thanks for bringing this to our attention." But guess what? 2017, the REC Act was a federal act approved by Congress, and that authorized the measurement of the industry.



So it wasn't until 2018,2019 that we started to see empirical evidence. Otherwise, I wouldn't even be here, because we wouldn't have this evidence. I'd be back to my old ways of anecdotally telling stories and, you know, trying to provide the illustrations. Now I have numbers. And so here we are.

And this is an exciting time for this industry; it's an exciting time for the state.

And so our ability to measure is also our ability to develop policy surrounding this.

So flipping the page, let's talk about New Hampshire. Again, [00:57:42 indiscernible] factors going on here. \$2.8 billion dollars of spending, 37,000 jobs, \$1.3 billion in wages, \$528 billion dollars in tax revenues generated, and 3.2 percent in overall economy is in outdoor recreation. That's the ninth highest rate in the country.

So it is certainly here, and it's certainly present. So I'm going to flip the page. But now I want to talk about the opportunity.

So here's why outdoor recreation can and will be successful.

I've already set the case for it being an unrecognized



powerhouse. It's sort of this thing that I can say is hidden in plain sight, right? It's all around us.

We all bike or walk in the woods with your dog or birdwatch or jump off cliffs -- everyone does different stuff, right? But it's all getting outside. And so it's unrecognized because it's mixed -- it's cross-sector and multidimensional. It requires the interplay of different industry. And that is its secret sauce. That's what's really important. Definitely a takeaway. You can think about it as we leave here today.

But it's also grounded in local communities. This is important stuff. We've demonstrated its organic nature. So what we -- what the industry does is, it captures wealth locally.

It's not just tourism of a visitor economy, it wants to capture and retain that local wealth. It's importing small business [00:59:13 indiscernible renaissance] the other industry largely made up of small- to medium-sized companies, your Mom- and-Pop shops, if you will; the, you know, bike shop down the street, the craft beer, you know, brewery in town; you know, these are places people go. And they're sustainable because locals want that regenerative economy locally.



And what it does is it attracts talented employees. As Scott mentioned, there is an opportunity to be the premier location on the East Coast for this live, work, play methodology and economic model.

And that's really it. It's attractive, and no place is like New Hampshire in the East Coast that has this mixture of oceans to mountains to lakes and so forth.

And so, you know, that's what leveraging natural resources for economic growth is. So it happens in a variety of ways. I wanted to raise attention to Granite Outdoor Alliance. And Granite Outdoor Alliance was a trade group that developed. It was formed in the fall of 2020 after about a year of so of development.

And even prior to that -- I was on Commissioner Caswell's Steering Committee to develop Scott's position back in 2017 or 18 and here we are.

SCOTT CROWDER ORID: Thank you.

TYLER RAY: You're welcome. And so the industry partners with Granite Outdoor Alliance. It's a trade group, right? But it's reflective of the ecosystem that's in the outdoor industry.



It's companies across that span industries. It's goods and services, manufacturers, retail, arts and entertainment and hospitality, et cetera. It's non-profits, land trust, educators, governments, Associates -- really a nice mix.

Currently, we have 50 members to the organization and that's after essentially starting in earnest in January. So in a short, you know, five-month stint we've captured quite a few. And that's been the real initial focus, to build recruitment and network impact, so people -- we need the buy-in to have that impact.

So now I want to shift into, you know, what the landscape looks like, flip the page, and then we'll get to the meat of the pitch.

So the current workforce landscape -- and we'll say that this is really an outcome of being tourism dependent -- is that we have a highly service-oriented economy with high seasonality, which means high transiency, which means turnover, it means low retention, right? You see how this goes. Which also means low wages.

And so, you know, this is something that we're sort of tackling,



right? And so, like, when you have the visitor economy of tourism creating a demand side economic model, well now we're working on the back, and we want the back filled.

We need to work on the workforce side of things, because that was something that wasn't necessarily contemplated in depth because the outdoors has been the outdoors. It's never been valued in this way. It's always been used, not leveraged, okay? So it's been an untapped resource.

So flipping the page, here's the real meat of our pitch. And we like to look at this in four ways: The first being very pathway-centric focused, and the balance being more related to recruitment and attracting of talented employees.

So going to Number 1, it's the industry workforce skill sets that must be improved through professional career and technical education programs. And that's in collaboration with aligned industries.

Remember I said that the outdoor industry is a collection of other industries. And it's to promote existing job pipelines and currently jobs that aren't existing in New Hampshire, there's a real opportunity.



And I want to bring focus to a couple of examples. I saw two weeks ago in the Concord -- or no, excuse me, the Union Leader, there were 11 new bike shops that have popped up in the city of Concord this spring. Not statewide, but just right here in Concord 11, okay? So, you know, I'm sort of tagging some indicators here of where things are trending and going.

So workforce: Some bike mechanics that can help with that. You can't buy a bike right now until maybe -- maybe if you're lucky November, because things are back-ordered. But at any rate, that's happening here in Concord.

Scott mentioned the Adventure Ready Brands. They have -- this is a multinational corporation that has a slew of open positions up in Littleton, and they don't have a skilled workforce. They don't -- you can't fill these positions. And Littleton - and these kind of -- these examples range up and down in scope here, but I'm just trying to lay out what we need to tackle.

In Littleton, they had a project Project Bike Tech, which was -- it was the beginnings of a TT program at Littleton High School and on a regional basis. And it was training students on bike mechanics. You have Mount Washington Valley, right? So now we're in a different part of the state.



We have -- I was just contacted recently by the Mount Washington Valley Technical Career Center applying for a grant to incorporate outdoor recreation as a CTE pathway program. And that's specific to bike mechanic repair and trail structure.

So these are emerging areas that different areas of the state are focusing on unrelatedly.

So Scott and I have also been working with various educating partners, educational partners including UNH, Granite State, Plymouth State, et cetera. And this is a lot of energy in that space to develop these CTE pathway programs.

And then I would be remiss if I didn't mention the big one -- the one that is statewide. So there's two pieces of legislation: SB 148 has SB 90s that are -- one is focused on outdoor recreation, incorporating outdoor recreation and education, and the other proposing outdoor recreation as an actual CTE Pathway program. So these things are actually happening now.

But they're going at it alone. And, you know, that's something that we don't believe that that isolated action is going to be profitable for the industry. We want to see it come together,



facilitate a larger network.

So that said, the pathway program that we're identifying -- and I'll talk about some applications there in a minute I just want to briefly touch on entrepreneurial talent, entrepreneurial business, especially developing incubators -- you know, things of that nature, and harnessing the energy that's in this space. And it could come from tech, manufacturing, so forth.

I mean, there's a lot of energy. We want to bring that into New Hampshire, creating an online marketplace. It's all about connectivity, right? So we have an outdoor recreation segment that we need to overcome geographical boundaries. So creating -- you know, ways to do that online h, is really important, different than other industries.

And then finally, infrastructure we mentioned earlier -- Scott mentioned earlier that a couple of examples actually. But the biggest one, Utah, all the workers in their workforce assessment studies, 76 percent of the workers were there because of outdoor recreation.

So sure, we have mountains, we have lakes and all that stuff that I referenced. But if you can't access it, we can't get to



it, we can't -- you know, it's -- you know, trails are, you know, littered, and those are problems. Right? So it's cleaning up your back yard and saying -- presenting a vanguard that is built up and ready for the workforce to become attractive.

So flipping, then, to the next page, I just listed out a few of these occupations. What do they look like, right? Let's skip to the context here. So the technical trades are obviously a big one.

And that's really the focus of where we're here today, and that's more the bike and motorized mechanical world, ski technicians, ski lifts as Scott mentioned in New Hampshire.

We met with the snowmobile and ATV groups. You know, the e-snowmobiles, the e-ATVs, that's hard to say -- e-ATVS, you know, that's a big place so you have -- it's all -- it's -- we've had this surge of people coming in and recreating, but we don't have the back door; we don't have the workforce to support that. So it's really important.

And I won't list out the rest, but you can read those. And flipping the page, just lastly, you know, again to reemphasize



the outdoor recreation, it does span industries, including those that are currently supported in the second partnership initiative here. And it adds a whole new dimension of collaboration, productivity and opportunity. It's incredible opportunity.

So [01:08:36 indiscernible proper name], Scott's office and Granite Outdoor are looking to use the best practices that STI has learned and developed, and apply them in the outdoor recreation sector for career pathways and talent acquisition. They will be a time-limited type program, as I mentioned at the outset, say up to three years.

We would be able to develop sustainable industry programs and improvements that will create that robust, outdoor workforce. Thanks. Any questions?

TAMER KOHEIL: So I'm looking at the industries. You had five in here -- four of them, Job Corps provides, you know, students that can absolutely be contributing to the workforce. What I'm really struggling with finding later on transportation for these new graduates to actually get a job.

So if there is nothing related to that, I mean talking about 16-



24, they're ready to absolutely take on any challenge but give them driver's license, but they don't have the money to buy a vehicle or there's no transportation to go from point A to point B.

I think that's also, like, another concern that can assist if we can address that as well.

UNIDENTIFIED SPEAKER SCOTT OR TYLER: That's good to know. I would assume that that's probably being felt across the board in all industries, right? Is the challenge of public transportation or -- I don't know if we would have the solution for that, obviously?

But I think what we see the outdoor as sort of being a -- playing a supportive role to some of the other industries that are already flourishing within the state. I think a lot of what is in front of us is almost storytelling and controlling the narrative.

Utah, for example, is considered Silicon Slopes. It's not Silicon Valley, right? It's like there is a way to attract people with a way of life. And I think a lot of people choose to live here in New Hampshire because of the way of life and the



access to the outdoor amenities.

But I just think we need to tell that story in a more compelling way, but obviously work to play a role with the challenges that we have with certain infrastructure, right? I mean, I think you only look at the north woods in [01:11:04 indiscernible proper name].

And I think a lot of those can be used, and started to flourish in the tech sector area if there were remote work, if they had access obviously, to Silicon Slopes -- you know have that; if they were able to have these businesses move there from there.

But that is a great point, and I don't know if you've heard of transportation issues in your conversation, but --

UNIDENTIFIED SPEAKER: Yeah, no, I echo what you said. There's a lot of challenges in front of us, I'd say. But that's certainly my theorem. Yeah, go ahead.

MAYOR LOVETT: So I have several comments. But I'll piggyback off of his about transportation. I don't know if you're aware of it, but in Claremont we have an Amtrak stop. And they use the Vermonter line as their pilot program for transporting bikes on the train.



So we've had people come from all popular points along the eastern seaboard from here down to D.C. hopping on the train with their bike; they get off on the Claremont stop with their bike, because we've got a lot of biking trails in that area from Concord, New Hampshire and Vermont side. And then they take off.

The point being is if we can establish a transportation system that allows people who are advocates of the outdoors to get from point A to point B easily with their equipment, not so -- to try to make, to remove the barriers and make it simpler.

The rail-trail system is another issue. People would like to ride their bikes. You know, we have wonderful rail trails. However, they're not uniformly maintained.

So you could be riding your bike somewhere along the line and then you get to a segment of the trail system that's very sandy, it's not conducive to certain bikes.

But if you can create opportunities for people to experience the outdoors in a very simple manner, not necessarily get on a plane and then have to rent the equipment, which I know probably is on the downside of the business segment of what you're trying to



accomplish -- that's one comment.

The other comment is you mentioned community colleges and state universities as pathways for creating that workforce. But what about the tech centers at the high school?

UNIDENTIFIED SPEAKER: Yeah, so that's absolutely -- maybe I failed to mention that part, but it's working actively now, and that was part of the legislative piece that I referenced. Oh, yeah, absolutely, there's big opportunity.

UNIDENTIFIED SPEAKER: They're the right age group.

UNIDENTIFIED SPEAKER: What's that?

UNIDENTIFIED SPEAKER: They're the right age group to get in. It's interesting.

UNIDENTIFIED SPEAKER: Yeah, absolutely. And so that's -- the reference to Littleton High School, the bike project combining tech with those couple of years there, but the community member Dave Harkless of Littleton Bike and Fitness led the actual nuts and bolts of training to that program.

The Mount Washington Valley Technical Career Center applied for that grant to fund kind recreation pathway programs there, do



bike repair and trail construction.

So the reason I reference those is because those are partners. And it also demonstrates the interest that's happening around these different regional areas. They're all consistent. And so there is a demand there.

UNIDENTIFIED SPEAKER: I think what we've found too is through some of the conversations is sometimes the career path into outdoor recreation isn't as clear as other industries, right? It's like you have a CP program to be an auto mechanic -- you know, you kind of can understand where your career path is going to flow.

To give you an example sitting here in health care it's like you see your career path sometimes becoming a wreck, it becomes a little blurry. So what we want to be able to do is connect those dots.

There's obviously a need at your up level, but how do we get kids excited about the program? There's a group of stakeholders that have convened to kind of push that piece that we were talking about through, and there's movement kind of with or without the passing at the state level.



But I think one of the things that Commissioner Caswell has hit me over the head with -- to be a strategic convener, because I think a lot of this industry is fragmented. You know, to pull everybody together and connect those dots.

To your point on transportation, the state's previewing the strategic plan for the rail-trail system. So the DOT is heading that up, and I'm sitting on that panel as well. It's -- there's movement.

There's a greenway project, a multifaceted greenway project and this will allow us to kind of connect Hanover to Dartmouth and the whole community up there. There's multiple pieces with different landownerships. But there's movement there.

There is a company that just started in Plymouth that uses technology for people to rent high-quality gear. And it's all turnkey; you show up and you pick it up and you know, they're booming, they're booming. This young kid started it right out of college. Great stuff.

There's a company in Boston that's sole focus is promoting outdoor recreation activities, but then providing carpool and transportation to get to it, and other outings in New Hampshire.



So we don't have all the answers. But I think there's definitely some ways to maybe lead into it.

The big number, I mean, I think its 75 percent of people with outdoor -- that do something outside are doing it within 10 or 20 miles of their house. So it's not necessarily somebody that's needing to travel to do it.

Improving the infrastructure too -- I mean, for somebody to go out and hit a rail trail, or for somebody to go to hit a trail system that a land trust has set up; we want to make sure that the assets are there, so people can take advantage.

COMMISSIONER COPADIS: Okay. Before we move on to other directions, I know you folks are aware of some of the informational items, but is there something else that we can do for them, that we're looking to do for them, or -- Joe, maybe you might want to address that?

JOE DOIRON: Thank you, Mr. Chairman. So we have some additional funds that could be made available for program concept. And from a Staff perspective, we'd like an opportunity to work with Tyler and Scott on some program concepts and bring it back to the Board. If we can get, you know, if that's



agreeable to the Board, or if there would be a motion or a consensus just so as Staff we can dedicate appropriate time to the next steps?

COMMISSIONER COPADIS: Why don't we make a motion?

MIKE SOMERS: Then I'll make a motion.

COMMISSIONER COPADIS: If folks are amenable to that, why don't we make a motion while we still have a court?

COLLECTIVE: [Laughter]

UNIDENTIFIED SPEAKER: So we'll make a motion that the Staff proceed with coming back with a concept if we could look prepare further?

DAVID CIOFFI: Second.

COMMISSIONER COPADIS: Okay. Motion made and seconded.

JOE DOIRON: Do you mind just taking your names?

MIKE SOMERS: Mike Somers, yeah, made the motion.

UNIDENTIFIED SPEAKER: And Dave.

DAVID CIOFFI: Dave Cioffi.

COMMISSIONER COPADIS: Yep. Anything else? Motion made and



seconded. Any discussion? Hearing none, All those in favor?

THE BOARD: Aye.

COMMISSIONER COPADIS: Opposed? Motion sustained. Motion carries unanimously.

UNIDENTIFIED SPEAKER: Thank you.

COMMISSIONER COPADIS: Any other questions?

DAVID CIOFFI: I had a comment. I'm from Hanover. We have the Appalachian trail that goes through. The business that I used to operate and own was the Dartmouth Bookstore. And we used to get hikers in there all the time.

One of the things that's going on now in the areas is that you get a lot more people coming through on the Appalachian Trail.

And folks who have big houses and not a lot of kids around are now saying, "Look, we've got places for these people to stay if they want to spend a couple days in Hanover, find out what it's like and go out and dine and that sort of thing. And that's beginning to mushroom.

The Appalachian Trail goes through the back of my property, and I'm out there quite often working on my sugaring trails or other



things, and I run into these people, and they talk about how much they've enjoyed the downtown. There are plenty of places to eat, and that sort of thing.

And that's building. I think maybe they call them, "Trail Angels" where you know, if you want to spend the night, you don't have to pay for it along with the fraternities, and so on.

The other thing is that in Hanover we have a non-profit organization called, "The Hanover Improvement Society." Are you familiar with that? No.

Basically, it started out as a movie theater in the downtown that was donated to the town. The town didn't want to run it, so the organization was put together, the Hanover Improvement Society. The Nugget Theater was the cash cow, that soon was able to develop Storrs Pond. Storrs Pond is a recreational area for the local people. We have campsites.

And the camping sites just this year almost all taken, all summer long now. It's hard to get a reservation at those campsites; 15 to 20 of them, and we have a disc golf area right around it -- things to do.

The folks who run that in the summer, the key staff, then switch



over to the camping and ice rink, which we have in Hanover -- the Improvement Society run.

And then they fill the voids with the parttime students who are coming home. Like right now, Storrs Pond can't open fully until all the kids come back, because we need them -- lifeguards, run the concession and that sort of thing.

So those things, as you just pointed out, it's not so much people coming in from everywhere, the local people are finding out more about these things. And they're using up the campsites.

UNIDENTIFIED SPEAKER: For sure. I think one of the probably -- call it a silver mining of COVID, I think it put people outside and it was trending in that direction the last summer with the pandemic.

I mean, now the numbers are through the roof, and I think it reintroduced people to activities that they may have done in the past or was an actual just first impression for people.

I think we're going to see more and more of it. So that's why we're -- you know, positioned to hopefully take advantage of this or think about it.



DAVID CIOFFI: Yeah. And there are organizations out there who do fix trails, like the Upper Valley Trail Alliance. If Joe throws some money out, those people can use it to connect trails and make the trails easier to handle.

UNIDENTIFIED SPEAKER: We just need Joe to throw some money out.

UNIDENTIFIED SPEAKER: I know!

DAVID CIOFFI: Well, that's -- you know, that's a possibility.

COMMISSIONER COPADIS: Anybody -- anything else anybody want to bring up?

MAYOR LOVETT: I just don't know --

COMMISSIONER COPADIS: I'm sorry?

MAYOR LOVETT: I do, Commissioner.

COMMISSIONER COPADIS: Yes.

MAYOR LOVETT: But I don't know to whom it would be best directed. But there are so many opportunities within local communities -- Claremont being one, but there's many across the state.

But those communities themselves don't always have the



resources, the finances to place these natural resources in the condition that we would like them to be. And we have -- for instance, we have a boat ramp on the Connecticut River.

We are waiting -- we have been waiting years to get the state Fish and Game to do what it says it wants to do. Everybody wants to do it's, it's just the state doesn't have the resources, the local community doesn't have the resources to dredge out the boat ramp and have it accessible, both to people from out of state as well as in state.

And I just wonder with this concept, how is that part of the equation with the change? You know, the assets that belong to communities, and they don't necessarily have the resources to bring them up to the condition that would be an attraction to people who live would like to participate in whatever those activities are?

DAVID CIOFFI: Yeah, I would say, you know, bandwidth and financing, of course those are I think are building issues that are certainly high on our priority list. You know, part of it is the system that we're in and what we value.

So we could say, you know, we value roads and bridges and we



apply an economic value to those, and there's maintenance and other things that go into it re: improvements.

And so the higher list is, well let's apply that same rationale to the outdoor infrastructure, so that there is a funding source to keep infrastructure at a level that is attractive or -- you know, for lack of a better term, something that -- you know, provides that access, that does what it's supposed to do.

It's -- you know, that's a funding mechanism that is maybe outside the scope of this conversation, but that's definitely something we're dabbling in. You know, a lot of different industries have different ways to finance improvements, and the outdoor industry.

Again, you know, I want to reemphasize that yes, the outdoors have been around a long time, but this has not been viewed from a perspective of an economic strategy prior.

So this is all emerging rationales, and different states have -- you know, different ways they've tackled it to create funding mechanisms to improve infrastructure. It'll come.

UNIDENTIFIED SPEAKER: It's a big conversation across the country now to actually look at outdoor recreation



infrastructure and that can create those strings of funding to do it.

The Great American Outdoor Act, which was passed last year, funded in perpetuity the Land and Water Conservation Fund, and talking with the Department of Agricultural Resources, those funds are going to increase over the next few years because of that act.

One of the things that my office can step in and do because we're hearing that with a lot our community members is how do you navigate these grant processes, and how do you get the money so that we can actually fix something that people want to use?

And I think the issue for the longest time is you make an investment in it, but you don't think of the maintenance side. And all of a sudden, it's 30,40 years later and you have a run-down bathhouse and a boat ramp that's crappy, or whatever it is.

So big piece of it. Obviously, that's the giant claim of outdoor recreation right now is that you're starting to frame out what the industry actually is, and the challenges that the industry faces. And a big part of it is infrastructure.

UNIDENTIFIED SPEAKER: Yeah, and if you think about it just to



add onto how historically things are done. You sort of as a result of funding going to other things, you've created a non-profit volunteer-type system that is easily said to be unsustainable, because it requires -- you know, there's a [01:26:12 indiscernible] rate on people's/individuals' (sic) ability.

We like to say, you know, how many bake sales does it take to build that parking lot or that -- you know, that canoe launch? I mean, that doesn't make any sense. Particularly like a state like New Hampshire that, you know, like 3.2 percent of its GDP is in, you know, the outdoor rec space, which is one of the top ten in the nation.

So there's a way to figure that out. But it's also how -- what we value, you know, as a citizenry. So that's part of our campaign of awareness and, you know, trying to drive that. So it's [01:26:48 a big bite all of this, but I you know, take away] said.

It's an exciting time to discuss it, and we've all spent a little bit more time outdoors recently. We start to see how, you know, economic activity around outdoor pursuits -- how that gets quantified. It's real numbers, so leave it at that.



Thanks, everyone.

COMMISSIONER COPADIS: Okay, next we're going to go to the Subcommittee Report, bylaw Subcommittee Report. Jonathan? A quick report?

JONATHAN MELANSON: Yes. I'll go quick. So May 10, we met to discuss some changes to the bylaws. I think last time we had even looked at the bylaws was 2016. So, time to do some updates over the past years both for course policies within the state.

Federally, they have changed a bit, so we looked at the what those changes were, and working -- I know Joe and his team, they worked with the US Department of Labor to gain some insights on what other states were doing, and worked on implementing some best practices.

We also worked with some of our -- other states with similar organizations. I think Idaho, Colorado and Washington --

UNIDENTIFIED SPEAKER: Yep.

JONATHAN MELANSON: -- were the three I know the vast amount of papers that we all received today. There are copies of what we as a committee came forward with in terms of some updates to the bylaws. These have also been run by DOJ as well, so they've



given kind of their signoff on them.

And I know we -- and in terms of our current bylaws, we can't vote on these new bylaws today. We're just simply presenting them to the rest of the members of Swift (sic) and then I think the plan is, you know, should everyone think that they're good, the plan would be to vote and adopt the new bylaws at our next meeting.

Joe, anything you want to add?

JOE DOIRON: Yep. So this is -- we're following the process very carefully. So we had to first start with the Bylaws Committee. As we talked about the last meeting, we put together a small volunteer group of members. It was Jonathan Melanson, Kelly Clark, and --

COMMISSIONER COPADIS: Julie.

JOE DOIRON: -- and Julie Demers, thank you, sorry. And so we start with that. And we've kind of gone through, double checked, like Jonathan mentioned on the Department of Justice. So in order to be compliant with our current bylaws, we have to present it here today for conversation for review. No vote can take place today.



Certainly, if folks have ideas or whatever, if you want to take a look or however the Board needs to go through it. But we have to present it here today publicly, so everybody has notice.

Again, these are included here, but also to the public and for votes at the October 19 meeting. Those dates were voted upon by the Board in February.

COMMISSIONER COPADIS: Back to the Board, how would you like to proceed? Any questions? Any thoughts after going -- have you had a chance to go through this? Okay.

All right. So why don't we give them the opportunity to go through them and get back to you as far as any costs, suggestions that anybody might have?

UNIDENTIFIED SPEAKER: Okay.

COMMISSIONER COPADIS: Okay. Next, Review Subcommittee Report, David Cioffi.

DAVID CIOFFI: Well, basically, what we have been doing is looking at -- and had finally finished the request for proposals around the state.

And if you went through the minutes, page 37 through 41 will



give you an idea of what our programs are going to be that are financed.

What we basically tried to do was spread the money out a little more geographically, but of course taking a look at the industries in the areas and the unemployment rate, and whether if we put money in the area, do we have enough potential to attract folks to be trained.

And that's basically where we went. And as I said, pages 37 to 41 in the minutes will give you an idea of where we are spending money.

And then on top of that, one of the things that came up recently and we talked about just the other day, we didn't fund a program in Peterborough.

One of the reasons was because there were a lot of technical errors in their proposal. You have to be very specific sometimes -- you know, and cross every t and dot every i.

And so -- and they were even applying in the wrong district. I think they were applying in West Central, when in fact they're in Hillsborough.

But anyway, we're trying to fix that, because that area does



have a financially high unemployment rate; not so much in Peterborough, but in a couple of the towns around, like, Fitzwilliam's and Sharon. And we're hoping we're going to be able to put a program there.

And one of the reasons is because they're -- I think it's My Turn that was interested in running a program there for about 25 youth. And that was where they would start and begin to build up from there.

And what you need in an area like that is a couple of employers who will help out. And in that areas, we've got New Hampshire Ball Bearing, and then there's the Monadnock Community Hospital.

And what that would translate into is to training people in health care, human services, and even some technology, and obviously the trades.

And the Upper Valley Community College also operates in that area. So they would be the helpful. And then of course there's Tamer and his Job Corps, and he's willing to bring people anywhere if you give them a job.

So we thought that would be a good place to perhaps spend some money, and that's being considered. But that gives you an idea



what we are looking for before we approve a program, and spend money. And hopefully, where we have designated the money to go, it will be productive.

COMMISSIONER COPADIS: Thank you. Questions at all for the Board?

UNIDENTIFIED SPEAKER: So is your primary indicator about where the money should go based on unemployment rates?

DAVID CIOFFI: No, not necessarily. It's the other things too. But you definitely need to have the potential to use that money and make it productive. So you look at a lot of things.

UNIDENTIFIED SPEAKER: Okay.

DAVID CIOFFI: That's one of the factors you have to consider. And the unemployment rate around the state --

UNIDENTIFIED SPEAKER: As well.

DAVID CIOFFI: -- as well, as our commissioner can tell us. Amen. There are a lot of jobs out there. I think I read something the other day where there are 9.1 million jobs across the U.S.A.

And there's only 8 million unemployed people -- or no, it goes



the other way around; 8 million jobs, 9.1 million unemployed people. But they don't want to go get those jobs. Are we running into that in New Hampshire?

COMMISSIONER COPADIS: Well, what I wanted to do, and I've got Sarah Morrissey here with me, who's -- I just want to introduce Sarah. She's the new Employment Services Director back there. She took Pam Szacik's place.

I'm sure many of you who have been with the agency's 28, 29 years and Sarah's got a great background. And she's the Office Manager of Portsmouth and the Assistant Director to Pam, and now she is the Director.

So I want to give just a brief report, because I know Taylor was scheduled to be here -- he wasn't able to be here, but I just want to talk first off, you know, what a great partnership we've got with BEA, and we've been doing these virtual job fairs all over the state.

The BEA assisted us tremendously in finding employers to attend the job fairs, and as far as the job seekers, the job seeker numbers have gone up substantially from where we were.

I mean, at one point prior to the work search coming back into



place, and the fact that the federal programs are going to end on June 19, we were averaging somewhere around 40 or 50 people turning out to these virtual job fairs. And somewhere along the lines of 4000 jobs.

So that number has as shot up. I mean, as far as the job seekers go, we get anywhere from 500 to 1000 people showing up to these job fairs now. And we're doing -- we have three scheduled this week. We had one today, and we had 6- 700 people?

SARAH MORRISSEY: Yes, we had around 600 people at our highest moment on the job fair today, which was great. We definitely see the numbers improving.

COMMISSIONER COPADIS: And so the numbers have shot way up. And we've got two others this week. We're doing them on all the regions all over the state. We have the Seacoast, the Lakes region, the Monadnock region, and the capital and southern region as well. And we're doing them all over the state.

The unemployment rate right now is 2.8 percent, which is terrific. The numbers -- the claim volume has dropped substantially from -- you know, back in May of last year, we



were at 117,000 continued clients a week, and right now we're -- in the beginning of May, we were at 44,000. We're at 25,000 now and it's still dropping.

So next week will be -- on Tuesday of next week, the new unemployment rate will come out for the month of May. But everything is moving in the right direction.

Yeah, we've still got a ways to go, but from where we were -- I mean, at 17 percent unemployment, we've -- the states made a tremendous rebound. They've got a tremendous team in place, and everybody basically has worked extremely hard at the agency as well as, you know, BEA and all the state agencies in order to get this done, and get we needed to get done for the citizens of the state.

Just to give you an idea and a sense, we've paid out just under \$1.9 billion dollars throughout this pandemic, which is more than the previous 10 years that we paid out in unemployment combined.

So to keep up at that rate, we've -- like I said, they've done a tremendous job. Normally, we would be meeting in the New Hampshire Works office, you know, at our building, at the Tobey



building.

I asked Joe for a reprieve for this one meeting, and we could go back there in October. But right now, it's sort of still like a battle zone. You know, it was a call center, so you've got wires and everything still all over the place.

We're in the process of cleaning that up, but we've got another contractor in place that is assisting us with the call center, and that's going to continue. They've had over 1 million calls that they've taken at the call center. So the volume has been incredible.

And like I said, initially when this happened, we weren't able to ramp up. So basically everybody in the agency was going overtime, you know? And the overtime was the equivalent to about 95 additional positions.

And then by summertime, last summer, we were able to ramp up and add some positions. But, you know, at the start of this, if you're dealing with recession, that's one thing. Year able to add positions. If you're dealing with a pandemic that you've never had to deal with before, there is no time to ramp up and get new positions in place. So everybody basically stepped up



to the plate.

We were all wanting 7 days a week and just getting the job done for the citizens in the state, so.

And with that, I'll take any questions, if anybody has any questions, or Sarah, you want to add anything?

SARAH WHEELER DOE: No, I just -- it's a pleasure to be here, it's a pleasure to meet everyone. I'm really excited. I know, like as Commissioner COPADIS said, many of you probably worked with Pam Szacik for quite a long time.

So I'm just looking forward to moving forward and building those relationships with you as well. So thank you again.

TIM SINK: Just a comment, Commissioner. I run the Greater Concord Chamber of Commerce, for those of you I have not met.

And, you know, we've spent a lot of time handholding businesses -- hands, working with them and sort of serving as our information source. And we really had great success working with the Department and helping businesses access the funds they needed, so who knows?

COMMISSIONER COPADIS: Good to hear. Thank you so much. Yes,



Mike?

MIKE ALBERTS: Commissioner, with the amount of money that's gone out of the Unemployment fund the last year, based on unemployment, obviously, the state Job Training Fund was financed out of that, which was a million a year, and had been passed on to the Department of Labor?

COMMISSIONER COPADIS: No, that's us.

MIKE (Attendee List shows 2 Mikes, ancillary doc doesn't clarify who starts/stops when: That's you guys, I'm sorry.

COMMISSIONER COPADIS: That's over with us.

MIKE: So will that be impacted, that volume of dollars for the Job Training Fund going down the road, since it was taken out of the Unemployment Fund?

COMMISSIONER COPADIS: No.

MIKE: Usually it's because it's in excess.

COMMISSIONER COPADIS: The same amount of money is still available through --

MIKE: Okay.



COMMISSIONER COPADIS: -- the Training Program.

MIKE: Yeah. Good.

COMMISSIONER COPADIS: The only other thing I would add is that -- and you've probably seen how some states there's -- I mean, everybody got hit with the whole fraud issue. And there was a significant amount of stolen identities, people that had everybody's names -- full soc (sic) addresses and all that. And, you know, you have some states -- California I think had the fraud. I mean, that was somewhere between \$11- and \$28 billion --

MIKE: Jesus.

COMMISSIONER COPADIS: -- fraud that was paid out. New York state was over a billion. Washington state was somewhere around \$600-, 700 million. And we took ours out of the \$1.9, it's probably about 1 percent that was paid out that was fraud. And everything else was caught.

And, you know, there were numerous businesses and people that I knew that called me directly to say, "Hey, I got this claim. I never filed for unemployment."

MIKE: Right.



COMMISSIONER COPADIS: And it was stolen identities. And by the time I called BPC, which is our benefit payment control division, by that time I called them, they had already caught it. And there were certain things, you know, there are certain things obviously on a claim that we're looking at to try to identify whether it's a clean claim or whether it's a fraudulent claim.

And again, the Department did a great job. The staff did a great job catching that stuff. So we didn't get hit like other states did, thank God.

MIKE SOMERS: So that preserved the funds.

COMMISSIONER COPADIS: Pardon me?

UNIDENTIFIED SPEAKER: That preserved the funds for sure.

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: Yeah, good.

COMMISSIONER COPADIS: And most of the funds that were paid out of the \$1.9, the overwhelming majority of those funds were federal funds.

MIKE SOMERS: Yeah, I hear you.



COMMISSIONER COPADIS: You know, especially back during the initial time where we had the \$600 add-on for anybody that was eligible. So if they were eligible up front back then, I mean they were getting their unemployment benefit plus "six"; plus \$600. So.

MIKE SOMERS: So just anecdotally, you know, Unemployment is in a great place. I think the real challenge, especially to the hospitality industry is that we are in a crisis mode for workers.

COMMISSIONER COPADIS: Sure.

MIKE SOMERS: We are at a point where businesses are shorting hours, closing days of the week, and so now it's -- you know, it's kind of a Catch-22 for them. They're coming out of a pandemic which has hammered the industry, and now they're in a position where they can't do the business that's in front of them, because they don't have the workers to do the business.

So we're just in this really tough spot. We're hearing, you know, jobs being posted for kitchen help at \$22 an hour, with a \$1000 signing bonus. So the jobs are there, the jobs are paying.



You know, I'm not totally sure how we get folks into those jobs, but I think what it highlights for me is that we're right back where we were a year and a half ago, when we were screaming and yelling because --

COMMISSIONER COPADIS: Sure.

MIKE SOMERS: -- we didn't have enough jobs, and not just for our industry; this is across the network of the system. So I guess the broader question is how do we as a, you know, Workforce Board, how are we going to start to as a state try to address that problem?

COMMISSIONER COPADIS: Well, I mean, part of what's going to happen here too is because the federal benefits are ending. So that's another 10,000 people that are going to come off Unemployment.

And again, with us -- I mean, what we're trying to do is we're trying to push as much as we can and do the job fairs statewide, do them by regions. And in addition to that, we've got the virtual job portal on our website, as well as the job matches.

MIKE SOMERS: Commissioner --

COMMISSIONER COPADIS: No, I know --



MIKE SOMERS: -- you guys are doing a fantastic job. I'm not saying that.

COMMISSIONER COPADIS: And we want to be able to help you. Obviously, we -- I mean, you know, it's like the --

MIKE SOMERS: But I think --

COMMISSIONER COPADIS: -- discussion we had at the beginning --

MIKE SOMERS: Yeah.

COMMISSIONER COPADIS: -- where I was telling you, I mean, I know restaurant owners that are telling me the same sort of thing.

MIKE SOMERS: Same sort of thing.

COMMISSIONER COPADIS: That, "I could have -- you know, I could have knocked it out of the park Memorial Day weekend --

MIKE SOMERS: That's right.

COMMISSIONER COPADIS: " -- But I had to shut down a portion of the restaurant, because I just didn't have enough help."

MIKE SOMERS: But I think the -- I'm not slighting the job as being dumb, I think it's been an amazing job considering all the



curveballs that have come.

COMMISSIONER COPADIS: No, I know that, I know.

MIKE SOMERS: I think what I'm saying is -- and I think this is an issue we have identified prior to the pandemic is we don't have enough workers.

COMMISSIONER COPADIS: Right.

MIKE SOMERS: Period. So even if we had 100 percent of them back to work, we still wouldn't have enough workers. We'd be tens of thousands of people short in what we need in the system.

And so I don't know what the solution is but I just -- you know, as a Board I don't know if that's sometimes we should be talking about.

COMMISSIONER COPADIS: I don't see why not.

MIKE SOMERS: And George, I'm expecting you had the answer, really.

COMMISSIONER COPADIS: Off the top of my head, I don't have that answer to that.

MIKE SOMERS: Well, I mean generally, I mean, the state of New Hampshire has to attract more people into our state, of course.



I mean, it's --

COMMISSIONER COPADIS: Yeah.

UNIDENTIFIED SPEAKER: -- it's almost as simple as that. I mean, outdoor recreation will help that, but there's going to be a boost to move people to come into the state and beyond.

COMMISSIONER COPADIS: And I think BEA has done a great job with the advertising that they've done --

UNIDENTIFIED SPEAKER: Right.

COMMISSIONER COPADIS: -- you know, trying to attract people from other states to New Hampshire.

UNIDENTIFIED SPEAKER: Right.

COMMISSIONER COPADIS: And the reason you want to come here, you know?

UNIDENTIFIED SPEAKER: Right.

COMMISSIONER COPADIS: I mean, you know, you think of the amount of time you save staying there, coming to New Hampshire, staying here and not having to drive down to Boston or whatever, and the amount of time you lose driving to Boston, driving back, applying and paying the Mass --



UNIDENTIFIED SPEAKER: The tax issues today --

COMMISSIONER COPADIS: Yeah. For everything.

UNIDENTIFIED SPEAKER: Are there parts of the country where there is higher unemployment than if we were advertising for help that we might relocate? Like, are we targeting specific -- and I can't think of a part of the country that isn't thriving, so that would be --

UNIDENTIFIED SPEAKER: I think the biggest problem is --

UNIDENTIFIED SPEAKER: -- probably South Dakota or someplace there.

MIKE SOMERS: We don't have any housing stock. There's nowhere for them to live. That's the problem, I think.

COMMISSIONER COPADIS: Yeah, but it's a multiple problem. I mean, the housing stock -- the rental housing is what?

UNIDENTIFIED SPEAKER: 1 percent.

COMMISSIONER COPADIS: One percent? About that, so.

MAYOR LOVETT: But Mike, are you seeing people not -- who have been in New Hampshire in the restaurant industry and after this pandemic saying, "I don't want to do this anymore?"



MIKE: Yes.

MAYOR LOVETT: Because it was categorized as a -- you know, nonessential and -- or at least the workers themselves in the industry felt like they were nonessential? These are --

MIKE: Well, we were --

MAYOR LOVETT: -- things I'm hearing.

MIKE: -- listed as essential. That's why we didn't really actually close. Again, business models shifted dramatically. But that aside, yes, we're seeing people shift out of our industry for a variety of reasons. One was that -- you know --

MAYOR LOVETT: Security.

MIKE: -- we can't have massive layoffs, right? Which is a little unnerving for family units, I get that. But we've also had -- because of those shifts, we've seen people in transition away from traditional employment.

So we've seen a lot of people go into the gig economy, because they figured out that they could make as much money driving for Uber Eats as they could working a regular job. So I think -- and I think that's compounding the issue.



I also think with the \$300 federal benefits, I don't think that really affects full-time employment, but I think it affects part-timers.

And I think that's where it gets really interesting. Because if you just do the math in your head, if you were a parent in a family where you worked a couple of nights a week to kind of make ends meet or whatever, and you were working -- call it eight, call it 10 hours a week at twenty bucks an hour, it's \$160. You were getting paid \$300 to not work that job.

And again, I don't think that's going to be the panacea we all hope it will be. Yes, I --

COMMISSIONER COPADIS: \$300 plus whatever their unemployment was.

MIKE SOMERS: That's right. So I don't -- but I don't -- even when the \$300 ends, I don't think it's going to be a groundswell of all of a sudden, all of our problems are solved. I think we're just going to be back where we were prior to the pandemic, which was --

COMMISSIONER COPADIS: Right.

MIKE SOMERS: -- a really tough position to begin with. But I



do think that's what's happened is we're going to see that workforce has shifted. So we're going to see a lot of people are now in those entrepreneurial gig economy type things.

People have decided, "You know what? I'm tired of rolling out on other people, I'm going to do my own thing." So we've seen a lot more online, IT type stuff. So I think there's just going to be a dramatic shift in how workforce, or how a lot of young workers view work, right?

And so because of that, how do the more traditional styles of businesses -- manufacturing, you know, hospitality; some of those you have to kind of be there to participate.

How are we going to -- you know, find our workforce? And I don't know that we have an answer to that right now.

COMMISSIONER COPADIS: I think that's topic one for our COVID-19 meeting, right? I mean, you know, I mean, you've got to start somewhere so --

MIKE: For sure.

COMMISSIONER COPADIS: You know, that would be -- it wasn't started. And the other thing is we could get Brian Gottlob, who's the economist with us in our Economic Labor Market



Division put together some information before us for that meeting, which would indicate how you can put something together for industries -- how much they lost, how much they've come back since the pandemic.

But I think that's an area to begin to address, anyway.

MIKE SOMERS: Right. And now we're sitting here talking about outdoor economies, so we're going to be needing workers for the outdoor economy.

COMMISSIONER COPADIS: Sure.

MIKE SOMERS: We've got folks talking about offshore wind. There's going to have to be a whole economy -- workforce developed around that. So we're tens of thousands of dollars -- people short now. How on earth are we going to grow into these with respect to bodies? So --

DAVID CIOFFI: Commissioner, do your jobs available numbers sort out seasonal jobs, versus all-year jobs?

COMMISSIONER COPADIS: He can do that. He can sort out seasonally, yeah.

DAVID CIOFFI: That would be interesting, yeah.



UNIDENTIFIED SPEAKER: Is the --

COMMISSIONER COPADIS: Right now as far as job postings, which we get that data from [01:49:38 indiscernible Earning Class, we've got a contract with it's called, "Earning Class" and] gets that information.

It's somewhere around \$23- to 24000 jobs that are posted that aren't filled, the majority of which, of the 23- to 24,000 are in the health care industry.

Yes?

JIM PROULX: Because I don't understand the status of foreign workers and what percentage of that do we rely on that in your industry, and with -- I know with the pandemic obviously that's basically come to a halt, but what percentage is that, and is that a resource for you?

MIKE SOMERS: It is a resource for our industry, and we've historically used it a lot. That's the J1 and H-2B visa workers. The real challenge this year was H2Bs frankly have been limited, the visa caps.

We have -- I personally have been advocating with our congressional delegation to bring back the Returning Worker



Exemption, which used to be employees prior to 2016.

Again, that's a policy of the White House that hasn't been adopted yet. But I know there's a lot of discussions and letters flying around D.C. right now.

You know, at one point I think the H-2B program in the United States was north of 180,000 visa folks came in every season. And now I think we're capped at -- somebody correct me, 60- 70- 80,000 -- something like that. So it's about half what it was at one point.

J-1 visas are another avenue. The real problem with J-1s this year is a lot of the countries where we would normally source J-1s from have travel restrictions, so that people can't get out of the country and come here.

And on top of that, a lot of our consulates were closed, so they couldn't interview anybody to approve them to travel here anyway.

I actually, surprisingly, ran into a member of ours up in Lincoln, who told me that he actually got all of their J-1 visas, and they were as surprised as I was.

So yes, it is certainly helpful. But as a percentage of the



workforce, you know, a good year we're like 70,000 people or so, it's a relatively small percentage. And it's very seasonal -- specifically, mostly from summer. So.

But it's an important piece.

MARC BEAUDOIN: I apologize. I have to run out to pick up my son --

COMMISSIONER COPADIS: Sure.

MIKE: -- so --

COMMISSIONER COPADIS: Thanks, Mike. Thank you for coming.

MIKE: -- I don't know if you need a vote?

COMMISSIONER COPADIS: I knew you were leaving at 3:00. Take care of that writing.

COLLECTIVE: [Laughter]

MIKE: Thank you, everyone.

COMMISSIONER COPADIS: Thank you.

JONATHAN MELANSON: Mike, to play off of what you said, and I don't know if you guys are hearing it yet, but from at least because parks we rely on, so J-1s to staff up our summer



facilities, we're being told right now the wait time for an appointment within the Social Security Administration to get your Social Security Number, that's at like a month right now.

MIKE: Doesn't surprise me. But if you remember the White House and DOL released another 22000 H-2B visas. Those were gone before they issued this in the notes.

JONATHAN MELANSON: Sure, sure.

MIKE: Because the way that system works is a raffle system, right? So you basically apply, and you get four chips. You get one in round A, one in round C, one in round B. Well, all the As were gone immediately; that was January 1.

And when they issued the other 22,000, I don't even know they got through B. So if you had a C and D, which there was a lot of folks in New Hampshire they really didn't even have it, so.

JONATHAN MELANSON: I think we're going to have -- I think, at least I know parks we have J-1 visas here right now.

MIKE: Yes, but not all that you asked for, right?

JONATHAN MELANSON: Not all, but some of them are here, but we can't have them work here.



MIKE: Oh, wow.

JONATHAN MELANSON: They're waiting for their appointment.

MIKE: Yeah. And I think even with what they should be maybe coming on top of and additional J-1s, they are starting to matriculate through the system. We're not going to get them -- most of them by July. By then, it's almost too late.

JONATHAN MELANSON: Right, right.

MIKE: So.

COMMISSIONER COPADIS: Okay. I mean, anything -- as far as topics, I mean this obviously should be topic number 1. I think that it concerns every employer in the state, and -- you know, I think that that's --

JONATHAN MELANSON: It's not just seasonal employment either, right? I mean, we have full-time, year-round employment opportunities. Because -- and if that's a resource for that, I've never tried, I don't know anything about how difficult is it to find someone through that program and bring him into your company?

As a small business owner, how difficult is it?



MIKE: Well it's not necessarily difficult, but it's time-consuming and it's expensive. Because you essentially have to find a third party.

Essentially, it's an attorney's shop more often than not, and they have contacts, and they will connect you with Homeland Security, and they're the ones that help you find candidates in the other country, and it was a whole process.

And then you as the business owner get to either -- you know, zoom in or whatever it might be, and then yes, I'll take one, two, three, four.

But then there's a whole process. And that process takes three, four months. Most people who are getting people now applied in November or December --

COMMISSIONER COPADIS: Of last year.

MIKE: Of last year, that's right. So they're about to start the process for next year.

TAMER KOHEIL: I think it will be a little cheaper if we can get some carpooling for some of those applicants that want to work, but they don't have transportation. You know, again, like, "I want to go back to Jump or any other -- JAG or My Turn" or



whatever, and there's a lot of youth between 18 and 24 that will take an entry-level job.

Because right now I think, like, some people left entry-level job, when they're going to come back, they will pick because there's so many open positions that they pay them \$20, \$25 an hour versus \$14, \$15 an hour.

MIKE: I find it hard to believe that where they live, they can't find a job within walking distance. Because every business I talk to -- doesn't matter the industry -- has job openings right now.

JONATHAN MELANSON: We're doing it where I live.

MIKE: I mean, there's a sign on every door. The state has so many openings right now, it's kind of unnerving, so.

MAYOR LOVETT: Are there other topics, Commissioner?

COMMISSIONER COPADIS: Sure.

MAYOR LOVETT: We didn't in our motion have a suspense date for the concept that they were going to bring forward? Is that anticipated to come before us in October, or later on?

JOE DOIRON: So we have a review Committee of the SWIB, so first



go to them prior to the October meeting brought before the entire SWIB for the October meeting. That's the plan.

MAYOR LOVETT: So that will be on the agenda?

JOE DOIRON: Yep.

MAYOR LOVETT: Okay.

COMMISSIONER COPADIS: As far as the other thing, I mean, if you have other topics you want to bring up for the October meeting, I think -- you know, I mean talking with everybody here, I think that's priority one we spoke about.

But if there's other topics that you'd like to bring forth, either give them to Joe, call Joe, e-mail Joe or whatever, and get those topics to Joe so he can put it on the agenda for October.

Okay? Okay, anything else anybody want to bring up? Yes.

MAYOR LOVETT: I just have a question with the job fairs. Is there a schedule on the website?

COMMISSIONER COPADIS: Yes.

MAYOR LOVETT: It is. On which website?



COMMISSIONER COPADIS: On our website.

MAYOR LOVETT: Okay. And are those job fairs in relationship at all to the other job fairs like community colleagues put on, or are they all separate? Because I was wondering how can you combine efforts? Because a lot of times you have individual organizations trying to do the same thing.

UNIDENTIFIED SPEAKER: Right, right.

MAYOR LOVETT: And you're not maximizing your time.

COMMISSIONER COPADIS: We, you know, we used to -- I mean, are they -- they -- the community college is probably a resource, I'm assuming in some of these job fairs.

But I mean, we haven't -- we're not in a position yet where we've gone out to actually do an in-person job fair, like we were doing in the past.

MIKE: And for example --

COMMISSIONER COPADIS: You know, with the in-person job fairs, we've done that. We used to do some -- we have done several at the community college of Nashua, Manchester -- you know, where else did we -- yeah, I think we did one in -- yeah, we did one



in Claremont.

MIKE SOMERS: And I'll tell you, in their defense, they reach out to us regularly, every single time that there's a job fair, we have for years. And we post those, and we help, you know, connect folks et cetera. And I know that they reach out to a broad network of folks to participate.

UNIDENTIFIED SPEAKER: I think last Friday was a success. So about 600 people. You know, it was like --

UNIDENTIFIED SPEAKER: Yes. So that would be great.

COMMISSIONER COPADIS: I mean, we had -- we, actually the platform went down, because we had so -- you know, they needed to do some work on the platform, because we got a couple there that we got issues with, and now we're back up and running.

But they had the two separate buildings, and we had -- but it's running well there. I mean, I -- you know, I like the in-person job fairs too, when we're able to get back to those. We've had some -- we've had tremendous success with those as well, when we've had them.

But that's -- but the community college I believe they are -- they partake in the virtual job fairs as well. But when we've



had them, we've had the job fairs at different locations.

We had one at St. George Cathedral in Manchester, plus the community, plus the community colleagues have always been there.

COMMISSIONER COPADIS: Anything else anybody want to bring up?

If not, I'll entertain a motion to adjourn.

COLLECTIVE: So moved, motion to adjourn.

UNIDENTIFIED SPEAKER: Second.

COMMISSIONER COPADIS: All those in favor

COLLECTIVE: Aye.

COMMISSIONER COPADIS: Opposed? Motion carries. Thanks, everybody.

COLLECTIVE: Thank you.

[End of Proceedings]



SWIB MEETING DATE: 10/19/2021

AGENDA ITEM: 2a, Presentation from NH DHHS NHES Deputy Commissioner Richard Lavers & Associate Commissioner Christine Santaniello



Richard Lavers

Rich is currently the deputy commissioner of the New Hampshire Department of Employment Security, a position he has held since being appointed in 2013. Prior to this role, Rich was an attorney in the department’s legal section. The department oversees the state’s unemployment program as well as several reemployment programs designed to assist job seekers connect with hiring employers. Rich lives in Hopkinton with his wife and children.

Christine Santaniello

Christine is currently an Associate Commissioner at NH Department of Health and Human Services (DHHS). At DHHS, Christine is focused on the provision of whole family and whole person supports and bringing people and communities together to create stronger systems for those served.

Christine joined DHHS in 2016, first leading the Bureau of Developmental Services, creating the Division of Long Term Supports and Services, and in 2019 transitioned to lead the Division of Economic and Housing Stability (DEHS).



Prior to starting with the NH DHHS, Christine spent more than 25 years working providing community-based, family strengthening and support services.

Christine received her Bachelors of Arts in Social Work at the University of New Hampshire and a Master of Science in Social Work from Kent School of Social Work, University of Louisville.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2b, Financial Update

Background:

WIOA Title I grants are awarded for one program year and allow for carryforward of two additional years. At the end of the three years, all funds must be expended or otherwise returned to US Department of Labor, Employment and Training Administration.

At the end of the first program year of an award, at least 80% of funds in each category (Adult, Youth, and Dislocated Worker) must be obligated.

PY20Q4 WIOA Title I Financial Update:

PY18 WIOA Title I:

The PY18 grant ran from 7/1/2018 through 6/30/2021. At the end of the 4th quarter, the grant was fully expended with \$0 remaining.

PY19 WIOA Title I:

The PY19 grant runs from 7/1/2019 through 6/30/2022. At the end of the 4th quarter, the grant had \$5,426,656.91 (89%) expended with a remaining balance of \$682,611.09 and an obligation rate of 93% in the aggregate.

PY20 WIOA Title I:

The PY20 grant runs from 7/1/2020 through 6/30/2023. At the end of the 4th quarter, the grant had \$1,344,261.26 (22%) expended with a remaining balance of \$4,815,302.74 and an obligation rate of 89% in the aggregate.

PY18 WIOA SUMMARY -- as of June 30, 2021

Program Year 2018 --- 7/1/2018 -6/30/2019 FUNDS EXPIRE 6/30/2021

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,883,963.00	\$ 1,883,963.00	\$ -	100%	\$ 1,883,963.00	\$ -	\$ -	100%	100%
Local Program	\$ 1,469,546.00	\$ 1,469,546.00	\$ -	100%	\$ 1,469,546.00	\$ -	\$ -	100%	100%
Local Admin	\$ 146,380.00	\$ 146,380.00	\$ -	100%	\$ 146,380.00	\$ -	\$ -	100%	100%
System Costs	\$ 268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,499,824.00	\$ 1,499,824.00	\$ -	100%	\$ 1,499,824.00	\$ -	\$ -	100%	100%
Rapid Response	123,312.69	\$ 123,312.69	\$ -	100%	\$ 123,312.69	\$ -	\$ -	100%	100%
Local Program	1,007,704.31	\$ 1,007,704.31	\$ -	100%	\$ 1,007,704.31	\$ -	\$ -	100%	100%
Local Admin	100,770.00	\$ 100,770.00	\$ -	100%	\$ 100,770.00	\$ -	\$ -	100%	100%
System Costs	268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
Transfer from Adult						-			
ADULT	\$ 1,792,318.00	\$ 1,792,318.00	\$ -	100%	\$ 1,792,318.00	\$ -	\$ -	100%	100%
Local Program	1,412,010.38	\$ 1,412,010.38	\$ -	100%	\$ 1,412,010.38	\$ -	\$ -	100%	100%
Local Admin	112,270.62	\$ 112,270.62	\$ -	100%	\$ 112,270.62	\$ -	\$ -	100%	100%
System Costs	268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	0%	100%
Transfer to Dislocated Worker					\$ -	-			
STATE 15%	\$ 913,427.00	\$ 913,427.00	\$ (0.00)	100%	\$ 913,427.00	\$ -	\$ -	100%	100%
OWO 5%	304,473.00	\$ 304,473.00	\$ -	100%	\$ 304,473.00	\$ -	\$ -	100%	100%
Discretionary 10%	608,954.00	\$ 608,954.00	\$ -	100%	\$ 608,954.00	\$ -	\$ -	100%	100%
TOTALS	\$ 6,089,532.00	\$ 6,089,532.00	\$0.00	100%	\$ 6,089,532.00	\$ -	\$ -	100%	100%

PY19 WIOA SUMMARY -- as of June 30, 2021

Program Year 2019 --- 7/1/2019 -6/30/2020 FUNDS EXPIRE 6/30/2022

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,886,319.00	\$ 1,886,319.00	\$ -	100%	\$ 1,886,319.00	\$ 0.00	\$ -	100%	100%
Local Program	\$ 1,471,165.00	\$ 1,487,336.89	\$ (16,171.89)	101%	\$ 1,487,336.89	\$ (16,171.89)	\$ -	100%	101%
Local Admin	\$ 147,117.00	\$ 130,945.11	\$ 16,171.89	89%	\$ 130,945.11	\$ 16,171.89	\$ -	100%	89%
System Costs	\$ 268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,514,245.25	\$ 1,514,245.25	\$ -	100%	\$ 1,323,079.28	\$ 191,165.97	\$ 191,165.97	87%	87%
Rapid Response	94,180.75	\$ 94,180.75	\$ -	100%	\$ 94,180.75	\$ -	\$ -	100%	100%
Local Program	1,018,240.50	\$ 1,018,240.50	\$ -	100%	\$ 873,709.94	\$ 144,530.56	144,530.56	86%	86%
Local Admin	101,824.00	\$ 101,824.00	\$ -	100%	\$ 55,188.59	\$ 46,635.41	46,635.41	54%	54%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 300,000.00	\$ -	\$ -	100%	100%
Transfer from Adult									
ADULT	\$ 1,792,314.00	\$ 1,792,314.00	\$ -	100%	\$ 1,707,665.18	\$ 84,648.82	\$ 84,648.82	95%	95%
Local Program	1,356,649.00	\$ 1,356,649.00	\$ -	100%	\$ 1,356,649.00	\$ -	\$ -	100%	100%
Local Admin	135,665.00	\$ 135,665.00	\$ -	100%	\$ 51,016.18	\$ 84,648.82	84,648.82	38%	38%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 300,000.00	\$ -	\$ -	0%	100%
Transfer to Dislocated Worker									
STATE 15%	\$ 916,389.75	\$ 512,529.03	\$ 403,860.72	56%	\$ 509,593.45	\$ 406,796.30	\$ 2,935.58	99%	56%
OWO 5%	305,462.25	\$ 305,462.25	\$ -	100%	\$ 302,526.67	\$ 2,935.58	\$ 2,935.58	99%	99%
Discretionary 10%	610,927.50	\$ 207,066.78	\$ 403,860.72	34%	\$ 207,066.78	\$ 403,860.72	\$ -	100%	34%
TOTALS	\$ 6,109,268.00	\$ 5,705,407.28	\$403,860.72	93%	\$ 5,426,656.91	\$ 682,611.09	\$ 278,750.37	95%	89%

PY20 WIOA SUMMARY -- as of June 30, 2021

Program Year 2020 --- 7/1/2020 -6/30/2020 FUNDS EXPIRE 6/30/2023

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,906,050.00	\$ 1,876,050.00	\$ 30,000.00	98%	\$ 1,092,768.66	\$ 813,281.34	\$ 783,281.34	58%	57%
Local Program	\$ 1,546,663.00	\$ 1,546,663.00	\$ -	100%	\$ 1,013,095.53	\$ 533,567.47	\$ 533,567.47	66%	66%
Local Admin	\$ 154,666.00	\$ 124,666.00	\$ 30,000.00	81%	\$ 6,526.71	\$ 148,139.29	\$ 118,139.29	5%	4%
System Costs	\$ 204,721.00	\$ 204,721.00	\$ -	100%	\$ 73,146.42	\$ 131,574.58	\$ 131,574.58	36%	36%
DISLOCATED WRKR	\$ 1,518,364.00	\$ 1,518,364.00	\$ -	100%	\$ 94,343.18	\$ 1,424,020.82	\$ 1,424,020.82	6%	6%
Rapid Response	178,631.00	\$ 178,631.00	\$ -	100%	\$ 65,928.33	\$ 112,702.67	112,702.67	37%	37%
Local Program	1,078,357.00	\$ 1,078,357.00	\$ -	100%	\$ -	\$ 1,078,357.00	1,078,357.00	0%	0%
Local Admin	107,835.00	\$ 107,835.00	\$ -	100%	\$ -	\$ 107,835.00	107,835.00	0%	0%
System Costs	153,541.00	\$ 153,541.00	\$ -	100%	\$ 28,414.85	\$ 125,126.15	125,126.15	19%	19%
Transfer from Adult						-			
ADULT	\$ 1,811,220.00	\$ 1,811,220.00	\$ -	100%	\$ 125,625.24	\$ 1,685,594.76	\$ 1,685,594.76	7%	7%
Local Program	1,460,454.00	\$ 1,460,454.00	\$ -	100%	\$ 111,670.13	\$ 1,348,783.87	1,348,783.87	8%	8%
Local Admin	146,045.00	\$ 146,045.00	\$ -	100%	\$ -	\$ 146,045.00	146,045.00	0%	0%
System Costs	204,721.00	\$ 204,721.00	\$ -	100%	\$ 13,955.11	\$ 190,765.89	190,765.89	0%	7%
Transfer to Dislocated Worker						-			
STATE 15%	\$ 923,930.00	\$ 274,105.19	\$ 649,824.81	30%	\$ 31,524.18	\$ 892,405.82	\$ 242,581.01	12%	3%
OWO 5%	\$ 307,975.00	\$ 274,105.19	\$ 33,869.81	89%	\$ 31,524.18	\$ 276,450.82	\$ 242,581.01	12%	10%
Discretionary 10%	615,955.00	\$ -	\$ 615,955.00	0%	\$ -	\$ 615,955.00	\$ -	#DIV/0!	0%
TOTALS	\$ 6,159,564.00	\$ 5,479,739.19	\$ 679,824.81	89%	\$ 1,344,261.26	\$ 4,815,302.74	\$ 4,135,477.93	25%	22%



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2c, Rapid Response Update

Transitioning into the new reporting year, (July 1, 2021 to June 30, 2022) we are continuing to see fewer Rapid Response request than from the previous year. From June 1, 2021 to present, we have documented four (4) Rapid Response Activities across New Hampshire, which is five (5) fewer than this time last year. These four (4) Rapid Response events affected 218 workers and impacted health care, manufacturing and education lending.

Moving forward, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will continue to use Zoom video conferencing and our [NH Rapid Response webpage](#) as resources. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will continue to provide follow-up and best practices training to Rapid Response Facilitators as needed. In addition, over the next two months, we are asking our facilitators to schedule a few “practice” Rapid Response Sessions with each of our NH Works locations, via Zoom Video Conferencing. Each of our NH Work’s locations have new field staff and OWO wants to ensure each presenter is comfortable with the presentation materials.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2c, Rapid Response End of the Year Update

The Office of Workforce Opportunity (OWO) ended the July 1, 2020 – June 30, 2021 reporting year, documenting 25 Rapid Response Activities that affected 1,168 workers. Due to Covid-19 restrictions, we used Zoom video conferencing for most of our 2020/2021 Rapid Response Sessions. On June 1, 2021, OWO was able to start offering “in person” Rapid Response Sessions again to all businesses announcing closures and/or substantial layoffs (25+ RR). Since then, OWO provided “in person” Rapid Response sessions to 150 workers.

As we transition into the new 2021/2022 reporting year, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will continue to use Zoom video conferencing and our [NH Rapid Response webpage](#) as a resources. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO provided Rapid Response Training to NH Business and Economic Affairs – Division of Economic Development’s Rapid Response Team facilitators. The training covered the Rapid Response Standard Operating Procedure (SOP), best practices, funding, documentation and reporting. Follow-up training will be provided as needed.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2d, Program Performance Update

Background:

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Attached are the Title I, III, and IV performance outcomes for PY20Q4. (Adult Education reporting is not in a computerized system and staff are working to get their performance data for sharing at a future point.)

PY20Q4 WIOA Title I Program Performance Updates:

Adult:

In PY20Q4, the WIOA Adult program met or exceeded median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit. However, it failed to meet the measurable skills gain with 47.6%. The program missed meeting 80% of the goal by only 4.4%.

Dislocated Worker:

In PY20Q4, the WIOA Dislocated Worker program met or exceeded median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit. However, it failed to meet the measurable skills gain with 36.4%. The program missed meeting 80% of the goal by 23.6%.

Youth:

In PY20Q4, the WIOA Youth program met or exceeded all performance measures: Measurable skills gains, median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit.

National Dislocated Worker Grants:

In PY20Q4, the WIOA National Dislocated Worker Grants met or exceeded measurable Skills gains, median earnings, credential rate, and employment rate 4th quarter after exit. However, it failed to meet the employment rate 2nd quarter after exit with 59.4%. The program missed meeting 80% of the goal by only 10.0%.

Combined WIOA PY 2020 Q4 Four Quarter Rolling Quarterly Report (July 1, 2020 to June 30, 2021)
Preliminary Performance Summary

Cumulative Time Period	Performance Item	Title 1						Title III		Title IV
		Adults		Dislocated Workers		Youth		Wagner-Peyser		Vocational Rehabilitation
		Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	
July 1, 2019 - June 30, 2020	Employment Rate Second Quarter After Exit	77.4%	79.0%	81.3%	86.7%	78.6%	67.0%	61.7%	66.0%	47.7%
July 1, 2019 - June 30, 2020	Median Earnings	\$7,020	\$6,000	\$10,764	\$7,850	\$5,262	\$4,000	\$8,046	\$6,700	\$3,717
Jan 1, 2019 - Dec 31, 2019	Employment Rate Fourth Quarter After Exit	70.1%	73.5%	79.3%	82.0%	75.9%	61.0%	60.7%	65.0%	55.9%
Jan 1, 2019 - Dec 31, 2019	Credential Rate	83.3%	60.0%	84.2%	67.5%	71.5%	61.5%			37.5%

Sources:

Title 1: NHES PACIA Title 1 ETA-9173 PY 2020 Q4 Rolling Four Quarters Report.

Title III: NHES Employer Services Wagner-Peyser ETA-9173 PY 2020 Q4 Rolling Four Quarters Report.

Legend
Exceeds 100% of Goal
Meets 80% of Goal



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2d (1), Year-end WIOA Title I Program Performance Update

Background:

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peysler), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Attached are the Title I performance outcomes for PY20.

PY20 WIOA Title I Program Performance Updates:

Adult:

For PY20, the WIOA Adult program served 256 participants with 168 participants receiving training services. The program met or exceeded all performance measures: Measurable skills gains, median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit.

Dislocated Worker:

For PY20, the WIOA Dislocated Worker program served 108 participants with 78 participants receiving training services. The program met or exceeded all performance measures: Measurable skills gains, median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit.

Youth:

For PY20, the WIOA Youth program served 271 participants with 104 participants receiving training services. The program met or exceeded all performance measures: Measurable skills gains, median earnings, credential rate, and employment rate in both the 2nd quarter and 4th quarter after exit.

PROGRAM WIOA Adult		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	256	105	\$820,100	\$3,204
Training Services	169	73	\$315,610	\$1,879
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
53.3%		27.3%		41.8%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) ² Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) ² Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020		Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
Total Statewide		256	105	Negotiated Targets		79.0%		73.5%	\$6,000		60.0%		0.7%	
				Actual	89	77.4%	96	70.1%	\$7,020	65	83.3%	96	69.1%	
Sex	Female	181	74		64	77.1%	67	69.1%	\$6,579	48	84.2%	70	73.7%	
	Male	75	31		25	78.1%	29	72.5%	\$8,822	17	81.0%	26	59.1%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	0	0		1	100.0%	3	75.0%	\$8,078	3	100.0%	0		
	19 - 24	33	17		17	89.5%	23	85.2%	\$5,720	21	91.3%	13	52.0%	
	25 - 44	152	67		53	73.6%	52	68.4%	\$7,020	30	76.9%	57	70.4%	
	45 - 54	39	15		15	93.8%	14	73.7%	\$8,026	8	80.0%	15	88.2%	
	55 - 59	12	2		1	25.0%	1	25.0%	\$2,335	1	100.0%	4	66.7%	
	60+	20	4		2	66.7%	3	42.9%	\$6,097	2	100.0%	7	70.0%	
Ethnicity/Race	American Indian / Alaska Native	0	0		0		3	75.0%		1	50.0%	0		
	Asian	10	1		4	100.0%	4	66.7%	\$4,872	4	80.0%	4	66.7%	
	Black / African American	19	10		7	100.0%	10	83.3%	\$4,635	3	75.0%	7	70.0%	
	Hispanic / Latino	16	5		4	100.0%	4	50.0%	\$4,963	4	80.0%	9	81.8%	
	Native Hawaiian / Pacific Islander	2	2		1	100.0%	1	100.0%	\$6,879	1	100.0%	2	100.0%	
	White	212	82		70	76.1%	76	67.9%	\$7,008	56	83.6%	75	66.4%	
	More Than One Race	5	2		3	100.0%	4	66.7%	\$4,023	2	66.7%	1	50.0%	

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	256	105	Negotiated Targets		79.0%		73.5%	\$6,000		60.0%		0.7%
			Actual	89	77.4%	96	70.1%	\$7,020	65	83.3%	96	69.1%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	69	15		18	69.2%	21	77.8%	\$6,586	13	86.7%	25	59.5%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	9	2		3	50.0%	3	50.0%	\$6,956	3	75.0%	6	75.0%
Ex-offenders	27	11		8	80.0%	7	53.8%	\$7,567	4	80.0%	8	61.5%
Homeless Individuals / runaway youth	18	8		4	80.0%	3	33.3%	\$7,035	1	33.3%	8	80.0%
Long-term Unemployed (27 or more consecutive weeks)	111	39		25	73.5%	31	75.6%	\$8,026	21	95.5%	35	68.6%
Low-Income Individuals	217	97		84	79.2%	89	69.0%	\$7,092	60	83.3%	79	70.5%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	41	22		14	100.0%	9	75.0%	\$8,406	5	71.4%	10	58.8%
Single Parents (Incl. single pregnant women)	111	58		49	81.7%	52	73.2%	\$7,020	40	88.9%	43	84.3%
Youth in foster care or aged out of system	0	0		0		0			0		0	

ADDITIONAL COMMENTS:

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

PROGRAM WIOA Dislocated Worker		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	108	86	\$234,431	\$2,170
Training Services	78	64	\$107,861	\$1,383
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
61.2%		63.9%		26.8%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Employment Rate (Q2) ² Cohort Period: 7/1/2019-6/30/2020		Employment Rate (Q4) ² Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Total Statewide		108	86	Negotiated Targets		87.0%		82.0%
				Actual	109	81.3%	130	79.3%	\$10,764	80	84.2%	35	79.5%
Sex	Female	57	43		53	76.8%	68	80.0%	\$9,570	45	84.9%	19	73.1%
	Male	51	43		56	86.2%	62	78.5%	\$12,577	35	83.3%	16	88.9%
Age	< 16	0	0		0		0			0		0	
	16 - 18	0	0		0		0			0		0	
	19 - 24	0	2		4	100.0%	2	100.0%	\$9,453	0		0	
	25 - 44	22	14		26	83.9%	31	86.1%	\$10,658	13	72.2%	11	91.7%
	45 - 54	34	33		39	79.6%	47	82.5%	\$11,442	34	89.5%	14	77.8%
	55 - 59	23	21		21	80.8%	32	84.2%	\$13,412	18	85.7%	6	66.7%
	60+	29	16		19	79.2%	18	58.1%	\$7,660	15	83.3%	4	80.0%
Ethnicity/Race	American Indian / Alaska Native	0	0		0		0			0		0	
	Asian	3	3		5	71.4%	6	85.7%	\$17,500	4	100.0%	2	100.0%
	Black / African American	4	2		6	100.0%	5	71.4%	\$9,416	3	75.0%	2	100.0%
	Hispanic / Latino	4	5		3	100.0%	1	50.0%	\$9,324	0		2	66.7%
	Native Hawaiian / Pacific Islander	0	0		0		0			0		0	
	White	93	72		90	81.8%	116	80.0%	\$10,424	71	84.5%	30	78.9%
	More Than One Race	1	1		0		2	100.0%		1	100.0%	1	100.0%

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	108	86	Negotiated Targets		87.0%		82.0%	\$8,900		67.5%		0.8%
			Actual	109	81.3%	130	79.3%	\$10,764	80	84.2%	35	79.5%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	4	2		3	60.0%	3	50.0%	\$7,606	3	100.0%	3	100.0%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	6	2		0		1	100.0%		1	100.0%	1	50.0%
Homeless Individuals / runaway youth	0	0		0		0			0		0	
Long-term Unemployed (27 or more consecutive weeks)	20	5		9	75.0%	18	78.3%	\$17,500	10	90.9%	4	66.7%
Low-Income Individuals	25	9		7	77.8%	5	83.3%	\$11,375	3	100.0%	5	71.4%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	5	3		4	80.0%	6	75.0%	\$4,710	5	100.0%	1	100.0%
Single Parents (Incl. single pregnant women)	8	7		11	91.7%	14	93.3%	\$9,197	9	81.8%	2	100.0%
Youth in foster care or aged out of system	0	0		0		0			0		0	

ADDITIONAL COMMENTS:

¹Applies to Title I only.

²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

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Public Burden Statement (1205-ONEW)

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Statewide Performance Report Certified in WIPS: 9/30/2021 2:10 PM EDT

PROGRAM WIOA Youth		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education	<input type="checkbox"/>	
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser	<input type="checkbox"/>	
From (mm/dd/yyyy) : 7/1/2020 To (mm/dd/yyyy) : 6/30/2021		<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/>	
		<input type="checkbox"/> Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2020-3/31/2021	Funds Expended Cohort Period: 7/1/2020-6/30/2021	Cost Per Participant Served Cohort Period: 7/1/2020-6/30/2021
Career Services	271	130	\$1,066,076	\$3,934
Training Services	104	58	\$145,099	\$1,395
Percent training-related employment¹:		Percent enrolled in more than one core program:		Percent Admin Expended:
64.2%		4.4%		39.2%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2020-6/30/2021	Total Participants Exited Cohort Period: 4/1/2020-3/31/2021		Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2019-6/30/2020		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2019-12/31/2019		Median Earnings Cohort Period: 7/1/2019-6/30/2020	Credential Rate ³ (Cohort Period: 1/1/2019-12/31/2019)		Measurable Skill Gains ³ Cohort Period: 7/1/2020-6/30/2021	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		271	130			67.0%		61.0%	\$4,000		61.5%		0.6%
					99	78.6%	151	75.9%	\$5,262	103	71.5%	116	73.0%
Sex	Female	156	76		64	81.0%	103	83.7%	\$5,702	72	77.4%	65	73.0%
	Male	114	54		35	74.5%	48	63.2%	\$4,145	31	60.8%	51	72.9%
Age	< 16	5	7		5	62.5%	8	57.1%	\$4,216	9	64.3%	5	100.0%
	16 - 18	92	49		45	83.3%	44	66.7%	\$4,662	30	60.0%	61	83.6%
	19 - 24	174	74		49	76.6%	99	83.2%	\$5,817	64	80.0%	50	61.7%
	25 - 44	0	0		0		0			0		0	
	45 - 54	0	0		0		0			0		0	
	55 - 59	0	0		0		0			0		0	
	60+	0	0		0		0			0		0	
Ethnicity/Race	American Indian / Alaska Native	3	0		0		2	100.0%		2	100.0%	0	0.0%
	Asian	5	1		4	100.0%	5	83.3%	\$4,267	4	80.0%	1	50.0%
	Black / African American	35	22		16	76.2%	21	87.5%	\$2,813	12	70.6%	17	77.3%
	Hispanic / Latino	66	19		9	100.0%	10	83.3%	\$5,071	6	75.0%	27	64.3%
	Native Hawaiian / Pacific Islander	2	2		1	50.0%	3	100.0%	\$5,610	2	66.7%	2	100.0%
	White	209	91		69	77.5%	117	73.1%	\$5,323	80	70.2%	90	73.2%
	More Than One Race	10	5		4	80.0%	8	80.0%	\$2,423	6	75.0%	4	66.7%

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	271	130	Negotiated Targets		67.0%		61.0%	\$4,000		61.5%		0.6%
			Actual	99	78.6%	151	75.9%	\$5,262	103	71.5%	116	73.0%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	153	55		42	80.8%	41	60.3%	\$4,662	36	61.0%	83	79.0%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	25	10		7	77.8%	10	83.3%	\$2,032	4	66.7%	6	75.0%
Homeless Individuals / runaway youth	36	13		6	85.7%	17	85.0%	\$1,745	9	81.8%	8	57.1%
Long-term Unemployed (27 or more consecutive weeks)	26	1		0	0.0%	1	100.0%		1	100.0%	9	69.2%
Low-Income Individuals	223	106		82	77.4%	123	72.4%	\$5,115	88	69.3%	100	75.2%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	96	55		39	72.2%	55	70.5%	\$4,666	38	61.3%	59	86.8%
Single Parents (Incl. single pregnant women)	44	22		18	69.2%	33	80.5%	\$5,817	28	84.8%	17	58.6%
Youth in foster care or aged out of system	2	0		0		0			0		1	100.0%

ADDITIONAL COMMENTS:

¹Applies to Title I only.

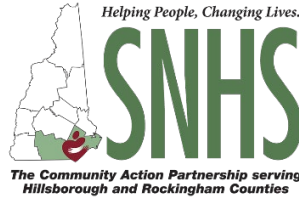
²This indicator also includes those who entered into a training or education program for the Youth program.

³Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

⁴Barriers to Employment are determined at the point of entry into the program.

Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.



Program Year 2020 Statewide WIOA Adult Year-End Report

Overview:

Program Year 2020 involved a number of major changes to the existing workforce system in New Hampshire. During this year of transition, the Southern New Hampshire Services team demonstrated great resiliency, adaptability, and maintained a collaborative spirit.



This was a year when the SNHS staff truly put the ACTION into Community Action. As an essential group of dedicated staff, the WIOA team remained committed to serving those who need us most. We maintained regular communication with all active cases, regardless of their comfort level with returning to the workforce or interest in pursuing an occupational skills training program. This regular contact allowed our team to continuously assess our participant’s individual needs and ensure they were connected with all appropriate resources in a timely manner.

Program Enrollments:

As vaccines became more widely available during the winter and spring of 2021, the WIOA Adult program began seeing some semblance of normalcy as it relates to program interest and enrollments. During the 4th Quarter of PY2020 there were a total of 69 program enrollments, more than doubling the total enrollment that was achieved during the 3rd Quarter of PY2020. The Program Year closed with a total of 100 program enrollments, representing 80% of our target goal of 125.

Program: WIOA Adult

Month	Jan	Feb	Mar	Apr	May	June	YTD Totals	PY20 Goals	% of Goal
SECTION A									
Actual Enrollments	8	11	12	17	24	28	100	125	80%

Outreach efforts continued to focus on the programs identified target populations. With a high degree of collaboration and coordination with multiple partner programs and organizations, we



were able to meet and/or exceed the goals that were established for 6 of the 7 target groups, as seen in the table below.

Target Populations									
TANF	3	0	3	3	4	6	19	22	86%
Food Stamps	5	7	4	7	13	5	41	50	82%
Disabled	0	1	2	1	4	5	13	14	93%
Basic Skills Deficient	2	1	6	6	6	16	37	30	123%
Homeless	1	0	2	3	0	1	7	6	117%
Ex-offender	1	0	2	1	1	4	9	6	150%
Veterans	1	0	1	0	0	0	2	7	29%

During the 1st and 2nd Quarters of PY2020 Eligible Training Providers slowly began offering more and more training options, utilizing both in-person and virtual formats. In the 3rd and 4th Quarters the WIOA Adult program was able to help a total of 77 participants access occupational skills training that would prepare them to re-enter the workforce and help alleviate some NH businesses critical staffing needs. 69 of these trainings were classroom based ITA's which lead to industry recognized credentials, and 8 came in the form of On-the-Job Training (OJT) contracts with multiple NH based employers.

SECTION B									
Total Training Enrollments	17	4	17	7	19	13	77	100	77%
1. ITA	16	4	12	6	18	13	69	75	92%
2. OJT	1	0	5	1	1		8	25	32%

The majority of the PY2020 training enrollments prepared participants for careers in the Healthcare, Transportation, Manufacturing, Technology, and Construction. The overwhelming majority of these trainings focused on the healthcare industry. Roughly 50% of these enrollments went on to fill critical positions within the healthcare industry.

Continuous Improvement:

With strong commitment to the program's mission and participants, the entire SNHS staff aimed to meet the shifting priorities and program initiatives as they arose. An awareness of our need for continuous improvement and ongoing learning, training, and reinforcement guides Southern NH Services efforts to asses and address areas which will improve our system while remaining focused on our mission.



During PY2020 we were introduced to a new case management system, which bolsters a tremendous amount of new features for all users; including electronic case records, expanded reporting capabilities, electronic signatures, an online application, etc. While this new system offers expanded functionality, there was also a steep learning curve for all users. The SNHS team immediately created multiple work groups to advance our understanding of the system and help training front line staff in real time. Weekly meetings were conducted with the entire SNHS team to review all aspects of the systems and develop the staff’s comfort level and understanding on how the new system operates.

Members of the management team and Career Navigators also participated in a number of other professional development training opportunities, on topic such as:

- *Credential Attainment Decision Tree;*
- *Validating Required Performance Data Submitted by DOL Grantees*
- *NH Refresher WIOA Training*
- *Implementing Priority of Service Provision for the Most In-Need Individuals in the WIOA Adult Program.*
- *Service Delivery to Job Seekers in a Virtual Environment*
- *Providing Virtual Services to Develop New Skills and Knowledge*
- *Providing Virtual Services to Change Occupations*
- *Data Validation of Required Performance Data for WIOA Title I*
- *Providing a Successful Re-Entry Transition inside & Outside of Corrections*
- *Monitoring Training for State Workforce Agencies – The Importance of Collaboration and Communication*
- *Effective & Efficient Monitoring Practices*

WIOA Adult Performance Goals Summary:

Despite the turbulent economic times experienced during PY2020, the WIOA Adult program was able to meet all of the federal performance measures and exceed the measures for three of the five categories.

Performance Measures	PY2020 Outcome	PY 2020 Goals	
		100% of Goal	80% of Goal
Employment 2nd Quarter After Exit	77.1%	79%	63.2%
Employment 4th Quarter After Exit	70.1%	73.5%	58.8%
Median Earnings	\$7,141	\$6,000	\$4,800
Credential Attainment Rate	83.3%	60%	48%
Measurable Skill Gains	84.2%	65%	52%



The WIOA Team and Southern New Hampshire Services as a whole are committed to continuous improvement and meeting the numerous challenges we will face moving forward with enthusiasm, flexibility, and commitment.

As always, we appreciate the State's ongoing support and feedback. Please do not hesitate to contact me should you have any questions regarding this report.



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER



Program Year 2020 Statewide WIOA Dislocated Worker Year-End Report

Overview:

Program Year 2020 for the Dislocated Worker Program has presented challenges, new knowledge opportunities, and added skill sets for the New Hampshire Employment Security WIOA team. New Hampshire Employment Security assumed responsibility for the Dislocated Worker Program as of January 1, 2021, half way through PY20. With the Dislocated Worker Program came new staff and management, along with an adaptation of the procedures to the NHES environment. Continued training and a team mentality has allowed the current staff to keep the Dislocated Worker program running seamlessly during the transfer.

Program Enrollments:

Prior to the transfer of the Dislocated Worker Program on 1/1/2021, the training and hiring of Employment Counselor Specialist had been completed. During the 3rd quarter of PY20, the focus was to integrate active and exited Dislocated Worker cases transferred from Southern New Hampshire Services and to provide a seamless transition for participants. This, combined with a staff that was almost completely new to the process, provided a slow start to enrollment for the second half of the program year.

An outreach plan has been developed to increase enrollment for the upcoming program year. Currently, the NH Works offices are open to the public on a reduced schedule of four hours per day with all meetings held virtually. As the NH Works locations open to the public full time and in-person mandatory unemployment compensation meetings resume, the opportunity to reach more potential participants will increase. A presence at all NHES Job Fairs to provide information and contacts for the Dislocated Worker program with follow up by the local offices to all interested parties. A plan for outreach working with NH Works Partners, NH employers, Eligible Training Providers, and job seekers, to increase co-enrollments is in the development stage.

MONTH	JAN	FEB	MAR	APR	MAY	JUN	YTD Totals	PY20 Goals	%of Goals
Actual Enrollment	0	6	3	3	4	8	24		



Continuous Improvements:

With an inexperienced staff, there has been continuous training on process, policy, program updates, and platform changes. QA and file reviews have contributed to identifying staff who require additional training, as well as processes and forms that require updates or modifications. Virtual meetings are held monthly with staff specifically for the Dislocated Program to discuss updates, review results, changes, and any issues that arise.

WIOA Dislocated Worker Performance Goals Summary:

In light of the administration and staffing changes during PY 20, three of the five goals have been exceeded, with two being within striking distance of being met. As the Dislocated Worker team becomes more seasoned success in meeting all goals is attainable.

PERFORMANCE MEASURES	PY 2020 Outcome	PY 2020 Goals 100% of Goal	PY 2020 Goals 80% of Goal
Employment 2 nd Quarter After Exit	83.6%	86.7%	69.4%
Employment 4 th Quarter After Exit	79.3%	82.0%	65.6%
Median Earnings	\$9,911.00	\$7,850.00	\$6,280.00
Credential Attainment Rate	88.9%	67.5%	54.0%
Measurable Skill Gains	97.7%	75.0%	60.0%

Conclusion

With the multitude of economic and labor market changes during the program year, New Hampshire Employment Security and the WIOA Dislocated Team are committed in providing guidance, assistance, and leadership in making the Dislocated Worker Program a success.



for Opportunity and Success

MY TURN PY20 Year End Report

Number of Students Served-

The MY TURN Programs served 209 youth this year. 36 students were served through our In School Youth Program at Nashua North & South High Schools, and 173 participants were served through our Out of School Youth Programs in Franklin, Rochester, Manchester, and Nashua. ISY students were primarily recruited from 11th and 12th grades. A handful of students outside of those target grades were referred specifically by school principals, guidance counselors, and other agencies serving the high-risk youth populations in Nashua. Efforts are made each year to serve the students at highest risk of failing to make a successful post-secondary transition such as: immigrant and refugee youth, youth in- or aging out of- foster-care, pregnant and parenting youth, youth with disabilities, court involved youth, youth from households who receive state assistance, and other youth who have been identified by partnering agencies as in need of additional assistance.

OSY participants were recruited from across Greater Manchester, Southern NH, the Lakes Region, and Seacoast areas. Long standing partnerships with the Adult Learning Centers, area high schools, and local community colleges were extremely helpful in generating referrals. MY TURN staff regularly canvas low-income neighborhoods as part of their recruitment strategies. The OSY Career Specialist, with the help of other available MY TURN staff, walk the streets speaking to youth, business owners, parents and others while hanging informational flyers. The majority of our new participants are referred by a friend or relative who has successfully completed our training program. Lastly, our affiliations with other service agencies in the area and involvement in other committees, like the NH Works Partner groups, and coalitions have proved helpful in reaching disconnected youth across NH.

Services Provided-

MY TURN staff provide academic instruction, career exploration, work-readiness training, post-secondary planning and preparation, and supportive services to the young people in our programs. Our ever-expanding partnerships with area employers have resulted in life changing work-based learning opportunities for our participants including job shadows, industry tours, explorative field trips, internships, paid and un paid work experience, and mentorships. MY TURN staff use multi-modal teaching methods that engage a variety of different learning styles including project-based learning, field trips and industry tours, guest speakers from various industries, community service, and service-learning projects. We seek to provide our participants with inspiration and social support and to create an environment in which they can become agents of their own employability.

Achievements-

In PY20 we continued to expand our Manufacturing training programming within, and outside of, Nashua, NH. In PY20 we developed a successful partnership with Great Bay Manufacturing



who hosted an intern and then hired her upon completion of her WBL. Her manager had this to say:

I just want to let you know that Haley is doing a great job here and I feel lucky to have her working with us. She has done a lot of jobs here and never lets me down. I hope she will be here for the long run she will have lots of opportunities to grow here. With that I want to say thank you to you and everyone at the MY TURN program.

Our Nashua In-School Youth Program graduated all 15 enrolled seniors in PY20 for a 100% credential attainment rate. Further, 100% of ISY students obtained at least one Measurable Skills Gain with many students obtaining more than one.

Our Out-of-School Youth Programs have continued to focus training efforts in healthcare and manufacturing with 11 participants earning credentials in microelectronics, Lean white belt, and microscope.

Changes in Staff-

Since the initial COVID shutdown, MY TURN has experienced 60% turnover as an agency. We have struggled to find and retain staff with both the empathy and technical skills needed to be successful in these roles. We will continue to work to cultivate a highly skilled, well trained staff.

Outcomes Achieved-

Our PY20 agency performance was strong at 82.8% Q2 Placement, 82.3% Q4 Placement, \$4,646 Median Quarterly Wage, 72.5% Credential Attainment.

Weaknesses of Services-

The delivery of Entrepreneurship training under WIOA has been a weakness of our OSY Programs. It does not integrate easily into the services most of our participants require to achieve their short- and long-term goals, and ultimately, self-sufficiency. Participants who have a career goal in business or other related field, often see the relevance and take advantage of opportunities to develop entrepreneurial skills, but many others choose not to. We have continued to struggle in effectively tracking and reporting Measurable Skills Gains, in part because of high rates of Q4 enrollments.

Strengths of Services-

The strength of our programs lies in our incredible staff who set high expectations for our participants and provide all of the support that they need to rise to meet and exceed them. Our staffing structure – Career Specialists, Job Developers, Data Specialists, and Directors – allows for our staff to be supported in the same way our participants are. Finally, our partnerships with employers, training providers, high schools, CCSNH, adult ed programs, NHWorks partners, and community-based organizations have created incredible opportunities for the young people we serve.

Respectfully Submitted,
Allison Joseph
Executive Director



WIOA Youth PY20 Report

Enrollment goals: 55 participants

- 30 ISY
- 25 OSY

Actual number of participants served: 60 active participants

- 29 ISY participants were served during the PY20 contract year
- 31 OSY participants were served during the PY20 contract year
- 57 participants were provided follow-up services during PY20

Services Provided:

During the PY20 contract year, all service elements described in the grant were offered to NH-JAG participants.

NH-JAG students received academic tutoring and study skills training, employment skills training, work-based learning experiences including summer employment opportunities, guidance and counseling, adult mentoring, leadership development, financial literacy, transition to post-secondary, labor market info, entrepreneurship, occupational skills training (OSY), alternative school services or dropout recovery services, supportive services and follow up.

- Tutoring and study skills training: NH-JAG provides reading and math remediation through CASAS instruction in addition to providing help with other coursework and homework as needed. NH-JAG is transitioning from CASAS instruction to TABE instruction.
- Alternative Secondary School Services: The out of school youth program offers Alternative Secondary School services with a strong focus on HiSET preparation. During PY20 there were 8 out-of-school youth enrolled in a NH-JAG program who were pursuing high school completion or equivalent. As of June 30, 2021, one has achieved a HiSET and 7 students will continue working toward completion in the next program year.
- Employment training: Much of the instruction in both the out of school program and in-school programs covered topics related to work readiness skills and workplace competencies. In addition to the competency-based JAG curriculum students also worked toward completing portfolios and were offered opportunities to explore and become familiar with career pathways with the assistance of the Manchester Area HR Association and their Workforce Readiness Presentation
 - During PY20, 5 NH-JAG in-school youth participated in WIOA Youth subsidized employment through Work Experiences and Job Shadows during the academic year. Not only does it provide the

student with an employment history and possible references, but it also provides a foundation for workplace knowledge for the future.

- Occupational skills training: During PY20 a total of 19 occupational skills credentials were obtained by NH-JAG WIOA Youth participants.

- Leadership development:

Leadership development is a focus for all NH-JAG programs. Students have the opportunity to take on a leadership role through participation in the JAG Career Association. Teambuilding activities which are an integral part of NH-JAG programs teach team leadership and membership skills that are valued by employers.

Community Service Projects that NH-JAG students implement are also building skills while making an impact in NH communities. The focus is on “Service Learning” with a project-based approach to teach skills that are in demand in today’s workplace and valued by employers. During PY20 the Manchester Memorial JAG students re-organized and implemented a clothing drive for OutFitters and Families in Transition.

During PY20, Concord OSY NH-JAG participants employed at many partnering agencies have had the opportunity to train new incoming JAG participants in their role as new LNA’s. At Havenwood Heritage Heights, for example, they are paired up during their orientation period for several weeks before new employees are assigned to residents of their own. Several Concord OSY participants have also attended virtual meetings to discuss NH-JAG, services they received and their time spent in the program.

- Supportive service vouchers were completed on an as needed basis.
- Guidance and Counseling: G&C has always been an important aspect of the NH-JAG program. Students benefit greatly from having someone that they trust and can talk to. Guidance and counseling typically occurs on a regular basis and covers topics from careers to personal problems. In addition, the JAG organization incorporates “Trauma Informed Care” training into the national model. This training helps a Specialist to guide a student toward resiliency, so they can gain the skills needed in adulthood and the world of work.
- Mentoring: While it is evident that NH-JAG Specialists become a significant mentor to each student who enrolls in a WIOA Youth program, there is also value in connecting youth with other adults in the community or the school. The majority of our ISY mentoring partnerships are school or employment based providing opportunities for other trusted adults in the building to mentor youth.
- Follow up services were provided to 57 students in PY20. Services included support and guidance in the areas of financial literacy, labor market, post-secondary services, adult mentoring and supportive services.

Successes:

NH-JAG continues to partner with LNA Health Careers and Havenwood nursing home in Concord to provide eligible participants with Licensed Nursing Assistant

training and work-based learning. **NH-JAG's Concord OSY** program is exceeding all expectations. Over the last several years the sector-based program has gained a reputation for providing quality WIOA Youth services assisting participants in achieving their goals to enter the healthcare field. This career pathway focused program has provided the services needed to start a career in healthcare. Despite the Covid-19 pandemic, the Concord LNA program has continued to meet and exceed all program goals. Enrollment goals were met, occupational training provided, and students are completing the program and becoming employed. During the Covid-19 crisis, the Concord LNA program participants consistently have remained employed in the healthcare industry as essential workers with populations most vulnerable to the disease.

PY20 results:

- 19 participants completed LNA training and were licensed by the NH Board of Nursing
- Completers that are working as LNA's are employed at various NH facilities including:
 - Havenwood Heritage Heights
 - Merrimack County Nursing Home
 - Pleasant View, Granite Ledges, and other Genesis Healthcare facilities
 - Maxim Healthcare
 - Heaven Sent Homecare
- Students who completed the Concord LNA program during PY20 have gone on for further education in the medical field at the following locations:
 - NHTI
 - Manchester Community College
 - Lakes Region Community College

NH-JAG continued with one **ISY** site during PY 20 at **Manchester Memorial HS**. The ISY program was stabilized with a new Youth Specialist, who was highly engaged with the students and the school. This increased visibility of the NH-JAG Manchester Memorial ISY program at the school and within the community. Despite many students at the school and NH-JAG participants opting to do remote-only learning for the 2020-2021 school year, the NH-JAG Youth Specialist at Memorial worked with every NH-JAG participant to create in person opportunities to connect. Significant improvements were made to the program's employer engagement efforts building lasting partnerships with employers such as Longchamps Electric, Make a Wish Foundation, and St Joseph's Community Service (dba Meals on Wheels of Hillsborough County). The engagement of both participants and employers will have lasting effects past this program year.

Areas in Need of Improvement:

NH-JAG struggled with recruitment at both programs due to the Covid-19 pandemic.

OSY

NH-JAG experienced some challenges during PY20 with the Concord OSY program due to the Covid 19 Pandemic. Access to the NH-JAG office at Havenwood nursing home was limited to the NH-JAG Youth Specialist and participants that were already Havenwood employees due to the risk of exposure to residents. At the beginning of the second quarter of PY20, NH-JAG was able to secure an additional office space in Concord for the Concord OSY Specialist to utilize to meet with clients.

The pandemic had additional impacts on recruitment for the Concord OSY program. Additional Covid hazard pay was being paid by many long-term care facilities to their staff, increasing applicants' income above the low-income threshold, and entry level staff that would have been eligible without the additional wages were unable to enroll with the program. Potential applicants that were receiving unemployment benefits were also receiving unemployment benefits supplements that disqualified them from eligibility to the program as well.

ISY

The Manchester Memorial High School ISY program also experienced difficulties with enrollment in PY20. The Manchester School District began the 2020-2021 school year with 100% remote learning, with a large percentage of school personnel, including teachers, guidance, and administrators, working remotely. Despite the school offering hybrid, and eventually fully in person instruction for the second half of the school year, many students and their parents/guardians decided to continue with remote learning, limiting the in-person interactions the Manchester Memorial Specialist was able to have with participants, and making recruitment of new applicants more difficult. Despite these challenges, the Manchester Memorial ISY Specialist kept students engaged throughout the difficult year.

Respectfully Submitted,

Janet M. Arnett
Executive Director



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2e, WIOA Annual Monitoring Summary Report

Background:

Background: Ensuring comprehensive and timely monitoring is an oversight function of the State Workforce Innovation Board (SWIB). Board member Kelly Clark is the SWIB member designated to approve the OWO State Monitoring schedule each year. Ms. Clark conducts a final review of monitoring reports completed by OWO and/or other partner agencies as appropriate. Copies of reports are on file at OWO and available upon request.

No vote is required on this item.

OWO Staff Recommendation:

For members of the Board to review the WIOA Annual Monitoring Summary Report.

Requested Action:

For members of the Board to review the WIOA Annual Monitoring Summary Report.



WIOA Annual Monitoring Summary Report to the State Board Program Year 2020 (July 1, 2020 - June 30, 2021)

Background: Ensuring comprehensive and timely monitoring is an oversight function of the State Workforce Innovation Board (SWIB). Board member Kelly Clark is the SWIB member designated to approve the OWO State Monitoring schedule each year. Ms. Clark conducts a final review of monitoring reports completed by OWO and/or other partner agencies as appropriate. Copies of reports are on file at OWO and available upon request.

Program monitoring is required under the Workforce Innovation and Opportunity Act (WIOA). At the State level monitoring occurs on four levels -

- **Federal Audits:** The federal government (Region 1- Boston, US Department of labor) conducts a formal monitoring of the state grant recipient (Dept. of Business and Economic Affairs, Office of Workforce Opportunity), which is both a program and fiscal review. Typically, these reviews are once every three years.
- **State Audits:** The State of New Hampshire is required to conduct a formal financial audit of the state agency serving as the grant recipient of WIOA State Formula Funds (i.e. Dept. of Business and Economic Affairs, Office of Workforce Opportunity) to ensure federal funds are expended in accordance with WIOA and the Office of Budget Management (OMB) requirements. The determination for whether an audit will occur is annual and based on annual expenditure thresholds and state priorities.
- **Grant Recipient Monitoring:** The Office of Workforce Opportunity, as the grant recipient for WIOA funds, is required to monitor programs for compliance with contract terms and conditions, WIOA policy and procedures, WIOA regulations, and any other applicable state and/or federal laws. Financial and program monitoring activities are required. At a minimum, an annual on-site review is required and quarterly desk reviews are completed where appropriate.
- **Sub-recipient Monitoring:** All entities under contract with OWO for the delivery of services are required to conduct internal program and fiscal monitoring activities to ensure that the processes and procedures they have in place are in compliance with terms and conditions of contracts and are consistent with WIOA regulations. Non-profit sub-recipients are required to have an A-133 single audit annually and submit the final report to OWO.

In general, compliance reviews (e.g., listed above) focus on the following risk areas:

- Compliance with WIOA federal regulations, state policies and procedures. This includes appropriate reviews of procurement, performance, and resolution of audit findings.
- Review of expenditures including on-site reviews of financial records and source documents, e.g. invoices, receipts, vouchers, cancelled checks, time sheets, etc.
- Review of eligibility determinations, including on-site reviews of programmatic records, i.e. participant case management files, eligibility, and support service documentation.
- Review of program service compliance with WIOA allowable activities, support payments, and verification of attendance and satisfactory progress for participants enrolled in training.

In addition, USDOL requires that core partners for the NH Works one-stop system must have a shared procedure for conducting annual data validation. Data validation requires a comprehensive review of key

data elements contained in participant files compared to the information entered into each partners electronic data collection system.

OWO staff conduct an annual Equal Opportunity (EO) review to ensure compliance with equal opportunity provisions of WIOA, which includes the following activities:

- Assessment of accessibility of services offered through the NH Works offices (completed virtually due to the pandemic), and
- Discovery related to the appropriate postings of current EO is the law posters, as required by law (done virtually due to the pandemic).


OWO Program Year 2020 WIOA Monitoring Activities

- The COVID 19 pandemic caused all Annual on-site reviews to be completed virtually.
- Three programs (Adult, DW and Mature Worker Grant) changed sub recipients, which caused some delay in the monitoring of them.
- The WIOA Youth programs were transferred from the New Hampshire Department of Education to OWO, which resulted in more monitoring activities.
- OWO staff completed 51 individual program and fiscal desk reviews.
- OWO staff completed 21 program and fiscal annual on-site virtual reviews. There were no major corrective action items and no disallowed costs resulting from these monitoring activities.
- On-site virtual reviews with service providers included Equal Opportunity monitoring. In addition, OWO staff conducted the annual EO analysis of participant data to assess for potential discrimination.
- Desk reviews and on-site reports document the ongoing concern regarding the under-enrollment and under-expenditure of funds for the WIOA Mature Worker Demo Project, the WIOA Dislocated Worker program, and the National Emergency Health Grant (Opioid Grant).

Monitoring reports are on file at OWO and available upon request. Corrective action items identified through the monitoring process have been fully resolved. Monitoring activities did not result in a significant corrective action or disallowed costs.

Board member Kelly Clark reviewed a sample of monitoring reports for compliance. Ms. Clark also approved the OWO Monitoring Schedule for program year 2021 (July 1, 2021 - June 30, 2022), attached to this report.

Review by:

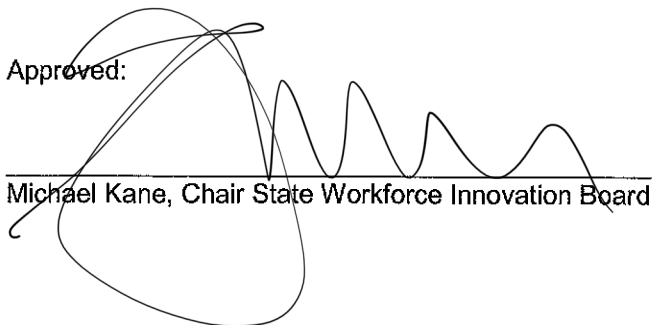


Kelly Clark, State Workforce Innovation Board

9/29/2021

Date

Approved:



Michael Kane, Chair State Workforce Innovation Board

10/7/21

Date

	A	B	C	D	E	F	G	H	I	J	K	L
1	Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2021 - June 30, 2022											
2												
3	Contract Monitoring Activities											
4		Reviewer	NSCNNE		NHES		NH JAG		MY TURN		SCSEP-BMCAP	
5	Qtr 1 (July 1, 2021 - September 30,2021)		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
6	No Desk Reviews Scheduled											
7												
8	Qtr 2 (October 1, 2021 - December 31,2021)		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
9	Program: Adult	L. Gerrard			3/1/2022							
10	Program: Dislocated Worker	L. Gerrard			3/1/2022							
11	Program: SCSEP	L. Gerrard									3/1/2022	
12	Program: Youth	B. Shea					Annual in Quarter		Annual in Quarter			
13	Fiscal: Adult	L. LeCain			2/15/2022							
14	Fiscal: Dislocated Worker	L. LeCain			2/15/2022							
15	Fiscal: SCSEP	L. LeCain									2/15/2022	
16	Fiscal: Youth	L.LeCain					2/15/2022		2/15/2022			
17	Qtr 3 (January 1, 2022 - March 31,2022)		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
18	Program: Adult	L. Gerrard			Annual in Quarter							
19	Program: Dislocated Worker	L. Gerrard			Annual in Quarter							
20	Program: SCSEP	L. Gerrard									Annual in Quarter	
21	Program: Youth	B. Shea					Annual in Quarter		Annual in Quarter			
22	Fiscal: Adult	L. LeCain			Annual in Quarter							
23	Fiscal: Dislocated Worker	L. LeCain			Annual in Quarter							
24	Fiscal: SCSEP	L. LeCain									5/15/2022	
25	Fiscal: Youth	L.LeCain					Annual in Quarter		Annual in Quarter			
26	Qtr 4 (April 1, 2022 - June 30, 2022)		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
27	Program: Adult	L. Gerrard			9/1/2022							
28	Program: Dislocated Worker	L. Gerrard			9/1/2022							
29	Program: SCSEP	L. Gerrard									9/1/2022	
30	Program: Youth	B. Shea					9/1/2022		9/1/2022			
31	Fiscal: Adult	L. LeCain			8/15/2022							
32	Fiscal: Dislocated Worker	L. LeCain			8/15/2022							
33	Fiscal: SCSEP	L. LeCain									8/15/2022	
34	Fiscal: Youth	L.LeCain					8/15/2022		8/15/2022			

	A	B	C	D	E	F	G	H	I	J	K	L
35	Data Validation Review		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
36	Adult/DW	L. Gerrard			11/1/2021							
37	Youth	B. Shea					11/1/2021		11/21/2021			
38	SCSEP	L. Gerrard									3/1/2022	
39	On-Site Reviews		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
40	Program: Adult	L. Gerrard			3/15/2022							
41	Program: Dislocated Worker	L. Gerrard			3/15/2022							
42	Program: SCSEP	L. Gerrard									2/15/2022	
43	Program: Youth	B. Shea					*		*			
44	Fiscal: Adult	L. LeCain			3/15/2022							
45	Fiscal: Dislocated Worker	L. LeCain			3/15/2022							
46	Fiscal: SCSEP	L. LeCain									5/15/2022	
47	Fiscal: Youth	L. LeCain					5/15/2022		5/15/2022			
48	Combined Program/Fiscal: Mining	L. Gerrard	6/15/2022									
49	On-Site EO Reviews		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
50	All Contractors	L. Gerrard			2/1/2022		4/1/2022		3/1/2022		4/15/2022	
51												
52	ETP		Scheduled	Completed								
53		L. Gerrard	12/15/2021									
54	Ad Hoc Reviews											
55												
56												
57	State EO Review											
58		Gerrard	6/15/2022		6/15/2022		6/15/2022		6/15/2022		Done by US DOL	
59	State NH Works System Monitoring - One Stop Certification											
60		L. Gerrard	Fall, 2024									
61	State Audit											
62		TBA										
63	Federal Review											
64		TBA (11/21)										
65	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.											
66	*WIOA Youth on-site reviews vary throughout Q2 and Q3 for both NH JAG and MY TURN. See separate sheet.											

	A	B	C	D	E	F	G
1	Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2021 - June 30, 2022						
2							
3	Youth On-Site Annual Review Schedule						
4	Reviewer	NH JAG			MY TURN		
5		SITE	Scheduled	Completed	SITE	Scheduled	Completed
6	B. Shea	Manchester Memorial ISY	2/15/2022		Nashua North/South ISY	**	
7	B. Shea	Concord Healthcare OSY	11/15/2021		Franklin High School ISY	3/15/2022	
8	B. Shea	Keene Healthcare OSY	**		Rochester OSY	10/15/2021	
9	B. Shea	Berlin Healthcare OSY	**		Manchester OSY	**	
10	B. Shea	Laconia Healthcare OSY	1/15/2022		Lakes Region OSY	12/15/2021	
11					Nashua OSY	**	
12							
13	** On-site reviews for these sites will be conducted in PY 2022.						



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2f, Program Success Stories

Southern New Hampshire Service

WIOA Adult Program – Success Story #1

Heriat was referred to the WIOA Adult program by the Nashua Adult Learning Center. At that time, he was actively participating in English classes and diligently working to improve his language skills. When Heriat began working with Southern NH Service to enroll in the WIOA Adult program, we discovered that he had already completed an Electrical 101 course at a local trade school. He aspired to become an electrician on day, and the program staff was determined to help that dream become a reality. During our quest to help him progress along this career pathway, the WIOA Adult staff worked with the State Office of Apprenticeship to obtain a list of local employers that had already established an Electrician Apprenticeship program. We were able to work with Heriat to update his job search tools, research employers, and prepare for upcoming interviews.

After a couple of months working together, we were able to identify an electrical company that was very impressed by Heriat and decided to bring him on as an Electrician Apprenticeship. The WIOA Adult program was able to assist him in enrolling in the New Hampshire School of Mechanical Trades, Accelerated Journeyman Electrician 1 program being offered in Manchester, NH. The Adult program was able to cover the cost of his tuition, books, and even some of the required tools.

Heriat was able to successfully complete his first year of this apprenticeship program. His employer reports that he is a valued member of the team and that they are very impressed with his ability grasp newly introduced information and concepts, then actively apply it to his everyday work.

Heriat is now enrolled in the Journeyman Electrician 2 program, which his employer had decided to pay for. He continues to work hard both day and night, as he is working on his coursework two evenings per week. Heriat feels like his dreams are finally coming true and is grateful for all of the help and support that has been provided by the WIOA Adult Program Adult Learning Center.

WIOA Adult Program – Success Story #2

Banshee is a 46 year old single mother living in Londonderry, NH with her 1 year old child. She was referred to the WIOA Adult program by another Southern NH Services staff member working on the NH Employment Program. Banshee was a public assistance recipient that had been dependent upon TANF and SNAP since her child was first born. She hadn't worked in



over a year, but she was determined to provide a better life for her child and wanted to re-enter the workforce in a career that she could be proud of.

After spending some time working with the WIOA Adult staff to analyze the local labor market and learn about some of the in-demand occupations that she would be well suited for, Banshee decided to pursue a career working as a Computer Support Specialist. She didn't have any postsecondary training, so she began researching programs that would lead to a credential and help her find employment in this field.

She enrolled in a Computer Support Specialist training and the Adult program was able to cover the cost of her tuition and books; as well as mileage reimbursement to alleviate the cost of travel to and from training. Banshee struggled with some of the course content during the early stages of training, but we were able to work with her and the training provider to offer her additional instructor assistance. She was able to successfully complete her course and earn her first certificate.

Banshee wasn't having much luck with her job search and she was concerned that being fired from her last job and having a lengthy gap in employment, was really working against her. The NHEP program was able to arrange a 30 hour a week Work Experience Placement to help her add some new, and relevant experience to her resume. She became much more skilled in her job search and was now able to easily tailor her resume and cover letters to help increase her appeal.

After an interview with RTM Communications, she was told that she didn't have the skills or experience that the position required. This was her dream job and she was really discouraged at this point, and almost ready to give up. At this point, she was approved for On-the-Job Training (OJT) assistance and she began working with an assigned Job Developer.

The Job Developer immediately contacted RTM Communications to review the benefits of the OJT program. They were willing to reconsider Banshee's candidacy and after developing a comprehensive training outline, they offered her a position through the OJT program.

Banshee got along great with her new co-workers and quickly settled in to the new role. All of her OJT Evaluations offered positive feedback on her ability to work well with the team, to work hard, and to continue learning.

Once the OJT came to an end, RTM Communications elected to keep her on full time working as a Help Desk Analyst making \$19.25 per hour. Banshee was forced to begin working remotely due to COVID-19, but she has been handling that very well and the employer stated that "they'll never let her go!".

Banshee completed her post exit follow-up services during PY2020. During our final contact she informed staff that she recently received a 5% increase, bringing her hourly rate of pay to



\$20.21. She is also in discussions with RTM about participating in some additional employer sponsored training.

This was a great partnership between two SNHS administered work programs in WIOA and NHEP/Workplace Success.

My Turn WIOA Youth Program

Franklin OSY – Success Story

The participant that’s being highlighted this quarter is Mark. During his time so far in MY TURN, Mark has been successful in obtaining his High School Diploma through an alternative education program in Franklin. Mark worked on Resume and Cover Letter skills, and used them to apply for an Electrician Apprenticeship opportunity. Mark was not only hired into the position, he received compliments on his resume and cover letter! Mark has since been working full-time as an apprentice and has made it past his 90-day probation period. He has an excellent rapport with his coworkers and supervisor’s and an equally excellent attendance record. Mark has also completed his OSHA 30 certification and started Electrician courses with Laconia Adult Education every Monday and Wednesday. Mark has been receiving A’s on every assignment and pop quiz so far! In most recent news, Mark has purchased a reliable used vehicle and still has significant savings leftover for expenses and future goals.

Mark has shown so much growth from when he joined the program to now. He started as someone with a dream of being an electrician, but had difficulty finding the motivation to finish school and move forward. Now, Mark is not only working while being a student, he’s balancing those responsibilities with caring for his Father, Grandmother, and younger sister. His home life hasn’t always been easy with his mom being out of the home and barely in his life since he was a child. He’s had to grow up quickly and help take on a care-taker role in the household to provide more support for his sister and family. Mark has such a

sociable, energetic spirit and is always ready with a fun story from work. He’s such a joy to be around and he’s shown great maturity prioritizing his career over social activities. Mark is an excellent example of someone doing what it takes to become unstuck and reach for their potential. And he’s just getting started!

Nashua ISY – Success Story

Henrique joined the MY TURN program in 2020, as a senior at Nashua North. He was anxious about the next chapter in his life and was looking for support as he tried to navigate senior year, working, and planning a path for his future. At home, Henrique’s mom was dealing with some significant health issues and she was eager for him to decide what would come next. His mom’s health struggles were a lot for him to take in, but he remained positive and committed to achieving his goals.



Having a remote senior year was not what Henrique had envisioned. He wasn't thrilled about having to attend classes virtually and missing out on the excitement and fun of senior year. MY TURN staff encouraged Henrique to stay on top of his schoolwork and offered assistance as needed to help keep him on track. Henrique struggled at times but remained focused on graduating high school.

Henrique expressed an interest in attending college but was unsure about where to go or what to pursue. He mentioned that although he might like to go away to school, he felt that it was important for him to stay close to home near his mom at this time. MY TURN assisted him with exploring his post-secondary options and applying to NCC and MCC. MY TURN staff met with him regularly and helped him look at different majors and discuss where his strengths and interests lie. Through many discussions, career research using O*Net, and utilizing the college webpages, Henrique decided that he would like to study business. MY TURN staff met with Henrique and his mom to discuss financial aid and assisted them with completing the FAFSA.

As the school year continued, MY TURN staff continued to meet with Henrique to assist him with navigating college emails and reaching out to admissions and financial aid offices when needed. Henrique often was concerned that he was not far enough along in the post-secondary process. MY TURN staff reviewed his progress with him and provided constant reassurance that he was on the right track. When it was time, MY TURN staff assisted him with completing his loan counseling and explained what the various financial aid options meant. MY TURN was Henrique's support system as he navigated the college application, financial aid, and enrollment process.

In addition to providing support with school and his post-secondary planning, MY TURN staff assisted Henrique with completing a resume and cover letter, exploring careers of interest, reviewing interviewing and job applications, and overall work-readiness skills. We were able to provide the information and resources needed for him to be successful.

In June 2021, Henrique graduated from Nashua North. After graduation, Henrique and his mother both reached out to MY TURN staff to thank them for all of the support they had provided and for being there when he really needed them. Henrique is currently enrolled at NCC, studying Business Administration with a concentration in Management. The adjustment from high school to college has been difficult, but he is committed to persevering. MY TURN staff continue to provide support to Henrique and encourage him to advocate for himself in the classroom and in life. MY TURN has been a guiding force helping him chart the course to his bright future.





Manchester OSY – Success Story

Jefry has been in the MY TURN program for the past year and has excelled immensely. His dream once in the program was to thrive in the medical field. Jefry began his time at MY TURN working in the kitchen at St. Joseph’s Hospital. His job while there consisted of cleaning and cooking, managing a small staff and made sure patients were fed based on diet restrictions. Yearning to be with the patients and do more he decided to go per-diem in search of more options. After a few weeks of searching without guidance or support he visited the MY TURN office with a referral from a friend. In the midst of a pandemic Jefry was adamant about pursuing a career in healthcare.

Once he was settled and active in our program the work began and he decided that nursing was truly attainable. Jefry completed his phlebotomy certification during the pandemic and became employed with one of the largest healthcare facilities in Southern NH. He worked during the day at the Elliot and hurried back to Nashua to serve his beloved patients at St. Joseph’s at night. He worked very hard and after a few months he was able to save up to purchase reliable transportation.

We are so proud of Jefry!!! He was able to purchase a new vehicle and became a permanent hire at the Elliot Hospital. Once permanent receiving a \$5 pay raise within his first year of employment. Jefry is a true example that hard work and determination pays off. Jefry will be attending nursing school in the Spring and will continue to work towards his ultimate dream of caring for the patients.



UNION LEADER State & Local

Friday, September 24, 2021 • Page A3

MANCHESTER

Judge tosses complaint against alderman

Complaint claimed Keith Hirschmann is part of a secret police force.

By Paul Feely, New Hampshire Union Leader

A judge has dismissed a complaint filed against a Manchester alderman by a Massachusetts man claiming the longtime city official is part of

a secret police force. Paul Francis Stanford, of Plymouth, Mass., filed the complaint against Ward 12 Alderman Keith Hirschmann in Hillsborough Superior Court Northern District, seeking a restraining order.

In his complaint, Stanford claimed Hirschmann is a member of a "secret extra-governmental task force who has been surveilling (Stanford) and infiltrated his electronic

communications." Stanford said he had contact with Hirschmann while investigating a cold-case homicide in Manchester, the murder of Denise Robert, a Union Leader employee who was shot and killed on Aug. 30, 2015, on Ray Street in Manchester's North End.

Attorney and Alderman At Large Joe Kelly Levesseur represented Hirschmann during a Sept. 3 hearing on the com-

plaint, where he denied any meaningful interaction between his client and Stanford. Hirschmann responded to one or two emails from the plaintiff in his role as an alderman, said Levesseur, who argued there are no grounds for a restraining order.

In a ruling issued Wednesday, Judge N. William Delker found "not a shred of credible evidence" to support the complaint. See Alderman, Page A4.

Boot camp prepares microelectronics workers



Leila Flanders, 18, of Nashua, just completed her Microelectronics Boot Camp program and already has a job at BAE Systems.

Nashua Community College and BAE Systems mark anniversary of worker pipeline program

By Ryan Lessard, Union Leader Correspondent

The seven most recent graduates from the 10-week Microelectronics Boot Camp at Nashua Community College are the 21st group to complete the program begun with the help of BAE Systems five years ago.

Of the nearly 220 graduates so far, about 130 got jobs at BAE, according to the company's Microelectronics Center Supervisor Suzanne Oliveri. The program was created as a pipeline of workers that manufacturers like BAE are in dire need of to build the electronic systems for their defense and aviation contracts.

"I would say it's a constant flow of need," Oliveri said. BAE employee Eunice Portillo, originally from Guatemala before moving to New Hampshire as a teenager, went through the program in 2017. "I was very impressed by BAE Systems' commitment to the program," Portillo said in a written statement. "BAE

Systems employees visited the class often and really cared about the students. I knew I wanted to work there because of that." Five years ago, BAE and NCC created the boot camp to help the company meet up its microelectronic ranks. BAE was involved in creating the curriculum, has had employees involved in the technical instruction and donated about \$200,000 worth of initial equipment to the school, according to BAE spokesperson Shelley Walcott.

"Our company is really proud of our collaboration with Nashua Community College," Walcott said.

Virtually every boot camp graduate since then has been placed in a job somewhere in the microelectronics assembly field, with some employed by Cirronics in Milford, Mercury Systems in Hudson or Lockheed Martin in Chelmsford, Mass., according to Jonathan Mason, who teaches so-called



BAE employee Eunice Portillo went through the Microelectronics Boot Camp program in 2017.

Leila's success and will continue to support her as she goes after

Nashua Manufacturing OSY – Success Story
Leila joined the MY TURN Nashua Manufacturing program in the summer of 2021. At the time of joining, she was determined she would complete the Microelectronics Boot Camp program and become a BAE Systems, Inc. Employee, after a friend of hers went through the course and was hired at BAE. Leila had just graduated from high school, where she excelled as a student and athlete, and was determined to continue her success in college. Leila lacked the support at home that she needed to get her post-secondary education off to a start, so she was referred to the MY TURN program to get assistance.

Shortly after beginning the Microelectronics Boot Camp at Nashua Community College, Leila jumped to the top of her class, and was a standout to the company partner representatives who would visit the lab. Leila obtained her Lean Six Sigma White Belt and her Microscopy Setup and Operations Course Certificate during the 10-week intense training program, and upon successful completion of the boot camp, she earned her Microelectronics Certificate. Toward the end of the class, the Union Leader ran a story on the course to commemorate the five-year anniversary of the program, and Leila was chosen to be featured in the article.

Leila's success in the program landed her a job at BAE Systems, Inc., where she just began her career working full-time as a Wire Bonder, earning \$24.40 per hour! MY TURN is so proud of





her next goal of obtaining her own apartment and going back to school to become an Engineer. Way to go, Leila!

Manchester OSY – Success Story

I was impressed with Gabi from her very first day in the program. She was a new mom on a mission to better herself and plan a better future for herself and her son. She was extremely motivated and had dreams of working in healthcare, but expressed her fears and anxieties that the poor choices she made while under the influence of alcohol would stop her from achieving that goal. After speaking with Gabi about the extent of her alcohol misuse and the treatment she sought out to get herself on solid ground – including a 30-day residential program, a short time in sober living, and participating in an Intensive Outpatient Program – I felt confident that with our assistance, Gabi could & would be able to secure employment in the healthcare field.

MY-TURN helped Gabi get a copy of her criminal background report, enrolled her in the Medical Assistant training program at Manchester Community College, and helped her update her resume and cover letter so she could apply for a position at CMC as a patient registration specialist. The HR specialist at CMC was impressed by Gabi’s interview and honesty while including the fact that she was enrolled in the MA program at MCC and immediately offered her a job. Gabi was excited, but nervous, as she knew that they might rescind the offer when she discovered she had a criminal history. The HR and hiring team at CMC was impressed by Gabi’s maturity and honesty and moved forward with her hire

Today Gabi is on her last lab portion of her Medical Assistant course and on track to begin an Externship as a Medical assistant by the end of this month. Gabi and I have been working on a plan to have her employed with Solution Health to begin her Medical Assistant career. Despite all odds being against Gabi with her alcohol misuse in her past she is making tremendous change to give her and her son the life they deserve.

NH-JAG WIOA Youth Program

Concord Healthcare OSY – Success Story

Umutoni (Toni) was born in Rwanda. Her parents moved there after having to leave the Congo, as refugees. Her family eventually left Rwanda for the United States when Toni was 16. Toni’s parents wanted to be able to provide more stable living conditions and allow their children to have more access to better education.

Toni was 17 when she was enrolled at Concord High School. As a freshman she was starting a new school, in a new country and she didn’t speak any English. Toni worked with Concord High’s ELL program and was also part of their ‘Be the Change’ club. In the Be the Change Club, Toni was able to develop her leadership and communication skills. This club met once a week during lunch, where the members would discuss how to make their time in high school more



positive by creating a sense of community, something that Toni had lacked since having to move to a new country.

In 2017 Toni successfully graduated from Concord High. Right after high school she enrolled at Keene State College to attend classes towards her Nursing Degree, a passion she has had since a young child. She found out shortly after classes began that she was pregnant. Toni had no family support in Keene, where she was living on campus, so found her way back to Concord where her mom was living, having only completed one year of her college education. At age 21 Toni gave birth to her daughter.

Toni was referred to NH-JAG by her friend from high school who was also enrolled in JAG. Being a single mom to a newborn, unemployed and now out of college, she began the process of enrolling with NH JAG to get her LNA, so she could keep her dream alive of working in healthcare. She was enrolled with NH-JAG and co-enrolled with WIOA Adult Partner in January 2020 and began the Licensed Nurse Assistant Training Program with LNA Health Careers in February. Shortly after beginning class, Toni's application for a PCA (personal care assistant) at Havenwood-Heritage Heights was accepted. While in training, Toni was also working a part time job.

Toni was one of NH-JAGs first participants to experience LNA training during a pandemic; Toni's class was scheduled to end early March 2020 when the pandemic would prevent her from finishing the hands-on clinical portion of the program. She showed extreme perseverance and flexibility with continuing her hours in the classroom to complete her training. Toni graduated and received her certificate of completion from LNA Health Careers on March 22, 2020. Although Toni had temporary credentials to practice as a Licensed Nursing Assistant in NH, she didn't obtain her license until later that fall as many state offices were shut down due to the pandemic.

July 2021 Toni attended a T.E.A.S Testing session for entry into the LPN program through River Valley Community College. Although she did not pass the test, she is not giving up and is continuing to study in hopes to retake the test again. Toni has proven to be a great role model for her co-workers, her parents and for her now 3-year-old daughter. She no longer lacks training and experience to have a successful career in the healthcare field. Toni still wants to pursue her dream of becoming a Nurse and has worked extremely hard to get where she is. NH-JAG will continue to support her in her career pathway development in the world of Nursing.

Manchester Memorial High School ISY – Success Story

“It's good to be back!”, words a teacher would never think would be uttered by a senior as they entered back into the building for their final year of high school. However, for Nico being back face-to-face in the classroom means more opportunities for him to grow as a student and



mechanic. Nico joined NH-JAG & WIOA Youth his junior year at Memorial High School, and what a year it would be.

The Manchester School District was fully remote for the majority of the '20/'21 school year. This offered up many challenges for Nico, the biggest being time management. He would try to

keep up with his assignments, check Google Classroom, and keep his camera on for Zoom meetings, but like everyone has experienced, the digital burnout was very much in the way of his focus. Fortunately for Nico, he had his NH-JAG Youth Specialist readily available. Nico relied on his time with his Specialist as, "another set of eyes" to help him catch what he was missing. He knew that without these constant check-ins he would easily have just let it slide like many of his fellow classmates. His specialist helped him regain momentum and finish out the "digital year" strong.

Now in his final year at Memorial, Nico juggles: schoolwork, two jobs, and his biggest hobby of taking apart his mustang to make it the best in the school parking lot, with ease thanks to what he learned through the JAG Model. Nico has overcome many barriers that stood in his way when he joined NH-JAG. His work ethic has flourished both as a student and employee. Through the WIOA Youth Program, Nico will complete a work experience this winter in his desired field of auto mechanics. This Spring, Nico will become a proud graduate of the Class of 2022 and plans to enter the workforce as a car mechanic in the family business.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2g, Subcommittee Reports

Review Subcommittee:

The Review Subcommittee met on October 7th to discuss the Outdoor Recreation RFP responses and review the NH Department of Health and Human Services, Division of Economic & Housing Stability, Bureau of Employment Supports, SNAP Employment and Training State Plan. We are still working through the Outdoor Recreation RFP responses. We had multiple responses. The SNAP Employment and Training State Plan was reviewed and the Review Subcommittee supports the work of the Bureau of Employment Supports. Further, the Review Subcommittee recommends inviting staff from the Bureau of Employment Supports to discuss their efforts.

Members:
Kelly Clark
David Cioffi

Staff Support:
Joseph Doiron



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2h, National Health Emergency Grant Closeout

The National Health Emergency (NHE) Dislocated Worker Demonstration Grant (New Hampshire Works for Recovery grant) ran from July 1, 2018 and ended on June 30, 2021. The grant award totaled \$5,000,000 and at the end of the grant the total expenditures recorded were \$3,088,885.11.

The grant enrolled a total of 315 participants, representing 79% of the enrollment goal of 400 individuals. There were a total 252 trainings funded directly through the NHE grant, 221 of those came in the form of ITA's and 31 were OJT's. Despite this grant coming to an end, SNHS is working hard to keep newly formed partnerships closely connected to NH's existing workforce system.

PY 2020 Month	QTR11						QTR12						Project Totals	
	Jan-21		Feb-21		Mar-21		Apr-21		May-21		Jun-21		Plan	Actual
SECTION A	P	A	P	A	P	A	P	A	P	A	P	A		
Enrollment Targets	377	261	392	273	400	284	400	315	400	315	400	315	400	315
SECTION B														
Total Training Enrollments	289	201	307	209	322	232	333	246	337	251	337	257	337	257
1. ITA	201	165	216	173	231	196	242	210	246	215	246	221	246	221
2. OJT	72	31	75	31	75	31	75	31	75	31	75	31	75	31
3. Basic Skills/Education Svcs.	16	5	16	5	16	5	16	5	16	5	16	5	16	5
SECTION C														
Total Terminations/Exits	285	250	305	250	330	250	355		380		400		400	0
1. Entered Employment	270	121	300	121	330	121	340		340		340		340	0



SWIB MEETING DATE: 10/19/2021

AGENDA ITEM: 2i, VIP Grant Discussion

Background:

The Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) is soliciting Request for Proposals (RFP) on behalf of the State Workforce Innovation Board (SWIB) for the NH Vibrant, Inclusive and Prosperous (VIP) Program. The RFP is an opportunity for respondents with applicable experience working with the historically marginalized populations. Historically marginalized populations or those who have been systemically excluded, and for the purposes of this RFP shall consist of communities of color, New Americans including immigrants and refugees, caregivers to children, the disabled and older adults, women, the LGBTQ+ community, homeless individuals, single parents, and Veterans. Due to the federal eligibility requirements associated with this funding stream for the VIP program, participants served must be 18 or older.

Together, OWO and the State Workforce Innovation Board are dedicated to increasing the development of a vibrant, inclusive, and prosperous workforce through education and training opportunities and case management that seek to meet the needs of New Hampshire employers and workers.

Using a **\$1,200,000** funding level, proposals must be based on a **30-month** period beginning (estimated) January 1, 2022 and ending June 30, 2024. The proposed services will be 100% funded under the Workforce Innovation and Opportunity Act (WIOA) of 2014, P.L. 113-128, from part of an award from the U.S. Department of Labor (USDOL) Employment and Training Administration (ETA) for \$2,790,201 in Program Year 2021 Adult Funding; CFDA# 17.258.

The Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) is soliciting proposals from qualified organizations to direct federal Department of Labor (DOL) WIOA Title I funds towards the NH VIP Program. Eligible entities may include:

- Non-profit organizations
- Public agencies
- Business associations
- Private for-profit businesses



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 2j, Combined State Plan Revisions

It is required under WIOA for states to make necessary revisions to the combined state plan by April 1, 2022. The Office of Workforce Opportunity, along with partner agencies, have started this process by organizing public hearing sessions. Below is the information that has been noticed via paper and electronic sources:

NH WIOA COMBINED STATE PLAN

The New Hampshire Workforce Innovation Board (SWIB) is seeking public comments on revisions to *New Hampshire's WIOA Combined State Plan* (State Plan) for Program Year (PY) 2021. The original four-year State Plan (PY20-24) represents agreement among the core partners identified in the Workforce Innovation and Opportunity Act (WIOA) and serves as the framework for the development of public policy, fiscal investment, and operation of WIOA funded programs. A copy of the State Plan can be found at www.nhworks.org

The Current State Plan is available for a 31-day written public comment period beginning Tuesday October 12, 2021. Comments will be accepted until 4 p.m. on Friday, November 12, 2021, and must be submitted in writing via email to: Melissa.M.Salmon2@livefree.nh.gov

Public comment sessions will be held throughout the state (see below for more details) to solicit feedback for revisions to the four-year State plan. Written comments at the public hearings are desired. Attendance at a public hearing is not required to provide input. Feedback can be provided through email to: Melissa.M.Salmon2@livefree.nh.gov. Auxiliary aids and services are available upon request to individuals with disabilities by contacting Lisa.Hatz@doe.nh.gov.

Concord

Date: October 26th, 2021
Time: 9:00am-11:00am

Location: Walker Building, 21 S. Fruit Street, Room 100, Concord, NH 03301

Keene

Date: October 26th, 2021
Time: 2:00pm-4:00pm

Location: Keene Senior Center, 70 Court Street, Keene NH 03431

Rochester

Date: October 28th, 2021
Time: 1:00pm-3:00pm

Location: James Foley Center, 150 Wakefield St, Rochester NH 03867

Littleton

Date: November 5th, 2021
Time: 2:00pm-4:00pm

Location: Littleton Opera House, 2 Union Street, Littleton NH 03561



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3a. SWIB Meeting Dates for 2022

Background:

The State Workforce Innovation Board (SWIB) is appointed by the Governor and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state and overseeing the Governor's state workforce development initiatives. The SWIB is comprised of business owners, union representatives, state legislators, statewide agency heads, local elected officials, and representatives from other workforce partners at the State level.

The current bylaws require 3 meetings a year and a schedule of the meetings to be developed annually.

OWO Staff Recommendation:

That the SWIB approve the next three meeting dates to ensure that staff have time to provide updates, reports and information to the Board on a scheduled and regular basis. Further, regular and scheduled board meetings will allow the Board to better prepare for meetings and propose topics for discussion. Lastly, with an approved meeting calendar board members can ensure that they are available for meetings.

Requested Action:

Approval of the next three proposed meetings dates and times for 2022.

Draft Motion:

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on February 1, 2022 at 1:00pm, June 7th, 2022 at 1:00pm and October 18, 2022 at 1:00pm.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3b. Vote on changes to Bylaws Discussed June 8, 2021

Background:

The Bylaws Subcommittee met on May 10th at 2:00pm. The Bylaws Subcommittee edited the existing Bylaws and incorporated some best practices provided to the State of New Hampshire by the U.S. Department of Labor through peer-to-peer learning with other states. The Bylaws subcommittee agreed to advance this draft to the SWIB after the NH Attorney General’s Office reviewed the document. The U.S. Department of Labor was sent the draft bylaws to review and provided no feedback. The proposed Bylaws were presented at the June 8th SWIB meeting but could not be voted upon at that meeting per the existing Bylaws. Staff has not received any suggestions or feedback following the bylaws being proposed at the SWIB meeting on June 8th.

OWO Staff Recommendation:

Approval of the proposed bylaws as submitted.

Requested Action:

Approval of the proposed bylaws as submitted.

Draft Motion:

Approve the bylaws as submitted by the Bylaws Subcommittee and discussed at the June 8th 2021 meeting of the State Workforce Innovation Board.

State Workforce Opportunity Council

By-Laws

The New Hampshire State Workforce Opportunity Council as established in New Hampshire Statue Chapter 12-A:60 hereafter referred to as the State Innovation Board (SWIB) adopts these procedures as operating by-laws for conducting business.

Article One: Name/Identity

The organization shall be commonly known as the "State Workforce Innovation Board". The Board members and staff support of the board will identify themselves in that manner when conducting the business of the organization.

Article Two: Purpose

The State Workforce Innovation Board purpose:

1. To create policy recommendations for the Governor related to the establishment and maintenance of a business driven statewide workforce development system.
2. To serve as a focal point for addressing the major workforce development issues of New Hampshire.
3. To lead the strategic planning process for a business driven workforce development system.
4. To create performance outcomes that identify and reward effective workforce development initiatives
5. To coordinate the state's workforce development initiatives with the state's economic development strategies.

The State Workforce Innovation Board has been formed in accordance with the federal Workforce Innovation and Opportunity Act of 1998, as amended by the Workforce Innovation and Opportunity Act (WIOA) effective July 1, 2015 and New Hampshire State Legislative Law, Chapter 12-A :60 Department of Resources and Economic Development – New Hampshire Workforce Opportunity Council. In order to assure objective management and oversight, the State Workforce Board shall not operate programs or provide services directly to program participants, but shall exist to plan, coordinate, and provide policy guidance and measure success of Workforce Innovation and Opportunity Act programs, initiatives and services.

Article Three: Membership

1. The State Workforce Innovation Board is comprised of members appointed by the Governor consistent with membership requirements established by the federal Workforce Innovation and Opportunity Act. No less than 51% of members will be business leaders. Other members will include: the Governor; a member of each chamber of the state legislature; chief elected officials representing cities and counties; representatives of labor organizations; commissioners from relevant state departments responsible for workforce development initiatives; other education, economic development and community leaders deemed appropriate by the Governor.
2. Member terms shall be for a minimum of two years. Members may be extended for additional terms. There is no limit on the number of terms a member may serve.
3. For purposes of membership and appointments, the yearly term begins at time of

appointment. Regular yearly terms begin July 1st and ends on June 30th of each year.

Article Four: Termination of Membership

All Board members serve at the pleasure of the Governor with the exception of legislative members. Legislative members serve at the pleasure of their respective chamber's presiding officers. In addition, membership may be terminated for:

1. Failure of a member to continue to hold the qualifications which were the basis for his/her initial appointment.
2. Receipt by the board of the written resignation of the member.
3. Failure of a board member to attend at least 50% of scheduled board and committee meetings during a one-year period, except for absences excused by the Board Chair.
4. Failure to represent the State Workforce Innovation Board in a manner deemed appropriate by the board; in all cases, the Chair in consultation with the Governor will make final determination.

Article Five: Officers

The officers of the State Workforce Innovation Board shall include a Chair and Vice Chair. The Chair is appointed by the Governor and shall be a representative of business. The Vice- Chair is elected by State Workforce Innovation Board Chair.

Subject to any applicable transparency limitation set forth in the act, the Chairman of the Board shall be empowered to take action on behalf of the State Workforce Innovation Board to carry out administrative functions and to address emergency concerns. All actions of the Chairman of the Board shall be reviewed by the full State Workforce Innovation Board at the next regularly scheduled meeting.

Article Six: Executive Committee

1. There shall be an Executive Committee comprised of the officers and standing committee chairs.
2. The Executive Committee shall be composed of a majority of business members.
3. The State Workforce Innovation Board can choose to create interim or ad hoc committees to look at specific issues as they see fit; but the chairs of those committees shall not be members of the Executive Committee.
4. The Executive Committee shall have all of the authority of the State Workforce Innovation Board whenever State Workforce Innovation Board action is required between regularly scheduled meetings.

Article Seven: Committees and Task Forces

The State Workforce Innovation Board may create as many committees or task forces, as it deems necessary to carry out the work of the State Workforce Innovation Board.

1. Committees are to be chaired by any member of the State Workforce Innovation Board. Committee Chairs are to be appointed by the State Workforce Board Chair.
2. Committee Chairs will be responsible for recruitment and selection of their committee members in consultation with the State Workforce Board Chair. Committees may contain members who are not State Workforce Board members but will not have voting privileges; rather they will act as specialists or consultants on specific board issues. However, a majority of committee members must be from the State Workforce Innovation Board.

Article Eight: Meetings

1. The State Workforce Innovation Board shall meet at least three (3) times per year or more if necessary in accord with a meeting schedule adopted by the State Workforce Innovation Board.
2. Special meetings of the membership may be called by the Chair or the Governor or by the petition of at least ten members of the State Workforce Innovation Board.

Article Nine: Conduct of Meetings

1. All State Workforce Innovation Board meetings will be publicly announced and will comply with the state's Open Meetings Act.
2. At regular meetings of the State Workforce Innovation Board, the Chair will provide opportunities for public comment with time constraints determined by the Chair as appropriate.
3. The Chair of the State Workforce Innovation Board, or in his/her absence, the Vice Chair, shall chair State Workforce Innovation Board meetings. In the absence of the aforementioned, the members present will select a chair for the meeting.
4. The committees shall meet in a manner agreed upon by the committee chair and other members of the committee.
5. All recommendations discussed by the committees shall be presented to and voted on by the full State Workforce Innovation Board.

Article Ten: Quorum

1. The quorum for all State Workforce Innovation Board meetings scheduled and announced as required by the open meetings act shall be those members of the current State Workforce Board present and eligible to vote. A minimum of ten (10) members must be present.
2. The quorum for committee meetings shall be those members of the committee present and eligible to vote.
3. Board members may participate by phone in order to constitute a quorum.

Article Eleven: Proxy

No proxy voting is allowed for State Workforce Innovation Board meetings.

Article Twelve: Address

The State Workforce Innovation Board shall maintain the following mailing address: State Workforce Innovation Board, 172 Pembroke Rd, Concord, NH 03301

Article Thirteen: Records

The Department of Resources and Economic Development, Office of Workforce Opportunity shall be the designated site for maintaining all records of the State Workforce Innovation Board, including minutes of proceedings of all State Workforce Innovation Board meetings. The State Workforce Innovation Board meeting schedule; meeting agendas and meeting minutes shall be made available to the public on the NH Works web site; www.nhworks.org

Article Fourteen: Program Year

The State Workforce Innovation Board's Program Year shall be July 1st through June 30th. Membership and appointment terms will be based on the program year.

Article Fifteen: Staff Support and Financial Record-Keeping

Staff support for the State Workforce Innovation Board's work and responsibilities will be performed and administratively housed within the New Hampshire Department of Resources and Economic Development, Office of Workforce Opportunity.

Article Sixteen: Member Compensation and Expense Reimbursement

Members of the State Workforce Innovation Board are volunteers and as such are not paid or reimbursed for any costs associated with membership, unless otherwise authorized by the Executive Committee on an exception basis. Funds to cover approved expenses shall be non-federal funds held by the Board.

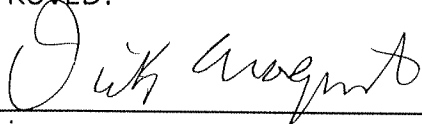
Article Seventeen: Conflict of Interest

The State Workforce Innovation Board, in conducting its business, will comply with state's Conflict of Interest policies and procedures and federal laws regarding conflict of interest. All members of the State Workforce Innovation Board, including the Chair, shall have the authority to vote on all matters that come before the State Workforce Innovation Board where there is no conflict or appearance of a conflict of interest. No member of the State Workforce Innovation Board shall vote on the provision of services by that member (or any organization which that member directly represents) or on any matter, which would provide personal direct or indirect, financial or other benefit to that member. A member shall abstain from any evaluation of an affiliate organization with whom that member is associated.


Article Eighteen: Amendments

These operating procedures may be changed or new procedures may be adopted by a majority vote of the State Workforce Innovation Board at any meeting of the State Workforce Innovation Board, following a meeting where the proposed changes are introduced.

APPROVED:



Chairperson



Date



By-Laws

State Workforce Innovation Board

Revised June 8, 2021

The New Hampshire State Workforce Innovation Board adopts these procedures as operating by-laws for conducting business.

Article One: Name/Identity

The name of this body shall be the State Workforce Innovation Board (“Board”). The Board members and staff support of the board will identify themselves in that manner when conducting the business of the organization.

Article Two: Purpose

The State Workforce Innovation Board purpose:

1. To create policy recommendations for the Governor related to the establishment and maintenance of a business-driven statewide workforce development system;
2. To serve as a focal point for addressing the major workforce development issues of New Hampshire;
3. To lead the strategic planning process for a business-driven workforce development system;
4. To create performance outcomes that identify and reward effective workforce development initiatives; and
5. To coordinate the state's workforce development initiatives with the state's economic development.

The State Workforce Innovation Board has been formed in accordance with the federal Workforce Investment Act of 1998, as amended by the Workforce Innovation and Opportunity Act (WIOA) effective July 1, 2015 and New Hampshire State Legislative Law, Chapter 12-O:44 State Workforce Innovation Board, Department of Business and Economic Affairs. In order to assure objective management and oversight, the State Workforce Board shall not operate programs or provide services directly to program participants, but shall exist to plan, coordinate, and provide policy guidance and measure success of Workforce Innovation and Opportunity Act programs, initiatives, and services.

Article Three: Membership and Terms

1. The State Workforce Development Board is comprised of members appointed by the Governor consistent with membership requirements established by the federal Workforce Innovation and Opportunity Act. The majority of members will be business leaders. Other members will include: the Governor; a member of each chamber of the state legislature; chief elected officials representing cities and counties; representatives of labor organizations; commissioners from relevant state departments responsible for workforce development initiatives; other education, economic development, and community leaders deemed appropriate by the Governor.
2. Member terms shall be for a minimum of two years from the time of appointment. Members may be extended for additional terms. There is no limit on the number of terms a member may serve.
3. For purposes of membership and appointments, the yearly term begins at time of appointment.



Regular yearly terms begin on July 1st and end on June 30th of each year.

4. In cases where the terms of Board members do not expire in successive years, the Governor, may, in making any appointment or filling any vacancy to the Board, appoint any person for a period less than the full term so that the terms of office will expire in successive years.

Article Four: Termination of Membership

All board members serve at the pleasure of the Governor with the exception of legislative members. Legislative members serve at the pleasure of their respective chamber's presiding officers. In addition, membership may be terminated by:

1. Failure of a member to continue to hold the qualifications, which were the basis for his/her initial appointment'
2. Receipt by the Board of the written resignation of the member;
3. Failure of a board member to attend at least 50% of scheduled board and committee meetings during a one-year period, except for absences excused by the Board Chair; or
4. Failure to represent the State Workforce Development Board in a manner deemed appropriate by the Board; in all such cases, the Chair in consultation with the Governor will make the final determination.

Article Five: Officers

The officers of the State Workforce Innovation Board shall include a Chairperson and Vice Chair. The Chair is appointed by the Governor and shall be a representative of a business. The State Workforce Innovation Board will elect the Vice-Chair from the Board's membership. The Vice-Chair shall, in the absence of the Chair, lead meetings of the Board.

Subject to any applicable transparency limitation set forth in state or federal regulations or law, the Chair shall be empowered to take action on behalf of the State Workforce Innovation Board to carry out administrative functions and to address emergency concerns. The Chair must follow all State of New Hampshire and Federal guidelines in carrying out administrative functions and addressing emergency concerns. All actions of the Chair shall be reviewed by the full State Workforce Innovation Board at the next regularly-scheduled meeting.

Article Six: Executive Committee

1. There shall be an Executive Committee comprised of the officers and standing committee chairs, as described in Article Seven.
2. The Executive Committee shall be composed of a majority of business members.
3. Standing committee chairs shall be members of the State Workforce Development Board and shall serve for one-year terms and may serve multiple terms. Standing committee chairs will be appointed by the Chair.
4. The State Board can choose to create interim or ad hoc committees to look at specific issues as they see fit; but the chairs of those committees shall not be members of the Executive Committee.
5. The Executive Committee shall have all of the authority of the Board whenever full Board action is required between regularly scheduled meetings.



Article Seven: Committees and Task Forces

The State Workforce Development Board may create as many committees or task forces it deems necessary to carry out the work of the State Workforce Development Board.

1. Committees are to be chaired by any member of the Board. Committee Chairs are to be appointed by the Chair.
2. Committee Chairs will be responsible for recruitment and selection of their committee members in consultation with the Chair. Committees may contain members who are not State Workforce Board members but will not have voting privileges; rather they will act as specialists or consultants on specific board issues. However, a majority of committee members must be from the State Workforce Development Board.
3. Standing Committees shall meet regularly.
4. The following Committees shall be considered Standing Committees,
 - Review Committee: The Review Committee has the responsibility of reviewing Request for Proposals, solicitations, and requests from the Board and shall recommend expenditures and grant awards to the Board.
 - Workforce Development Policy Committee: The Workforce Development Policy Committee has the responsibility for developing and overseeing policy, procedures, criteria, and performance measures for WIOA programming under the Board's authority.
 - Education and Training Steering Committee: The Education and Training Steering Committee shall convene key education, workforce, and training stakeholders to align efforts at the state and local levels and to increase collaboration and efficiency. Further, the Committee shall provide strategic guidance to the development and implementation of Career Pathways.
5. Additional Standing Committees shall be created and appointed by the Chair in consultation with the Board. These additional Standing Committees shall be reviewed annually by the Board.:

Article Eight: Meetings

1. The State Workforce Development Board shall meet at least three (3) times per year, or more if necessary, in accordance with a meeting schedule to be annually adopted by the Board.
2. Special meetings of the membership may be called by the Chair or the Governor, or by the petition of at least ten members of the Board.

Article Nine: Conduct of Board Meetings and Committee Meetings

1. All Board meetings will be publicly announced and will comply with all applicable federal and state laws, rules, and regulations governing public meetings.
2. At regular meetings of the Board, the Chair will provide opportunities for public comment within appropriate time constraints determined by the Chair.
3. The Chair or, in his/her absence, the Vice-Chair, shall preside over Board meetings. In the absence of the Chair and Vice-Chair, the members present will select a member to serve as chair for the meeting.
4. The committees shall meet in a manner agreed upon by the committee chair and other members of the committee.



5. All recommendations discussed by the committees shall be presented to and voted on by the full Board.

Article Ten: Voting and Quorum

1. The quorum for all Board meetings scheduled and announced shall be a minimum of ten (10) members.
2. The quorum for committee meetings shall be those members of the committee present and eligible to vote.
3. Board members may not participate by telephone or electronically in order to constitute a quorum, with the exception if the entire meeting has been scheduled to occur via telephone or electronically.
4. Any action required or permitted to be taken at any meeting of the Board may be taken without a meeting if a majority of the members consent thereto in writing or by a majority vote. Voting may be conducted by mail, electronically (including by or through an online voting application), or by email.

Article Eleven: Proxy

A member appointed to the Board may send a designee to represent him/her at Board meetings. That designee must have a signed letter appointing him/her as the designee in order to vote at Board meetings. Such designation may not be reassigned. An appointee shall solely have the ability to establish a designee.

No proxy voting is allowed for State Workforce Innovation Board meetings.

Article Twelve: Address

The State Workforce Development Board shall maintain a mailing address for the State Workforce Innovation Board: State Workforce Innovation Board, 100 North Main Street, Suite 100, Concord, New Hampshire 03301

Article Thirteen: Records

The Office of Workforce Opportunity shall be the designated site for maintaining all records of the Board, including minutes of proceedings of all Board meetings. The Board meeting schedule, meeting agendas, and meeting minutes shall be made available to the public on the NHWorks website at www.nhworks.org.

Article Fourteen: Fiscal Year

The State Workforce Development Board's Fiscal Year shall be July 1st through June 30th. Membership and appointment terms will be based on the fiscal year as addressed in Article Three.

Article Fifteen: Staff Support and Financial Record-Keeping



Staff support for the Board's work and responsibilities will be performed and administratively housed within the New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity.

Article Sixteen: Member Compensation and Expense Reimbursement

Members of the State Workforce Innovation Board are volunteers and as such are not paid or reimbursed for any costs associated with membership, unless otherwise authorized by the Executive Committee on an exception basis. Funds to cover approved expenses shall be non-federal funds held by the Board.

Article Seventeen: Conflict of Interest

The State Workforce Innovation Board, in conducting its business, will comply with applicable federal laws regarding conflict of interest and the State of New Hampshire's Conflict of Interest policies and procedures. All members of the Board, including the Chair, shall have the authority to vote on all matters that come before the Board where there is no conflict or appearance of a conflict of interest. No member of the Board shall vote on the provision of services by that member or any organization which that member represents, or on any matter which would provide personal direct or indirect financial or other benefit to that member. A member shall abstain from any evaluation of an affiliate organization with whom that member is associated.

As required by law for all appointees to boards and commissions, all members of the Board must file a statement of financial interests with the New Hampshire Secretary of State within 14 days of appointment to the Board.

Each Board member shall submit in writing to the Chair, and shall update on a frequency to be determined by the Board, a list of all businesses and/or other organizations of which the Board member is an officer, director, trustee, member, owner (either a sole proprietor or partner), shareholder, employee, or agent, with which the Board has, or might reasonably in the future enter, a relationship or a transaction in which the Board member would have interest.

Article Eighteen: Amendments

These by-laws may be changed or new procedures may be adopted by a 2/3 vote of the Board at any meeting of the Board, following a meeting where the proposed changes are introduced.

APPROVED:

Chairperson

Date



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3c – PY2021 Distribution of Funds

Background:

WIOA Title I State Formula Funding Detail Program Year (PY) 2021

HOW MUCH DO WE RECEIVE?

- The Workforce Innovation and Opportunity Act (WIOA) authorize three funding streams under Title I of the Act: **Youth, Adult, and Dislocated Worker**.
- Funds are received through a grant awarded by the **United States Department of Labor (USDOL)**
- Total funding for PY21 is **\$8,049,758** (Youth \$2,933,243; Adult \$2,790,201; Dislocated Worker \$2,326,314)

WHEN DO WE RECEIVE THE FUNDS?

- WIOA **Dislocated Worker and Adult Programs** are funded on a **July-to-June** program year (PY) basis (i.e., Program Year 2021 is the one-year period beginning July 1, 2021 and ending on June 30, 2022).
- WIOA **Youth Funds** are funded on an **April-to-June** program year to allow for summer services.
- The WIOA Dislocated Worker and Adult program years overlap two Federal fiscal years - the program year begins on July 1 of each year and covers the last three months of one federal fiscal year, which began the previous October. The program year continues from October through June of the following federal fiscal year. That is, on the federal level, the WIOA Adult and Dislocated Worker programs are funded through two separate appropriations.
 - The first funding becomes available for obligation on July 1; this portion is commonly referred to as the "**base**" funds.
 - The second round of funding becomes available for obligation on October 1; this portion is commonly referred to as "**advance**" funds. They are called "advance funds" because they are provided in the appropriations act passed during the fiscal year preceding when the funds are available. For example, PY 2021 advance funds, which become available to the state on October 1, 2021 are funds appropriated during Federal Fiscal Year (FFY) 2020, but they are not made available until FFY 2021.
- Looking at the Master Award and Distribution Chart PY2021 - 2024 you will see the amount of funds allocated as of July 1, 2021 for which the state has received a Notice of Award (NOA); beneath that amount you will see the amount of funds "planned" for release on October 1,



2021. The “planned” funds are not available for use at the state level until the USDOL issues a NOA (typically by mid-September). As of September 29, 2021, we have not received the NOA for these funds yet.

- However, even after a NOA has been awarded the federal government may reduce approved amounts through the process of “sequestration”, or simply “rescind” funds based on changes to the budget on the national level. Conversely, USDOL may add funds to the original allocation; when this happens it is typically toward the end of a program year. For example, in September 2019 the Secretary of Labor decided to decrease the amount that was withheld on the Federal level for set-aside funds which increased New Hampshire’s original allocation received for WIOA Title I funds by \$12,747.

HOW DOES USDOL DETERMINE HOW MUCH EACH STATE RECIEVES?

- WIOA funds are allocated to states based on formulas prescribed in the Act. These funds are called **State Allotment Formula Funds**, commonly referred to as “state formula funds”.
 - The federal formula used to calculate the funding level for each funding stream is explained in detail below.
 - State formula funds are **available for expenditure for a three-year period** beginning July 1st and ending June 30th of the third year, for the Adult and Dislocated Worker funds, and beginning April 1st and ending June 30th of the third year for WIOA Youth funds.
- Historically NH has been a “**Small State Minimum Allotment State**” – WIOA establishes a minimum threshold for funding a state will receive to ensure sufficient funds are available to maintain a statewide program without dramatic decreases in funds.
- However, PY2021 saw an increase in funding above the minimum threshold due to the impacts of the COVID-19 pandemic and its impact on workforce and unemployment. PY2021 **increase** over PY2020 was as follows: **WIOA Youth – 30.81%; WIOA Adult – 30.94%; WIOA Dislocated Worker – 30.92%**.
 - It is not expected that this level of funding will be received in PY2022.

WHAT ARE THE REQUIRMENTS FOR EXPENDING FUNDS?

- WIOA formula fund expenditures must be categorized as either **Program** (90%) or **Administration** (10% cap) consistent with the definitions contained in the Act, and in accordance with the *Office of Management and Budget (OMB) Uniform Guidance* for fiscal management of federal funds. In general, all activities directly tied to participant (program eligible) services are considered program, anything not is considered administration.



- **15%** of the total allocation from each of the three funding sources is “reserved” at the state level for the following purposes:
 - 5% (maximum) for State level grant administration.
 - 10% discretionary funds for the provision of statewide activities as defined in the Act (i.e., local incentive grants, technical assistance, management information systems, evaluation, and NH Works system building, additional staff support) and/or “discretionary” activities such as exemplary programs, research and demonstration efforts, innovative incumbent worker programs, and special projects to assist local areas in carrying out local employment and training activities).
- **Up to 25% of Dislocated Worker** funds from the grant award may be reserved at the state level for the provision of Rapid Response services as defined in the law. **In PY2021 10%** was reserved for Rapid Response services due to prior year carryforward and a greater need for the funding for the Dislocated Worker program.
- The remaining **85% Adult, 85% Youth, and no less than 60% of Dislocated Worker funds** (i.e., the total award less 15% for all three funding streams, plus Rapid Response set aside from the Dislocated Worker funds) **must be allocated to the local level for the provision of WIOA specific services statewide** - see document labeled Master Award and Distribution Chart PY2021 -2024 for funding details.
- For all three funding sources **80%** of all funds received must be **obligated within the first year** of the grant period – by June 30th.
- States are strongly encouraged to expend **70% of Dislocated Worker funds** (i.e., percent of “total available” which includes prior year carryover plus annual award) in any given year. This calculation of “on hand funds” can be a factor in the decision making process when a state applies for additional grant assistance through the national Dislocated Worker Reserve grant program.
- The Board is responsible for managing program expenditures to ensure funds are fully expended prior to the end of the third year of the award. When more than one service provider for a funding stream is operational within the state, the Board may **recapture funds** from an underperforming provider and **reallocate** those funds to a provider meeting performance to ensure funds do not expire.
- The Board, with final approval from the Governor, may **transfer up to 100% of funds** between the adult and dislocated worker programs. However, the Board/Governor does **not** have authority to transfer funds to or from the Youth program.
- Locally, the allocation of training funds is developed by the service provider based on a formula similar to the federal formula described below – number of unemployed and number of TANF recipients in an area. This planning is a **guide to ensure equitable access**



throughout the state for limited training funds; however funds may be moved to areas of need after a mid-year review of actual expenditures to ensure full expenditure of funds.

- Local contract provisions identify a goal of **no less than 50% of funds awarded on the local level be set aside to support training costs** for program participants.
- WIOA requires that **75% of youth grant funds be expended on Out of School youth programs.**
- WIOA also requires that a minimum of **20% youth grant funds (minus administration funds) be expended on Work Based Learning activities.**

STATE ALLOTMENTS METHODOLOGY

- Historically NH has been a “**Small State Minimum Allotment State**” – states that meet the minimum allotment definition are those states that receive a PY 2021 WIOA Youth allotment of \$2,256,341 or receive a PY 2021 WIOA Adult allotment of \$2,146,308, as directed in TEGL 19-20.
- However, PY2021 saw an increase in funding above the minimum threshold due to the impacts of the COVID-19 pandemic and its impact on workforce and unemployment. PY2021 **increase** over PY2020 was as follows: **WIOA Youth – 30.81%; WIOA Adult – 30.94%; WIOA Dislocated Worker – 30.92%.**
 - It is not expected that this level of funding will be received in PY2022.

Youth Funds:

- The Department has allotted the PY 2021 Youth Activities program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period, July 2019 through June 2020, as prepared by the States under the direction of the Bureau of Labor Statistics (BLS);
 2. The number of excess unemployed individuals or the ASU excess (depending on which is higher) averages for the same 12-month period, July 2019 through June 2020; and
 3. The number of disadvantaged youth (age 16 to 21), excluding college students in the workforce and military) from special tabulations of data from the American Community Survey (ACS). The data used in the special tabulations for disadvantaged youth were collected between January 1, 2011, and December 31, 2015.



- Since the total amount available for States in PY 2021 is below the required \$1 billion threshold specified in WIOA sec. 127(b)(1)(C)(iv)(IV), which was also the case in PY 2020, the Department did not apply the WIOA additional minimum provisions. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. WIOA also maintains that no state may receive an allotment that is more than 130 percent of the allotment percentage for the state for the previous year.

Adult Funds:

- The three formula data factors that the Department uses to distribute WIOA Adult Activities funds among the States are the same as those used for the Youth Activities formula, except that data is used for the number of disadvantaged adults (age 22 to 72, excluding college students in the workforce and military), rather than the number of disadvantaged youth. Since the total amount available for the Adult Activities program for States in PY 2021 is below the required \$960 million threshold specified in WIOA sec. 132(b)(1)(B)(iv)(IV), as was also the case in PY 2020, the WIOA additional minimum provisions are not applicable. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. Like for the Youth program, WIOA also provides that no state may receive an allotment that is more than 130 percent of the previous year allotment percentage for the state.

Dislocated Worker Funds:

- WIOA prescribes different data factors for the federal allotment of Dislocated Worker funds by the Department to the States. The Department has allotted the PY 2021 Dislocated Worker State program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The relative number of unemployed individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2019 through September 2020.
 2. The relative excess number of individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2019 through September 2020. No comparison to ASU excess is required for this data factor.
 3. The relative number of individuals in each State who have been unemployed for 15 weeks or more, compared to the total number of individuals in all States who have



been unemployed for 15 weeks or more. For this factor, the time period for comparison is the 12-month period, October 2019 through September 2020.

- WIOA sec. 132(b)(2)(B)(iii)(I) required the Dislocated Worker formula to adopt a 90 percent minimum of the prior year allotment percentage. WIOA also provides that no State may receive an allotment that is more than 130 percent of the allotment percentage for the State for the previous year under section 132(b)(2)(B)(iii)(II).

OWO Staff Recommendation:

Approval of the proposed WIOA Title I PY 2021 budget.

Requested Action:

Approval of the proposed WIOA Title I PY 2021 budget.

Draft Motion:

Approve the proposed WIOA Title I PY 2021 budget as submitted by staff.

Workforce Innovation and Opportunity Act (WIOA) State Formula Funds PY 2021 - 2024
 (Program Year is July 1 - June 30)

STATE LEVEL [\(Grant Recipient\)](#)

Office of Workforce Opportunity
 TEGL 19-20

Total WIOA Formula Funding From USDOL (4/1/2021 - 6/30/2024)

\$ 8,049,758

		15% Reserve		15% Reserve		15% Reserve	25% Max RR Funds																		
Youth Program	2,933,243	439,986	Adult Program	2,790,201	418,530	Dislocated Worker Program	2,326,314	348,947	581,579																
Awarded April 1st	2,933,243		July 1st Award	488,385	73,257	July 1st Award	442,682	66,402	Only 10% for PY21																
			October 1st Award	2,301,816	345,272	October 1st Award	1,883,632	282,544	232,631.40																
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%;">Governor's Reserve</td> <td style="width:33%;">State Administration</td> <td style="width:33%;">Statewide Activities</td> <td></td> </tr> <tr> <td></td> <td>5% Administration: Office of Workforce Opportunity Operations</td> <td></td> <td>1,207,463</td> </tr> <tr> <td></td> <td>10% Statewide Activities (i.e., Discretionary Funds, Set Aside)</td> <td></td> <td>402,487</td> </tr> <tr> <td></td> <td></td> <td></td> <td>804,976</td> </tr> </table>										Governor's Reserve	State Administration	Statewide Activities			5% Administration: Office of Workforce Opportunity Operations		1,207,463		10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		402,487				804,976
Governor's Reserve	State Administration	Statewide Activities																							
	5% Administration: Office of Workforce Opportunity Operations		1,207,463																						
	10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		402,487																						
			804,976																						

80% Obligation 1st year
 70% Expenditure of DW Funds

LOCAL LEVEL [\(Sub-recipient\)](#)

Youth Program			Adult Program			Dislocated Worker Program		
		85%			85%			75%
System Costs (program funds)	242,851			171,425			171,425	
Youth Program Manager	115,000							
NH JAG / MY TURN			NHES MOU			NHES MOU		
Annual Budget	2,135,406		Annual Budget	2,200,246		Annual Budget	1,573,311	
	Program	Admin (10%)		Program	Admin (10%)		Program	Admin (10%)
	1,941,278	194,128		2,000,224	200,022		1,430,283	143,028
75% OSY Expenditures	1,455,958		1st Quarter	243,814	24,381	1st Quarter	272,173	27,217
20% Work Experience	388,256		3 Quarters	1,756,410	175,641	3 Quarters	1,158,110	115,811



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3d. WIOA Youth Incentive Policy

Background:

The Workforce Innovation and Opportunity Act permits the use of “incentive payments to youth participants for recognition and achievement directly ties to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the commencement of the program that may provide incentive payments; align with the local program’s organizational policies; and are in accordance with the requirements contained in 2 CFR part 200.”

Incentives can be effective tools to encourage participation in activities, which lead to improved skills and to the achievement of academic, employment and leadership goals and positive outcomes. As such, OWO has drafted a youth incentive policy, which is in accordance with the requirements of WIOA and is in parity with actions of other states.

OWO Staff Recommendation:

Approval of the draft Youth Incentive Policy and accompanying forms.

Requested Action:

The SWIB to vote on the approval of the draft Youth Incentive Policy and accompanying forms.

Draft Motion:

Approve the draft Youth Incentive Program and accompanying forms for release effective January 1, 2022.



OFFICE OF WORKFORCE OPPORTUNITY
WIOA POLICY ISSUANCE – Policy # -
Effective Date:

DRAFT - YOUTH INCENTIVE POLICY

PURPOSE: The purpose of this policy is to provide guidance and establish the Office of Workforce Opportunity (OWO) standards of performance in the issuance of incentive payments to [Workforce Innovation and Opportunity Act \(WIOA\)](#) Title I Youth Program eligible and enrolled participants.

POLICY: [20 CFR § 681.640](#) states that “incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the commencement of the program that may provide incentive payments; align with the local program’s organizational policies; and are in accordance with the requirements contained in 2 CFR part 200.”

Incentives can be effective tools to encourage participation in activities that lead to improved skills and to the achievement of academic, employment and leadership goals and positive outcomes. Incentives are not an entitlement and should be awarded as appropriate. All incentive awards will be subject to the availability of WIOA youth funds. It is the discretion of the service provider to decide, on a case-by-case basis, the use and extent of incentives and may be subject to the need of the client.

While incentive payments are allowable under WIOA, the incentives must be in compliance with the Cost Principles in [2 CFR part 200](#). For example, Federal funds must not be spent on entertainment costs. Therefore, incentives must not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, there are requirements related to internal controls to safeguard cash, which also apply to safeguarding of gift cards, which are essentially cash.

The US Department of Labor (USDOL) has also clarified that incentives are not allowed for activities such as recruitment, submitting eligibility documentation, or just simply showing up for the program.



Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. Such incentives for achievement could include improvements marked by testing or other successful outcomes. You are allowed to pay incentives to WIOA In School Youth (ISY) and Out of School Youth (OSY) for milestones such as receiving a high school diploma or high school equivalency or other acceptable credentials. In addition, the work experience incentive must be directly tied to the completion of work experience.

As described in Section 129 of the WIOA, local elements and requirements include utilizing the Title I Youth Program funds for:

- i. activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential;
- ii. preparation for postsecondary educational and training opportunities;
- iii. strong linkages between academic instruction and occupational education that lead to the attainment of recognized postsecondary credentials;
- iv. preparation for unsubsidized employment opportunities, in appropriate cases; and effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

Incentives:

An eligible youth participant may be compensated for the attainment of skills, goals, credentials or planned outcomes. Program notes and the Individual Service Strategy (ISS) should document the use of activities or planned outcomes that result in an incentive. All youth incentive payments must be connected to a WIOA service and documented in Job Match System (JMS).

Each eligible participant can be considered for one incentive per achievement with a maximum cap of \$200 per participant per program year. A participant cannot qualify for a measurable skills gain incentive using the same activity for which they have already received an incentive. For example, a participant obtains a high school diploma. The participant can either receive the incentive for the attainment of the high school diploma or the measurable skills gain but not both. The value of the most common incentive awards are listed in the following section. If an incentive has not been addressed in this policy or in any other policy, the youth sub recipient may submit a written request to OWO identifying the assessed need and the proposed goal.

Activity: Attainment of High School Diploma during program participation or follow-up	\$25.00
Activity: Attainment of High School Equivalency (HiSET) during program participation or follow-up.	\$25.00
Activity: Achieve basic skills improvement during participation. Must increase scores by one Educational Functioning Level (EFL) in at least one area	\$25.00
Activity: Completion of a measurable skills gain during program participation. This includes any of the five skill gain types listed in the OWO measurable skills gain policy #2020-P-019.	\$25.00
Activity: Successful completion of a work-based learning activity (including On the Job Training, work experience, Apprenticeship) during program participation.	\$25.00



Activity: Attainment of an Industry Recognized Credential or Certification during program participation.	\$25.00
Activity: Obtaining unsubsidized employment during program participation.	\$25.00
Activity: Retention of unsubsidized employment at 3-months after exit.	\$25.00
Activity: Retention of unsubsidized employment at 6-months after exit.	\$25.00

Required Documents

1. Program notes and Individual Service Strategy (ISS) must address specifics of the activity and the use of the incentive prior to start of the activity.
2. WIOA Youth Incentive Form completed and approved by WIOA Program Supervisor.
3. Copy of appropriate documentation verifying attainment of the goal or credential:
 - High school diploma or transcript
 - Postsecondary or occupational skills training degree, diploma, certificate, license or credential
 - High School Equivalency certificate/diploma
 - Industry Recognized Credential or Certification attained.
 - Other documentation as appropriate

ACTION: All staff must be knowledgeable of the contents of this directive.



**Office of Workforce Opportunity
WIOA YOUTH INCENTIVE FORM**

Participant Name: _____

Address: _____

City and State _____

State ID# _____

Incentive	Required Documentation	Amount
Attainment of High School Diploma during program participation or follow-up	<input type="checkbox"/> Allowable documentation: Transcripts, diploma, letter from school <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Attainment of High School Equivalency (HiSET) during program participation or follow-up.	<input type="checkbox"/> Allowable documentation: Transcripts, certificates, letter from school, copy of official document showing attainment. <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Achieve basic skills improvement during participation. Must increase scores by one EFL in at least one area.	<input type="checkbox"/> Youth must be OSY as defined in TEGL 17-05 <input type="checkbox"/> Must complete all post tests in which a deficiency is being scored <input type="checkbox"/> Must have scored an 8.9 or below in reading, language or math Test Adult Basic Education (TABE) pre-test <input type="checkbox"/> Allowable documentation: TABE test, TABE online testing score sheet, TABE Score sheet <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date.	\$25.00
Completion of a measurable skills gain during program participation.	<input type="checkbox"/> Documentation as required in OWO measurable skill gain policy# 2020-P-019. <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00



Successful completion of a work-based learning activity, such as On-The-Job training, Work Experience and Apprenticeships.	<input type="checkbox"/> Allowable documentation as is appropriate for each Work-Based Learning Activity i.e. Work Experience, OJT, Apprenticeship <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Attainment of an Industry Recognized Credential or Certification during program participation.	<input type="checkbox"/> Allowable documentation includes transcripts, certificate, diploma, letter from training agency <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Obtaining unsubsidized employment during program participation.	<input type="checkbox"/> Allowable documentation includes paystubs or letter of hire <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Retention of unsubsidized employment at 3-months after exit.	<input type="checkbox"/> Allowable documentation includes paystubs <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Retention of unsubsidized employment at 6-months after exit	<input type="checkbox"/> Allowable documentation includes paystubs <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00

I certify that the above goal(s) were met and I am eligible to receive this incentive.

Participant Signature

Date

WIOA Case Manager

Date

WIOA Program Supervisor

Date



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3e. Workforce Discussion Request

Background:

During the June 8th meeting the Board had discussion lead by Mike Somers relative to the worker shortage (page 91 of the draft minutes). This conversation is part of a larger goal for the SWIB to provide high-level strategic direction to the State of New Hampshire workforce system.

OWO Staff Recommendation:

Staff in OWO will create a conversation calendar for the next three meetings of high-level topics to discuss at each meeting. Further, OWO staff will invite speakers and experts to the next three meetings of the SWIB. Staff recommends for the February meeting a discussion on the Collaborative Economic Development Regions (CEDRs) and how they relate to workforce.

Requested Action:

The Board will provide staff some suggestions for topics and speakers for the June and October 2022 meetings.

Draft Motion:

Staff does not have a draft motion at this time.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3f. Topics for February 1st Meeting

Background:

The State Workforce Innovation Board (SWIB) is appointed by the Governor and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state and overseeing the Governor’s state workforce development initiatives. The SWIB is comprised of business owners, union representatives, state legislators, statewide agency heads, local elected officials, and representatives from other workforce partners at the State level.

OWO Staff Recommendation:

Staff from OWO would like direction and recommendations for speakers and topics of conversation for the February 1st meeting of the SWIB. Staff recommends that one of the conversations be about the Collaborative Economic Development Regions (CEDRs).

Requested Action:

That the Board task OWO staff with organizing and inviting speakers for the February 1st meeting along with scheduling discussion topics for the meeting.

Draft Motion:

No suggested motion at this time.



SWIB MEETING DATE: 10/19/2021
AGENDA ITEM: 3g. Board Motions and General Discussion

Item 3g. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable.



Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LLSIL	Lower Living Standard Income Levels
ABE	Adult Basic Education	LMI	Labor Market Information
ADA	Americans with Disabilities Act	LTU	Long-term Unemployed
AJC	Americas Job Centers (One Stop Centers)	LVER	Local Veterans Employment Representative
AWEP	Adult Work Experience Program	MIS	Management Information System
BEA	Business and Economic Affairs	MOU	Memorandum of Agreement
BLS	Bureau of Labor Statistics	MSFW	Memorandum of Understanding
BMCAP	Belknap-Merrimack Community Action Program	MSHA	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	NASWA	National Association of State Workforce Agencies
CAP	Community Action Program	NAWB	National Association of Workforce Boards
CBO	Community Based Organization	NGA	National Governor's Association
CCSNH	Community College System of New Hampshire	NHDOL	NH Department of Labor
CEO	Chief Elected Official or Chief Executive Officer	NHEP	NH Employment Program
CSBG	Community Service Block Grant	NHES	NH Employment Security
CTES	Career Technical Education Schools	NOO	Notice of Obligation
DED	Division of Economic Development	O*NET	The Nation's Occupational Information System
DHHS	Department of Health and Human Services	OIG	Office of Inspector General
DOE	Department of Education	OJT	On the Job Training
DOL	Department of Labor (USDOL) (NHDOL)	OMB	Office of Management & Budget
DVOP	Disabled Veterans Outreach Program	OSY	Out-of-School Youth
EEO	Equal Employment Opportunity	OWO	Office of Workforce Opportunity
ELMI	Economic & Labor Market Information Bureau	PACIA	Performance Accountability & Customer Information Agency
ES	Employment Services	RFP	Request for Proposals
ESL	English as a Second Language	SCSEP	Senior Community Services Employment Program
ETA	Employment & Training Administration US DOL	SDA	Service Delivery Area
ETEAMS	WIOA Case Management System	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
ETP (L)	Eligible Training Provider (List)	SNHS	Southern New Hampshire Services
FUTA	Federal Unemployment Taxes	SWIB	State Workforce Innovation Board



GAO	General Accounting Office (Washington DC)	TANF	Temporary Assistance for Needy Families
HIPAA	General Education Development	TRA	Trade Readjustment Allowance
IDG	Health Insurance Portability and Accountability Act	UI	Unemployment Insurance
ISS	Interagency Directors Group	VOC ED	Vocational Education
ISY	In-School Youth	VR	Vocational Rehabilitation Agency (Voc.Rehab.)
IT	Information Technology	WARN	Worker Adjustment & Retraining Notification Act
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
PIRL	Participant Information Record Layout (WIOA)	YY	Younger Youth



State Workforce Innovation Board (SWIB) Members

Last Name	First Name	Organization	Industry/Agency	Email Address
Alberts	Mike	New England Wire Company	Business	mike.alberts@newenglandwire.com
Batchelor	Eric	IBEW Union Apprenticeship Training	Union Apprentice	eric.batchelor@ibew490.org
Beaudoin	Marc	Milner & Krupski, PLLC	Union - Legal Rep.	marc@milnerkrupski.com
Brennan	Christine	NH Department of Education	State Partner	Christine.Brennan@doe.nh.gov
Burzynski	Anya	Aerodynamics Metal Finishing	Business	anya@aerodynamicsmetalfinishing.com
Caswell	Taylor	Business and Economic Affairs	State Partner	Taylor.Caswell@livefree.nh.gov
Cioffi	David	Former Business Owner	Business	davidmcioffi@gmail.com
Clark	Kelly	AARP	Community Partner	kclark@aarp.org
Copadis	George	NH Dept. of Employment Security	State Partner	George.N.Copadis@nhes.nh.gov
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Demers	Julie	NH Tech Alliance	Business (Assoc.)	Julie@nhta.org
Doiron	Beth	Community College System of NH	Education	bdoiron@ccsnh.edu
Hatch	William	State Legislature - House	Legislator NH House	hatchbill@hotmail.com
Hennessey	John	Littleton Coin Co.	Business	jhennessey@littletoncoin.com
Kahn	Jay	NH State Legislature - Senate	Legislator NH Senate	kahnjay03@gmail.com
Kane	Michael	The Kane Company	B. Business - Chair	mkane@netkane.com
Koheil	Tamer	Job Corps	Community Partner	koheil.tamer@jobcorps.org
Lovett	Charlene	Mayor, City of Claremont	LEO - Mayor	clovett.ccc@gmail.com
Martel	Robert	NH Union Representative	Union Rep.	liunabob@aol.com
Melanson	Jonathan	Office of the Governor	A - CEO - Governor	Jonathan.Melanson@nh.gov
Merrow	Katie	NH Charitable Foundation	Community Partner	km@nhcf.org
Norton	Steve	Elliott Hospital	Business	snorton@elliott-hs.org
Proulx	Eric N.	Tanger Outlets Tilton	Business	Eric.Proulx@tangeroutlets.com
Proulx	James	Proulx Oil and Propane, Co.	Business	jimproulx@proulxoilandpropane.com
Sink	Tim	Concord Chamber of Commerce	Business (Assoc.)	tsink@concordnhchamber.com
Somers	Mike	NH Lodging & Restaurant Assoc.	Business (Assoc.)	msomers@nhlra.com
Thomas	Gary	NorthPoint Construction	Business	gary@northpointcm.com



State
Workforce
Innovation
Board



New Hampshire Department of
**BUSINESS AND
ECONOMIC AFFAIRS**

Turmelle	Michael	NH Charitable Foundation	Business (Assoc.)	mt@nhcf.org
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Wagner	Brandon	GE Aviation	Business	brandon.wagner@ge.com
Board Proxies				
Board Staff				
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