



State Workforce Innovation Board Program Year 2025 – Meeting 1

**October 14, 2025
1:00 pm – 4:00 pm**

Meeting Location:

**New Hampshire Audubon
PSNH Room
84 Silk Farm Road, Concord NH 03301**



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.

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State Workforce Innovation Board (SWIB)

Program Year 2025 Meeting 1

October 14, 2025, 1:00 pm

Agenda

1. 1:00 pm – Call to Order

1a. Roll Call

1b. Approval of June 3, 2024, Meeting Minutes[4](#)

1c. Welcome

1d. Public Comment

2. 1:10 pm – Informational Items

2a. Presentation to the Board - ORID[36](#)

2b. Rapid Response Year End Rapid Response Update[37](#)

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2i. Program Success Stories[76](#)

2j. NHWorks Conference 2025—Update[105](#)

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3. 2:00 pm – Board Motion & Discussion

3a. New Hampshire SNAP Employment & Training Program, SNAP E&T State Plan[113](#)

3b. Topic for February 3, 2026, Meeting[114](#)

3c. Board Motions and General Discussion[115](#)

4:00 – Adjourn

Next Meeting: February 3, 2026

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P R O C E E D I N G S

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June 3, 2025 - SWIB Meeting

Audience: *[Overlapping conversation]*.

Joe Doiron: Perfect. Thank you.

George Copadis: Okay. Good afternoon, everybody. Thank you all for attending. We've got a quorum, so we're going to get into a fairly lengthy agenda, so we're going to get started. For the record, my name is George Copadis, and I'm filling in today for the Chairman of the State Workforce Innovation Board. Some quick notes as we begin the meeting. The meeting is being recorded. Before speaking, please state your name so the transcription service can accurately document today's meeting. Today's meeting is official meeting of the board. It's open to the public, will be running a manner compliant with RSA 91-A. Meeting materials for the board and the public can be found by visiting the Department of Business and Economic Affairs website.

We've got a number of items to work through today. You'll find these items on the agenda with their enclosed supportive documents. The agenda and these documents have been provided to the board electronically. Printed copies are available today and all materials are made available to the public via the VA website. Joe, would you like to begin the roll call for the meeting?

Joe Doiron: Thank you, Mr. Chairman. Mike Alberts?

Mike Alberts: Here.

Joe Doiron: Jim Alden?

Jim Alden: Yes.

Joe Doiron: Joseph Alexander. Stephanie Ashworth. Kevin Avar. Rick Bartle?

Rick Bartle: Here.

Joe Doiron: Alan, can you help me with your last name? Sorry.

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Alan Beaulieu: It's a tough one, isn't it?

Joe Doiron: Yeah.

Alan Beaulieu: Just say Beaulieu.

Joe Doiron: Beaulieu. Alan Beaulieu.

Alan Beaulieu: Yeah.

Joe Doiron: Thank you, Alan. Christine Brennan. Anya Burzynski. Paul Callaghan. Kelly Clark. Kenneth Clinton?

Kenneth Clinton: Here.

Joe Doiron: George Copadis?

George Copadis: Present.

Joe Doiron: Mary Crowley. Tiler Eaton. Patrick Fall. James Gerry. Chase Hagaman?

Chase Hagaman: Here.

Joe Doiron: Michael Kane. Shane Long?

Shane Long: Here.

Joe Doiron: Donnalee Lozeau?

Donnalee Lozeau: Yes.

Joe Doiron: Lori Ann Lundgren. Larry Major?

Larry Major: Here.

Joe Doiron: Ashok Patel. Tracey Pelton?

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Tracey Pelton: Present.

Joe Doiron: Jim Proulx?

Jim Proulx: Here.

Joe Doiron: Shannon Reid. Jay Ruais. Richard Sala. Tim Sink?

Tim Sink: Here.

Joe Doiron: Gary Thomas. Cullen Tiernan?

Cullen Tiernan: Here.

Joe Doiron: Mr. Chairman with the roll call concluded, we have more than a quorum.

George Copadis: Super, super. Okay. The meeting minutes for the March meeting are found in the packet. Any errors, corrections, omissions? If not, I'll entertain a motion to approve.

Jim Proulx: Motion approved and moved.

Donnalee Lozeau: Second.

George Copadis: Moved, seconds. All those in favor?

Audience: Aye.

George Copadis: Opposed? Motion carries.

Joe Doiron: Mr. Chair, real fast, so the motion made by Jim Proulx?

George Copadis: Yes.

Joe Doiron: And seconded by Donnalee Lozeau?

George Copadis: DLL.

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Joe Doiron: Thank you.

George Copadis: Again, welcome everyone. We'd like to take a moment to see if anyone from the public would like to provide any public comment. If so, please state your name for the record prior to speaking. Give a moment and if nothing, please provide to information items section 2.

Joe Doiron: Okay. Thank you very much, Mr. Chairman. So, item 2A is something that we do every two years. We have a participant panel. So, we just ask that if board members start thinking of some questions, this session is going to be led by both, Lisa Gerrard and Melissa Salmon. And I think we have some microphones for them as well. Do you mind taking it away, Melissa and Lisa?

Lisa Gerard: So, the participant panel is in front of you, and we're just going to go down the line. They could have microphones, so it will be easier to hear them. They're going to give you a little bit about who they are and how they came to our the Title 1 programs and then Melissa and myself are going to ask the panel some questions and then we will turn it over to some board members to ask any addition questions. So, Abow is going to take it over.

Abow: *[Inaudible]* [00:04:12].

Audience: Yes.

Abow: Hi, my name is Abow. What would want to know first?

Lisa Gerrard: Just about yourself *[overlapping conversation]* [00:04:22].

Abow: All right. I first heard about MY TURN Program when I was in serious trouble facing charges at both New Hampshire and Massachusetts. Around that time, Ally at MY TURN was trying to reach out to me and my friends. Honestly, I thought she might have been in law enforcement or something. So, I kept dunning her, but she didn't give up even when I had to come to court in NH. Ally showed up with Tee and Jocelyn. That was the first time I actually saw someone in my corner. And that's how I got involved, because she helped me, telling advice *[inaudible]* [00:05:08]. She got me into the Young Adult Program. Before joining MY TURN, I did not have a career for my future. I worked hard at warehouses, landscaping, just to make ends meet, but I didn't really think I had a real career. Well, MY TURN that I learned becoming an electrician, they guided me through the right path, showed me how I can move up, and now I'm finishing my second year in the apprenticeship. That support helped me see that I could build something for my future and showed me I have a goal to own my own electricity company one day.

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Sydney: Hi. I'm Sid. I first heard about MY TURN from a friend of mine. I was at the time moving out of my card and just moved back to New Hampshire from Vermont. When I was younger, I was raised in a very strict and religious family that strongly discouraged any second-hand or secondary education. So, I had really not had applied to college or for scholarships. I was really worried about it to start my career pathway, and I left that as well, I had no familial support. And then I found MY TURN, and they helped me choose a career path. They helped me figure out how to apply for assistance. They essentially helped with me just figure out how to be an adult on my own while I kind of like helped guide myself as well. They were a really strong guiding hand in that process of figuring out where I wanted to go with my life, and I don't really know necessarily where I'd be without Michelle and MY TURN.

They gave me a lot of opportunities to get my foot in the door for a career path and to continue my education. And that was something that was very important to me because at the time I felt very lost and did not know what I wanted to do. And Michelle helps me get my LNA license. She had also help me get through EMT school in the institute for EMS in Manchester. And just recently, I also graduated from a phlebotomy course, which I passed as well. And she really helped me figure out that healthcare was something that's very important to me and helping people, who may not be able to assist themselves or may not have the means to do so is something that is very important to me. And I really appreciate them helping me figure that out.

Mark Williams: Hi, I'm Mark Williams. I got laid off after about 20 years in a tech field and, that was my second laid off in my career. And I think it hit me harder than first but, it hit me pretty hard. And so, when I finally managed to get myself around to New Hampshire Employment Services and start getting involved there they basically and was such a great help then. But what we did was, you know, she looked at what do I want to do now, and I wanted to get into data analytics. I had tried to start getting into it before I was laid off. So, what happened was Ann got me into the couple of different courses. One of them was the WIOA workforce, and I'm a techie, so this is kind of unusual for me to talk. I've done it before, but it's not usual. So, she got me into – well, the Dislocated Worker program and then she really wanted me to take the, workforce New Hampshire, WorkReady New Hampshire course, which helps do kind of something like this, speaking to people, which I took as well as she got into the data analytics certified professional program, with Visible Edge Institute.

That's the federal program. And that was awesome. And what happened was when I went to interview, the second interview I had, they were really impressed by that, by all the certifications that I got. And I guess I did well, you know, WorkReady New Hampshire speaking to them as well

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because I wasn't aware there was going to be a panel there for an interview. So, it was kind of like a little bit of interesting. And the other interesting fact is that it's NHES. I worked in Elmwood over at 45 South Street. And we've gotten into a really good place. I've never worked in state before. I've never worked in government before and I'm really enjoying it. And I'm real happy to be here to tell you how good this works for me. Thank you.

Kristen Duff: I'm Kristen Duff and Margaret took care of me also doing her job. I was in the Dislocated Worker program also. So, I was a programmer for kids. A few years back my husband passed away, *fair death* [phonetic] [00:11:57] so everything kind of went south at that point. Also house, I lost a lot of everything. So, we started to get back on our feet and I did pretty well for all there. Went back into programming and then came the layoffs. I was a little frustrated from the layoffs along with the Amazon moves and so forth and the whole department, all workers moved to Germany, because I supposed to be German, so I did not want to go back. So, Ann, got me also into Visible Edge, and I did the data science machine learning program there and they hired me, because I was speedy and they thought I would do a good job teaching. So, I assume the data science machine learning with data analytics and software engineering and the AI technologies programs there and I am happily taking care of my more students like we would years back. I think that is it.

Uliah: Hi, everyone. My name is Uliah. I'm 20 years old. I live in Nashua, New Hampshire. I've always lived in New Hampshire, but I recently moved back from Southern Florida about two years ago with my four-year-old daughter. After moving back, I knew that I wanted to start some sort of career, something that would be flexible for me and my daughter, and that I would be able to turn into a business of my own one day. Massage therapy was always something that I thought of, but I wasn't exactly sure how to get into it or where to start. After doing some research and finding some schools, I was then faced with the challenge of how was I going to pay for this as well as being a mom and doing classes and providing for her. My mom was actually the one who referred me to the WIOA program. I was able to apply and do the whole onboarding process remotely. It took about a month or so to do the paperwork and do all the requirements, finding a school that would fit my needs. I toured two of the schools in Manchester and at Northeastern Institute of Whole Health. And after a very long year, I am now a full-time licensed massage therapist in Maine as well as New Hampshire. And I hope to own my own business one day.

Jazmary: Hi. My name is Jazmary. I'm 17 years old. I was born and raised in Manchester, New Hampshire. I'm a senior at Memorial High School. I'm a member of JAG at Memorial, and I'm enlisted in the Army National Guard, and will be shipping out this year, June 30, to Fort Jackson, South Carolina. I've recently received a promotion, and I'm now private second class. And I joined

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JAG, because my friend Isabel referred me for the – I’m sorry, I’ve been a part of the program for two years and she recommended it *[inaudible]* [00:15:28] to me. Thank you.

Isabel: Hi. I am Isabel, and I am a senior at Memorial High School, and I am a member of JAG at Memorial. JAG has helped me in so many ways. I’ve always wanted to do acting, but I never really thought it was – I didn’t think I was capable enough, but with JAG, I have realized that I am capable of it, and no matter what implements anything. And they have helped me to come out of my shell and practice public speaking by attending classes at the Palace Theater. I needed help with my academics. I was in danger of flunking out, and Ms. Gates has helped me with my classes and stay on top of all my work. Our field trips have helped me learn more about our community and drugs available in our area. And I just want to say, JAG is amazing, and I’m thankful that I have met her and the program. So, thank you, guys.

Lisa Gerrard: So, we have a few questions for the panel. So, this is first going to go to Isabel. Can you tell the board a little bit more about how you became involved with JAG at Memorial? So, our two individuals, Jaz and Isabel are in school youth. So, we have in school youth programming and these are two representatives of our *[indiscernible]* [00:17:00] In School Youth at Memorial. So just tell us a little bit more about how you came involved in JAG Program?

Isabel: Right. So, I ended up losing my elder cousin in my freshman year of high school, so I was already kind of turned down. And then in my sophomore year I lost my little brother, so then I was really not doing the best with my classes and all. And my guidance counselor at school she referred me to JAG and would help me come out of my shell, you know, get more opportunities in life with my career that I wanted to do. And I didn’t really have anything else other than acting because that’s what I wanted to do. And, Ms. Gates has helped me a lot and my guidance counselor decided to recommend it to me because it helped my needs and helped me with my career that I wanted. And she introduced me to Ms. Gates who agreed I would be a good fit and helped me fill up all the paperwork to join.

Lisa Gerrard: Kristen, I’m going to ask you the same question. Can you tell the board a little bit more about how you became involved with the Dislocated Worker program? I think you had kind was explained it, but how did you first hear about the program? *[Overlapping conversation]* [00:18:34].

Kristen Duff: I didn’t know what else to do. Oh, sorry.

Lisa Gerrard: That’s okay.

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Kristen Duff: I was starting and stopping different programs because I tend to be interested in a lot of different things, but it's not helpful if you start and stop. So, I got into all kinds of other things, but none of it went anywhere. So, I needed some guidance. So, Ann provided that and got me pointed into a direction that updates my skills, the programmer was, being a programmer in a language that was becoming not used very much. And that was part of the problem. I was not finding another position like the one before. So, I went in the direction of data science and artificial intelligent [*phonetic*] [00:19:23] and so forth and that worked out for me.

Lisa Gerrard: Thank you very much. All right to Melissa.

Melissa Salmon: Uliah, if you could tell us a little bit more about what types of sources you received and then talk a little bit about the training. But if you can talk about who gave the training for you, what kind of assistance you received and if they were any support sources at all?

Uliah: Yeah, so Nicole was my career navigator. She was really nice. She always reached out to me, made sure I was on track with schooling. They were able to pay for most of the tuition, and each work now was paid for the other half. They reimbursed me for mileage, so to and from school weekly I was about to check every week to fill my gas tank, which also helps a lot. They paid for my cell phone bill at times. Like, I wanted to send that in they're able to help pay for that, which also helped, so I have more money to do other things or to pay daycare. A huge thing was that I couldn't find a good fit for my daughter for a daycare, and they were able to connect me with a place that helped me get her into a really good school that she is still now in. She loves it. So, that was a really big help. And I really love that.

Melissa Salmon: That's great. Thank you so much. And Abow, I kind of have the same question for you. What kind of services did you receive? Did you attend the training? I know you're still in training. Could you tell us a little bit about that? How that is going and if you receive any support sources?

Abow: I go to Manchester, what you call it mechanic school, trade school, and they helped me get in there. They paid for my tools, got me rides there if I have to, if I needed it. They supported me, and they really just believed in me and said that I could do this, and I got a breakthrough, I just got to keep going.

Melissa Salmon: How long do you have left?

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Abow: I got about two more years, a year and a half, then I'll get my masters.

Melissa Salmon: Great. All right Lisa right back to you.

Lisa Gerrard: All right Mark, this one is for you. Did you know what career you wanted to pursue? You came in with the Dislocated Workers program, so you were probably kind of upskilled, some of your certifications, but how did your counselor help you through this process?

Mark: Yeah. Thanks. Yeah, it was one of those things where I knew I wanted to get into data analytics and it was interesting because I couldn't find that specific job, you know, description, in the system. So, we had to kind of figure it out and, it was good. And, you know, Marleen was the one that kind of directed everything that way, you know? She got me the program for Visible Edge Institute. You know, got me into that. And that was the analytics program. And, I didn't say it when I was explaining, but I ended up in the Economic and Labor Market Information Bureau, ELMIB, as a labor market analyst too. So, it was a great course because, you know, I think I said that they looked at it in the interview. They looked at the listing of all the courses and the certifications that I got, and they were real impressed. And so yeah, that was, you know, that was all *[inaudible]* *[00:23:16]* directing me saying you've got to do this, and she really wanted me in, you know, the work for New Hampshire and all that. So it was, yeah. Everything was really good, so yeah.

Lisa Gerrard: Sid, I'm going to you next with the same question. So, you had to an idea of you wanted to get into healthcare, but you also were doing RNA, you did some phlebotomy now and you did EMT, which is kind of a great bundle to have, so how did that kind of come about?

Sydney: So, when I first went to Michelle at MY TURN, you know, like you said I had kind of an idea. I was at the time working for an in-home healthcare company, so I tried to already take care of older residence in adult homes, and I enjoyed it very much, but I wanted more from that and so Michelle had helped me narrow things down and at the time, one of my biggest issues was then I was living in my car. So, we actually found a dementia care facility in Durham, New Hampshire, and the owner had also built a bunch of tiny homes for affordable housing and employees got a discounted rate on rent as well. So, I got in the dementia care facility, which also gave me housing and from there I went and got my LNA to further my career at the dementia care facility. And later on, decided I still wanted to go further, because I just – I don't know, I thoroughly enjoyed it and I enjoyed learning more, whether or not it is going to be something that I wanted to make my career or not. I just didn't *[inaudible]* *[00:25:00]*. And Michelle really

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kind of help me wade through those waters to figure out what exactly I did want to do and make it a bit easier to make those choices.

Melissa Salmon: I am happy to turn to Jaz. I know that you are senior.

Jazmary: Yes.

Melissa Salmon: All right. So, what is the biggest benefit that the program offered you and how did it help you to achieve your goals?

Jazmary: So, JAG helped me a lot with keeping track of my schoolwork. I'm always the type to – I don't know, like, I stay on track, but sometimes I can get off. Like, there's sometimes those periods that I'm staying on track. So, JAG definitely helped me stay on top of my schoolwork and also graduate on time. And Ms. Gates actually helped me a lot with getting my ASVAB, practicing my ASVAB because it was very different. There's a lot of different topics that I did not know anything about. So, she allowed me to study, and she's always helped me. She's always made sure that I was on track with studying because she knows, like, the time that I would go into the testing and all. She helped me get accepted into the Army National Guard *[inaudible]* [00:26:18]. So, it benefited me a lot, definitely. And she also helped me understand the cost of living and how to be an adult and, preparing me for life after college, so yeah.

Melissa Salmon: That's all. So now we'd like to open it up to the board to ask some questions that you might have them answered. So, please go ahead and raise your hands and we will *[inaudible]* [00:26:39] needed. Gets you right after *[inaudible]* [00:26:46].

Chase Hagaman: Chase Hagaman. Lisa, I don't know how I feel about you singling me out just like...

Lisa Gerrard: You were going to raise your hand.

Chase Hagaman: Your stories are all incredible. Like, I'm just sort of sitting back here in awe and, great questions were asked. So, I'm actually having a hard time finding a good question. But we've talked a lot about, you know, the successes and the benefits of the programs and organizations you've been involved with. I guess, from a board perspective, it would also be helpful to know if there are things that we can help improve upon, you know, to make the experience better, connect you with additional resource, you know, things you noticed along the

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way that were great, but you know, so is there any other any examples of that? And the answer can be no. Just curious if there's ways that we can help improve the program?

Lisa Gerrard: Does any of the panel want to try to answer that question?

Jazmary: I feel like JAG as of right now is a good, great program. I don't believe there's anything there should be changes to it just because it does so much for all the students or just anybody that is in the program. I think it's perfect.

Lisa Gerrard: So, Sid wants to answer as well.

Sydney: Well, a lot of times, my case manager, Michelle and I will joke that I'm kind of her guinea pig, lab rat with all of this stuff. So, we've definitely worked together a lot on figuring out how it's the best route and best path to get me to where I need to be. And sometimes that could be a little frustrating for both of us. But I think MY TURN did a really good job of working with the participants and even when things didn't necessarily go as planned, they still did their very best and absolute hardest to make sure that I got to where I needed to be.

Mark: I think that the follow-up is incredible. I might not look at, I might not act it, but I am a little longing a tooth and, when my second interview came through with a job, you know it's testament to the system, you know, that you have and the program because the first time I got laid off, it was, you know, not a good experience. But this was an awesome experience, and I really appreciate it. Thank you.

Melissa Salmon: All right. We have one question from Tracey.

Tracey Pelton: Hi Tracey Pelton. Thank you for all your stories. Those were amazing. My question to all of you is how could we have connected you sooner with the programs that we offer? And how did you find the programs, and would you wish you had found sooner in life?

Sydney: I definitely wish I had found it sooner in life. I think I started with MY TURN when I was 19, almost 20 maybe. And I didn't even know that programs like this existed at all. Not just for younger adults but also for adults as well. And I wish I definitely found it sooner. It seems like it was almost very hard to hear about it unless you knew somebody in the program. But, yeah, definitely I feel like it should, you know, I think it should be broadcasted a little bit louder that, you know, because there's so many kids and young adults out there that are struggling so hard

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right now. A lot of my friends are and most of them don't even know that programs like this exist. So, I definitely think it needs to be maybe a little more published or broadcasted more.

Isabel: I had been in the JAG program for, like, a few years now. So, I have been in there since I was, like, really late sophomore. I really do wish that I had had JAG before because it would have helped me through high school, through the whole thing. And I wish JAG was more announced. I wish more people knew about it because, like she said, too, I didn't even know about JAG until my guidance counselor told and now that I know about it, I tell everybody about it. I told her about it because it is such a good program, and I wish more people got the chance that I got with JAG so.

Donnalee Lozeau: First of all, thank you for sharing your story. It's not easy and you're all lined up for us all to look at you. You did a great job all at sharing your stories. And Tracey's question is a very important question because sometimes no matter how much you advertise; it might not be in the right place for the people that need it the most. So, word-of-mouth is always the best. But I want to ask a question about what's next in the sense of – so throughout all of your experiences, you've talked about the folks that supported you and helped you find your path. Do you feel like you learned enough through that experience that as you move forward in your respective careers, that you feel like when you hit those bumps in the road or that barrier that you feel like you have the skills to overcome them? I think that that's an important kind of next part of your world.

Sydney: I would definitely agree that I don't think I would have any of the knowledge that I have now if I didn't find MY TURN. You know, there were times that there were things that MY TURN couldn't help me with, but my case manager still went with me to the dealership to go finance my car because she wanted to make sure I didn't get ripped off or whatever, but in that process, she just took over the situation and did everything for me. She walked me through everything, every step that I needed to do, every possible outcome that could occur. And so, I feel like I have been very well prepared for an adult life on my own. And there's been situations very recently that looking back, I went, "Wow, I don't think I would have been able to handle this like I did maybe two years ago if I haven't done with MY TURN."

Abow: I definitely overcome a lot. Two years ago, I would have never sat here and talked to you guys. I would have been shy, scared, something. And Ally and them helped me out a lot, all right? I just had to say that because two years ago, I would have not walked in here.

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Isabel: So, as I said before, I've always wanted to do acting, but I was so shy. I wouldn't, like, I wouldn't be able to be sitting here talking to anybody right now here. But JAG has helped me with that, and JAG has helped me with my future. I only just got told that, like, acting, I would not be as successful as when you see movies or anything like that. But JAG has helped me push myself to my limit and to know that I can do acting. And that is my future and that's what I am going to do.

Uliah: When I first started the WIOA program and first started school, I was living with my mom and my daughter and my little brother in a very small apartment. After now, since completing school and completing the program and everything, I'm, a full-time therapist, so I'm able to afford all my bills by myself as well as rent, as well as my car, you know, how expensive everything is right now. So, I think they really set me up for a good future, for me and my daughter. And I'm very excited to see what else will come.

Kristen Duffman: Well, the main thing is that if something like this happens again, for me, I will know what to do right away. And I appreciate all the help that I got. And I know how to use it. And I'm right on target to help me whether anything that comes along.

Jim Proulx: Hi, Jim Proulx. Great program presentation on State and Work Employee. My question is if you find yourself someday underemployed, move to all those wonderful programs would be the one that would support you if you find yourself underemployed and that would also include maybe the people that we know that might be underemployed. What is that – what was the best resource for something like that? You know, what do you think that is for you over the course?

George Copadis: Okay. Any other questions, anybody? I'm sorry?

Sydney: Can you elaborate what you mean by underemployed first?

Jim Proulx: Say if you want to become a RN and want to do those other things that you had not done yet and you were maybe working professionally as an LN and you want to get to that next level, that'll be a situation where you feel like maybe you're under employed.

Sydney: Okay.

Jim Proulx: So, what would the resource be?

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Sydney: Well, I'm sure there is other programs out there. MY TURN age limit is 18 to 24, so I am kind of aged out of that at this point. I do feel like they have you know provided me with good knowledge basis, you know? If I were to find myself in that situation, I feel like I would know the next steps to take as to maybe I can speak to my employer, see if they would maybe pay for those classes, if they would, you know, want to help me progress and further my career to be employed by them. If not, I do know that there are other adult programs.

Female Speaker 3: WIOA?

Sydney: Yeah. I've heard good things about them.

Male Speaker 2: That's good.

Male Speaker 3: And there's your commercial. Yeah, right?

Jim Alden: Hi. Jim Alden. I heard about JAG and MY TURN several times. How fortunate you were to find it, I understood. Could you expand a little bit on how you found it? I know word-of-mouth, but by whom was it referred, things like that?

Isabel: So, my guidance counselor at my high school, she referred me to JAG because I was just at that place at the time. And she figured JAG would help me with my life and how I could manage to what I want to do with my life, with my job, my career. And I guess with me being in the program for a few years, I've experienced, like, a lot of stuff in the program. We went on field trips to, like, colleges and stuff. And it's helped a lot. It's opened my eyes with everything. I've even went on field trips that didn't really have to correlate with my job, but I still wanted to, you know, explore everything because JAG had all those opportunities, so I wanted to go.

Cullen Tiernan: Cullen Tiernan, my first time here, so I'm new just like you guys, and I thought you did a great job, so kudos. I'm also a marine, so I'd love to thank you guys for your service preemptively. That's going to be a great experience for you. But I was kind of curious about – maybe I missed this a little bit, but is there any attraction from any of you all? Or are you guys interested in state service after this? The state of New Hampshire is something that's inspired you to get more involved, or do you have jobs lined up with the State of New Hampshire?

Lisa Gerrard: Mark does.

George Copadis: Mark does, Mark's all set.

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Mark: Hi, I'm Mark. Yeah. I'm employed by NHES. And I had never been employed by the government before and I'm really enjoying being employed by a state. There's a lot of perks. There's a lot of things that I had not seen from the private sector. And I really do enjoy it. So, if you can, you know, there's always that. But, yeah, I'm really...

Female Speaker 2: Open to it?

George Copadis: Okay. One more and then we're going to move on.

Larry Major: Larry Major. This one's for Abow. I'm glad two years has passed so you can be here to talk to us. But my question is, did you know that you want to get into electrical? Look, could it have been welding or HVAC? Or did you have to kind of experiment?

Abow: I didn't really even actually know what I want to do at first. So, me and Ally, we tried a couple of things. I tried to get a CDL license. I was like, "Oh, maybe not." And then she told me to try an electrician. I didn't want to do it at first. And she was like, "Give it a shot, give it a shot." I was like, "No, no. I don't even know nothing about tools at first." And then I gave it a shot. I went to class, and then she got me a job with somebody she knows, and I just started liking it. I really enjoyed it. And I like it.

Larry Majore: Welcome to the trades.

Abow: Thank you. Thank you.

George Copadis: Again, George Copadis, and I just want to extend my thanks to all of you as well. It's great when Mark gave his little spiel there about him. I was like, phew. It was a good one. It wasn't bad. But I mean, what could be better here? You know, we're facing you and your counselors and all behind you facing you from the back. So, everything's covered. But I want to thank you all for sharing your success stories and, you know, we wish you all the best and we hope you just build upon the successes you've experienced to date and best wishes to each and every one of you in the future. But for on our end, from the board, I mean, this is what it's all about, you know, and being able to listen to these success stories because that's why we're all here is to make a better world for everybody. So, again, I want to just thank you for sharing. You did a great job. You spoke well. Everybody's happy. So, thanks again and we'll just move on with the informational items now.

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Joe Doiron: Absolutely and thank you all.

Lisa Gerrard: If you do see the row behind the panel. If you all could stand, these are all either career navigators or program managers from the Title I Programs. These are the people that make it happen. So, we just want to recognize you all.

Joe Doiron: Thank you, Mr. Chairman. We're going to, page 38, in the packet in front of you. Item 2B is a rapid response update from Nick Masi. I don't know how Nick's going to follow that up, but good luck, Nick.

Nick Masi: I will give it my best shot. Thank you, Nick Masi. Current program year, program year 2024, the reporting period of July 1st of 2024 through today, June 3rd, that response is documented 29 rapid responses that's across New Hampshire. These were for 14 rapid response presentations. This is to individual occasions from distribution of printed material and onsite discussions with company management to discuss *[inaudible]* [00:44:04] the advantages of a rapid response program what we can provide. The number of rapid responses is a good program at 36% less than program year 2023. So, we have done 29 this year versus 45 over or near '23.

The rapid response activities covered for an impact in 704 employees in the field of distribution, hospitality, logistics, manufacturing and retail. Of the 29 rapid response events, 18 of these were in-person where we went out and spoke with the employees at the facility individually and had 10 to full team presentations between all the rapid response team health and human services, adult education, vocational rehab, employment security.

Seasonally adjusted estimates for April 2025, the latest figures we have, that place a number of employee residents with 752,990, a small decrease of 690 from the previous month and an increase of 2,770 for April of 2024. The number of unemployed residents increased by 380 before a month to 24,170. This is an increase of 5,400 more unemployed than in April 2024. There is also a decrease in total labor force between March 2025 and April 2025 of approximately 310 people.

Nationally, seasonally adjusted unemployment rate for people 2025 was 4.2%, unchanged to March rate, an increase of 0.3 percentage points from the April 2024 rate. Since taking over the rapid response program, in January of '25, we worked to build the cohesive team between New Hampshire Works Partners to have a consistency in our presentation for rapid response services. In an understandable, useful and professional manner, we've been building in-depth ability into the current system to managing all situations that may be encountered with a consistent outcome. And one of the things I wanted to bring up was, recently as of Friday we learned of Job

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Corp[inaudible] [00:46:24] program be paused as they said and it impacted 250 students and 125 staff members in the Manchester facility.

So, between Friday morning and Monday at 1:00 PM we were able to gather all of our team and go in and present resources that [inaudible] [00:46:48] the students, many of them lived on campus and had no housing to go to. They were supposed to be out by this coming Friday. I believe that has been extended for an additional week. So, we are able to bring in people to help them talk about what's available for housing, what's available for healthcare, what's available for education and different programs, and alternatively we also talked about the functions out there. We were going back on – actually tomorrow we're having two rapid responses for the staff, there's 125 staff members that will be out of job possibly this Friday or they will be paused as of [inaudible] [00:47:26] this Friday. So, thank you. That's the update on the rapid response program. Any questions?

Chase Hagaman: Thanks, Nick. I appreciate the update. I guess a question I have for you and Joe or whoever wants to answer. There were roughly 40 students that were going to be potentially homeless. And I guess the question I have is what are we actually able to present in terms of options for housing for them on such short notice?

Nick Masi: Well, we had City of Manchester and Waypoint coming in. Waypoint was taking all their documents, all the information they could to see where they could place them. Waypoint specializes in helping homeless teenage and [inaudible] [00:48:13] youth up to through, I think, age 24. So, they are kind of focused on that.

Joe Doiron: So, for the record, Joe Doiron, sorry, I stepped out to take a call exactly about that. So, the process is ongoing. So, I'm sure Nick covered, you know, there's about approximately 250 students who will be impacted by this, 40 of which have been shared with us are currently homeless and are facing. So, there's these conversations that we can't share publicly. There's some stuff happening behind the scenes. Some positive momentum has been the original closure for those students, which was supposed to be this Friday. We've got an extension to the thirteenth, which is great, you know? And then US DOL is potentially looking at extending that even further for the individuals who are homeless until maybe the 30th when the operations have to fully cease. But there are some background conversations going on of how to serve those folks.

But I'm sorry if I'm repeating something. But at the student resource fair we had yesterday, we had a really good showing and some real positive, we were talking to the students before, during,

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and after. So, we are connecting them to the resources, but we'll be on-site tomorrow for the rapid response, and we plan on pulling, center director, Stephanie Ashworth aside who couldn't be here today. She's a member the board for obvious reasons. So, ongoing. Sorry. Sorry if I repeated myself too.

Nick Masi: That's fine.

Joe Doiron: I will repeat it.

George Copadis: Yeah. George Copadis for the record. I just want to extend my thanks to BEA and all the partner agencies to have that shorter time span and to put an event like that together and to have as, you know, just about basically all the students there plus all the resources. I mean, you're talking Friday and then it's a weekend and then Monday you're all there. I mean, you did an outstanding job, and I can't thank you enough on behalf of all the partner agencies as well. Okay.

Joe Doiron: Item 2C, we'll kick it over to Melissa Carter. Fiscal update.

Melissa Carter: All right. *[Inaudible]* [00:50:20] There is a little lag in it because we are at the end of the third quarter, now through June. But as of this it is explained *[inaudible]* [00:50:22], every time we're awarded a grant *[inaudible]* [00:50:30], we have three years to use all the funds 80% if have to be obligated by the end of the first year. We've expended all the funds from program year 2022 or 2021 and we are about 97% obligated with program year '23. So, we're running short there. And then we've already exceeded the obligation rate for program year '24, so we're ahead of the game which is good. It shows that our sub-recipients are all doing their best that they can and exceeding expectations. But it means we're shorter on funds than we had in the past, so we have to be a little bit tighter on budget. We're still waiting on the next program year to see what we're going to get and we're just going to be optimistic that hopefully that money is close to what we think it is. Any question?

Rick Bartle: Rick Bartle for the record. I'm just trying to make sense of the math. So, for 2024, 1.955, it's indicated here that's 33% expended with the remaining 494. That doesn't calculate the 33%? Am I misunderstanding what I'm reading here?

Melissa Carter: I don't have my computer open. It's all formula-based spreadsheet.

Rick Bartle: Okay.

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Melissa Carter: For different branch. So, I will have to update you.

Rick Bartle: Okay. It could just be a typo. Maybe it was 88% or something like that. I just want to make sure, but 1.955 of the fiscal year 2024 has been expended.

Melissa Carter: Yes.

Chase Hagaman: I think it might be the way the sentence. Sorry, Chase Hagaman for the record. It says that the grant had 1.9 expended, which is 30 – oh, you're right. No. Never mind *[overlapping conversation]* [00:52:28].

Rick Bartle: It does not matter. I just wanted to make sure that either – if there was a language issue or if there was a number issue, but it looks like that is – if that is the actual expenditure at this point, it's on track for that first year.

Lisa Gerrard: Lisa Gerrard for the record, I'll jump in. It's not only what has been expended but obligated. So, if we have an obligation that is added into it as well. So right now, we're about 92% obligated and spent expended. So, it's both of these categories combined. So, if we have an obligation that's added in as well.

Rick Bartle: Okay.

George Copadis: Okay.

Joe Doiron: Okay. Item 2D is a performance update. Lisa Gerrard.

Lisa Gerrard: Lisa Gerrard for the record. So, we just finished program year '24 quarter three. We are in the last month of quarter four, so we'll have year-end performance data in our October meeting. But basically, we look like we're pretty much on target to meet or exceed performance measures under the WIOA Title I Adult Dislocated Worker and Youth. We have struggled over the last few years to bringing up some of these measures, measurable skill games is one of those, credentials *[inaudible]* [00:53:53] is the other. And I think all the work is finally coming to fruition. So, I do not believe that we will fail any of the measures that we currently are obligated to meet. If you have any questions about the current performance measure, I can try to answer them as well.

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George Copadis: Any questions? We're fine. Okay.

Joe Doiron: Item 2E, every board packet we always put in success stories. So, some other folks that you can read about in our different programs. Happy to entertain any questions that you may have on any of the program success stories?

George Copadis: Any questions anybody?

Lisa Gerrard: This is Lisa Gerrard for the record. I do not have a question, but I missed my opportunity to introduce to the board a new member Ms. Melody Crockett. She is our new part time person in WIOA, only about June month or so. She is going to help us with some data, different kinds of things that can help represent myself and some of those things approximately and give us more time to do other things that are under our job descriptions as well. So, we're very thankful and happy to have Melody here. She came from the DHHS. I worked with her for many years in child support. So, we're very happy to have her on our team and go ahead.

Melody Crockett: Yeah. I worked for DHHS for 33 years, 32 of which was with the child support. I retired in 2018, moved to Colorado to be with my kids and grandchild. And although I love them very much, New Hampshire is home *[inaudible]* [00:55:49]. So anyways, and one moved to Florida, one came back. So, I did a short stint with Department of Safety before I came to OWO. And I'm happy to be back. You know, I always enjoy working for the state. And like I said, I did work with Lisa for a while and we're a great team. So, it made it a little bit more comfortable coming into this position knowing somebody. And it's a great group. I love them all already. They're just wonderful to work for. So, I'm happy to be here.

George Copadis: Welcome back.

Melody Crockett: Thanks.

Joe Doiron: Awesome.

Melody Crockett: *[inaudible]* [00:56:31].

George Copadis: Okay.

Joe Doiron: Item 2F. So, we have some new board members here today. Last year was the first year, we did the New Hampshire Works Conference since 2018. So, it is now becoming an annual

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event because we're going two years in a row. So still don't have our Triple Crown yet, but that'll be next year after we get it done. So, we want to make sure that the board knows about it, mark it in your calendars. If you'd like to attend, more information coming your way, but it's happening. We're very excited. Friday, October 17, 08:00 AM to 04:00 PM with an agenda and all that. We're actually way ahead of the game in terms of planning. We're going to be doing a call for presenters very soon. So, if you'd like to present, Kelly Clark last year, who's a board member actually, presented, which was great. Chase Hagaman was on a panel for us. So, at some point, this is an invitation. We'll do a call for presenters, but some of you will probably be voluntold. So, look out for an email from us on that, but please mark that in your calendar.

We are requesting some volunteers, including the award selection committee. So, one thing that, the feds mentioned years ago was, the lack of training that we were doing. And we agree. I mean, COVID happened, and we couldn't really do a whole lot of training because everything was upside down. So, as soon as it kind of calmed down, we put everything together in terms of training throughout the year, but we really wanted to get the conference back. So here it is. But another aspect that we really wanted to focus on was better acknowledging service. We have a lot of really exemplary employees throughout the whole New Hampshire Works network. So, it's not only BEA, NHES, it's Department of Ed, it's DHHS, it's the Community College System, it's CAPHR, it's a whole bunch of other folks, MY TURN, JAG everybody that really kind of pulled together to get the work done.

So, we are looking for three members to join an award selection committee. So actually, Sarah Wheeler, who's here, our partner from Department of Education, put together a great rubric. So, we're ready to go. We just need volunteers. So, if you're interested in serving on an award selection committee, we will be meeting on October 6. So, if you're free on October 6, we'll work the time out, that sort of thing. But we want to have – we're working backwards from the deadlines of selection. So, we have enough time to print the awards, invite the attendees to make sure that they're actually going to be at the conference for the 17. So, we need three people. So, if you're interested in joining that or being a presenter at the conference, you can speak to me or Jess, at the end of the meeting, or you can volunteer yourself now. But no pressure. We're here for a little while longer.

Chase Hagaman: Okay. Am I going to fall on the voluntold category?

Joe Doiron: Chase, I looked at, you know, and actually I forget to mention commissioner Copadis helped with the award ceremony last year, which is great. Donnalee Lozeau was a presenter

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talking about all thing's community action. So, it really is a – it's an all volunteer effort, and so it was great.

George Copadis: Great.

Joe Doiron: Any questions?

George Copadis: Any questions to anybody? They all did a great job last year, and we'll see if they're up to par this year or not. Pressure's on, buddy.

Joe Doiron: I know. Two years in a row. 2G State planned sessions. So, we're going to talk a little bit more about, you know, how we've been, moving along since we met in March. We've had a lot of audits and whatnot. So, this is kind of explaining why we're hoping to do some of these board involvement sessions ahead of this meeting, but that frankly between contracts, audits, and everything else in between didn't get there. So, we will be sending out to the board on June 17 at 04:00 PM and June 24 at 04:00 PM invitations to have some conversations about the state plan planning process as was identified in the last board meeting. So that will be the kickoff. So, you will, as board members be getting an email about that, in the next day or two inviting you to that. So, if you can't make one of those sessions, we can always do stuff offline and whatnot, but we want to be responsive to the board. So, another save the date, if you will, for June 17 and June 24, and we can send out more information to in the next day or so.

George Copadis: Okay.

Joe Doiron: And that's a direct result of the conversations at the last board meeting.

George Copadis: Sounds good.

Joe Doiron: Also too, you'll see we're on the road. We saw Jim wrapping up in Littleton the other day. Whatever you're eating looked great. We almost invited ourselves. What was that?

Jim: We were eating?

Joe Doiron: Yeah. Yes. Yes. But we are working our way through a Public Comment Sessions. You will see we are very lucky to find all free locations including at NHES quite a bit. Thank you. Commissioner, Donnalee, and CAPHR. We have a few more to go, with tomorrow being up in Laconia, but we're trying to complete our Public Comment Sessions. Our written comment period

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is through the month of July. So, we have historically not received much. And so, yeah, that's – any questions about that before...

Rick Bartle: Rick Bartle for the record. How well attended are these?

Joe Doiron: They have historically been not well attended at all. We put it on our website, NHES and add in the Union Leader. Frankly, we get the written comment. That's what we get from – the public comment is requirement on the state and federal side that we provide people the opportunity. And the stuff that we work isn't controversial. It doesn't bring in special interests. It's not like you're building a highway and there's environmental concerns or whatnot. There's, you know, and Donnalee and Commissioner you've been doing this for longer than I have.

George Copadis: It's typical.

Joe Doiron: Yeah.

Donnalee Lozeau: Donnalee Lozeau, yes, I would just add that I think it's important to have the opportunity for public comment. But people that aren't in the weeds in this work.

George Copadis: Right.

Donnalee Lozeau: They, you know, like Joe said, people are just happy that we have a work plan, that we're caring about this issue, and I think we have more feedback from the businesses we work with outside of these. So, I mean, I think I attended the last state planning. I think I went to three public sessions, and if there was more than a handful, I was shocked.

Joe Doiron: Okay. And we're going to be doing focus groups with actual frontline staff. So that is separate from the public comment session. So, we invite frontline staff, the folks that you saw here, sitting behind, practitioners to talk about what we can do better, what's the plan. So, it's all little parts of the larger outreach, so to speak. Yep.

George Copadis: Okay.

Joe Doiron: Item 2H is an audit update. We have had a fun year of audits. Again, for the record, Joe Doiron, we have three. So, I don't want to read everything, in here. We went through the single state audit. That was supposed to be a two-week process. It became a two-month process, kind of like Gilligan's Island, a three hour tour turned into how many seasons on television. So,

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we only had had one finding, and it was just an issue on reporting, which was quickly, rectified. We actually took a training on it and got everything. So, we've finished that.

That's the FFATA, which stands for the Federal Funding Accountability and Transparency Act. We had new staff transition. It just fell off the work plan. We got back on and, so that was that. And then we had the Senior Community Service Employment Program or SCSEP. It's a program that falls under board purview. And they were with us for a whole week and despite their best efforts, they found nothing. So, we are very happy to wish them well on the way out. And then last but not least, we have the Consolidated Compliance Review or CCR. They say it's not an audit, but my friends, it's an audit. It's like, you know, so that is what it is.

Male Speaker 5: Careful you are being recorded.

Joe Doiron: I know. I know. You know, and the feds do listen and read our stuff too. So, they're great.

Male Speaker 5: For the record, that was George Copadis.

Joe Doiron: So, for the board, new board members and just a reminder, we go through this every three years. So, actually back up to the single state audit, I think they're going to do again next year. I think we lost the coin toss. So, we're going to see them again. And I think SCSEP as well is coming back next year because they want to, great. And so the Consolidated Compliance Review is different. It's once every three years because we're considered low risk. Other states see, the US Department of Labor yearly. You know, if they're high risk or two years, we are on the as little, of a review as possible. That's the best you can get. It's three years kind of the gold standard, if you will.

So that triennial occurrence will happen again in 2028. Very much looking forward to that. At the time of writing the report, we didn't have the findings. We met with them, on Friday, Friday morning. And we I shouldn't say this, but we try to have a little fun here. We did kind of take a little bit of an office guess, if you will, of how many we would get. And I want to say that I was victorious. We had three. We had only had three down from seven previously. And in comparison, to other states and territories like Puerto Rico that gets 34. So, I just want to show kind of how the spectrum, if you will.

So, we only had three findings. One of them that we are going that we have already addressed and two that we think are silly, but we will work through them because we're always willing to

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focus on continuous improvement. So, we only had three findings this year, over 850 documents, two weeks of meetings. We got through it. So, thank you to our partners too in employment security. You are also part of that. I know Sarah and I, we were spending a lot of time together, but happy to answer any questions. Sorry, that was a long kind of update, but that's been our life the past few months.

Melissa Carter: Since January.

Joe Doiron: Since January.

Melissa Carter: But it's just happened.

Joe Doiron: And that's, of course, this is Melissa Carter's first time going through, so she hasn't quit yet. So that's...

George Copadis: Something.

Joe Doiron: Happy to entertain any questions. Hear me for being a little punchy.

George Copadis: Questions? Anybody? No? Okay.

Joe Doiron: And we'll update the board too on what those three findings are for transparency. It'll be an informational item in October and what we're doing to, address those other two. Once it's actually going to be grants management that we're actually really excited. It's a new grants management software. So, it's going to help.

Item 2I is per the requirements of the board funds that we have. These are non-state, non-federal funds in a dedicated fund. So, whenever we access those, the process is to provide a memorandum to the chair for approval or I'm sorry for consideration. And if that individual approves, so you'll see it was for some staff training. And so that is item, 2I. Are there any questions on that?

George Copadis: Seeing none, again, for the record, this is George Copadis. Can we move on to the board motions and discussions?

Joe Doiron: Yep. Mr. Chairman, if we could, maybe we'll come back to 3A if we could and go to, 3C?

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George Copadis: Sure.

Joe Doiron: If that's okay?

George Copadis: Change the order of business. Anybody have an issue with that? No? Go ahead.

Joe Doiron: Just because I know – I think a few folks, I think one had to leave, but...

George Copadis: Sure.

Joe Doiron: So, I want to try to get through anything that we may have to. So, we try the best – so we're working with the New Hampshire Audubon, so the folks here for the next year of meetings. So, we wanted to run these dates by folks. If we're unable to secure those dates, we're going to try to move it the week prior or before that sort of thing on that Tuesday. But we wanted to get a board approval on these dates for the next calendar year here at New Hampshire Audubon. Its part of our annual selection of the meeting dates for the next year. And we'll send out once we lock down the contract, the firm dates, and the location.

George Copadis: Everybody okay with that?

Jim Alden: Do I have to make a motion? Make a motion to accept the draft motion, second the proposed dates.

Joe Doiron: Okay.

Mike Alberts: Second.

George Copadis: Okay. All those in favor?

Audience: Aye.

George Copadis: Opposed? Motion carries.

Joe Doiron: Jim with the motion and second with Mike Alberts.

George Copadis: Yep. You won't get into the regular one?

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Joe Doiron: Sorry. 3D is a little bit of a typo, sorry. So, fast fingers there. It's actually not the Dislocated Worker contract, it's the Adult contract. So, periodically we have to procure the different programs that we have. So, the WIOA adult program, currently administered by CAPHR Community Action Program of Hillsborough and Rockingham Counties. The program, the Adult program went out to bid. We formed a review committee. I was hoping to get Shane before he left and Kelly Clark who's not here today to talk about that, but he had to leave unfortunately.

So, we did have two submitted proposals, one from the Community Action Program of Hillsborough and Rockingham Counties that once scored, scoring committee was myself, Kelly Clark, and Shane Long, scored an average of 94.68. Another provider, Unique, System Skills LLC submitted a proposal, and it received an average score of 55.68. We have an item going before the governor and executive council tomorrow for a four-year contract to the Community Action Partnership of Hillsborough and Rockingham Counties. And we are looking for a draft motion to approve the recommendations of the review committee, which selected, CAPHR.

Rick Bartle: So, moved.

Tracey Pelton: Seconded.

George Copadis: Okay. Moved, second. Any discussion? If not, hearing a motion moved to second. All those in favor?

Audience: Aye.

George Copadis: Opposed? Motion carries.

Donnalee Lozeau: Mr. Chairman.

George Copadis: Yes.

Donnalee Lozeau: Note that I abstain from...

George Copadis: One abstention.

Donnalee Lozeau: Thank you.

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Joe Doiron: And was Tracey with the second? Thank you, I am sorry. And we'll brief the board. It's going to the executive council tomorrow so fingers crossed that everything works out just fine. Item 3E is the, and that was for a four-year contract too. I think I mentioned four-year contract. So, 3E is the New Hampshire Works Conference. So last year, we didn't know how much it was going to cost because we had not done it in years. We operated on a very efficient budget. The biggest cost or really the only cost we have other than, like, some folders and pens and some minor printing is food. We do provide breakfast and lunch. It's kind of a sad box lunch. People hated the box lunch but it's a real. Yeah. So please come and be sad with the sad box lunch. Coffee is great there though.

So, we had 180 attendees. We have identified a source for the food, but we want a backup plan if in case that funding source is not available because we will not be meeting as a board until a few weeks prior to the New Hampshire Works conference. So, we're asking for approval of up to \$5,000. I believe last time we had board approval up to 12. We came nowhere near that. I think we got to, like, \$3,800 with between food, printing and folders. We are very cheap. We had folders left over from last year. And, actually, I'm looking at a few of the people that were collecting the folders. We're actually just ripping off the sticker and just putting on new so we're very frugal, very frugal.

So, we're asking for the board for \$5,000 to execute the New Hampshire Works Conference. So, I don't want to – that person that is providing the food want to mention or?

Donnalee Lozeau: Oh, I'm happy to.

Joe Doiron: Okay.

Donnalee Lozeau: Donnalee Lozeau, so one of the opportunities that we have as partners is our Community Services Block Grant funding, which they like us to use to leverage other dollars. And so, we have offered to use those dollars to cover the food at the conference.

Joe Doiron: Nice.

Donnalee Lozeau: Use of those funds. However, the CSBG was zeroed out in the current budget that has been presented to congress, which is why it's good to have a backup plan. We're relatively hopeful that congress will fund that fund Community Services Block Grant again based on support that we have seen across both sides of the aisle. So –but just in case, they'll be suspended, not that thing.

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Tracey Pelton: So, moved.

Rick Bartle: Second.

George Copadis: Second. Any discussion? Chase.

Chase Hagaman: Yeah, Chase Hagaman for the record. I think the reason we had 12,000 last time was just to be extra safe.

George Copadis: Right.

Chase Hagaman: Is 5,000 the extra safe number?

Joe Doiron: Yeah. A great question. So, we're really fortunate. I wish Shannon – every time I talk about this, Shannon is not here. Shannon Reed is on the board, represents a Community College System. They're providing the venue for free at NHTI, including their big auditorium, the student center lobby, multiple breakout session rooms, AV that works actually, like really good microphone, they took really good care of us, all for free. IT support, everything. They were phenomenal. So, for free. So, the only real cost there is food, which, talking with Stan who runs the food service, you know, probably the cost have gone up a little bit. Of course, we all feel it, but, you know, we think confidently 5,000 should be. And if not, I could afford to skip a meal. All right. Thanks.

George Copadis: All right.

Larry Major: Larry Major, Is there a culinary program, get involved in food?

Joe Doiron: Great question. They don't have a – so we picked a community college without a culinary program, unfortunately. We thought about actually moving it up to Lakes Region, and doing it, but they just didn't have the venue for that sort of thing. So, we were trying to think of, yeah, yeah. And the food up there is really good too, Lakes Region. So, yeah. But if we get sick, they have a great medical program or if I chip a tooth, the dental program is right there.

George Copadis: Don't chip a tooth on the food, hopefully.

Joe Doiron: Yes. Right.

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George Copadis: Any other questions? If not, there's a motion on the floor we will second. All those in favor?

Audience: Aye.

George Copadis: Opposed? Motion carries.

Joe Doiron: Okay. And the last item we have for the board is item 3F. So, we will frequent and that's where with spacing and put Dislocated Worker twice apparently. So, apologies for that. Item 3F is to move a \$150 in unused rapid response.

Joe Doiron: A \$150,000, I'm sorry. What did I say?

George Copadis: \$150.

Joe Doiron: \$150. We're going to pass a hat around this.

George Copadis: Yeah.

Joe Doiron: Goodness. Oh, forgive me.

Audience: *[Overlapping conversation]* [01:18:42].

Joe Doiron: So, we would like to transfer \$150,000 of unused rapid response dollars. Why they're unused? So, we have – well, we run an efficient program. We did have some staff transitions. So, when staff are not in the position, so when Jimmy left, there was a little bit of gap when other folks have transitioned out of service. So, we find ourselves with additional funds that we have unspent, that can be confidently moved. The WIOA legislation allows for money to be moved between Adult and Dislocated Worker. We'll frequently do that. We've moved money to Adult from Dislocated Worker and Dislocated Work to Adult, vice versa. You can't move it from Youth. That's in the law. Don't know why. So, we would like to transfer \$150,000 from the rapid response funds to the Dislocated Worker program. Despite having some of the lowest unemployment in the country, our program is exceeding enrollment goals and really firing on all cylinders.



So, we're really tight on funds as Melissa mentioned in the – we're keeping an eye on it, but we don't want the money to cycle back to the feds. So, this is a preemptive measure to help get back. Happy to answer any questions about the \$150,000 not \$150.

George Copadis: Questions?

Tim Sink: Tim Sink, Motion made, so moved.

Larry Major: Second.

George Copadis: Okay. Moved. Second.

George Copadis: All those in favor?

Audience: Aye.

George Copadis: Opposed? One abstention.

Joe Doiron: Okay. One abstention. And then the second was Larry Major?

Larry Major: Yep.

Joe Doiron: Okay. And Mr. Chairman that concludes, what we had staff. If the board had any motions or discussion.

George Copadis: Anything else anybody else has? If not, this concludes today's meeting of the State Workforce Innovation Board. This meeting has been recorded, was conducted and made of compliant with RSA-91A. Please end the recording and say what time you've ended. Is there a motion to adjourn?

Male Speaker: So, moved.

George Copadis: Move, second.

Female Speaker: Second.

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George Copadis: All those in favor?

Audience: Aye.

George Copadis: Opposed? Motion carries. Thanks everybody for coming.

Joe Doiron: 02:29 PM.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2a. Presentation to the Board

Background:

The Office of Outdoor Recreation Industry Development (ORID) advances strategies leveraging New Hampshire's vast outdoor resources to drive economic development.

Working with state and industry partners, ORID coordinates outdoor recreation policy, management and promotion among state and federal agencies and local governments. In support of New Hampshire's diverse outdoor industry, ORID promotes sustainable land stewardship and developing long-term economic development opportunities through strategic planning for outdoor recreational amenities, benefits, assets, and partners.

ORID promotes economic development; recommends policies and initiatives to enhance amenities; develops outcome-driven data; promotes health and social benefits and advances sustainable land stewardship initiatives. Its priorities include workforce development strategies and solutions in communities that benefit of low- and moderate-income residents.

New Hampshire's countless lakes, mountains, beaches, rivers, trail systems and other outdoor recreation spaces are the foundation of the state's economy. They attract sustainable businesses and a diverse workforce and preserves the state's resources for use by future generations.

Presentation:

Janel Lawton, Director of the Office of Outdoor Recreation Industry Development at the New Hampshire Department of Business and Economic Affairs, will provide an update on the state's growing outdoor recreation economy. Her presentation will highlight current initiatives to strengthen New Hampshire's outdoor recreation sector, promote sustainable use of natural resources, and support businesses and communities that rely on outdoor recreation. Janel will also discuss partnerships, recent data on the industry's economic impact, and opportunities for continued collaboration to enhance outdoor recreation as a driver of workforce and economic development in the state.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2b. Rapid Response Year End

The Office of Workforce Opportunity (OWO) ended the July 1, 2024 – June 30, 2025, reporting year (PY24), documenting 73 Rapid Response Activities that affected 1459 workers. This is an increase in Rapid Response activities but a decrease in affected employees over PY23. For the previous program year (PY23 – 7/1/23 to 6/30/24) 50 Rapid Response Activates affecting 1997 workers were documented. All Rapid Response Sessions are offered as in-person events to all businesses announcing closures and or substantial layoffs affecting more than 25 employees. Many times, depending on the specific situation, a Rapid Response session will be held when less than 25 employees are affected but impact to the community warrants assistance. Virtual Rapid Responses have also been offered when the staff are remote/virtual or are scattered throughout the state and not centralized or is the best solution to the specific situation.

For PY24, 867 affected employees attended one of the in-person Rapid Response sessions. The industries that were provided with Rapid Response Sessions were retail, retail pharmacy, education, healthcare, manufacturing, and logistics.

Through ongoing engagement, partnerships, and relationship-building activities with businesses and community partners, NH Works continues to assist many laid-off workers identifying new career opportunities. We meet these challenges by collaborating with the business, working individually with workers, identifying training opportunities (WIOA Dislocated Worker Program), and promoting job fairs in local areas impacted by the layoff or closure. When possible, we assist employers in managing reductions in the workforce, which may include early identification of companies at risk of layoffs, assessment of their needs and the delivery of services to address these needs.

As we transition into the new 2024/2025 reporting year, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will use video conferencing and our [NH Rapid Response webpage](#) as resources as needed. 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 make sure we maintain continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO has expanded the communication with the NH Business and Economic Affairs – Division of Economic Development’s Rapid Response Team facilitators. Training will cover the Rapid Response Standard Operating Procedure (SOP), best practices, funding, documentation, and reporting. Follow-up training will be provided as needed.

Lastly, OWO has been working closely with its NHWorks partners to bring the most accurate and up-to-date information to our Rapid Response Sessions, including brochures and handouts, the PowerPoint presentations, and talking points presented at each session.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2c. Rapid Response Update

With the start of PY25, the completion of the first quarter, and the start of the second quarter, we have had seventeen (17) Rapid Response activities up through today across the state. This is an increase of 5 from the same time period in PY24, which had twelve (12). The seventeen rapid response activities affected a total of 626 employees in total that were employed by just about all industries - manufacturing, IT, healthcare, retail, education, social services, forestry. Of the 17 Rapid Response activities, 14 resulted in Rapid Response presentations and all but one were in person. There were 240 employees that attended our presentations in total. One item of note is five of the organizations that scheduled Rapid Response presentations required multiple sessions due to both the number of employees affected and the need to continue operations while providing access to all shifts.

The two largest industries affected are IT/tech and manufacturing. These two industries account for more than half of the those laid off at 364 affected employees and all were based in Hillsborough County.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2d. Fiscal 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.

PY25Q4 WIOA Title I Financial Update (as of September 1, 2025)

PY22 WIOA Title 1:

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 4th quarter, the grant had \$7,331,787.00 (100%) expended.

PY23 WIOA Title I:

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 4th quarter, the grant had \$6,186,957.99 (92%) expended with a remaining balance of \$515,309.01 and an obligation rate of 100% in the aggregate (accruals and expenditures).

PY24 WIOA Title I:

The PY24 grant runs from 7/1/2024 through 6/30/2027. At the end of the 4th quarter, the grant had \$3,521,459.52 (59%) expended with a remaining balance of \$2,923,597.48 and an obligation rate of 94% in the aggregate (accruals and expenditures).

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PY22 WIOA SUMMARY -- as of June 30, 2025

Program Year 2022 --- 7/1/2022 -6/30/2023 FUNDS EXPIRE 6/30/2025

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2025	Remaining Balance 6/30/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,269,007.00	\$ 2,269,007.00	\$ -	100%	\$ 2,269,007.00	\$ (0.00)	\$ -	100%	100%
Local Program	\$ 1,744,504.11	\$ 1,744,504.11	\$ -	100%	\$ 1,744,504.11	\$ (0.00)	\$ (0.00)	100%	100%
Local Admin	\$ 174,450.81	\$ 174,450.81	\$ -	100%	\$ 174,450.81	\$ 0.00	\$ 0.00	100%	100%
System Costs	\$ 235,052.08	\$ 235,052.08	\$ -	100%	\$ 235,052.08	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,813,083.00	\$ 1,813,083.00	\$ -	100%	\$ 1,813,083.00	\$ 0.00	\$ -	100%	100%
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ 360,205.00	\$ -	\$ -	100%	100%
Local Program	1,321,894.45	\$ 1,321,894.45	\$ -	100%	\$ 1,321,894.45	\$ 0.00	\$ 0.00	100%	100%
Local Admin	130,983.55	\$ 130,983.55	\$ -	100%	\$ 130,983.55	\$ (0.00)	\$ (0.00)	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult					-				
ADULT	\$ 2,151,741.00	\$ 2,151,741.00	\$ -	100%	\$ 2,151,741.00	\$ (0.00)	\$ -	100%	100%
Local Program	2,065,093.94	\$ 2,065,093.94	\$ -	100%	\$ 2,065,093.94	\$ 0.00	\$ 0.00	100%	100%
Local Admin	86,647.06	\$ 86,647.06	\$ -	100%	\$ 86,647.06	\$ (0.00)	\$ (0.00)	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker					-				
STATE 15%	\$ 1,097,956.00	\$ 1,097,956.00	\$ -	100%	\$ 1,097,956.00	\$ -	\$ -	100%	100%
OWO 5%	\$ 365,984.00	\$ 365,984.00	\$ -	100%	\$ 365,984.00	\$ -	\$ -	100%	100%
Discretionary 10%	731,972.00	\$ 731,972.00	\$ -	100%	\$ 731,972.00	\$ -	\$ -	100%	100%
TOTALS	\$ 7,331,787.00	\$ 7,331,787.00	\$0.00	100%	\$ 7,331,787.00	\$ (0.00)	\$ -	100%	100%

PY23 WIOA SUMMARY -- as of June 30, 2025

Program Year 2023 --- 7/1/2023 -6/30/2024 FUNDS EXPIRE 6/30/2026

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2025	Remaining Balance 6/30/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,074,499.00	\$ 2,074,499.00	\$ -	100%	\$ 1,560,089.64	\$ 514,409.36	\$ 514,409.36	75%	75%
Local Program	\$ 1,781,362.82	\$ 1,781,362.82	\$ -	100%	\$ 1,314,910.38	\$ 466,452.44	\$ 466,452.44	74%	74%
Local Admin	\$ 178,136.18	\$ 178,136.18	\$ -	100%	\$ 130,179.26	\$ 47,956.92	\$ 47,956.92	73%	73%
System Costs	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,651,712.00	\$ 1,651,712.00	\$ -	100%	\$ 1,651,712.00	\$ -	\$ -	100%	100%
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ 330,342.00	\$ -	\$ -	100%	100%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ 1,201,245.00	\$ -	\$ -	100%	100%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ 120,125.00	\$ -	\$ -	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult					-				
ADULT	\$ 1,970,717.00	\$ 1,970,717.00	\$ -	100%	\$ 1,970,717.00	\$ -	\$ -	100%	100%
Local Program	1,892,838.76	\$ 1,892,838.76	\$ -	100%	\$ 1,892,838.76	\$ -	\$ -	100%	100%
Local Admin	77,878.24	\$ 77,878.24	\$ -	100%	\$ 77,878.24	\$ -	\$ -	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker					-				
STATE 15%	\$ 1,005,339.00	\$ 1,004,439.35	\$ 899.65	100%	\$ 1,004,439.35	\$ 899.65	\$ -	100%	100%
OWO 5%	\$ 335,112.00	\$ 334,212.35	\$ 899.65	100%	\$ 334,212.35	\$ 899.65	\$ -	100%	100%
Discretionary 10%	670,227.00	\$ 670,227.00	\$ -	100%	\$ 670,227.00	\$ -	\$ -	100%	100%
TOTALS	\$ 6,702,267.00	\$ 6,701,367.35	\$899.65	100%	\$ 6,186,957.99	\$ 515,309.01	\$ 514,409.36	92%	92%

Total Local Admin \$ 328,182.50 6.33%

0.00
(514,409.36)

PY24 WIOA SUMMARY -- as of June 30, 2025

Program Year 2024 --- 7/1/2024 -6/30/2025 FUNDS EXPIRE 6/30/2027

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2025	Remaining Balance 6/30/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,971,125.00	\$ 1,896,780.44	\$ 74,344.56	96%	\$ 325,280.57	\$ 1,645,844.43	\$ 1,571,499.87	17%	17%
Local Program	\$ 1,687,386.00	\$ 1,687,386.00	\$ -	100%	\$ 260,624.99	\$ 1,426,761.01	\$ 1,426,761.01	15%	15%
Local Admin	\$ 168,739.00	\$ 168,739.00	\$ -	100%	\$ 24,000.14	\$ 144,738.86	\$ 144,738.86	14%	14%
System Costs	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
OWO Program	\$ 115,000.00	\$ 40,655.44	\$ 74,344.56	35%	\$ 40,655.44	\$ 74,344.56	\$ -	100%	35%
DISLOCATED WRKR	\$ 1,624,880.00	\$ 1,624,880.00	\$ -	100%	\$ 1,522,319.17	\$ 102,560.83	\$ 102,560.83	94%	94%
Rapid Response	174,976.00	\$ 174,976.00	\$ -	100%	\$ 116,847.12	\$ 58,128.88	\$ 58,128.88	67%	67%
Local Program	1,331,731.00	\$ 1,331,731.00	\$ -	100%	\$ 1,297,978.06	\$ 33,752.94	\$ 33,752.94	97%	97%
Local Admin	118,173.00	\$ 118,173.00	\$ -	100%	\$ 107,493.99	\$ 10,679.01	\$ 10,679.01	91%	91%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult						-			
ADULT	\$ 1,872,316.00	\$ 1,872,316.00	\$ -	100%	\$ 1,326,037.04	\$ 546,278.96	\$ 546,278.96	71%	71%
Local Program	1,702,105.00	\$ 1,702,105.00	\$ -	100%	\$ 1,233,906.85	\$ 468,198.15	\$ 468,198.15	72%	72%
Local Admin	170,211.00	\$ 170,211.00	\$ -	100%	\$ 92,130.19	\$ 78,080.81	\$ 78,080.81	54%	54%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker						-			
STATE 15%	\$ 474,612.00	\$ 206,992.86	\$ 267,619.14	44%	\$ 347,822.74	\$ 628,913.26	\$ (140,829.88)	168%	73%
OWO 5%	\$ 321,664.00	\$ 80,442.11	\$ 241,221.89	25%	\$ 197,739.99	\$ 123,924.01	\$ (117,297.88)	246%	61%
Discretionary 10%	655,072.00	\$ 126,550.75	\$ 528,521.25	19%	\$ 150,082.75	\$ 504,989.25	\$ (23,532.00)	119%	23%
Need to add PY24 AD2 & DW2									
TOTALS	\$ 5,942,933.00	\$ 5,600,969.30	\$341,963.70	94%	\$ 3,521,459.52	\$ 2,923,597.48	\$ 2,079,509.78	63%	59%

Total Local Admin \$ 223,624.32 7.05%

0.00

(2,079,509.78)



SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2e. Program Performance Update PY24Q4

Background:

The Workforce Innovation Opportunity Act requires the review of 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 performance outcomes for PY24Q4. (Adult Education reporting is not in a computerized system and staff are working to get their performance data for sharing at a future point.)

Please note: This performance measures update is not final. WIOA requires a statistical adjustment model to account for variation in participant characteristics as well as labor market conditions which is completed by US DOL ETA at the close of the program year.

PY24Q4 WIOA Title I Program Performance Updates:

Adult:

In PY24Q4, the WIOA Adult program met or exceeded all performance measures: employment rate 2nd and 4th quarter after exit, median earnings, measurable skills gains*, and credential rate.

Dislocated Worker:

In PY24Q4, the WIOA Dislocated Worker program met or exceeded all performance measures: employment rate 2nd and 4th quarter after exit, median earnings*, measurable skills gains, and credential rate.

Youth:

In PY24Q4, the WIOA Youth program met or exceeded all performance measures: employment rate 2nd and 4th quarter after exit, median earnings, credential rate, and measurable skills gain*.

*- Measurable skills gains is based upon the program year and not based on the quarter.

PY24Q4 WIOA Title III (Wagner Peyser) Performance Updates

In PY24Q4, Wagner Peyser exceeded median earnings, employment rate in the 2nd quarter and 4th quarter after exit. They do not have performance measures for Credential Attainment or Measurable Skill Gains.

PY24Q4 WIOA Title IV (Vocational Rehabilitation) Performance Updates

In PY24Q4, Vocational Rehabilitation exceeded median earnings Q2 after exit and Measurable Skills Gain. The program is currently failing the 2nd quarter after exit, 4th quarter after exit, and credential rate measures.

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Performance Indicator	Target	Actual Rate
2 nd Quarter After Exit	62.0%	55.2%
4th Quarter After Exit	61.0%	56.5%
Medical Earnings (2 nd Quarter)	\$4,200.00	\$4,792
Credential Attainment Rate	58.0%	48.6%
Measurable Skill Gain*	59.0%	63.8%

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2f. PY24 Year-End Performance

Background:

The Workforce Innovation Opportunity Act requires the review of 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. Included are the performance outcomes for PY24 for Titles I, II, III, and IV.

Please note: This performance measures update is not final. WIOA requires a statistical adjustment model to account for variation in participant characteristics as well as labor market conditions which is completed by US DOL ETA at the close of the program year.

PY24 WIOA Title I Program Performance Updates:

Adult:

For PY24, the WIOA Adult program served 392 participants with 288 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2nd quarter and 4th quarter after exit.

Dislocated Worker:

For PY24, the WIOA Dislocated Worker program served 539 participants with 411 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2nd quarter and 4th quarter after exit.

Youth:

For PY24, the WIOA Youth program served 320 participants with 131 participants receiving training services. The program met or exceeded all but one performance measure: Measurable Skills Gain, Median Earnings, and Employment Rate in both the 2nd quarter and 4th quarter after exit. The Youth Credential Attainment rate was 59.4% whereas the goal was 73% with 90% of the goal being 65.7%. Since the program did not meet the 90% mark, the measure is considered not met.

WIOA Title II Adult Education

In PY24, Adult education and literacy programs served 3,021 eligible participants including 95 participants enrolled in an Integrated Education & Training (IET) program with 98% of them earning a Measurable Skill Gain and 58 of them passing an occupational exam. Additional

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highlights include 265 students who attained a high school diploma or equivalency and an overall 9.99% Co-enrollment rate with other WIOA partners.

Adult Education continued expansion of new and existing Integrated Education & Training programs in PY24 through an IET Development Project. Eight programs participated in a 6-month long IET Development process in PY24.

Performance Indicator	Target	Actual Rate (RSA)
2 nd Quarter After Exit	33%	33.42%
4 th Quarter After Exit	32%	31.36%
Medical Earnings (2 nd Quarter)	\$6,770	\$8840
Credential Attainment Rate	23.5%	24.61%
Measurable Skill Gain*	30.5%	35.5%

WIOA Title III Wagner Peyser

For PY24, Wagner Peyser served 12,886 participants with career services. The program met or exceeded all performance measures: Employment Rate in both the 2nd quarter and 4th quarter after exit and Median Earnings.

WIOA Title IV Vocational Rehabilitation

For PY24, Vocational Rehabilitation has the following outcomes (see chart). While our program did see some decline in actual performance this year, it is important to note that the negotiated targets for PY24 increased substantially across several indicators, particularly for employment outcomes and credential attainment. For example, credential attainment targets rose by nearly 20 percentage points compared to the prior year, while actual rates fell by about 6 points. Employment in the 2nd and 4th quarters after exit also experienced a modest decline, but the gap to target widened significantly because of the higher negotiated benchmarks. Additionally, the final, official impact will not be known until year-end when statewide statistical adjustments are applied—a federal process that accounts for economic conditions and participant characteristics before finalizing performance rates. These adjustments can shift the reported percentages up or down, meaning the current numbers may not fully reflect our final standing. Taken together, the smaller relative decline in actuals combined with sharply higher targets explains much of the gap we see in this year’s performance data. In the past, negotiated targets were largely set by RSA with limited opportunity for states to provide input. However, in a recent call, RSA indicated that future target negotiations will allow for greater flexibility and will be informed by a longer track record of data, resulting in targets that better reflect actual performance trends in upcoming years.

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Performance Indicator	Last Year Target	Last Year Actual	This Year Target	This Year Actual	Change from Last Year Actual	Diff from This Year Target
2nd Quarter After Exit	52.3%	61.8%	62.0%	55.2%	-6.6%	-6.8%
4th Quarter After Exit	54.7%	61.2%	61.0%	56.5%	-4.7%	-4.5%
Median Earnings (2nd Quarter)	\$4,200	\$5,448	\$4,200	\$4,792	- \$656	+ \$592
Credential Attainment Rate	39.5%	54.8%	58.0%	48.6%	-6.2%	-9.4%
Measurable Skill Gain	61.5%	63.9%	59.0%	63.8%	-0.1%	+4.8%

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2g. WIOA Title I PY24 Year End Program Narratives

Background:

The Office of Workforce Opportunity requires WOA Title I subrecipients submit a program narrative at the end of each program year. These narratives give the programs an opportunity to provide OWO and the SWIB with a snapshot of program successes as well as struggles. Attached are the WIOA Title I (Adult, Dislocated Worker, and Youth) Program Narratives for PY24.

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**Community Action Partnership
Hillsborough and Rockingham Counties (CAPHR)
WIOA Plus PY24 Year End Report**

Overview:

During Program Year 2024, Southern NH Services changed their name to Community Action Partnership Hillsborough and Rockingham Counties (CAPHR).

CAPHR's WIOA Plus program was developed to fulfill unmet needs within the existing WIOA Adult program through direct client assistance for training and support services. All CAPHR WIOA Plus participants were enrolled in CAPHR's WIOA Adult program. CAPHR's WIOA Plus program does not have staff time allocated. This has played a crucial role in providing additional funding for training and support service. The main industries include Early Childhood Education, K-12 Education, Healthcare, and the Construction/Trades. These Federal Funds will expire 06/30/2026.

With the new memo in place on 07/11/2024, there was a significant increase in enrollments to CAPHR's WIOA Plus program.

Fiscal:

The budget for PY2024 was \$139,009 plus \$94,627 PY23 carryover for a total of \$233,636 for client assistance only. Total Expenditures for PY24 WIOA Plus were \$188,141. CAPHR spent the most in August of 2024 at \$80,775. CAPHR is already seeing a similar trend for July 2025.

During PY24, CAPHR's WIOA Adult program received additional funding for client assistance set to expire 06/30/2025. This was utilized before WIOA Plus due to WIOA Plus expiring 06/30/2026. The carryover from PY24 Plus of \$45,494 will mitigate the impact of the reduced funding for PY25.

Program Enrollments and Service Provided:

59 individuals received training and/or support services under WIOA Plus.

Healthcare: 69% enrolled for Plus were for Healthcare. A majority of CAPHR's WIOA Plus funds were for the healthcare field, with some enrolled in a Registered Apprenticeships. Training included LNA, MA, LPN, etc. CAPHR's WIOA Plus paid for the tuition portion and required tools for training including the BON application fee, criminal background check, fingerprinting, vaccinations,

healthcare screenings, scrubs, shoes, stethoscope, etc. CAPHR's WIOA Adult staff work closely with sector leaders to braid funding.

ECE: 7 % enrolled for Plus were for ECE. CAPHR funded a few Early Childhood Education Certificate programs, mainly in the form of tuition and required tools. CAPHR WIOA Adult staff work closely with CAPHR's Early Childhood Apprenticeship Program, CAPHR's TEACH Early Childhood Scholarships, other ECE Apprenticeships, and CCSNH ECE scholarships. CAPHR is a member of the ReGen Valley Tech Hub and working with Granite YMCA for their new Childcare Workforce Development Apprenticeship,

K-12: 16% enrolled for Plus were for K-12. CAPHR worked with the NCDE's Registered Education Apprenticeship Program (REAP) to enroll individuals into REAP to become lead teachers. A majority of referrals came from Paraprofessionals at local school districts. This was a collaboration between NCDE, CCSNH, the University System of NH (USNH), and local school districts. CAPHR's WIOA Plus program paid for the required courses to become Assistant and Lead Teachers along with books and supplies. Braiding/leveraging funding was essential due to the high cost of K-12 education.

Construction/Trades: 8% enrolled for Plus were for Construction. CAPHR assisted with tuition and required tools for the training/apprenticeship.

Support Services: When justified, CAPHR also assisted with support services for participants, in particular, those that needed transportation reimbursement to and from trainings.

Opportunities:

K-12 (REAP) and ECE courses at CCSNH or USNH were semester based, making it longer for participants to go through training. For example, participants might take one class per semester or take a whole semester off, effecting our participation rate and performance measures.

Accomplishments:

With WIOA Plus being a new grant, CAPHR worked with OWO and JMS to create the grant in JMS for adding vouchers, tracking progress, and reporting purposes. With their assistance, we were able to successfully streamline the reporting on the back end and track progress along the way.

Goals for PY25:

Continue to target the four sectors and working closely with other initiatives throughout the state. CAPHR will collaborate with WIOA Title II Adult Education's IET Model for their new ECE program starting in PY25.

Acknowledgements:

CAPHR values the support of the NH Department of Business and Economic Affairs, Office of Workforce Opportunity. Their collaboration, hard work, and support contributed to the program's success in PY24.

The success would not be possible without the caring and dedicated staff at CAPHR WIOA Adult program and partner agencies. CAPHR will continue to streamline processes in order for participants and partner agencies to easily access the services.

Submitted by:

Sara Sacco

Sara Sacco
Workforce Development Director
Community Action Partnership
Hillsborough and Rockingham Counties



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**Community Action Partnership
Hillsborough and Rockingham Counties (CAPHR)
WIOA Adult PY2024 Year End Report**

Overview

Southern NH Services is now doing business as Community Action Partnership Hillsborough and Rockingham Counties (CAPHR), a decision made in Program Year 2024 in order to better align with the National Community Action brand. There are over 1,000 Community Action Agencies nationwide, including five in New Hampshire. CAPHR's WIOA Adult participants have access to a wide variety of additional services through CAPHR including workforce, child care, nutrition, education, housing/homelessness prevention, financial literacy, and energy assistance while utilizing the Whole Family Approach to holistically guide families on a path to self-sufficiency.

PY24 was the final year of the five-year contract for CAPHR's WIOA Adult program. The final year goals were to ensure sustainability and prepare staff for the next contract. Our main focus was staff professional development with a theme of "Going Back to Our Roots". Another focus was the commitment to maintaining partnerships from the previous VIP program, which can be seen in the number of Priority of Service referrals. The goals from PY24 aligned with the WIOA Combined State Plan, while following OWO's updated P&P Manual.

Referrals

The CAPHR WIOA Adult program continues to see referrals from many agencies including internal referrals from CAPHR, other WIOA Title I programs, WIOA Title II, ETPs, NHEP, NHES, ApprenticeshipNH and other Registered Apprenticeships, WNNH, WRNH, SNAP E&T, BCNH, IINE, recovery centers, DOL Nursing Grant, Rural Health Careers, and more.

CAPHR's WIOA Adult team focused on maintaining strong, collaborative relationships with partner agencies, especially from the previous VIP program, as they provided a consistent stream of referrals. The commitment to partner agencies is evidenced by 983 referrals for PY24, averaging 81 referrals per month. A majority of these referrals came from partner agencies. Forming new partnerships and the braiding of funds has and will continue to be crucial in maximizing funding and resources, while assisting as many participants as possible.

Program Enrollments

For PY24, Total Participants Enrolled was 149 and Total Participants Served was 391.

Table below shows PY24 participants who were In Program, Served, Enrolled, Exited, and the Net Change

Date: PY24 Indicator Status: **Participant** FS Adult: **Adult**

In Program	Served	Enrolled	Exited	Net Change
 142	 391	 149 <small>Flow over time</small>	 249	 -100

Of the 149 participants enrolled:

- 95% Priority of Service, exceeding the target of 75%.
- 79% low income
- 49% received SNAP
- 14% received TANF
- 33% BSD
- 31% English language learner
- 51% employed at entry

Occupational Skills Training

82 participants started a training in PY24. A majority of ITAs were in Healthcare, Manufacturing, Truck Drive/CDL, Construction/Trades, and ECE/Teaching, which aligns with the NH High Demand Occupation list.

The WIOA Plus grant helped with an additional 59 participants receiving training and support services.

Performance Goals Summary

CAPHR's WIOA Adult program exceeded all performance measures.

Table below shows PY24 CAPHR WIOA Adult Performance Measures

WIOA Adult PY24		
Performance Measure	Goal	Actual
Employment Q2	78.50%	82.86%
Median Earnings	\$8,500	\$10,590
Employment Q4	75%	81%
Credential	74%	75%
Measurable Skill Gains	67%	95%

Staff

CAPHR field staff are strategically placed to cover all 12 NH Works offices and management

staff are cross-trained in other Workforce Development programs. CNs are assigned participants based on their region.

There have been a lot of changes to CAPHR WIOA Adult staff in PY24. Due to PY25's budget, we did not refill the five positions that were vacated in PY24. Significant improvements and best practices have been demonstrated during this restructuring process. Retention of current CAPHR WIOA Adult staff has been outstanding, which shows resilience, and attrition has prevented the need to lay off existing staff.

Professional Development

The focus for PY24 was "Going Back to Our Roots" which has been a driving force in staff development. CAPHR WIOA Adult staff attend bi-weekly staff meetings and managers attend weekly manager meetings to collaborate, learn, and share experiences or updates. They also attend technical assistance trainings sponsored by OWO, CAPHR, JMS, and FutureWorks BI.

CAPHR WIOA Adult managers attended a two-day Manager Training, a regional CAP Conference, and a regional Workforce Development Conference. They also attended the annual NAWDP Conference where they brought back a wealth of knowledge, resources, and trainings that were shared with staff and continue to use in PY25.

The Workforce Development Director, Program Manager, Program Specialist, and a CN have annual memberships to NAWDP which provides the professional development, resources, and certification credibility to workforce development leaders. With this membership, staff become eligible to obtain the industry-recognized credential of Certified Workforce Development Professional (CWDP). 3 of the 4 staff listed above are currently taking a mandatory course to prepare for the CWDP. This course will be completed in PY25.

CAPHR's WIOA Adult team participated in a year-long Learning Journey with The Prosperity Agenda and learned the practices of Family Centered Coaching. This training provided methods to engage customers and leverage their strengths to foster achievement of their identified goals. CAPHR's WIOA Adult team and other CAPHR staff are continuing to strengthen these skills through an ongoing Community of Practice with CAPHR's Opportunity Navigators.

CAPHR's Workforce Development Director presented a session at the 2024 NH Works Conference and will present at the 2025 NH Works Conference. The Director is part of the NH Works Conference subcommittee and plans to utilize many of the professional development tools for future conferences and trainings.

CAPHR continues to utilize JMS reports and FutureWorks for data analysis and monthly monitorings to assess performance and develop plans for continuous improvement. Staff also utilize many other tools and resources for additional professional development. Any recorded trainings and PowerPoints are saved for current and new staff to review. CAPHR WIOA Adult

staff consistently focus on staff training for policy and procedure, effective case management, and customer service. CAPHR continues to seek further opportunities for professional development.

Fund Management

The WIOA Plus funding, carryover funding, and additional funds played a crucial role for PY24. CAPHR has a history of successful fund management and has consistently demonstrated the capability to maximize the allocated funds. Despite having 10.4% of funds available for administrative costs, CAPHR utilized 7% for administrative purposes ensuring that the administrative costs did not impede on the delivery of services.

CAPHR has streamlined record keeping for fiscal management, simplifying the annual fiscal monitoring, which resulted in no federal findings for PY24 and ease of program review. CAPHR continues to submit monthly invoices on time.

PY2025 Goals

CAPHR applied for and was awarded the contract for the WIOA Adult program from 07/01/2025 to 06/30/2029. Our main goal is to utilize the WIOA Combined State Plan and the updated OWO P&P manual for process improvement and staff development. Another goal is to co-enroll by maintaining and forming new partnerships to maximize services and funding. CAPHR will utilize FutureWorks and JMS for data-driven decision making through analysis for trends, patterns, and correlations.

Acknowledgements

CAPHR values the technical assistance of the NH Department of Business and Economic Affairs, Office of Workforce Opportunity. Their collaboration, hard work, and support contributed to the program's success in PY24.

The success would not be possible without the caring and dedicated staff from CAPHR's WIOA Adult program and partner agencies.

Submitted by:

Sara Sacco
Workforce Development Director



for Opportunity and Success

MY TURN – WIOA Youth Programs – Annual Report

Program Year 2024

Submitted to: Office of Workforce Opportunity

Prepared by: Allison Joseph, Executive Director & Tara Gorski, Deputy Director

Date: 07/28/2025

Overview

In PY24, MY TURN, Inc. provided WIOA youth services across six sites in New Hampshire: Nashua, Manchester, Rochester, and through our statewide programs. Through our comprehensive strengths-based model, we supported both in-school and out-of-school youth in achieving their academic, employment, and personal growth goals. Our services included case management, career exploration, HiSET preparation, credential attainment, work-based learning, leadership development, postsecondary transition support, and much more!

Enrollment Summary (PY24)

Program Site	Total Enrolled	New Enrollments
Nashua ISY	36	21
Manchester ISY	32	32
Nashua OSY	38	26
Manchester OSY	73	51
Rochester OSY	31	21
Nashua MFG Academy	41	22
Statewide OSY	27	13
TOTAL	278	186

Performance Metrics (Q1–Q4)

Performance Indicator	Q1	Q2	Q3	Q4	Goal	% of Goal
Q2 Employment Rate	71.43%	83.61%	84.13%	83.61%	77.5%	107.88
Q4 Employment Rate	94.87%	81.69%	82.68%	83.67%	75.0%	111.56
Median Earnings (Q2 Measure)	\$3,869.10	\$5,707.50	\$5,692.77	\$5,861.98	\$4,750.00	123.41
Measurable Skill Gains (MSG)	13.79%	36.84%	44.00%	58.86%	55.0%	107.01
Credential Attainment Rate	56.25%	63.16%	52.11%	53.75%	73.0%	73.63

Strengths and Highlights

- **Strong Participant Engagement:** We served 278 youth with 186 new enrollments. Consistent service delivery and strong retention allowed participants to access a full menu of WIOA services.
- **Growth in MSG:** Measurable Skill Gains improved by over 45 percentage points, supported leveraging FutureWorks predictive rosters, increased credential offerings, and targeted instructional support.
- **Cross-Program Collaboration:** Strong coordination between our WIOA and Pre-ETS programs at Spaulding High School and Bud Carlson Academy created a participant pipeline into Rochester's OSY program, increasing access to wrap-around services for school-based youth.
- **Collaborative Staff Development:** Staff across sites engaged in shared learning, coordinated onboarding, and collaborated on technical assistance, improving compliance, data entry, and program quality.
- **Improved Earnings Outcomes:** Median earnings rose steadily, reflecting the increasing quality of participant placements in employment and training pathways.

Areas for Growth and Challenges

- **Credential Attainment Fluctuation:** While we saw success in other areas, credential attainment declined in Q3 and only partially recovered in Q4. Staff have received substantial training to increase credential completion thus setting both our programs and participants up for success.
- **Data Integrity Issues in JMS:** Early in the program year, we faced barriers with incomplete or inaccurate data in the Jobs Management System (JMS), impacting the reliability of performance tracking. We have since resolved many of these issues through technical assistance and quality control processes.

Lessons Learned

- **Smart Data:** MY TURN leadership leveraged FutureWorks and various JMS report to increase data integrity and maximize performance outcomes.
- **Shared Learning Improves Outcomes:** Regular case conferencing and cross-site collaboration helped improve both compliance and participant experience.
- **Collaborate for Success:** Our collaboration with Pre-ETS created a smoother transition from high school to OSY services. Early exposure and relationship-building reduce barriers to enrollment and increase follow-through.
- **Proactive Support Services:** Being responsive to participants' ever-evolving circumstances has been key to maintaining engagement and increasing positive outcomes.

Plans for Program Year 2025 (PY25)

1. Boost Credential Attainment

- Analyze data to determine trainings with greatest success and guide participants to those trainings as appropriate
- Continue to work to better prepare participants for success by utilizing MY TURN's credential training guide

2. Increase Work-Based Learning (WBL) Placements

- Strengthen employer relationships across all regions
- Increase WBL-host recruitment across all regions

3. Refine Data & Case Management Systems

- Continue JMS quality checks and documentation audits

4. Expand Regional Access

- Collaborate with rural schools and nonprofits to increase enrollments in Statewide OSY
- Add Pre-ETS-to-WIOA pipelines in other regions as modeled on the Rochester & Manchester collaboration

Conclusion

Program Year 2024 was a year of challenges met with adaptation with a focus on collective impact. While we are proud of the outcomes we achieved, we remain committed to continuous improvement in the year ahead. With the support of the Office of Workforce Opportunity and our partners statewide, we will continue to work to serve the youth and employers of NH.

Respectfully submitted,

Allison Joseph, Executive Director
Tara Gorski, Deputy Director
MY TURN, Inc.



Yearly Narrative Performance Report Template

***Report is due 30 days after the end of each quarter**

WIOA Program: Jobs for America's Graduates - New Hampshire (JAG-NH), WIOA Youth

Program Year: 2024

Year End Date: June 30, 2025

Date Report Submitted: July 28, 2025

Submitted By: Nick Resca, Executive Director

The information provided in this Quarterly Narrative Performance Report will be used to help the Office of Workforce Opportunity monitor the progress of the grant. The information collected here provides a more comprehensive assessment of the progress of grantees in meeting expected milestones, performance indicators, and program requirements.

Overview:

Program Year 2024 led Jobs for America's Graduates - New Hampshire (JAG-NH) to a new, greater reach in workforce development for New Hampshire's Youth. Branching out to offer occupational skills training opportunities in all of the five major sectors in New Hampshire, not limited to just healthcare.

This change brought about new learning opportunities and experiences for JAG-NH's Leadership Team. With the increase in youth opportunities came increased efforts by JAG-NH's Fiscal Team. Working with the entire team at the Office of Workforce Opportunity, stronger financial support and best practices were tweaked and redeveloped to bring the Organization to an even stronger financial standing.

Programming continued with both the JAG In-school and Out-of-school models at: Manchester Memorial High School (ISY), Concord (OOS), Lakes Region (OOS), and Keene (OOS). Each of these programs saw growth in understanding how to deliver the 14 WIOA Youth services, but also integrate the JAG model concurrently.

There were many high points to celebrate at JAG-NH this year including two JAG National Awards. The first being the distinguished JAG National "6-of-6" State Award, meaning the state met or exceeded the goals set forth by JAG National in the following areas: Graduation, Employment, Full-Time Employment, Positive Outcomes, Further Education, and Connectivity Rates. The second, JAG-NH was recognized as a Peak Performer across the entire state affiliate network.

Out of the thirty-one JAG states, New Hampshire was recognized in the top ten for follow-up services.

Program Enrollments:

PY 24 New Enrollment*

- Concord - 14 - Goal of 15
- Keene - 24 - Goal of 20
- Lakes Region - 15 - Goal of 15
- Manchester Memorial - 8 - Goal of 20

*Based on Youth Participation Date 7/1/24 - 6/30/25

PY 24 Active Participants*

- Concord - 19
- Lakes Region - 19
- Keene - 34
- Manchester Memorial - 17

*Based on Youth Active Date 7/1/24 - 6/30/25 - Non-Exited Status

PY 24 Follow-Up*

- Concord - 28
- Lakes Region - 18
- Keene - 16
- Manchester Memorial - 6

*Based on Quarterly Follow Up Status 7/1/24 - 6/30/25 - Follow-Up Status

Staff:

Nick Resca - Executive Director

Suzanne Simano - Program Manager

Liam O'Connell - Data Manager

Karl Wilt - Finance

Sara Gates - Career Specialist, Manchester Memorial High School ISY

Laura Ritinski-Mack - Career Specialist, Keene OOS

Allison Constant - Career Specialist, Lakes Region OOS

Joel Nidel-Gresh - Career Specialist, Concord OOS

Performance Goals Summary:

- Employment Rate (Q2) - 84.1%
- Employment Rate (Q4) - 91.3%
- Median Earnings - \$6,447.70

- Credential Rate - 63.6%
- Measurable Skills Gains - 48.6%

*Pulled from PY24 Q4 PIRL Dataset - Performance Rate 7/28/25

Continuous Improvements:

Each ending of a program year brings the opportunity to reflect on wins and deltas. This year was one of laying the foundation for leadership and fiscal responsibilities. JAG-NH is thankful for all of the support from OWO to help identify key pillars to continue to focus on and work through.

Memorial continued to remain a struggle for increasing enrollment. JAG-NH has been working with the new administration at Memorial High School to rebrand the JAG program and is hopeful to see a turn in enrollment for PY25.

As always, JAG-NH continues to remain steadfast in the growth of improving the readiness of New Hampshire's Youth in order to increase workforce shortages.

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

WIOA Dislocated Worker Program Annual Narrative Performance Report

PY24

WIOA Program: Dislocated Worker

Program Year: 2024

Quarter End Date: June 30, 2025

Date Report Submitted: July 30, 2025

Submitted By: Amy Frechette
Program Specialist I
New Hampshire Employment Security

WIOA Dislocated Worker PY24 Annual Program Narrative

Overview

Program Year 2024 of the WIOA Dislocated Worker Program saw the Departure of the Program Manager at the end of quarter two (Q2) and a pause in enrollments taking effect in the beginning of quarter four (Q4). During this time, Dislocated Worker staff enhanced case management by focusing on accurate data entry and detailed file reviews. This program year brought about an increased awareness for providing intensive meaningful services to participants, and at the same time brought a greater understanding of performance measures and the goals of the program. How to provide support to the participants to allow them to gain employment as quickly as possible and result in achieving satisfactory performance measures has become a top focus.

Program Year 2024 began with full staffing and ended with just one position not filled. Although the Program Manager position remains unfilled currently, all other positions are at full staffing. Each New Hampshire Employment Security (NHES) Office has at least one Employment Counselor Specialist (ECS) trained in the Dislocated Worker Program process with a total of 15 statewide.

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Program Enrollments

Program goals for enrollment increased in PY24 to 350 from 280 in PY23, however the Dislocated Worker Program was not able to meet enrollment expectations due to a pause in enrollments beginning April 2025 in response to funding limitations. Program Year 2024 ended with a total of 253 new enrollments into the Dislocated Worker Program, meeting only 72.3% of the goal. PY24Q1, the new enrollee count finished at 75 enrollments, PY24Q2 75, PYQ3 92 and PYQ4 11 enrollments.

Enrollments per Month

MONTH		ENROLLMENT
July	2024	21
August	2024	18
September	2024	36
October	2024	28
November	2024	25
December	2024	22
January	2025	33
February	2025	24
March	2025	35
April	2025	11
May	2025	0
June	2025	0
PY24 Enrollment Total		253
PY24 Goal		350
% of PY24 Goal		72.3 %

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Expenditure

The combined total expenditure for all sources (ITA, Support Services, Basic Skills, OJT Contracts) for the Dislocated Worker Program totaled \$1,013,220.83 for Program Year 24. The breakdown is as follows:

- ITA \$979,036.07, the average individual cost per ITA for PY24 was \$4895.18.
- Support Services \$33,193.52
- Basic Skills \$991.24
- OJT \$0.00

Program Improvements

Case Management

During the temporary break in Dislocated Worker new enrollments, staff members were able to direct more time and focus on intensive case management addressing issues highlighted in the Corrective Action Plan from the Program Year 2024 Annual On-site Review of the Dislocated Worker Program and begin a thorough file clean-up of all Dislocated Worker caseloads. Focus was aimed at:

- Verifying and revising dates for training, activities, credentials, and measurable skill gains, including actual begin dates, projected end dates, actual end dates, and dates received
- Identifying and resolving system closures
- Identifying and closing open-ended activities
- Adding Measurable Skills Gains and Credentials
- Closing participants where training ended, and services are no longer provided
- Completing Quarterly Follow-ups thoroughly and with purpose

A great deal of emphasis and explanation went into both Credential Rate and Measurable Skills Gain to help staff gain a better understanding of each, identify the difference between each and have a clearer understanding of how to accurately record each in JMS. With the Measurable Skills Gain rate being the lowest, the emphasis was mostly on finding gaps in data entry and recording of MSG's. With a better grasp of MSG's, credentials and their importance, the Measurable Skills Gain rate went from 33.3% in Q1 to 86.22% in Q4!

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File Reviews

To continue consistent case management going forward, ensure case files are in compliance with both federal requirements and local policy & procedures, verify accuracy of data entry, identify gaps in case management and provide training as needed, a new quarterly file review process was implemented for the Dislocated Worker Program. A schedule was set up in coordination with the ESB Director to review a selected number of random cases for each Employment Counselor Specialist on a rotating basis at the end of each quarter as follows:

- Quarter 1: Claremont, Keene, Nashua, Portsmouth, Salem, Somersworth
- Quarter 2: Berlin, Concord, Conway, Laconia, Littleton, Manchester
- Quarter 3: Claremont, Keene, Nashua, Portsmouth, Salem, Somersworth
- Quarter 4: Berlin, Concord, Conway, Laconia, Littleton, Manchester

Any missing or incomplete elements are communicated to the ECS for revision, correction, and clarification.

Communication

In Q2 the Monthly Dislocated Worker meeting with the Employment Counselors and Local Office Managers changed to the first Wednesday of each month at 9:30 am. The focus of these meetings has been mini training sessions to clarify case management items and data recording in the Job Match System, to communicate process and procedure updates, along with the opportunity for staff to ask questions, seek clarification and bring up any concerns or issues within the Dislocated Worker Program.

All Dislocated Worker Employment Counselor Specialists have also been encouraged to join the monthly GeoSol Lunch Time Learning Training Series and have been sent the links for registration each month.

Performance

Struggling at times with Credential attainment rates and Measurable Skills Gain rates, at the end of Program Year 24, the Dislocated Worker Program was meeting and exceeding all performance measures for the PY24 negotiated goals. Most notably the Measurable Skills Gain measure which increased 159% from 33.3% in Q1 to 86.22% in Q4 with increased attention to file reviews, case management and accurate data entry within JMS.

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Performance Goal Summary

Performance Measures	PY24 Outcome*	PY2024 Negotiated Goals	PY2024 Negotiated Goals
		100% Goals	80% Goals
Employment 2 nd Quarter After Exit	85.19%	84.0%	67.2%
Employment 4 th Quarter After Exit	\$12,740.18	\$10,000.00	\$8,000.00
Median Earnings	85.64%	74.5%	59.6%
Credential Rate Attainment	83.91%	69.5%	55.6%
Measurable Skill Gain	86.22%	63.0%	50.4%

Participant Feedback

At the end of each quarter, Customer Satisfaction Surveys were sent to all new enrollments into the Dislocated Worker Program. In Quarter 2, the Dislocated Worker Program revised the method and source of sending the WIOA Customer Satisfaction Surveys. Previously SurveyMonkey was used with a low response rate of just 5% and continued to be used for Q1. In Q2 the switch was made to Microsoft Forms, and a new email template was created resulting in a higher response rate of 28.6% for Q2. Overall, a total of 252 surveys were sent out throughout the Program Year, and 66 were returned with

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

38 of those having the comments section filled out, with only one unsatisfied comment. At the end of the Program Year, the combined return rate for all 4 quarters is 26.2%. The average satisfaction rating is 4.68 out of 5 for quality of services received.

Conclusion

In Program Year 2024 the Dislocated Worker Program saw the loss of the Program Manager, experienced a pause in new enrollments and started off with a Measurable Skills Gain rate considerably below the negotiated goal. With intent to meet and surpass the enrollment goals for PY24, Dislocated Worker shifted its focus from the goal of high-volume enrollments to a goal of intensive career services. Attention to consistent file reviews, meticulous case management and meaningful services allowed the Dislocated Worker Program to provide quality service to those already enrolled in the program, resulting in outcomes that improved performance measures, and increased participant success evident in the responses in the Customer Satisfaction Survey.



SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2h. PY24 WIOA Annual Monitoring

Background:

Ensuring comprehensive and timely monitoring is an oversight function of the State Workforce Innovation Board (SWIB). Board member Christine Brennan is a SWIB member designated to approve the OWO State Monitoring schedule each year. Ms. Brennan also 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.

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WIOA Annual Monitoring Summary Report to the State Board Program Year 2024 (July 1, 2024 - June 30, 2025)

Background: Ensuring comprehensive and timely monitoring of Workforce Innovation and Opportunity Act (WIOA) programs and funds are an oversight function of the State Workforce Innovation Board (SWIB). Board member Christine Brennan is a SWIB member designated to approve the OWO State Monitoring this year. Ms. Brennan conducted 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 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 (OWO), 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 with quarterly desk reviews being at OWO's discretion.
- **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 complete 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 and state policies and procedures. This includes appropriate reviews of procurement, performance, and resolution of audit findings.
- Review of expenditures including reviews of financial records and source documents, e.g., invoices, receipts, vouchers, cancelled checks, time sheets, etc.
- Review of eligibility determinations, including 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.

Additionally, WIOA legislation includes section 188 which outlines Equal Opportunity requirements. Since the Statewide WIOA Equal Opportunity Officer responsibilities fall to OWO, OWO staff conduct annual Equal Opportunity (EO) reviews to ensure compliance with the equal opportunity provisions of WIOA. These include the following activities:

- Annual Equal Opportunity training provided to all WIOA staff
- Annual Equal Opportunity monitoring of WIOA Title I subrecipients
- Analysis (statistical or other quantifiable measures) of participants by race/ethnicity, sex, limited English proficiency, preferred language, age, and disability status;
- Investigation of any significant differences in participation in the programs, activities, or employment provided by the WIOA service providers, to determine whether these differences appear to be caused by discrimination;
- Assessment of accessibility of services offered through the NH Works offices, and
- Discovery related to the appropriate postings of current EO is the law posters, as required by law.

OWO Program Year 2024 WIOA Monitoring Activities

- OWO staff completed 11 individual programmatic desk reviews representing reviews for Quarters 2, 3, and 4 for funding sources managed through OWO.
- Annual on-site visits to service provider headquarters generated 13 programmatic and fiscal reports. All findings and disallowed costs resulting from the monitoring activities have been resolved.
- Annual on-site reviews also included an Equal Opportunity monitoring of subrecipients funded under WIOA or the Older Americans Act. Five (5) separate reports were sent to agency assigned equal opportunity officers. All findings resulting from the monitoring activities have been resolved.
- OWO staff completed a data validation review for each Title I program (Adult, Dislocated Worker and Youth) for each quarter of the program year. This resulted in the completion of 12 data validation reports for PY24.
- OWO staff completed an analysis of Eligible Training Provider Performance comparing PY21 and PY22 data as post exit employment data is not available until the next year.

- OWO staff completed an Equal Opportunity analysis comparing five (5) programs years (PY20-PY24). This resulted in four reports being generated – one for each of the Title I programs (Adult, Dislocated Worker and Youth) and one for Title III – Wagner Peyser.

Monitoring reports are on file at OWO and available upon request. Although there were monitoring activities that resulted in significant findings or disallowed costs, all findings and/or disallowed costs have been resolved.

Program Year 2024 State/Federal WIOA Monitoring Activities

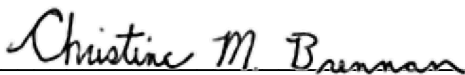
This program year, the Department of Business and Economic Affairs (BEA), Office of Workforce Opportunity (OWO) and New Hampshire Employment Security (NHES) were monitored by US DOL Region 1 for the DOL funded programs administered by the agencies which include WIOA Titles I and III. The monitoring took place May 5-9 virtually due to DOL travel restrictions. There were a total of seven (7) findings with BEA/OWO receiving three and NHES receiving four. As of September 5, 2025, OWO resolved one finding, leaving two unresolved while NHES resolved two leaving two unresolved. OWO/NHES will continue to work with US DOL Region 1 staff until all findings are resolved.

BEA/OWO also completed an Enhanced Desk Monitoring Review for the Senior Community Service Employment Program. This was held April 14-15, virtually due to travel restrictions for DOL Region 1 staff. There were no findings or areas of concern noted in the report.

Additionally, BEA/OWO participated in a State single audit for FY2024 which encompassed federal award years 2021-2024. OWO received one finding. OWO staff have fixed the noncompliance issue, and a corrective action plan was submitted. The finding remains open until two years have passed.

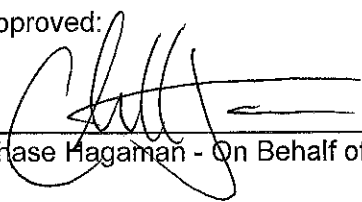
Board member Christine Brennan reviewed a sample of monitoring reports for compliance. Ms. Brennan also approved the OWO Monitoring Schedule for program year 2025 (July 1, 2025 - June 30, 2026), which is attached to this report.

Reviewed by:


Christine Brennan, State Workforce Innovation Board

09/30/2025
Date

Approved:

A handwritten signature in black ink, appearing to be 'Chase Hagaman', written over a horizontal line.

Chase Hagaman - On Behalf of the State Workforce Innovation Board

10/14/25

Date

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
39	Program: Dislocated Worker	L. Gerrard	2/4/25-2/5/25	3/5/2025												
40	Program: SCSEP	L. Gerrard													3/11/25-3/12/25	4/10/2025
41	Program: Youth	M. Salmon					11/5/24-11/6/24	12/3/2024	12/16-12/18/2024	1/22/2025						
42	Fiscal: Adult	M.Carter			1/7/25-1/8/25	1/22/2025										
43	Fiscal: Dislocated Worker	M.Carter	2/4/25-2/5/25	2/27/2025												
44	Fiscal: SCSEP	M.Carter													3/11/25-3/12/25	4/17/2025
45	Fiscal: AYC	M.Carter									3/19/2025	3/21/2025				
46	Fiscal: Youth	M.Carter					11/5/24-3/5/25	3/19/2025	12/3/24-12/4/24	1/22/2025						
47	Combined Program/Fiscal	L. Gerrard M.Carter											5/19/2025	6/11/2025		
48	On-Site EO Reviews		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
49	All Contractors	L. Gerrard	2/4/25-2/5/25	3/5/2025	1/7/25-1/8/25	1/13/2025	11/5/24-11/6/24	12/4/2024	12/3/24-12/4/24	1/13/2025	n/a	n/a	n/a	n/a	3/11/25-3/12/25	3/20/2025
50																
51	ETP		Scheduled	Completed												
52		L. Gerrard	10/30/2024	10/30/2024												
53	Ad Hoc Reviews		Scheduled	Completed												
54																
55																
56	State EO Analysis Review		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
57		L. Gerrard	9/30/2025		9/30/2025		9/30/2025		9/30/2025		n/a	n/a	n/a	n/a	Done by US DOL	n/a
58	State NH Works System Monitoring - One Stop Certification															
59	Completed in 2023. Not due until 2026.															
60	State Audit															
61		KPMG	2025	2025												
62	Federal Review															
63		US DOL ETA	May 5-9	findings still unresolved												
64	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.															
65	*not completed= data validation for the SCSEP program was not completed as there is no mechanism in GPMS to accomplish this.															

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2i. Success Stories

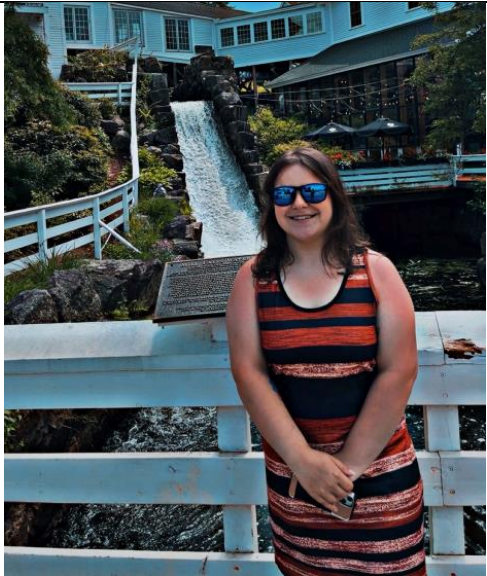
Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Debra						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Since our first meeting, Debra has had a genuine and earnest desire to help those around her. Debra is facing this modern era as a single young mother and has taken up the mission to not only provide for her child but to do her part to aid the local community as well. With this individual, the path to a nursing career was as clear as day.</p> <p>Debra has an unbelievably focused, committed and natural mind for the healthcare field. It did not take long to have her enrolled in an LNA training program with LNA Health Careers. Within 7 short weeks of training with LNA health Careers in Manchester NH, Debra is on a vindicated path to obtain an LNA License. During her work she has faced barriers and events that have been out of her control. However, through all that, her skill and acuity have only enhanced. Debra has received phenomenal praise not only from the director of the LNA training program but for each patient she works with. Her genuine compassion and care are a true strength that peers, instructors, and patients acknowledge.</p> <p>Moving forward with the Nursing career, Debra will continue to enrich the lives of those around from family, friends, patients and community. The gratitude she expresses is equally humbling, inspiring, and incentivizing for JAG to keep providing these opportunities to those like her. It is an honor to work with individuals like Debra and be able to see the immediate positive impacts she provides to those around her.</p>							

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Participant Success Story							
Program Year:	2024				Quarter:	4	
Program enrolled in: Manch HiSET ISY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Marissa						
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>This participant success story is about Marissa. When Marissa started our program, she was a very shy and timid young lady. She kept to herself, did not really interact with others in the class, and overall, just got her work done. Fast forward a few months and you wouldn't think this is the same participant!</p> <p>Marissa has come out of her shell completely. She interacts with others, speaks up when needed, and has also become quick to crack in class. It has been a pleasure seeing Marissa completely open up and more importantly- know that she feels safe and heard within the classroom. Marissa will seek advice, constructive criticism, and will bounce ideas off of other participants. As Marissa begins the Summer Youth Program, I can't wait to see all of her success in the future.</p>							



Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Ashlee					
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
				<p>Ashlee has faced academic challenges from a young age, especially with reading and math. After struggling in traditional school settings, she transitioned to homeschooling through VLACS but ultimately dropped out at 18. During that time, she began working at Walmart and completed their high school completion program, earning a Penn Foster diploma.</p> <p>Her path took a turn when she found a sterilization technician position in the dental field through Indeed. That experience opened her eyes to the world of dentistry—setting up rooms, learning procedures, and seeing the positive impact dental care can have on people's lives. She loved the teamwork, the variety of patients, and the joy that came with helping others feel better. Encouraged by coworkers who saw her potential, Ashlee realized for the first time that she could truly pursue something she loved.</p> <p>Motivated and inspired, she applied to New Hampshire Technical Institute's Dental Assistant program—and was accepted. When financial barriers arose, especially around covering basic college needs like clothing and supplies, her school connected her with JAG-NH. Through their support and guidance, Ashlee has felt welcomed and encouraged every step of the way. She's grateful for the assistance JAG-NH has provided and is excited to move forward with confidence in a field she's truly passionate about.</p>			

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Favour					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>A foundational component of Jobs For America's graduates is working with individuals from extraordinary backgrounds. A part of this is creating outreach to the public and networking with local organizations. JAG is now a part of a network of organizations that share similar values and motifs to bring opportunities to the denizens of NH. When first introduced to Favour, it was through a referral from The Work Force development specialist Of Elliot hospital in Manchester NH. Favour was recommended to JAG because of our ability to accept a wider range of individuals and provide a higher level of support, financial services, individualized plans, etc. Pridefully JAG was able to deliver that promise to Favour.</p> <p>Favour's background and her journey to America 10 years ago has been a remarkable accomplishment filled with uncertainty, adaptations, and assimilation. Regardless of the barriers Favour experienced, it is an inherent part of her persona to add to the community and be a leader. During her high school years, she was a staple for her peers as a member of <i>Young Organizers United Group</i> (Y.O.U). This organization's mission is to provide a welcoming environment to all of those struggling with navigating their high school years. This is done by establishing community events, peer support groups, and bringing equity to those who are experiencing isolation. Favour had modeled these values throughout her Highschool years and even before entering the JAG program she has put in unbelievable effort to those around her.</p> <p>While interviewing Favour and learning about her drive to help those around her from family and friends it was clear she was beyond ready to move forward with a health care career field. When introducing her to the company LNA Health Careers in Manchester NH. There was an immediate connection with how this organization can match her goals. Favour has now started the training to earn her Licensed Nursing Assistant credential. Though this program has just started she has already received praise for her candid attitude, focus, and intellect. Being able to work with individuals such as Favour is both humbling and incentivizing to affirm the purpose behind JAG.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Rose					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Rose has completed her second certificate program since joining JAG NH in 2024. First, she earned her LNA license in June of 2024 and then she completed her EMT certification this June. Rose did all of this while working full time at a facility that serves individuals with intellectual and developmental disabilities. Rose plans to keep up her professional growth with nursing school in the near future.</p>							

Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Oscar					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Oscar was laid off in October 2024. He was searching for work and wasn't receiving interviews. Oscar determined that he would benefit from training to make himself more marketable to potential employers. He enrolled in the Dislocated Worker program in February 2025 and decided to pursue a Project Management certification. Oscar attended and successfully completed his training in March 2025, and obtained full-time permanent employment in April 2025.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Olivia					
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input checked="" type="checkbox"/> Cheshire		<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham		<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan
Success Story:							
<p>Olivia was working as a ward aide in a local nursing home when she joined JAG NH. She knew that becoming a licensed nursing assistant was a great next step for her and that she would benefit from the assistance that JAG NH provides. Olivia received her LNA license in April and she was immediately hired as an LNA in the facility where she completed her clinical experience. She was proud to report her pay increase and medical benefits along with the new responsibilities she has. Olivia is currently taking alternative diploma classes, and she plans to earn her high school diploma in December 2025.</p>							

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Participant Success Story							
Program Year:	2024				Quarter:	4	
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Scott						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Scott was laid off in August 2024. He was struggling to find employment and determined that he needed additional credentials to enable him to obtain interviews. His skills were outdated. Scott enrolled in the Dislocated Worker program as of December 2024. Scott chose to attend Visible Edge for Data Analytics. He completed his program early and was able to add additional training for no additional cost per the training vendor. Scott achieved 3 credentials as a result. As a direct result of attending and completing the training, Scott was hired and started work in April 2025.</p>							



Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input checked="" type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Alyssa						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Alyssa was 23 years old and living in an apartment in Nashua, NH when she came to CAPHR's WIOA Adult program. She was made eligible based on BSD. She was working part-time as a grocery store clerk. Prior to that, she worked part-time in food service positions. Her highest level of education was a high school diploma with no post-secondary education and lacked skills, credentials, and confidence. Alyssa was looking for a career where she could make a difference in the lives of others. She was referred from ApprenticeshipNH for the LNA Apprenticeship program through Southern NH Health/Solution Health in partnership with Nashua Community College. CAPHR's WIOA Adult program paid for a portion of the classroom instruction which included a portion of her tuition and a BLS course. CAPHR also paid for the required tools including the BON licensing fee, criminal background check/fingerprinting, scrubs, shoes, and stethoscope. Alyssa was struggling financially due to recent dental work that she had to pay out of pocket for and her boyfriend becoming unemployed. CAPHR also paid supportive services for her including her gas bill and one month's rent. ApprenticeshipNH was also able to help with supportive services as well. Alyssa successfully completed the classroom portion of her apprenticeship and got her LNA. She also successfully completed her one-year apprenticeship. Alyssa received a few pay increases throughout her apprenticeship and continues to work full-time as an LNA in the medical surgery department earning a livable wage and receiving benefits.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Naomi						
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
				<p>Naomi is a dedicated full-time Licensed Nursing Assistant (LNA) at Laconia Rehab Center, a nursing home that provides long-term care for elderly and medically fragile individuals. Each day, she brings compassion, patience, and a strong work ethic to her role—helping residents with daily tasks, offering emotional support, and being a consistent, caring presence in their lives.</p> <p>At home, Naomi is also a devoted single mother to her 9-month-old daughter. Balancing the physical and emotional demands of her job with the nonstop responsibilities of parenthood is no easy task, but Naomi approaches it all with determination and love. Despite the challenges, she has stayed focused on her goal of advancing in the nursing field to better provide for her family and serve her community.</p> <p>Her dedication paid off when she was accepted into the Licensed Nurse Practitioner (LNP) program at Harmony Health Care. Naomi chose to pursue the LNP path because of her passion for patient care and her desire to play a more impactful role in the healthcare system. Through her experience as an LNA, she witnessed the importance of skilled, empathetic nurses and felt inspired to deepen her knowledge, expand her skills, and become a stronger advocate for those in need.</p> <p>Helping to make this next step possible is JAG-NH (Jobs for America's Graduates – New Hampshire), which has provided Naomi with critical support along her journey. Through personalized guidance, mentorship, and financial assistance, JAG-NH is helping her overcome barriers and stay on track toward academic and professional success. With their support—and her unshakable commitment—Naomi is building a brighter future for herself and her daughter, one step at a time.</p>			

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Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input checked="" type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Lilian					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Lilian is a 31-year-old woman who is originally from Columbia, South America. When she came to CAPHR's WIOA Adult program, Lilian was unemployed for 24 weeks. At the time, she was a single parent living in an emergency shelter with her daughter. She was receiving SNAP benefits and her daughter was on Medicaid. Lilian's highest level of education was 11th grade, she was an English Language Learner (first language is Spanish), considered BSD, and was enrolled in ESOL classes at Second Start. While attending ESOL classes at Second Start in Concord, she was referred to the first <i>LNA For Success</i> program held at NHTI. With her advanced English level, she was accepted into the <i>LNA For Success</i> program. She was then referred to CAPHR's WIOA Adult program where she received career services, funding for tuition, scrubs, shoes, and health screenings (that were not covered by her insurance) that were required for training. CAPHR also assisted with transportation reimbursement to and from the training facility. While in training, she moved from the emergency shelter to affordable housing. Lilian successfully completed Concord's <i>LNA for Success</i> program between Second Start and NHTI. With help from CAPHR, she was applying and interviewing for LNA positions during and after her training. Lilian passed her LNA exam on the first try, and as soon as her LNA was posted to the BON website, she was offered a job to start the following week at Dartmouth Hitchcock Medical Center as an LNA, making \$21.32 per hour with benefits.</p> <p>"I was expecting that I would gain a lot of knowledge, but I didn't expect that I would have so much support from this program," graduate Lilian Gomez told the <i>Monitor</i>. Full article here: https://www.nhti.edu/inaugural-concord-program-bridges-healthcare-gaps-and-uplifts-new-americans/</p>							

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Participant Success Story							
Program Year:	2024 / 2025			Quarter:	4		
Program enrolled in: Nashua OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Anesha						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Anesha – A Journey into a Beautiful Career</p> <p>Anesha’s story is a powerful reminder that with courage, determination, and the right support, anything is possible. Once facing homelessness, Anesha made the bold decision to reclaim her future—and she hasn’t looked back since.</p> <p>In January, she earned her HiSET diploma, taking a crucial step toward stability and opportunity. The very next month, she enrolled in the Nail Technology program at the American Academy of Health and Beauty. Through focus and hard work, Anesha completed the program in June, becoming a certified nail technician in just a few months.</p> <p>Her efforts quickly paid off—Anesha is now gainfully employed full-time at a nail salon, where she brings creativity and confidence to her clients every day.</p> <p>But this is just the beginning. This fall, Anesha will begin studying Small Business at Nashua Community College, with dreams of owning her own salon in the future. She is determined to build a career not only for herself but also to inspire and uplift others who are overcoming adversity.</p> <p>In less than six months, Anesha Daniel completed two educational programs, secured stable employment, and is now pursuing higher education—an extraordinary achievement by any standard.</p> <p>Anesha’s journey is one of resilience, transformation, and purpose. She is on the path to a beautiful career in entrepreneurship, and there’s no doubt that her story will continue to inspire others for years to come.</p> <p>The future is bright—and Anesha is ready for it.</p>							


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Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Meyrick						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input checked="" type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Meyrick is an older gentleman who came into the Dislocated Worker program after having initially been through the WIOA Adult Program to earn his LNA certification. Meyrick experienced a medical situation that required a change in careers.</p> <p>The ECS and Meyrick discussed potential paths and options at this point, and Meyrick chose Project Management Professional with Intellectual Point. He completed the training course and passed the certification exam obtaining his credentials in Project Management. With help from his ECS, he then reviewed and updated his cover letter and resume to a functional resume that would suit his needs better for his situation.</p> <p>Meyrick was doubtful that he would be able to get a job in his new field due to his age, not having worked in the field, being out of work and a few other negative mindsets. The ECS encouraged and supported Meyrick via discussing various techniques and coping skills to assist with his job search and push through the difficult parts. Meyrick was patient and continued searching for employment. He was able to secure both a full-time and part-time job in under a week, however they were not in his desired field. He continued searching, applying to several construction companies however he hadn't secured an interview. Meyrick put in the hard work and continued to search and was eventually offered a position with Kalwall Corporation as a Project Coordinator beginning 06/09/2025.</p>							

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Participant Success Story							
Program Year:	2024/2025				Quarter:	2	
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Gabe					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
				<p>Gabe moved out to Nevada during the school year to stay with friends of the family full time. This became a much more stable homelife and safer environment overall for JAG. He continued to check in with his JAG specialist in New Hampshire because there was not a program in his new school to transfer too. Gabe had originally planned to drop out of school because he was already over 18 years old. With encouragement from his specialist and the people he was staying with he enrolled in school in Nevada and graduated on June 4th, 2025, with Honor cords from JAG and for Art. He also started his first-ever job after the 4th of July, working as a landscaper for Great Basin College near his home.</p>			

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Storm						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Storm's story is truly inspiring. She's shown determination and adaptability in overcoming personal challenges and pursuing her career goals. It's amazing how she found the strength to stay focused on her aspirations despite the hurdles life threw her way, from her early life with her grandmother to balancing full-time work and school during her training.</p> <p>She was referred to My-Turn and after career pathway research with the My-Turn Staff she found her direction. Her decision to transition from an LNA to an LPN shows a real sense of self-awareness and a desire to expand her impact in the healthcare field. She has a lot of grit and an incredible ability to push through adversity. It's also great to hear she's on the verge of completing her training—it must be such an exciting time for her as she gets closer to becoming a registered nurse. She's excited at the prospect of becoming an LPN and we look forward to seeing her in the next chapter of her career. Through it all she was working full-time and attended school full-time. She maintained good grades and attendance and her teachers were impressed with her maturity.</p> <p>Storm will be completing the program on July 25. She will be looking to complete the NCLEX exam in hopes of obtaining her license.</p>							

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Participant Success Story							
Program Year:	2024 / 2025				Quarter:	4	
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Ian					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Ian joined the MY TURN program a few years ago. Upon joining MY TURN Ian has shown tremendous growth within himself. Ian took advantage of all the resources available to him during his time at the program. Ian has always struggled with his learning and social skills because of his disabilities and has always had a hard time completing tasks because of this. Even though Ian had struggled that was never enough to keep him from completing his assignments at school and in the program to have a successful outcome.</p> <p>Ian completed the Microelectronics Boot Camp at Nashua Community College at the end of 2024. Upon completion of the boot camp Ian struggled to find employment. After updating his resume and going over interview skills, Ian was confident to try again at Braven Electronics. Ian was successfully hired part time as an electrical assembler. Ian is currently in the process of obtaining his driver's license to give him even more freedom as an adult that will open more doors leaving his possibilities endless.</p> <p>Ian has overcome so many obstacles and boundaries in such a short time, because of the help from MY TURN. Ian is the true definition of a "Success Story" and MYTURN staff is immensely proud of Ian and everything he has accomplished.</p>							

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Participant Success Story							
Program Year:	2024 / 2025				Quarter:	2	
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Jazmary, Isabel, Nasim, and Irena (Left to right)						
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
 <p>All of Memorial High School's JAG seniors graduated, including an additional special education student who graduated early. Nasim and Irena both received their special education Certificate of Completion, while Jazmary and Isabel both received their diplomas. Each student had their own struggles, but they all worked hard to meet the finish line, and we can't wait to see what the future brings for them!</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Ariel					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Ariel came to MYTURN in search of how to become better. Ariel was born in the Dominican Republic, an only child to a hard-working mother and father. Ariel wasn't sure about his path yet, but he knew his parents didn't come to America for him to squander his opportunities. With limited English, and unlimited potential, Ariel took off.</p> <p>His first hurdle, education. Ariel tried going to the local high school and was having trouble fitting in. Eventually, he was pointed in the direction of MYTURN. Once connected, he decided he learned better in an unconventional environment, without the pressures of comparison. In this realm, he excelled. Ariel connected with MYTURN's HISET program and was able to go to class and receive his diploma equivalent.</p> <p>After receiving his diploma, MYTURN staff showed Ariel that this is just the threshold, and he was ready to explore his potential. But he still had some doubts. Ariel felt as if he struggled in a structural setting and may not prevail. He also wanted to get his driver's license but had trouble studying. MYTURN staff created a study guide and would have study sessions so that the information is retained. After a few months of studying, and a second attempt, Ariel successfully received his driver's license.</p> <p>After this 2nd monumental goal was reached (1st was HISET, 2ND was Driver's License), Ariel got a new sense of confidence. It was time to show the world what Ariel can do. He worked meticulously with MYTURN staff to discover his niche, and what path he wanted to travel. Ariel was particular about the type of career he wanted. Not like knowing what he wanted to do, but he definitely knew what he was NOT going to do. So, we worked from there.</p> <p>Eventually after a few tours, and a few deep conversations, Ariel decided on the HVAC career. Staff worked with Ariel to apply for scholarships and to write his corresponding essays. Ariel feared he wouldn't receive a scholarship, but of course he did. The staff always knew he could do anything he wanted. Ariel was starting to feel the same way. Ariel had a new sense of confidence, and it was showing.</p>							

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School starts, and some of the old fears return. Ariel starts questioning himself, making himself nervous. He ends up doubting himself, then we have “the talk”. In a few details, “The Talk” reminded Ariel of all he accomplished, and every goal he set for himself he succeeded. This talk held a mirror in front of Ariel’s drive, capability, and self-purpose. There was no more doubt after this talk. Ariel studied, worked, and successfully passed his class and got his certificate to become an HVAC Service Technician. Now Ariel has bright outlook, that soft spoken nervous kid from a year ago is now the self-sufficient man with the world at his fingertips. He is currently looking for HVAC work with assistance from staff and was thinking of possibly going back to get another certification.

Ariel is the perfect example of how you can do whatever you put your mind to. You're not limited by your experience, or even your circumstances; your only limit is your belief. And now Ariel has unbreakable faith in himself that is inspiring to all who witness.

Participant Success Story									
Program Year:	2024				Quarter:	4			
Program enrolled in:									
<input type="checkbox"/> Adult			<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:			
					<input type="checkbox"/> NH JAG		<input type="checkbox"/> My Turn		<input type="checkbox"/> AYC
					<input type="checkbox"/> ISY		<input type="checkbox"/> OSY		
Participant First Name:		Nathan							
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+		
County:	<input type="checkbox"/> Belknap		<input type="checkbox"/> Carroll		<input type="checkbox"/> Cheshire		<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough		<input checked="" type="checkbox"/> Merrimack		<input type="checkbox"/> Rockingham		<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan
Success Story:									
<p>Nathan was laid off in January 2025 as a warehouse associate. Seeking a career change, Nathan enrolled in the Dislocated Worker program in February 2025 hoping to pursue a career as a CDL-A driver. Nathan sought assistance for training and enrollment. He attended 160 Driving Academy and completed his training in April 2025. Nathan passed his DMV test in May 2025, and secured employment sooner after in June 2025 as a CDL-A driver. Nathan shared that he is enjoying his career change!</p>									

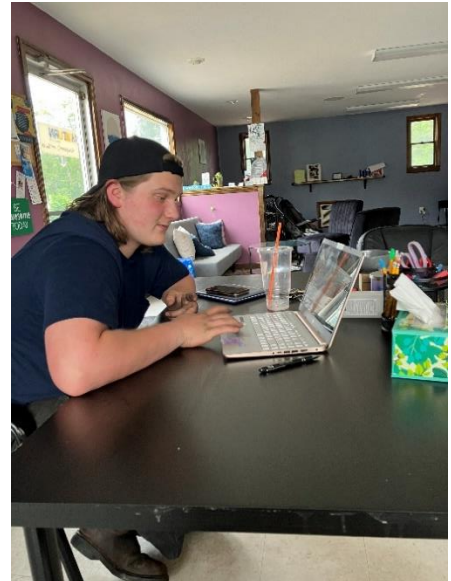
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Participant Success Story							
Program Year:	2024 / 2025				Quarter:	4	
Program enrolled in: Rochester OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Mikayla						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input checked="" type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Mikayla joined MYTURN in August 2024, two years after earning her HiSET in 2022 with exceptional scores. While many paths to success follow a traditional route, Mikayla's journey proves that determination and the right support can turn any starting point into a prosperous career.</p> <p>After enrolling in the program, Mikayla immediately pursued her goal of working in healthcare by attending LNA Health Careers. Within just a few weeks, she completed the program and earned her Licensed Nursing Assistant (LNA) credential.</p> <p>With limited outside support, Mikayla relied heavily on the consistent guidance and encouragement of MYTURN staff. That support helped her bridge the gap between training and employment — she was hired immediately as an LNA at St. Ann Rehabilitation and Nursing Center, where she continues to thrive today.</p> <p>Mikayla's story demonstrates the real-world value of alternative education pathways and the impact of individualized support systems. Her success reinforces MYTURN's mission to help young adults overcome barriers and achieve meaningful, long-term employment.</p> <p><i>"MYTURN believed in me when I didn't have anyone else. I wouldn't be where I am without them."</i></p> <p style="text-align: right;">– Mikayla</p> <p>Mikayla shows that high school equivalency is not a limitation — it can be the foundation of a promising and rewarding career.</p>							



Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in: Statewide OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Jonathan					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Jonathan first contacted MY TURN when he was nearing the last few weeks high school. Immediately, Jon informed Staff that he wanted to go to Lakes Region Community College in the fall for the General Motors (ASEP) Education program. Within the first interaction with Jon, it was apparent that he had the drive, motivation, and determination to be successful. MY TURN reached out to the automotive department chairman at LRCC, who informed Jon that the program for the upcoming fall term was completely full and most if not all car dealer sponsorships for students were taken.</p> <p>MY TURN spoke about who Jon was, the type of student the program would be receiving, and through that conversation, was able to assist in setting up an interview at Benson Auto Chevrolet with a representative from the company and the department chair.</p> <p>Although he was very nervous, Jon prepared for the interview and crushed it. After the interview, Jon came over to the office with the department chairman who stated that he would absolutely open a spot in the program for Jon. Thrilled and beyond excited, Jon was off to the races.</p> <p>Jonathan is a true example of perseverance and commitment.</p> <p>As a single father, his plate is full—raising his son, working two jobs at Advanced Automotive and now also at Bensons Auto, AND pursuing his education in the Automotive program at Lakes Region Community College.</p> <p>Balancing work, school, and parenting are no easy tasks, but Jonathan has met these challenges with incredible determination. One of his biggest hurdles was staying consistent with such a demanding</p>							



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schedule, but through it all, his son has remained his greatest source of motivation. Everything he does, every late night, every early morning, is fueled by the desire to create a better future for his family.

Jonathan's journey is more than just a story of hard work; it's a testament to what's possible when you lead with love, purpose, and grit. We're proud to support students like him who are committed to changing their lives—and the lives of those they love—through education and persistence.

Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Alex						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input checked="" type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>When Alex first enrolled in the Dislocated Worker Program, he brought with him a clear and determined vision: to establish a career in IT and cybersecurity, in order to build a more secure future for his family. Despite having no prior technical experience, Alex committed fully to the opportunity before him, demonstrating the resilience and drive we aim to cultivate through our federally funded workforce development programs.</p> <p>Alex enrolled in the Internet Technologies Essentials training at Visible Edge on November 18, 2024. Though the course was offered online, he made the decision to attend in person every single day. This extra effort allowed him to gain hands-on experience, develop stronger connections with mentors, and deeply engage with the material. His proactive approach reflects exactly the kind of initiative our programs are designed to support.</p> <p>A particularly noteworthy part of Alex's journey was his effort to meet federal eligibility requirements. Upon learning that Selective Service registration was needed to qualify for training assistance, he took immediate and responsible action to rectify his status. This demonstrated not only his respect for program compliance but also his maturity and commitment to personal accountability.</p> <p>At the same time, Alex was pursuing his HiSET diploma, which he began in October 2024. Managing both a high-demand technical program and adult education coursework required tremendous discipline, perseverance, and time management. He balanced these commitments with grace, motivated by his role as a husband and guardian. Alex and his wife had recently adopted their niece, and his goal was to be a strong provider and role model in her life.</p>							

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His journey is not only inspiring, but it also exemplifies the mission of the Dislocated Worker Program and the values of federal workforce investments. Through training, guidance, and support, Alex turned a period of career transition into a launchpad for long-term success.

Since completing training, Alex has earned an additional credential, CompTIA Network+, and is now preparing for his CompTIA Security+ exam. He has even built a home digital forensics lab to maintain and demonstrate his technical skills to potential employers.

In his own words:


“Life’s been going well. While I haven’t found a job just yet, I’ve been continuing my education and actively searching for work. Thank you so much for your kind words and support—it really means a lot. I’m honored to be recognized and appreciate everything you’ve done to help along the way.”

Alex represents what is possible when opportunity meets determination. His progress highlights the transformative power of workforce programs supported by federal grants, and his story stands as a reminder that, with the right tools and support, individuals can rebuild not only careers, but lives.

Participant Success Story							
Program Year:	2024			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:							
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Ievgen enrolled in the WIOA Dislocated Worker program on 1/29/2025 after being out of work for 11 months and experiencing difficulty securing employment. After some career exploration, Ievgen determined in order to achieve successful employment, he needed to update his current skills. He enrolled in AWS Solution and DevOps training program and was able to successfully complete training 6/20/25 earning a credential that led to employment. While completing his training, he continually applied for employment and continued making progress in his job search. Ievgen started his new job using his new skills and is now earning more than he was previously!</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	1		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Dominique						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input checked="" type="checkbox"/> Cheshire		<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton	
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham		<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan	
Success Story:							
				<p>Dominique has shown so much growth in the past year as a JAG participant! She is a single parent with two young children who dropped out of high school. She had previous experience working in food service and as a home health aid, but she had been unable to maintain employment and earn enough income to support her family. She also struggled with managing debt, having dependable transportation, paying for rent and securing childcare while she was working.</p> <p>Dominique wanted to enroll in LNA training, but she needed some assistance with time management and keeping on top of paperwork and pre-requisites. She has been able to improve these skills now that she understands how important they are to her success. After she received her LNA license, she was hired at a residential facility for children with disabilities. She is working full time and she enjoys her job and the security it offers her.</p> <p>Dominique is now devoting time to preparing for the HiSet exam and she has already passed three of the five subtests. Earning her high school credential will open doors for her in the future and she appreciates the support of JAG during this time as well. After talking about how much JAG has helped her, a friend of Dominique's is now a new participant in the program.</p>			

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Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Naiomi						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Tireless dedication to stability is a hard journey for all. It is a path that is often met with setbacks, and progress that is difficult to trace. However Naiomi Martinez has exemplified what it means to show commitment and an unyielding amount of effort through tumultuous times. Upon meeting Naiomi she had a sole focus to uplift those around her. When first meeting Naiomi she knew that providing care to those around was going to be a driving force for her career regardless of any barriers and there were a few but with the support of JAG NH she has been able to overcome them to flourish.</p> <p>Naiomi attended LNA Health Careers' LNA program and earned her LNA license. During the training Naiomi showed remarkable resilience to hard situations and surpassed all expectations. Furthermore the pride that was felt for her accomplishment of the program and attaining an official LNA license cannot be understated. However this has only been one component.</p> <p>Concurrently with the LNA training Naiomi had also been working her way through various education courses through an Adult Diploma Program. Naiomi now has been accepted to work with Ledge Woodbay and has done the required course work to take and pass the HiSet exam. While these are only first steps to a career the excelled progress Naiomi made in such a short time has been remarkable to witness. There is no telling the strides she will make and accomplishment that will be attained.</p>							




Participant Success Story							
Program Year:	2025				Quarter:	4	
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Austin						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>The journey to find stability and a steady work life balance is filled with complexities for each person out there. However through determination and support, goals can be accomplished and achievements attained for those that commit to a cause. Austin's journey is just that. When first introduced Austin wasn't on the path that spoke to them. Austin sought to change their career to provide care for others as well so a pursuit into the Licensed Nursing Assistant field.</p> <p>During the training Austin faced barriers which few would know how to manage. This came through as difficult scenarios from training partners, miscommunication, and personal domestic grievances but the guidance and instruction for their JAG NH Youth Specialist taught them HOW to work with others in a professional setting but the end of clinicals Austin was receiving exemplary compliments from his instructors, patients and co-workers. The leadership Austin demonstrated came through when challenged not only enhanced personal success but the success of those around as well. Needless to say Austin was able to accomplish the training and walk away with an official LNA license.</p> <p>During the clinical phase of his training Austin was referred by the supervisors, lead nurses, and clinical team to apply to work at the nursing home. JAG is proud to announce that Austin has officially been accepted and will be working full time at the Courville Sr. Living Center.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	1		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Jazmary						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Jazmary is a recent graduate of Manchester Memorial High School. She was unable to pass her ASVAB and not able to deploy back in June as she expected and needed to pivot her immediate career goals. She had originally been hoping to use the GI bill after her years of service to go to school for cosmetology, now those resources were not going to be available to her, but she still had her JAG Youth Specialist and her desire to become a cosmetologist but how were they going to find the monetary resources.</p> <p>Together this summer they completed the application to Empire Beauty School, submitted the FAFSA, filled out many scholarship applications and tried to stay optimistic. She received several of those scholarships, a Federal Pell Grant and WIOA resources she was able to enroll as a full time student this fall. Here she proudly shares this photo and lets her specialist know she is already performing blow outs and will be accepting her first clients in just 4 more weeks! Jazmary would not be attending school right now without WIOA funding and services her JAG Youth specialist provided and look forward to continuing guiding her towards achieving her cosmetology credentials.</p>							




Participant Success Story							
Program Year:	2025			Quarter:	1		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn		<input type="checkbox"/> AYC
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Jessica						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input checked="" type="checkbox"/> Cheshire		<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham		<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan
Success Story:							
<p>Jessica joined JAG with a strong desire to work with elderly people in a nursing home setting. She had been employed in housekeeping for a local nursing home, but she lost her job because of transportation issues and an unstable living situation. She had recently lost another unfulfilling job and she felt ready to make a change that would lead to steady and meaningful work. Jessica had experience caring for an elderly relative and knew that she would be well suited to be an LNA. She described herself as “patient and level-headed” and she works well with others.</p> <p>Although Jessica had managed to support herself, she struggled with her financial situation and she really appreciated the financial assistance that made LNA training possible. She has also made improvements in her financial literacy skills. Jessica now has her first bank account and she has made plans with her bank to get started with building credit.</p> <p>Jessica recently received her LNA license and she has applied for a position as an LNA in a hospital setting. She is very excited to start a new career and JAG is so proud of her progress!</p>							



Participant Success Story							
Program Year:				Quarter:	1		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Tyler						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap		<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough		<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan
Success Story:							
<p>My name is Tyler, and I'm a 23-year-old father to the most amazing 1-year-old girl in the world. Becoming a dad changed everything for me. It's no longer just about getting by — it's about building something solid for her, for our future.</p> <p>Right now, I work as a groundskeeper at a local golf course. It's honest work, and I'm grateful for it, but it doesn't stretch far enough — not when you've got diapers to buy and bills to pay. I've always known I was capable of more, but without my high school diploma, I kept hitting dead ends. That's when I realized I couldn't keep putting it off. I needed to take that next step.</p> <p>That's when I found JAG NH, and everything started to shift. Being part of the JAG NH family has given me the support and direction I was missing. Through the program, I got connected with a career specialist who's been walking with me every step of the way. We started working on my GED, building a plan, and talking about what kind of future I want for myself and my daughter.</p> <p>One of the biggest breakthroughs came when we looked at career pathways. I've always liked working with my hands, and HVAC just made sense — it's stable, it's in-demand, and it's something I can grow in. Now, I'm in the process of enrolling in an occupational training program to become a certified HVAC technician. It feels good to have a plan that leads somewhere.</p> <p>Balancing everything — work, parenting, studying — isn't easy. I leave the house early to take care of the golf course and come home to change diapers, study, and do it all over again the next day. But I've learned I'm stronger than I thought. And I've got an incredible team behind me, thanks to JAG NH.</p> <p>I may still be underemployed right now, but I'm not standing still. I'm learning. I'm growing. And I'm building a better life, one step at a time — for me and for the little girl who motivates me every single day. Being part of the JAG NH family isn't just helping me get by — it's helping me move forward. And this is just the beginning.</p>							



Participant Success Story							
Program Year:	2025			Quarter:	1		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Blake						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap		<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough		<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan
Success Story:							
		<p>Fresh out of high school I was in a rough living circumstance that left me with no other option but to find a full-time job to be able to afford a place to live. Alongside that I was battling with trying to decide what I wanted to do with my future, and how I'd be able to afford it. JAG-NH was recommended to me by a close family member, considering my circumstances they thought it would be a good opportunity. Originally when I reached out, I expected a long waiting list or something of that sort. In only a few weeks I was in contact with a JAG-NH caseworker and fully enrolled in their program.</p> <p>My start in the program was a little rough, understandably I wasn't pinpoint sure on what I wanted to explore. When I first joined JAG, I truly felt that all I was looking for was support. JAG was fully accepting of my wavering interests, in fact after my first semester I did a complete flip of my career interest, in which JAG remained fully supportive in my decisions, and continued to offer guidance and assistance throughout the entire process.</p> <p>Since then, I've been enrolled with LRCC studying for Fire Science. I obtained my New Hampshire EMT license in March, and I am currently doing a hands-on, 8-week fire academy course as a full-time occupancy. With JAG's paid work experience opportunity, I don't have to stress or choose between affording my apartment/bills over my education. My end goal is to finish the academy, proceed onto getting my Advanced EMT license in the summer, and find a local fire department to commit too.</p> <p>Throughout this journey JAG has provided me with the resources to obtain any gear or equipment I have needed for any of my classes. At times I struggle with the ability to meet up with my caseworker, but accommodations are always made to make sure I receive whatever assistance I need, and frequent email contact is always kept.</p>					

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2j. NHWorks Conference 2025—Update

Background:

On November 8th, 2024, the first NHWorks Conference since 2018 took place. Staff from the OWO along with volunteers from the NHWorks partnership assisted in the successful execution of a daylong conference designed to provide education and training to frontline workforce staff. The SWIB authorized funds to be utilized for food and ancillary costs for the conference. Educational sessions were led by volunteer presenters who donated their time and expertise at no cost.

The conference was well attended with 180 attendees representing all the different NHWorks partners from across the State of New Hampshire.

Staff has been diligently working to organize this year's NHWorks conference. Members of the SWIB are invited and are welcome to attend. An email will be sent in late summer or early fall to RSVP.

Details:

Friday, October 17th
8:00am-4:00pm
NHTI-Concord's Community College
31 College Drive, Concord NH 03301

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 2k. State Plan Update

Background:

The New Hampshire Workforce Innovation and Opportunity Act (WIOA) Combined State Plan for Program Years 2024–2027 outlines the state's strategic approach to workforce development. Mandated by federal law, this plan ensures New Hampshire's eligibility for funding across six core programs:

- Adult Program
- Dislocated Worker Program
- Youth Program
- Adult Education and Family Literacy Act Program
- Wagner-Peyser Employment Services
- Vocational Rehabilitation Program

The plan emphasizes a demand-driven workforce system that aligns with the needs of both job seekers and employers. It promotes integrated service delivery, career pathways, and sector strategies to enhance employment opportunities and economic growth within the state.

Guided by the State Workforce Innovation Board (SWIB), the plan's vision is to foster healthy and vibrant communities that provide an innovative workforce meeting current and future industry needs. The mission focuses on promoting talent development through partnerships with businesses, agencies, educational institutions, and organizations to support a unified and innovative workforce development system.

Key values and priorities identified by the SWIB include proactive solutions, flexibility, lifelong learning, collaboration, social mobility, a demand-driven system, inclusion, effective technology, and efficiency. These principles guide the implementation of the plan's goals and strategies.

For a comprehensive understanding of New Hampshire's workforce development strategies and objectives, you can access the full WIOA Combined State Plan for 2024–2027 [here](#):

All states must revise their plans two years into the 4 year WIOA Combined State Plan. The revisions require a large amount of effort and staff time. We will also need SWIB guidance and input.

Board Involvement:

Over the summer, two virtual meetings were held with members of the State Workforce Innovation Board (SWIB) to review the goals and strategies outlined in New Hampshire's current WIOA State Plan. These discussions provided valuable input and feedback from board members on priorities

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and opportunities for improvement. Staff took notes from those meetings and worked to incorporate that feedback into the draft goals and strategies outlined below. The State Plan is now in the revision process, with efforts focused on updating goals, strategies, and implementation approaches to align with current workforce needs and state priorities.

Draft Language:

A. State Strategy

The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and goals. These strategies must take into account the State's economic, workforce, and workforce development, education and training activities and analysis provided in Section (a) above.

Include discussion of specific strategies to address the needs of populations provided in Section (a).

- 1. Describe the strategies the State will implement, including industry or sector partnerships related to in-demand industry sectors and occupations and career pathways, as required by WIOA section 101(d)(3)(B), (D). "Career pathway" is defined at WIOA section 3(7) and includes registered apprenticeship. "In-demand industry sector or occupation" is defined at WIOA section 3(23).*
- 2. Describe the strategies the State will use to align the core programs, any Combined State Plan partner programs included in this Plan, required and optional one-stop partner programs, and any other resources available to the State to achieve fully integrated customer services consistent with the strategic vision and goals described above. Also describe strategies to strengthen workforce development activities in regard to weaknesses identified in section II(a)(2).*

Goal 1: Develop and implement a comprehensive workforce system by aligning workforce, education, and economic development investments.

Strategy 1.1: In-demand occupations awareness campaign that complements the existing BEA Workforce Attraction campaign

The BEA's Workforce Attraction campaign elevates five strategic goals to facilitate collaborative economic development and strengthen New Hampshire's economy:

- Retain and Recruit a Modern Workforce
- Connect New Hampshire's World Class Tourism Assets to Talent

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Recruitment

- Focus on Building Resiliency in High-Growth Sectors
- Build on New Hampshire's Entrepreneurial Legacy to Fuel Innovation
- Recognize the Role of Infrastructure in Driving the Economy

To accomplish these goals, it will be imperative for the State to identify in-demand occupations and create systems to fill these occupations with qualified and well-trained workers.

Strategy 1.2: Coordinate with the education system including K-12 education, career technical education, adult education, and post-secondary education to develop career pathways for in- demand occupations and industries.

Career pathways for in-demand occupations and industries are instrumental in bolstering the economy by strategically developing the skills needed in specific sectors. Aligned with labor market demands, these pathways address talent shortages, enhance workforce productivity, and contribute to overall economic output. Additionally, career pathways support economic mobility, offering individuals opportunities for upward progression and improved earning potential. Effective career pathways require intentional coordination with businesses, and education providers

Strategy 1.3: Leverage BEA connection to economic development to ensure New Hampshire's talent development system is informed by economic development practitioners and businesses.

States with robust economic development systems have cultivated ecosystems designed not only to attract external talent but also to cultivate talent from within. The BEA maintains a strong collaboration with statewide economic development initiatives, bolstered by partnerships with talent development entities such as the community college, K-12 educational institutions, adult education providers, and more. These partnerships serve as conduits for seamless information sharing, empowering economic and workforce development practitioners throughout the state with valuable insights and knowledge.

Goal 2: Enhance accessibility and outcomes of the workforce system by leveraging technology and data.

Strategy 2.1: Modernize Virtual Services and Web Presence: Launch a comprehensive initiative to modernize virtual services and elevate the web presence of the workforce system.

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As workforce services continue to transition to online and virtual service provisions, it will be important for the State of New Hampshire to have comprehensive modern and accessible services. This strategy will focus on revamping online platforms to enhance user-friendliness and ensuring continuous updates to keep information current. Job seekers and employers will be able to effectively and efficiently find resources to support their distinctive needs.

Strategy 2.2: Data-Driven Decision Making: Drive a culture of data-driven decision making among workforce professionals by providing training in data analysis tools and methodologies.

Modern data systems allow decision makers to gain insights into trends, patterns, and correlations that enable them to understand local and regional context and execute strategies effectively. By creating a culture of data-driven decision making, professionals will be equipped with the skills to gather insights into workforce trends, evaluate program effectiveness, and inform policy development. This will lead to better outcomes for job seekers and employers.

Strategy 2.3: Enhance business and jobseeker outreach through technology: Utilize digital platforms to connect businesses more directly with the workforce system, raising awareness for the services available and to encourage ongoing engagement.

By strategically employing technology, New Hampshire will create heightened awareness about the array of services offered by the workforce system and facilitate more direct and personalized interactions between businesses and potential employees, such as virtual career guidance and tailored resources. The integration of technology in outreach efforts will not only optimize efficiency but also ensure a more individualized and responsive approach, aligning the workforce system more closely with the specific needs of businesses and jobseekers alike. This strategy will serve as a catalyst for a modern, user-friendly, and results-oriented engagement model that significantly elevates the impact and effectiveness of outreach initiatives.

Goal 3: Provide access to a continuum of high-quality education, training, and career pathway opportunities that will attract and retain businesses and employees.

Strategy 3.1: Expand wrap around and supportive services available to workers participating in training

Wraparound services are instrumental in overcoming barriers to learning and

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reskilling, addressing issues like confidence, interest, and age-related concerns. Particularly beneficial for vulnerable groups, these services offer financial coaching and mental health counseling to facilitate career transitions. They also contribute to workforce stability by providing unconventional benefits, enhancing employee well-being and job satisfaction.

Strategy 3.2: Expand customized training solutions to meet the needs of business needs

Expanding customized training solutions will provide opportunities for the New Hampshire workforce to address skill gaps, enhance worker learning experiences, and create qualified workers by equipping workers with the necessary skills to acquire knowledge to adapt to emerging skills required by the modern worker. This will be accomplished by collaboration with regional businesses, the community college system, and other eligible training providers.

Strategy 3.3: Deploy uniform and consistent professional development

To effectively execute WIOA services, it is important that New Hampshire has knowledgeable, well trained staff members that can assist businesses with their various needs and connect them to resources across the state. The BEA will carry out a formalized training process to all members of the business services team that focuses on what resources exist and which resources are best used in specific situations and will drive high impact outcomes.

Goal 4: Expand Outreach and Marketing of WIOA Programs to Ensure Awareness, Access, and Engagement Across New Hampshire

Strategy 4.1: Develop a Statewide Outreach Framework

Create a unified messaging strategy that highlights the benefits of WIOA programs for jobseekers, employers, and communities. Provide partners with standardized templates, brochures, social media content, and talking points to ensure consistent communication across the state.

Strategy 4.2: Leverage Digital Platforms and Technology

Expand use of social media, email campaigns, and the state's workforce websites to increase visibility and provide up-to-date information on services, events, and success stories. Explore online tools such as chatbots or interactive service maps to guide individuals to the right WIOA partner or program.

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Strategy 4.3: Strengthen Employer and Community Partnerships

Collaborate with chambers of commerce, industry, labor, educational institutions, and community-based organizations to broaden outreach channels. Highlight employer success stories and workforce outcomes to demonstrate program value.

Strategy 4.4: Showcase Success Stories and Impact

Regularly share participant and employer success stories that illustrate the value of WIOA services. Use data dashboards, infographics, and testimonials to highlight outcomes and promote transparency.

Goal 5: Execute an industry led strategy to meet employer needs and establish a pipeline of skilled workers for future demand.

Strategy 5.1: Develop industry led, customized training programs that prioritize not only new workers, but also upskilling of incumbent workers

In addressing the workforce demands of employers, it is crucial to ensure that both new and incumbent workers have access to robust training options. An important aspect of this approach involves crafting these training opportunities in close collaboration with employers and industry partners to guarantee their relevance and effectiveness.

Strategy 5.2: Data informed and proactive talent forecasting and planning

As industries continue to evolve, it will be important to leverage data to forecast growth and develop comprehensive strategies, such as training and education programs, to meet this growth. This will allow the BEA to connect job seekers to in demand jobs that pay sustainable wages.

Strategy 5.3: Create a strategic vision for the Interagency Business Team

Developing a strategic vision for the Interagency Business Team (IBT) in the New Hampshire Workforce system aims to optimize collaboration among diverse partners. By aligning individual organizational goals, clarifying roles, and fostering open communication, the plan seeks to unify efforts towards a shared vision. Ultimately, this strategic approach intends to enhance collaboration, promote knowledge sharing, and maximize the collective impact of the IBT.

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Strategy 5.4: Invest in NHWorks Employee training and professional development

In our commitment to continuous improvement, the BEA will invest in training and professional development initiatives to keep staff members abreast of industry trends, technological advancements, and evolving best practices. This will allow the frontline workforce development staff to better serve employers and keep them informed on evolving trends to develop and retain workers. Additionally, state employees play a critical role in New Hampshire's workforce system, serving as the backbone that connects jobseekers, employers, and partners to the resources, guidance, and support that drive economic growth and opportunity

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SWIB MEETING DATE: 10/14/2025

AGENDA ITEM: 3a. New Hampshire SNAP Employment & Training Program, SNAP E&T State Plan

Background:

The Office of Workforce Opportunity partners with several entities in the State of New Hampshire including The Bureau of Employment Supports, Division of Economic Stability within the NH Department of Health and Human Services (NH DHHS). The Board regularly votes on to approve the revisions to their SNAP Employment and Training (SNAP E&T) State Plan. We partner with NH DHHS on several initiatives, including delivering high-quality career and technical education, work readiness training, and related support services. These services include participant reimbursements for transportation and dependent care expenses.

Office of Workforce Opportunity staff have reviewed these revisions and support them. The revisions are consistent with the objectives of the State Workforce Innovation Board (SWIB).

The plan was sent as an attachment with the SWIB materials for this meeting and can be found on the Department of Business and Economic Affairs website and was not included in the printed packet.

The most current plan, as amended, can be found on the Department of Health and Human Services SNAP E&T website.

Requested Action:

Board approval of the NH Department of Health and Human Services, SNAP Employment and Training (SNAP E&T) State Plan.

Draft Motion:

The State Workforce Innovation Board supports the NH Department of Health and Human Services', (SNAP E&T) State Plan as proposed.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 3b. Topics for February 3rd Meeting

Item 3b. serves as an opportunity for the Board to have a general discussion and make any motions and take votes as applicable. Please note the next meeting is February 3rd, 2026.

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SWIB MEETING DATE: 10/14/2025
AGENDA ITEM: 3c. Board Motions and General Discussion

Item 3c. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable.

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Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
CAPHR	Community Action Partnership Hillsborough and Rockingham Counties	NGA	National Governor's Association
CBO	Community Based Organization	NHDOL	NH Department of Labor
CCSNH	Community College System of New Hampshire	NHEP	NH Employment Program
CEO	Chief Elected Official or Chief Executive Officer	NHES	NH Employment Security
CSBG	Community Service Block Grant	NOO/NOA	Notice of Obligation/Notice of Award
CTES	Career Technical Education Schools	O*NET	The Nation's Occupational Information System
DED	Division of Economic Development	OIG	Office of Inspector General
DHHS	Department of Health and Human Services	OJT	On the Job Training
DOE	Department of Education	OMB	Office of Management & Budget
DOL	Department of Labor (USDOL) (NHDOL)	OSY	Out-of-School Youth

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DVOP	Disabled Veterans Outreach Program	OWO	Office of Workforce Opportunity
EEO	Equal Employment Opportunity	PACIA	Performance Accountability & Customer Information Agency
ELMI	Economic & Labor Market Information Bureau	PIRL	Participant Information Record Layout (WIOA)
ES	Employment Services	RFP	Request for Proposals
ESL	English as a Second Language	SEA/SEIU	State Employees Association / Service Employees International Union
ETA	Employment & Training Administration US DOL	SCSEP	Senior Community Services Employment Program
ETP (L)	Eligible Training Provider (List)	SDA	Service Delivery Area
FOA	Funding Opportunity Announcement	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
FUTA	Federal Unemployment Taxes	SNHS	Southern New Hampshire Services (former name of CAPHR)
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISSET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc. Rehab.)
ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth

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