



State Workforce Innovation Board Program Year 2020 – Meeting 1

**February 3, 2021
1:00pm – 4:00pm**

Meeting Location:

- 1. Dial the call in number: 1-800-356-8278**
- 2. Enter the 6-digit conference code: 461125**
- 3. When prompted, clearly state your first and last name as well as your department/agency.**

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

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SWIB ROLE AND RESPONSIBILITIES

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

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



**State Workforce Innovation Board (SWIB)
Program Year 2020 Meeting**

**February 3, 2021
1:00pm**

Agenda

1. 1:00pm--Call to Order: Michael Kane, Board Chair
 - 1a. Roll Call
 - 1b. Welcome
 - Chairman Michael Kane
 - Jael Delva, Federal Project Officer, U.S. Dept. of Labor

2. 1:10pm—Informational Items
 - [2a. Introduction of Office of Workforce Opportunity Staff](#)
 - [2b. Financial Update](#)
 - [2c. Rapid Response Update](#)
 - [2d. Program Performance Update](#)
 - [2e. Program Success Stories](#)
 - [2f. PY19 Year-End Monitoring Report](#)
 - [2g. WIOA Youth RFP Review Committee](#)

3. 2:00pm—Board Motions & Discussion
 - [3a. PACIA, Approval of Demand Occupation List](#)
 - [3b. ITA Cap](#)
 - [3c. WIOA Youth](#)
 - [3d. One Stop Certification](#)
 - [3e. Annual Report](#)
 - [3f. State Plan](#)
 - [3g. Establish Subcommittee Membership](#)
 - [3h. SWIB Meeting Dates for 2021](#)

4. 4:00pm—Adjourn



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2a, Introduction of OWO Staff

Joseph Doiron, Director of Workforce Development



As Director of Workforce Development, Doiron will work to advance state workforce development strategies and will oversee and administer the staff and programs at the Office of Workforce Opportunity. The Office of Workforce Opportunity administers New Hampshire’s federal funding under the U.S. Department of Labor’s Workforce Innovation and Opportunity Act. Joe previously served as Deputy Director for the Governor’s Office of Emergency Relief and Recovery (GOFERR), as the Workforce Development Administrator in OWO and as Deputy Director of the Office of Strategic Initiatives. Prior to state government service, Joe worked in Senator Kelly Ayotte’s office. He has a BA in political science from

New England College and a master’s degree in public administration from Norwich University. He lives in Pembroke with his husband Gabré and their rescue dog King.

Laura LeCain, WIOA Fiscal Administrator

Laura LeCain serves as the WIOA Fiscal Administrator for the Office of Workforce Opportunity (OWO) within the Department of Business and Economic Affairs overseeing the fiscal management of assigned federal and state programs. This includes the planning and development of current and long-range programs for the improvement of business management activities and financial reporting. Prior to working for OWO, Laura worked for the New Hampshire Department of Education as a Business Administrator and previous to that worked as a civilian Budget Analyst for the United States Army Garrison Natick. Laura holds a Bachelor of Science in Business Administration and Management from the University of New Hampshire



and is proficient in financial and managerial accounting, fiscal law, professional and technical writing, and has six years of experience with Federal Appropriations and Grants management. She lives in Warner with her husband Aaron and their menagerie of pets.

Jimmie Hinson, Workforce Development Administrator

Jimmie Hinson is currently the Workforce Development Administrator for the Office of Workforce Opportunity, covering the State of New Hampshire - assisting businesses with workforce development and rapid response needs.

He is a 2015 graduate of Leadership NH, 2007 graduate of Leadership Greater Concord and has Bachelors of Arts, Marketing. Jimmie has worked for the State of NH since 2005 and during that time has been recognized with the 2007 NH Department of Education Employee of the Quarter, 2010 NH Department of Economic Development Commissioner's Exemplary Effort Award, 2011 NH Veteran Small Business Champion of the year, 2011 Governor's Accessibility Award, NH Business Magazine and NH Association of Chamber of Commerce Executives, 2012 Business Assistance Organization of the Year, 2014 Excellence in Media Award, and the 2017 Disability Employment Champion Award.



Jimmie retired from the U.S. Coast Guard in 2004 after 21 years of service, has two grown sons and lives in Loudon, NH with his wife Lisa and their dog Hazel. When not working, Jimmie enjoys exploring NH, listening to jazz, acrylic painting, making hiking sticks, attending live shows, eating out and spending time with his family and friends.

Lisa Gerrard, WIOA Program Administrator



Lisa Gerrard joined the Office of Workforce Opportunity in October 2020 as the WIOA Program Administrator. Lisa administers the statewide program management systems for Adult and Youth Title I programs which includes monitoring the implementation of state/federal policies and procedures as they relate to the delivery of programs funded through the Workforce Innovation and Opportunity Act (WIOA). Prior to working for OWO, Lisa worked for the New Hampshire Department of Health and Human Services as a Supervisor for 17 years administering and monitoring programs. Lisa holds a Bachelor of Liberal Arts from the University of Massachusetts-Lowell as well as a Master of Science in Industrial Organizational

Psychology from Southern New Hampshire University. She lives in Manchester, NH with her husband and two rescue dogs, Gracie Lou and Augustus Gloop.

Bonnie St. Jean, Retired OWO Administrator

Bonnie St. Jean is a retired OWO Administrator with many years of experience in workforce development. Bonnie currently works part-time on Special Projects, assisting OWO during this transition period, but her time spent working in State services spans decades. Before joining OWO, Bonnie worked for the NH Department of Education. Although Bonnie is “retired” she has been willing to share her extensive knowledge with OWO staff and is sincerely appreciated.





SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2b - Financial Update

WIOA State Formula Funding Detail Program Year (PY) 2020

HOW MUCH DO WE RECEIVE?

- The Workforce Innovation and Opportunity Act (WIOA) authorize three funding streams under Title I of the Act: **Youth, Adult, and Dislocated Worker**.
- Funds are received through a grant awarded by the **United States Department of Labor (USDOL)**
- Total funding for PY20 is **\$6,150,131** (Youth \$2,242,411; Adult \$2,130,845; Dislocated Worker \$1,776,875)

WHEN DO WE RECEIVE THE FUNDS?

- WIOA **Dislocated Worker and Adult Programs** are funded on a **July-to-June** program year (PY) basis (i.e., Program Year 2020 is the one-year period beginning July 1, 2020 and ending on June 30, 2021).
- WIOA **Youth Funds** are funded on an **April-to-June** program year to allow for summer services.
- The WIOA Dislocated Worker and Adult program years overlap two Federal fiscal years - the program year begins on July 1 of each year and covers the last three months of one federal fiscal year, which began the previous October. The program year continues from October through June of the following federal fiscal year. That is, on the federal level, the WIOA Adult and Dislocated Worker programs are funded through two separate appropriations.
 - The first funding becomes available for obligation on July 1; this portion is commonly referred to as the "**base**" funds.
 - The second round of funding becomes available for obligation on October 1; this portion is commonly referred to as "**advance**" funds. They are called "advance funds" because they are provided in the appropriations act passed during the fiscal year preceding when the funds are available. For example, PY 2020 advance funds, which

become available to the state on October 1, 2020 are funds appropriated during Federal Fiscal Year (FFY) 2019, but they are not made available until FFY 2020.

- Looking at the Master Award and Distribution Chart PY2020 - 2023 you will see the amount of funds allocated as of July 1, 2020 for which the state has received a Notice of Award (NOA); beneath that amount you will see the amount of funds “planned” for release on October 1, 2020. The “planned” funds are not available for use at the state level until the USDOL issues a NOA (typically by mid-September).
- However, even after a NOA has been awarded the federal government may reduce approved amounts through the process of “sequestration”, or simply “rescind” funds based on changes to the budget on the national level. Conversely, USDOL may add funds to the original allocation; when this happens it is typically toward the end of a program year. For example, in September 2019 the Secretary of Labor decided to decrease the amount that was withheld on the Federal level for set-aside funds which increased New Hampshire’s original allocation received for WIOA Title I funds by \$12,747.

HOW DOES USDOL DETERMINE HOW MUCH EACH STATE RECEIVES?

- WIOA funds are allocated to states based on formulas prescribed in the Act. These funds are called **State Allotment Formula Funds**, commonly referred to as “state formula funds”.
 - The federal formula used to calculate the funding level for each funding stream is explained in detail below.
 - State formula funds are **available for expenditure for a three-year period** beginning July 1st and ending June 30th of the third year, for the Adult and Dislocated Worker funds, and beginning April 1st and ending June 30th of the third year for WIOA Youth funds.
- NH is a “**Small State Minimum Allotment State**” – WIOA establishes a minimum threshold for funding a state will receive to ensure sufficient funds are available to maintain a statewide program without dramatic decreases in funds.

WHAT ARE THE REQUIREMENTS FOR EXPENDING FUNDS?

- WIOA formula fund expenditures must be categorized as either **Program** (90%) or **Administration** (10% cap) consistent with the definitions contained in the Act, and in accordance with the *Office of Management and Budget (OMB) Uniform Guidance* for fiscal

management of federal funds. In general, all activities directly tied to participant (program eligible) services are considered program, anything not is considered administration.

- **15%** of the total allocation from each of the three funding sources is “reserved” at the state level for the following purposes:
 - 5% (maximum) for State level grant administration.
 - 10% discretionary funds for the provision of statewide activities as defined in the Act (i.e., local incentive grants, technical assistance, management information systems, evaluation, and NH Works system building, additional staff support) and/or “discretionary” activities such as exemplary programs, research and demonstration efforts, innovative incumbent worker programs, and special projects to assist local areas in carrying out local employment and training activities).
- **Up to 25% of Dislocated Worker** funds from the grant award may be reserved at the state level for the provision of Rapid Response services as defined in the law. In **PY2020 10%** was reserved for Rapid Response services due to prior year carryforward and a greater need for the funding for the Dislocated Worker program.
- The remaining **85% Adult, 85% Youth, and no less than 60% of Dislocated Worker funds** (i.e., the total award less 15% for all three funding streams, plus Rapid Response set aside from the Dislocated Worker funds) **must be allocated to the local level for the provision of WIOA specific services statewide** - see document labeled Master Award and Distribution Chart PY2020 -2023 for funding details.
- For all three funding sources **80%** of all funds received must be **obligated within the first year** of the grant period – by June 30th.
- States are strongly encouraged to expend **70% of Dislocated Worker funds** (i.e., percent of “total available” which includes prior year carryover plus annual award) in any given year. This calculation of “on hand funds” can be a factor in the decision making process when a state applies for additional grant assistance through the national Dislocated Worker Reserve grant program.
- The Board is responsible for managing program expenditures to ensure funds are fully expended prior to the end of the third year of the award. When more than one service provider for a funding stream is operational within the state, the Board may **recapture funds** from an underperforming provider and **reallocate** those funds to a provider meeting performance to ensure funds do not expire.

- The Board, with final approval from the Governor, may **transfer up to 100% of funds** between the adult and dislocated worker programs. However, the Board/Governor does **not** have authority to transfer funds to or from the Youth program.
- In PY2020, **New Hampshire Employment Security (NHES)** became the sub-recipient of **Adult** and **Dislocated Worker** funds from the **Office of Workforce Opportunity (OWO)**. NHES will directly provide program services for Dislocated Workers to help streamline service delivery in each of the 12 NH Works Office located throughout the state. The contract for WIOA Adult program services was issued **jointly** by BEA/OWO and NHES on behalf of the Board. **Southern New Hampshire Services (SNHS)** was awarded a contract for the provision of **Adult** program services for the period of **January 1, 2021 through June 30, 2024** with NHES based on selection in response to an RFP process conducted in accordance with state procurement requirements; a sub-committee of Board members serve as proposal reviewers. Final selection of a service provider is approved by vote of the Board.
- Locally, the allocation of training funds is developed by the service provider based on a formula similar to the federal formula described below – number of unemployed and number of TANF recipients in an area. This planning is a **guide to ensure equitable access throughout the state for limited training funds**; however funds may be moved to areas of need after a mid-year review of actual expenditures to ensure full expenditure of funds.
- Local contract provisions identify a goal of **no less than 50% of funds awarded on the local level be set aside to support training costs** for program participants.
- The **NH Department of Education** serves as the statewide administrator for **WIOA Youth funds**, which are allocated to service providers identified through the RFP process with an emphasis on funding programs in each geographic area of the state.
- **WIOA requires that 75% of youth grant funds be expended on Out of School youth programs.**
- **WIOA also requires that a minimum of 20% youth grant funds (minus administration funds) be expended on Work Based Learning activities.**

STATE ALLOTMENTS METHODOLOGY

- NH is a “**Small State Minimum Allotment State**” – states that meet the minimum allotment definition are those states that receive a PY 2020 WIOA Youth allotment of \$2,242,411 or receive a PY 2020 WIOA Adult allotment of \$2,130,845, as directed in TEGL 16-19.

Youth Funds:

- The Department has allotted the PY 2020 Youth Activities program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period, July 2018 through June 2019, as prepared by the States under the direction of the Bureau of Labor Statistics (BLS);
 2. The number of excess unemployed individuals or the ASU excess (depending on which is higher) averages for the same 12-month period, July 2018 through June 2019; and
 3. The number of disadvantaged youth (age 16 to 21), excluding college students in the workforce and military) from special tabulations of data from the American Community Survey (ACS). The data used in the special tabulations for disadvantaged youth were collected between January 1, 2011, and December 31, 2015.
- Since the total amount available for States in PY 2018 is below the required \$1 billion threshold specified in WIOA sec. 127(b)(1)(C)(iv)(IV), which was also the case in PY 2016, the Department did not apply the WIOA additional minimum provisions. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply.

Adult Funds:

- The three formula data factors that the Department uses to distribute WIOA Adult Activities funds among the States are the same as those used for the Youth Activities formula, except that data is used for the number of disadvantaged adults (age 22 to 72, excluding college students in the workforce and military), rather than the number of disadvantaged youth. Since the total amount available for the Adult Activities program for States in PY 2020 is

below the required \$960 million threshold specified in WIOA sec. 132(b)(1)(B)(iv)(IV), as was also the case in PY 2019, the WIOA additional minimum provisions are not applicable. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply.

Dislocated Worker Funds:

- WIOA prescribes different data factors for the federal allotment of Dislocated Worker funds by the Department to the States. The Department has allotted the PY 2020 Dislocated Worker State program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The relative number of unemployed individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2018 through September 2019.
 2. The relative excess number of individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2018 through September 2019. No comparison to ASU excess is required for this data factor.
 3. The relative number of individuals in each State who have been unemployed for 15 weeks or more, compared to the total number of individuals in all States who have been unemployed for 15 weeks or more. For this factor, the time period for comparison is the 12-month period, October 2018 through September 2019.
- WIOA sec. 132(b)(2)(B)(iii)(I) required the Dislocated Worker formula to adopt a 90 percent minimum of the prior year allotment percentage. WIOA also provides that no State may receive an allotment that is more than 130 percent of the allotment percentage for the State for the previous year under section 132(b)(2)(B)(iii)(II).

Workforce Innovation and Opportunity Act (WIOA) State Formula Funds PY 2020 - 2023
(Program Year is July 1 - June 30)

STATE LEVEL [\(Grant Recipient\)](#)
Office of Workforce Opportunity
TEGL 16-19

Total WIOA Formula Funding From USDOL (4/1/2020 - 6/30/2023)
\$6,150,131

		15% Reserve		15% Reserve		15% Reserve	25% Max RR Funds														
Youth Program	2,242,411	336,361	Adult Program	2,130,845	319,626	Dislocated Worker Program	1,776,875	266,531	444,219												
Awarded April 1st			July 1st Award	355,731	53,359	July 1st Award	324,475	48,671	Only 10% for PY20												
			October 1st Award	1,775,114	266,267	October 1st Award	1,452,400	217,860	177,688												
<table border="1"> <tr> <td>Governor's Reserve</td> <td>State Administration</td> <td>Statewide Activities</td> <td>922,520</td> </tr> <tr> <td></td> <td>5% Administration: Office of Workforce Opportunity Operations</td> <td></td> <td>307,507</td> </tr> <tr> <td></td> <td>10% Statewide Activities (i.e., Discretionary Funds, Set Aside)</td> <td></td> <td>615,013</td> </tr> </table>										Governor's Reserve	State Administration	Statewide Activities	922,520		5% Administration: Office of Workforce Opportunity Operations		307,507		10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		615,013
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	5% Administration: Office of Workforce Opportunity Operations		307,507																		
	10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		615,013																		

LOCAL LEVEL [\(Sub-recipient\)](#)

Youth Program	1,906,050	85%	Adult Program	1,811,219	85%	Dislocated Worker Program	1,332,657	75%
System Costs (program funds)	204,721			204,721			153,541	
DOE MOU			NHES MOU			NHES MOU		
Annual Budget	1,701,329		Annual Budget	1,606,498		Annual Budget	1,179,116	
	Program	Admin (10%)		Program	Admin (10%)		Program	Admin (10%)
	1,546,663	154,666		1,460,453	146,045		1,071,923	107,192
75% OSY Expenditures	1,159,997		1st Quarter	243,814	24,381	1st Quarter	195,744	19,574
20% Work Experience	309,333		3 Quarters	1,216,639	121,664	3 Quarters	876,180	87,618

PY17 WIOA SUMMARY -- as of June 30, 2020

Program Year 2017 --- 7/1/2018 - 9/30/2019 FUNDS EXPIRE 6/30/2020

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2020	Remaining Balance 6/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,818,542.70	\$ 1,818,542.70	\$ -	100%	\$ 1,818,542.70		\$ -	100%	100%
Local Program		\$ 1,413,512.85			\$ 1,413,512.85	\$ -		100%	
Local Admin		\$ 141,443.85			\$ 141,443.85	\$ -		100%	
System Costs		\$ 263,586.00			\$ 263,586.00	\$ -		100%	
DISLOCATED WRKR	\$ 1,629,795.10	\$ 2,229,795.10	\$ -	100%	\$ 2,229,795.10		\$ -	100%	100%
State/Local Rapid Response		\$ 120,000.00			\$ 120,000.00	\$ -		100%	
Local Program		\$ 1,132,926.11			\$ 1,132,926.11	\$ (0.00)		100%	
Local Admin		\$ 113,282.99			\$ 113,282.99	\$ 0.00		100%	
System Costs		\$ 263,586.00			\$ 263,586.00	\$ -		100%	
Transfer from Adult	600,000.00	600,000.00			\$ 600,000.00	-		100%	
ADULT	\$ 1,723,800.00	\$ 1,123,800.00	\$ -	100%	\$ 1,123,800.00		\$ -	100%	100%
Local Program		\$ 1,327,457.33			\$ 1,350,291.37	\$ (22,834.04)		102%	
Local Admin		\$ 132,756.67			\$ 109,922.63	\$ 22,834.04		83%	
System Costs		\$ 263,586.00			\$ 263,586.00	\$ -		100%	
Transfer to Disloc. Worker	(600,000.00)	(600,000.00)			\$ (600,000.00)	-		100%	
STATE 10%	\$ 912,730.20	\$ 912,730.20	\$ 0.00	100%	\$ 912,730.20		\$ 0.00	100%	100%
OWO 5%		\$ 304,243.40			\$ 304,243.40	\$ -		100%	
Discretionary 10%		\$ 608,486.80			\$ 608,486.80	\$ -		100.0%	
TOTALS	\$ 6,084,868.00	\$ 6,084,868.00	\$0.00	100%	\$ 6,084,868.00		\$ 0.00	100%	100%

PY18 WIOA SUMMARY -- as of June 30, 2020

Program Year 2018 --- 7/1/2018 -9/30/2019 FUNDS EXPIRE 6/30/2021

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2020	Remaining Balance 6/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,883,963.00	\$ 1,883,963.00	\$ -	100%	\$ 1,883,963.00		\$ -	100%	100%
Local Program		\$ 1,469,546.00			\$ 1,469,546.00	\$ -		100%	
Local Admin		\$ 146,380.00			\$ 146,380.00	\$ -		100%	
System Costs		\$ 268,037.00			\$ 268,037.00	\$ -		100%	
DISLOCATED WRKR	\$ 1,499,824.00	\$ 1,499,824.00	\$ -	100%	\$ 1,499,824.00		\$ -	100%	100%
State/Local Rapid Response		\$ 123,312.69			\$ 123,312.69	\$ -		100%	
Local Program		\$ 1,007,704.31			\$ 1,007,704.31	\$ -		100%	
Local Admin		\$ 100,770.00			\$ 100,770.00	\$ -		100%	
System Costs		\$ 268,037.00			\$ 268,037.00	\$ -		100%	
Transfer from Adult									
ADULT	\$ 1,792,313.00	\$ 1,792,313.00	\$ -	100%	\$ 1,766,013.62		\$ 26,299.38	99%	99%
Local Program		\$ 1,385,706.00			\$ 1,385,706.00	\$ -		100%	
Local Admin		\$ 138,570.00			\$ 112,270.62	\$ 26,299.38		81%	
System Costs		\$ 268,037.00			\$ 268,037.00	\$ -		0%	
Transfer to Dislocated Worker					\$ -	\$ -			
STATE 10%	\$ 913,432.00	\$ 913,432.00	\$ -	100%	\$ 540,530.00		\$ 372,902.00	59%	59%
OWO 5%		\$ 304,478.00			\$ 304,385.69	\$ 92.31		100%	
Discretionary 10%		\$ 608,954.00			\$ 236,144.31	\$ 372,809.69		39%	
TOTALS	\$ 6,089,532.00	\$ 6,089,532.00	\$ 0.00	100%	\$ 5,690,330.62		\$ 399,201.38	93%	93%

PY19 WIOA SUMMARY -- as of June 30, 2020

Program Year 2019 --- 7/1/2019 -9/30/2020 FUNDS EXPIRE 6/30/2022

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 6/30/2020	Remaining Balance 6/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,886,318.00	\$ 1,886,318.00	\$ -	100%	\$ 1,377,836.12	\$ 508,481.88	\$ 508,481.88	73%	73%
Local Program	\$	1,471,164.00			\$ 1,165,760.10	\$ 305,403.90		79%	
Local Admin	\$	147,117.00			\$ 74,532.03	\$ 72,584.97		51%	
System Costs	\$	268,037.00			\$ 137,543.99	\$ 130,493.01		51%	
DISLOCATED WRKR	\$ 1,514,245.25	\$ 1,514,245.25	\$ -	100%	\$ 828,881.42		\$ 685,363.83	55%	55%
State/Local Rapid Response	\$	94,180.75			\$ 50,430.50	\$ 43,750.25		54%	
Local Program	\$	1,050,058.50			\$ 541,890.86	\$ 508,167.64		52%	
Local Admin	\$	70,006.00			\$ 32,898.00	\$ 37,108.00		47%	
System Costs	\$	300,000.00			\$ 203,662.06	\$ 96,337.94		68%	
Transfer from Adult						-			
ADULT	\$ 1,792,313.00	\$ 1,792,313.00	\$ -	100%	\$ 578,805.48		\$ 1,213,507.52	32%	32%
Local Program	\$	1,356,649.00			\$ 444,817.68	\$ 911,831.32		33%	
Local Admin	\$	135,664.00			\$ -	\$ 135,664.00		0%	
System Costs	\$	300,000.00			\$ 133,987.80	\$ 166,012.20		0%	
Transfer to Dislocated Worker						-			
STATE 15%	\$ 916,391.75	\$ 916,391.75	\$ -	100%	\$ 105,027.22		\$ 811,364.53	11%	11%
OWO 5%	\$	305,464.25			\$ 105,027.22	\$ 200,437.03		34%	
Discretionary 10%	\$	610,927.50			\$ -	\$ 610,927.50		0%	
TOTALS	\$ 6,109,268.00	\$ 6,109,268.00	\$0.00	100%	\$ 2,890,550.24		\$ 3,218,717.76	47%	47%

PY18 WIOA SUMMARY -- as of September 30, 2020

Program Year 2018 --- 7/1/2018 -9/30/2019 FUNDS EXPIRE 6/30/2021

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,883,963.00	\$ 1,883,963.00	\$ -	100%	\$ 1,883,963.00	\$ -	\$ -	100%	100%
Local Program	\$ 1,469,546.00	\$ 1,469,546.00	\$ -	100%	\$ 1,469,546.00	\$ -	\$ -	100%	100%
Local Admin	\$ 146,380.00	\$ 146,380.00	\$ -	100%	\$ 146,380.00	\$ -	\$ -	100%	100%
System Costs	\$ 268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,499,824.00	\$ 1,499,824.00	\$ -	100%	\$ 1,499,824.00	\$ -	\$ -	100%	100%
Rapid Response	123,312.69	\$ 123,312.69	\$ -	100%	\$ 123,312.69	\$ -	\$ -	100%	100%
Local Program	1,007,704.31	\$ 1,007,704.31	\$ -	100%	\$ 1,007,704.31	\$ -	\$ -	100%	100%
Local Admin	100,770.00	\$ 100,770.00	\$ -	100%	\$ 100,770.00	\$ -	\$ -	100%	100%
System Costs	268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
Transfer from Adult						-			
ADULT	\$ 1,792,318.00	\$ 1,792,318.00	\$ -	100%	\$ 1,792,318.00	\$ -	\$ -	100%	100%
Local Program	1,412,010.38	\$ 1,412,010.38	\$ -	100%	\$ 1,412,010.38	\$ -	\$ -	100%	100%
Local Admin	112,270.62	\$ 112,270.62	\$ -	100%	\$ 112,270.62	\$ -	\$ -	100%	100%
System Costs	268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	0%	100%
Transfer to Dislocated Worker					\$ -	-			
STATE 15%	\$ 913,427.00	\$ 683,303.24	\$ 230,123.76	75%	\$ 683,303.24	\$ 230,123.76	\$ -	100%	75%
OWO 5%	304,473.00	\$ 304,473.00	\$ -	100%	\$ 304,473.00	\$ -	\$ -	100%	100%
Discretionary 10%	608,954.00	\$ 378,830.24	\$ 230,123.76	62%	\$ 378,830.24	\$ 230,123.76	\$ -	100%	62%
TOTALS	\$ 6,089,532.00	\$ 5,859,408.24	\$230,123.76	96%	\$ 5,859,408.24	\$ 230,123.76	\$ -	100%	96%

PY19 WIOA SUMMARY -- as of September 30, 2020

Program Year 2019 --- 7/1/2019 -9/30/2020 FUNDS EXPIRE 6/30/2022

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,886,319.00	\$ 1,886,319.00	\$ -	100%	\$ 1,746,673.27	\$ 139,645.73	\$ 139,645.73	93%	93%
Local Program	\$ 1,471,165.00	\$ 1,471,165.00	\$ -	100%	\$ 1,471,165.00	\$ -	\$ -	100%	100%
Local Admin	\$ 147,117.00	\$ 147,117.00	\$ -	100%	\$ 104,851.84	\$ 42,265.16	\$ 42,265.16	71%	71%
System Costs	\$ 268,037.00	\$ 268,037.00	\$ -	100%	\$ 170,656.43	\$ 97,380.57	\$ 97,380.57	64%	64%
DISLOCATED WRKR	\$ 1,514,245.25	\$ 1,514,245.25	\$ -	100%	\$ 981,585.40	\$ 532,659.85	\$ 532,659.85	65%	65%
Rapid Response	94,180.75	\$ 94,180.75	\$ -	100%	\$ 70,879.14	\$ 23,301.61	23,301.61	75%	75%
Local Program	1,018,240.50	\$ 1,018,240.50	\$ -	100%	\$ 643,367.86	\$ 374,872.64	374,872.64	63%	63%
Local Admin	101,824.00	\$ 101,824.00	\$ -	100%	\$ 38,842.00	\$ 62,982.00	62,982.00	38%	38%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 228,496.40	\$ 71,503.60	71,503.60	76%	76%
Transfer from Adult									
ADULT	\$ 1,792,314.00	\$ 1,792,314.00	\$ -	100%	\$ 833,749.54	\$ 958,564.46	\$ 958,564.46	47%	47%
Local Program	1,356,649.00	\$ 1,356,649.00	\$ -	100%	\$ 643,364.30	\$ 713,284.70	713,284.70	47%	47%
Local Admin	135,665.00	\$ 135,665.00	\$ -	100%	\$ 23,285.00	\$ 112,380.00	112,380.00	17%	17%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 167,100.24	\$ 132,899.76	132,899.76	0%	56%
Transfer to Dislocated Worker									
STATE 15%	\$ 916,389.75	\$ 305,462.25	\$ 610,927.50	33%	\$ 154,534.44	\$ 761,855.31	\$ 150,927.81	51%	17%
OWO 5%	305,462.25	\$ 305,462.25	\$ -	100%	\$ 154,534.44	\$ 150,927.81	\$ 150,927.81	51%	51%
Discretionary 10%	610,927.50	\$ -	\$ 610,927.50	0%	\$ -	\$ 610,927.50	\$ -	#DIV/0!	0%
TOTALS	\$ 6,109,268.00	\$ 5,498,340.50	\$610,927.50	90%	\$ 3,716,542.65	\$ 2,392,725.35	\$ 1,781,797.85	68%	61%

PY20 WIOA SUMMARY -- as of September 30, 2020

Program Year 2020 --- 7/1/2020 -9/30/2020 FUNDS EXPIRE 6/30/2023

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2020	Remaining Balance 9/30/2020	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,906,050.00	\$ 1,906,050.00	\$ -	100%	\$ 134,967.00	\$ 1,771,083.00	\$ 1,771,083.00	7%	7%
Local Program	\$ 1,546,663.00	\$ 1,546,663.00	\$ -	100%	\$ 134,967.00	\$ 1,411,696.00	\$ 1,411,696.00	9%	9%
Local Admin	\$ 154,666.00	\$ 154,666.00	\$ -	100%	\$ -	\$ 154,666.00	\$ 154,666.00	0%	0%
System Costs	\$ 204,721.00	\$ 204,721.00	\$ -	100%	\$ -	\$ 204,721.00	\$ 204,721.00	0%	0%
DISLOCATED WRKR	\$ 1,510,345.00	\$ 1,510,345.00	\$ -	100%	\$ -	\$ 1,510,345.00	\$ 1,510,345.00	0%	0%
Rapid Response	177,688.00	\$ 177,688.00	\$ -	100%	\$ -	\$ 177,688.00	177,688.00	0%	0%
Local Program	1,071,924.00	\$ 1,071,924.00	\$ -	100%	\$ -	\$ 1,071,924.00	1,071,924.00	0%	0%
Local Admin	107,192.00	\$ 107,192.00	\$ -	100%	\$ -	\$ 107,192.00	107,192.00	0%	0%
System Costs	153,541.00	\$ 153,541.00	\$ -	100%	\$ -	\$ 153,541.00	153,541.00	0%	0%
Transfer from Adult						-			
ADULT	\$ 1,811,220.00	\$ 1,811,220.00	\$ -	100%	\$ -	\$ 1,811,220.00	\$ 1,811,220.00	0%	0%
Local Program	1,460,454.00	\$ 1,460,454.00	\$ -	100%	\$ -	\$ 1,460,454.00	1,460,454.00	0%	0%
Local Admin	146,045.00	\$ 146,045.00	\$ -	100%	\$ -	\$ 146,045.00	146,045.00	0%	0%
System Costs	204,721.00	\$ 204,721.00	\$ -	100%	\$ -	\$ 204,721.00	204,721.00	0%	0%
Transfer to Dislocated Worker						-			
STATE 15%	\$ 922,516.00	\$ 271,042.00	\$ 651,474.00	29%	\$ -	\$ 922,516.00	\$ 271,042.00	0%	0%
OWO 5%	\$ 307,504.00	\$ 271,042.00	\$ 36,462.00	88%	\$ -	\$ 307,504.00	\$ 271,042.00	0%	0%
Discretionary 10%	615,012.00	\$ -	\$ 615,012.00	0%	\$ -	\$ 615,012.00	\$ -	#DIV/0!	0%
TOTALS	\$ 6,150,131.00	\$ 5,498,657.00	\$ 651,474.00	89%	\$ 134,967.00	\$ 6,015,164.00	\$ 5,363,690.00	2%	2%



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2c, Rapid Response Update

From July 1, 2019 to April 30, 2020 the Office of Workforce Opportunity (OWO) documented 29 Rapid Response Activities (Substantial Layoff 25+ RR) across New Hampshire, in which 1,365 workers were affected. At this point, we were not seeing anything out of the ordinary. However, when COVID-19 was announced in NH, Rapid Response Activities started to climb quickly. Due to COVID-19 concerns, no in person Rapid Response sessions were held, so all communications needed to be done over the phone and program information was sent electronically. From March 1, 2020 to June 30, 2020 we documented 88 Rapid Response Activities across New Hampshire. The closures, furloughs and/or layoffs during this period, affected approximately 2,622 workers. NH ended the July 1, 2019 – June 30, 2020 year with 117 Rapid Response Activities with approximately 3,987 workers affected.

Being unable to offer in person Rapid Response Sessions forced us to reexamine the way we do business. At the end of 2019, we updated our PowerPoint presentation and Re-Employment Guide. By sending program information and the guide electronically, this allowed us to walk businesses and their workers through NH Works' services over the phone. By the end of the year, we added Zoom video conferencing as a resource and on July 22, 2020, we held our first Rapid Response session on Zoom. Until we are able to offer "in person" sessions again, we will continue to offer all future sessions virtually and provide needed information electronically.

Transitioning into the new reporting year, we are seeing fewer requests. From July 1, 2020 to present, we have documented 18 Rapid Response Activities across New Hampshire. These closures and/or layoff affected 469 workers. While the number of substantial layoffs (25+ RR) are leveling off, smaller numbers of workers (25- RR optional) are being laid off and are more difficult to track. This is a concern and we are currently looking for new ways to address this issue and look forward to offering solutions to this issue at our next meeting.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO started drafting a Rapid Response Standard Operating Procedure (SOP) for our Rapid Response team facilitators. This SOP is a detailed set of rules for conducting Rapid Response Services and acts as a guide for facilitators and Rapid Response Team members on how to best organize their efforts to serve the business community. This detailed guide will ensure services are delivered consistently across NH and provide instructions on how to properly document our efforts.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2d, Program Performance Update

Background:

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Investment Board as well as reiterated in the One-Stop Certification Policy. Attached are the Title I, III, and IV performance outcomes for PY19. (Adult Education reporting is not in a computerized system and staff are working to get their performance data for sharing at a future point.)

OWO Staff Recommendation:

Review of the PY19 performance outcomes for WIOA funding streams.

Requested Action:

Review of the Performance Outcomes for PY19 outcomes for WIOA funding streams.

WIOA Quarterly Report: Program Year 2020, Quarter 1 (July 1, 2020 to September 30, 2020)

Performance Summary

Submitted: November 16, 2020

Cumulative Time Period	Performance Item	Program Group	Rolling Four Quarters ^b		Program To Date ^c		PY 2020 Goal	
			Rate	Num	Rate	Num	100%	80%
				Denom		Denom		
Oct 1, 2018 - Sep 30, 2019	Employment Rate Second Quarter After Exit	Adults	78.1%	107 137	83.1%	226 272	79.0%	63.2%
		Dislocated Workers	82.4%	150 182	85.8%	277 323	86.7%	69.4%
		National Dislocated Worker Grants	77.5%	62 80	76.9%	83 108	86.7%	69.4%
		Youth (Employment, Education or Training Placement Rate)	86.7%	182 210	83.6%	285 341	67.0%	53.6%
Oct 1, 2018 - Sep 30, 2019	Median Earnings	Adults	\$6,632		\$6,937		\$6,000	\$4,800
		Dislocated Workers	\$9,104		\$9,230		\$7,850	\$6,280
		National Dislocated Worker Grants	\$8,021		\$8,225		\$7,850	\$6,280
Apr 1, 2018 - Mar 31, 2019	Employment Rate Fourth Quarter After Exit	Adults	83.1%	167 201	83.1%	167 201	73.5%	58.8%
		Dislocated Workers	82.5%	207 251	82.5%	207 251	82.0%	65.6%
		National Dislocated Worker Grants	73.7%	28 38	73.7%	28 38	82.0%	65.6%
		Youth (Employment, Education or Training Placement Rate)	86.0%	172 200	86.0%	172 200	61.0%	48.8%
Apr 1, 2018 - Mar 31, 2019	Credential Rate	Adults	82.8%	101 122	82.8%	101 122	60.0%	48.0%
		Dislocated Workers	85.2%	121 142	85.2%	121 142	67.5%	54.0%
		National Dislocated Worker Grants	91.7%	22 24	91.7%	22 24	67.5%	54.0%
		Youth	83.2%	134 161	83.2%	134 161	61.5%	49.2%
Oct 1, 2019 - Sep 30, 2020	Measurable Skills Gains	Adults	82.9%	97 117	92.0%	310 337	65.0%	52.0%
		Dislocated Workers	91.0%	101 111	94.6%	315 333	75.0%	60.0%
		National Dislocated Worker Grants	84.2%	48 57	91.5%	118 129	75.0%	60.0%
		Youth	79.9%	143 179	89.7%	446 497	60.5%	48.4%

Notes:

^a The Quarterly timeline is the last of the four cumulative quarters:

April 1, 2019 - June 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings.
January 1, 2019 - March 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

^b Rolling Four Quarters:

October 1, 2018 - September 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings.
April 1, 2018 - March 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

^c Program To Date

July 1, 2016 - September 30, 2019 for Employment Rate 2nd Qtr after Exit & Median Earnings.
July 1, 2016 - March 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

The data are compiled from July 2020 PIRL, NHUIS wage, and SWIS wage data.

Data in this report was generated by ETA WIPS and not validated by PACIA.

"n" indicates that data did not meet disclosure standards.

Legend
Exceeds
Meets
Does not meet

Combined WIOA PY 2019 Annual Report (July 1, 2019 to June 30, 2020)
Performance Summary

Cumulative Time Period	Performance Item	Title 1						Title III		Title IV
		Adults		Dislocated Workers		Youth		Wagner-Peyser		Vocational Rehabilitation
		Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	
Jul 1, 2018 - Jun 30, 2019	Employment Rate Second Quarter After Exit	80.1%	76.0%	85.1%	86.5%	85.5%	64.0%	69.0%	67.5%	61.8%
Jul 1, 2018 - Jun 30, 2019	Median Earnings	\$7,134	\$5,600	\$9,703	\$7,900	\$4,634		\$8,055	\$6,246	\$3,294
Jan 1, 2018 - Dec 31, 2018	Employment Rate Fourth Quarter After Exit	84.8%	73.0%	83.7%	82.0%	83.4%	61.0%	65.1%	67.0%	64.1%
Jan 1, 2018 - Dec 31, 2018	Credential Rate	85.5%	56.0%	90.5%	67.0%	81.7%	61.0%			42.9%

Note: Grey-highlighted cell data was not applicable or not available.

Sources:

Title 1: NHES PACIA Title 1 ETA-9169 Annual Report.

Title III: NHES Employer Services Wagner-Peyser ETA-9169 Annual Report.

Title IV: VR PY 2019 Q4 data, processed by NHES PACIA per NH DOE VR / NHES MOA.

This report submitted by NHES PACIA, 1-19-2021.

Legend
Exceeds 100% of Goal
Meets 80% of Goal
Does not meet Goal

Statewide Performance Report		Certified in WIPS: 9/30/2020 5:55 PM EDT			
PROGRAM Wagner-Peyser		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input checked="" type="checkbox"/>
From (mm/dd/yyyy) : 7/1/2019 To (mm/dd/yyyy) : 6/30/2020		Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
		Title I and Title III combined	<input type="checkbox"/>		

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	11,083	13,879	\$0	\$0
Training Services			\$0	\$0
Percent training-related employment ¹ :		Percent enrolled in more than one core program:		Percent Admin Expended:
				N/A

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) ² Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) ² Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019	Credential Rate ³ (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains ³ Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
Total Statewide		11,083	13,879		67.5%		67.0%		\$6,246				
Sex	Female	4,955	6,208		4,402	70.9%	4,176	68.9%	\$6,892				
	Male	6,127	7,669		5,191	67.4%	4,877	62.2%	\$9,349				
Age	< 16	1	1		0		0						
	16 - 18	11	10		9	75.0%	12	70.6%	\$3,219				
	19 - 24	462	623		426	73.8%	392	69.4%	\$6,167				
	25 - 44	3,962	5,102		3,704	70.4%	3,498	66.7%	\$8,250				
	45 - 54	2,622	3,299		2,472	70.1%	2,378	67.0%	\$8,441				
	55 - 59	1,688	2,051		1,381	67.2%	1,372	65.5%	\$8,421				
	60+	2,337	2,793		1,601	64.6%	1,402	57.5%	\$7,030				
Ethnicity/Race	American Indian / Alaska Native	134	167		122	74.8%	122	66.7%	\$6,397				
	Asian	171	219		130	56.5%	111	53.4%	\$8,121				
	Black / African American	280	353		241	68.7%	198	61.3%	\$7,314				
	Hispanic / Latino	197	235		149	72.7%	94	69.6%	\$7,022				
	Native Hawaiian / Pacific Islander	21	27		20	64.5%	20	60.6%	\$7,908				
	White	10,032	12,496		8,726	69.9%	8,205	66.0%	\$8,097				
	More Than One Race	166	200		143	73.3%	128	66.0%	\$6,803				

BY EMPLOYMENT BARRIER ⁴												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) ²		Employment Rate (Q4) ²		Median Earnings	Credential Rate ³		Measurable Skill Gains ³	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	11,083	13,879	Negotiated Targets		67.5%		67.0%	\$6,246				
			Actual	9,593	69.0%	9,054	65.1%	\$8,055				
Displaced Homemakers	0	0		0		1	50.0%					
English Language Learners, Low Levels of Literacy, Cultural Barriers	9	14		8	61.5%	10	100.0%	\$1,772				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0						
Ex-offenders	27	32		16	69.6%	8	66.7%	\$4,174				
Homeless Individuals / runaway youth	71	83		26	56.5%	18	42.9%	\$5,698				
Long-term Unemployed (27 or more consecutive weeks)	136	180		104	59.8%	46	54.8%	\$6,794				
Low-Income Individuals	177	222		90	57.0%	61	57.0%	\$5,885				
Migrant and Seasonal Farmworkers	0	0		0		0						
Individuals with Disabilities (incl. youth)	442	520		261	55.7%	262	52.6%	\$5,212				
Single Parents (Incl. single pregnant women)	26	32		21	65.6%	21	84.0%	\$6,306				
Youth in foster care or aged out of system	0	0		0		0						

ADDITIONAL COMMENTS:

¹Applies to Title I only.

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

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

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

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

Public Burden Statement (1205-ONEW)

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



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2e, Program Success Stories

WIOA Youth:

Out of School Youth
NH-JAG Concord OSY LNA
Success Story December 2020

Growing up Tucker had dealt with and overcame many adversities that children should not have to go through at any age, yet alone as a child. When Tucker was a young adult he found himself in a situation where he ended up becoming homeless. Tucker was referred to NH JAG by a family friend in early 2020 and in the middle of a cold winter was finding himself couch hopping between friends' houses and when he had nowhere else to stay was sleeping in his car.

Tucker had a goal of becoming a caregiver and providing a warm, comforting environment for those he cares for as he lacked that in his younger years. Tucker was enrolled in NH JAG on January 21, 2020 and was working a very part time job at Dunkin Donuts. With the help of NH JAG, Tucker was able to obtain a PCA (Personal Care Assistant) position at Havenwood-Heritage Heights in Concord which provided more steady hours and which aligned with his goal of getting into the healthcare field to care for others.

He began his Licensed Nursing Assistant (LNA) Training Program with LNA Health Careers on February 1, 2020. He successfully completed his training in late March and was licensed as a NH Nursing Assistant by early April. He then was transitioned by Havenwood from a PCA to an LNA. NH JAG worked closely with Tucker and assisted him in finding resources which he took full advantage of and aided in his success, such as Waypoint's drop in services for youth, food pantries and the Concord Homeless Resource Center.

In March 2020 when COVID-19 shut most of the state down Tucker found himself picking up more hours due to staff shortages, while still in LNA training, and was able to save even more with the stipend money given to front line healthcare workers. This allowed him to secure his own apartment. For the first time, he found himself in the stable environment that he truly desired.

Tucker has been working in healthcare for about 10 months now and has had steady employment, housing and income since becoming a participant with NH JAG. Tucker recently began taking online psychology courses through NHTI with an end goal of being able to help even more people that may have found themselves in situations like he did as a child and becoming that person that he never had. NH JAG will continue to support Tucker in his goals to ensure he continues to be successful.

In School Youth
NH-JAG Manchester Memorial ISY Program
Success Story December 2020

David joined the NH JAG program at Manchester Memorial High School as a junior. David was an active student, balancing both a job and his involvement in the school baseball team. His anxiety impacted his ability to handle social situations, leading to low confidence and difficulty speaking with new people.

David's Specialist began working with David, building his confidence with speaking to, interacting with, and being around new people. During his first semester in the program, David expressed interest in pursuing a career path where he could help children in some capacity. The JAG Youth specialist worked with David to find opportunities that fit his interest and would still be possible during the COVID-19 pandemic. After several months of attempts, David was able to secure a work experience with the NH Make-A-Wish Foundation. David excelled during his time working with Make-A-Wish. He gained experience in organizing and planning for future nonprofit events, office etiquette and paperwork, and also assisted in putting together care packages for the participants in the Make-A-Wish Foundation events. He was able to work with the agency, both in person in their office and remotely, attending meetings with the Make-A-Wish Foundation team.

David has thoroughly enjoyed his time in the NH JAG program, and feels he has gained many valuable employability and interpersonal relationship skills. David is on track to graduate in June 2021 and plans to pursue further education. He and his Specialist continue to hone in on what his career interests are and what career pathway he wants to pursue, but is excited about the opportunities that will be available in the future through additional nonprofit agencies.

WIOA Adult:

Adult

WIOA Services Received: WIOA Funded training/ITA, Support Services/Mileage, Individual and Group Career Counseling, Work Place Success partnership and WEP, OJT, Quarterly Follow-Up services

Success Story December 2020

Banshee, a 46-year-old single mother living in southern New Hampshire with a 1-year-old child, was looking for a new career path when she came to WIOA. She had been on public assistance since the birth of her child and had been out of work for more than a year. Her employment history was sporadic and unfulfilling with her last jobs, working as a dispatcher and administrative assistant. With no college education, she felt her career options were limited. She was referred to WIOA by our partners in the NH Employment Program (NHEP).

Banshee wanted to be a computer support specialist and needed training to enter the IT field. She researched vendors and decided that John Mason Institute would provide the best training for her. She worked with the WIOA Career Navigator to complete Career Assessments and determined that she would be a good fit for this career path; the IT field had a bright outlook with lots of job opportunities.

She started her training on 02/18/2018. She experienced difficulty in the beginning with the program and required additional instructor assistance. She persevered and completed her program and passed her tests to acquire her certifications. WIOA provided travel reimbursements during her training to ensure she had the means to make it to class each week.

After completing the training, she then participated in a NHEP sponsored Work Experience Placement (WEP) with John Mason for 30 hours a week for three months. This was a good learning opportunity for her to get some hands on experience to put on her resume.

Banshee was concerned about being fired from her last job and felt she couldn't compete in the job market. She was finding that most of the jobs she applied for wanted experience and a college degree. She was very discouraged with her job search and did not think that she was ever going to be hired.

In response to her lack of success with her job search, her Career Navigator worked with her to improve interview techniques and strategized a more proactive approach: applying to companies directly with a tailored cover letter and following up with a telephone call.

She interviewed at RTM Communications and was told she didn't have the skills or experience to meet the position's requirements. This was her dream job and was so discouraged, she was ready to give up. Her Career Navigator encouraged her and provided ongoing support to increase her confidence.

Management reviewed her file and decided she would be an excellent candidate for On-the-Job Training (OJT). The Job Developer approached RTM Communications and they were willing to take her on as an OJT. A training outline was developed to fill in her skill gaps. Her OJT started on 09/23/2019.

Banshee communicated with her Career Navigator on 10/25/2019 that she was doing great and learning a lot. She loved the people she was working with. Her first evaluation stated that she was provided with a combination of verbal, job shadowing, practice and reading manual skills. Her supervisor said "she was a good addition to the team, is a hard worker and likes to learn". She received an above average evaluation. Her second evaluation showed improvement with an excellent in attendance and attitude. Her supervisor stated, "Banshee is coming along very well". The next evaluation commended her for "working in a team and that her learning was constant".

Her OJT was completed satisfactorily on 12/31/2019. She is employed at RTM Communications as a Help Desk Analyst with full benefits at \$19.25 an hour. Her official start date was 01/02/2020. On 04/09/2020, the employer reported that "she was doing great and would never let her go". Due to COVID-19, she was working from home at the time, but would return to work as requested.

Her Career Navigator completed her 12 month follow up and she is still successfully employed at RTM. This was a collaboration of NHEP, Work Place Success and WIOA working together to provide services for our customer. Banshee is an excellent example of our program changing someone's life for the better.

This is the email received from her on 12/30/2020:

“Hey! How are you? Good to hear from you. I hope your holidays are going well. I am still at RTM Communications. It was a year on 9/23. Have received a 5% raise and are currently in talks for additional training within the company. Thank you for all you've done and I am happy to do anything you need to help keep this program running.”

WIOA Dislocated Worker:

Dislocated Worker Grant
Somersworth, New Hampshire NH Works Office
Success Story June 2020

Margaret (Peggy) was enrolled into the NH Works for Recovery program on 8/27/2019 as a new entrant into the workforce. Her past work history had been limited to part-time, short-term positions unrelated to a specific career field. At the time of her enrollment, she was employed a few hours a week as a Taxi Driver, but did not see this as a long-term career and it was definitely not meeting her financial needs. Her barriers to employment included: financial barriers; lack of credentials, certificates, and licensing; lack of marketable occupational skills; lack of transportation; legal barriers; limited job search skills; limited work history; and substance abuse.

When Peggy came into the NH Works for Recovery Program, she did not have a clear career goal. A Career Navigator and Peggy began working together to help identify some careers of interest and how she could use her skills in a new field. Peggy completed a variety of assessments, one of which was an interest profiler. In doing these assessments and discussing them with the Career Navigator, Peggy began to think about truck driving as a potential career path for her. Peggy has always liked driving-type jobs and her interest profiler code supported this occupation. The Career Navigator and Peggy explored labor market information. Heavy and Tractor-Trailer Truck Drivers is a bright outlook career. The median yearly salary in the State of New Hampshire for this career is \$46,290. Peggy and the Career Navigator discussed this information and verified that this salary would meet Peggy's financial needs.

Peggy and the Career Navigator then explored NHE approved training vendors that were offering CDL training programs. Two schools that were identified as potential options were Commercial Driving School in Concord, NH and New England Tractor Trailer Training School (NETTTS) in Andover, MA. After speaking with both schools, Peggy determined that NETTTS would be the best fit for her. This course would allow her to get her CDL license in a relatively short period of time and is a program that NHE is able to cover in full. Peggy, her Career Navigator, and representatives at NETTTS worked together and decided that the best date for Peggy to begin training on was 1/6/2020. Due to an injury, it took Peggy a bit of extra time to finish her training, but she healed quickly and finished on 2/7/2020. Peggy then completed her practice hours and received her new CDL driver's license.

Through the process of career exploration, vendor identification, and up until she started training, Peggy required a good amount of support. Her Career Navigator was able to provide Peggy with

resources and encourage her to explore her options and interests independently. Through this process, Peggy was able to gain more independence, skills, and power over her career planning.

Peggy was quick to begin job searching, and did so even before she finished training. Because of this, she was able to find a Truck Driving position at Index Packaging in Milton, NH. Peggy was very excited and proud of herself for meeting all of her goals. Peggy is extremely grateful for the services and funding that NH Works for Recovery was able to provide her.

Dislocated Worker Grant
Concord, New Hampshire NH Works Office
Success Story June 2020

Jonathan was enrolled into the NH Works for Recovery program on 1/27/2020 as a dislocated worker. Jonathan is a 34-year-old man residing in Concord, New Hampshire. He had been laid off from his job at Recovery Mountain LLC in November 2019, where he had worked as an Outreach Coordinator. Jonathan had explored working in the recovery field but had come to the conclusion that it was not the ideal field for him. When he was laid off, he took it as an opportunity to re-think his career goals. He had worked in IT in the past and greatly enjoyed it, but was finding that he lacked the certifications that employers require. Jonathan had identified his goal as working in the IT field, but to meet local labor market requirements he would require training. Due to Jonathan's skill gaps, he was having a hard time finding full-time, year-round work where he could support himself.

Because Jonathan came into the program with a good idea of what he wanted to do, he and the Career Navigator discussed his career goals early in the process. It was determined through assessments and online research that the IT field would indeed be a good fit for Jonathan. Online career information lists the type of IT positions that Jonathan is seeking as bright outlook careers with much faster than average growth (11% or higher). Jonathan and the Career Navigator discussed career pathways that Jonathan could potentially follow if he decides to pursue more education in the future.

Jonathan and the Career Navigator explored local job postings together. Jobs in Jonathan's area were looking for 3-5 years' experience as well as strong communication and interpersonal skills, all of which Jonathan already possessed. However, local jobs also either required or strongly preferred industry recognized IT Technical Certifications. The certifications often required/preferred included MCSE, CCNA, and CompTIA. Jonathan and his Career Navigator proceeded to explore NHE approved training vendors. A few vendors offering the types of courses Jonathan needed were identified, after which Jonathan contacted the schools and explored what would be the best option for him.

After talking to representatives from multiple schools and considering their training schedules, Jonathan decided to go with New Horizons Computer Learning Center. At this school, he would be able to work toward his CompTIA Security+ and CCNA certifications. These certifications are listed on various IT websites as in-demand in the field. Jonathan started training on 2/17/20 and finished on time and successfully on 3/20/20.

Soon after finishing training, Jonathan secured a position at Right Networks in Hudson, NH as a Technical Support Engineer. Jonathan is still working in this position and is enjoying it very much. He is very appreciative of the services that NH Works for Recovery was able to offer him and feels that they made a huge difference in his ability to find a fulfilling job that allows him to support himself.

Dislocated Worker Grant
Portsmouth, New Hampshire NH Works Office
Success Story 2020

Sarah is a 27-year-old single mother who lives with her three-year-old daughter. Sarah was collecting unemployment after being laid-off from her waitressing job. She had heard about WIOA and was hoping we would be able to work with her to further her education and start on a new career path.

When I met Sarah, she was collecting UI and food stamps. She had been a server in restaurants and bars for many years and was tired of the instability, lack of benefits and late nights that came with this job. Now that her daughter was in preschool, Sarah decided that this was the time to focus on her education again so she could create a better life for her and her daughter. Sarah had taken healthcare courses at Northern Essex Community College in the past, but was unable to finish them due to becoming pregnant and having to put her education on hold. She always knew that she wanted to work in the healthcare field, but was not sure how to return to this, due to the financial burden paying for school would create for her.

Together we looked at the Medical Assistant Program offered at Great Bay Community College. I suggested that Sarah call the program director and attend an information session to ensure she was interested and could commit to this program. Without hesitation, Sarah reached out to Kim the program director, and before she knew it, she had been accepted into the program.

While in training, Sarah found that traveling between Brentwood and Portsmouth five times a week, two times per day was creating a real financial hardship for her. WIOA was able to provide mileage reimbursement, so that she could afford the commute and focus on her education instead on looking for extra money for gas.

During the training, Sarah was an excellent student and followed through with all of WIOA's requirements of submitting timesheets and mileage reimbursements on time. She remained committed throughout the entire training and was always very enthusiastic when talking about how things were going.

Sarah began the Medical Assistant training at Great Bay Community College in July 2019 and graduated in September 2019. She completed her externship at Core Physicians. Two weeks after graduation she was offered a full-time position with Core Physicians as a Medical Assistant making \$14.75 per hour along with a full benefits package.

Sarah appreciated everything WIOA was able to do for her and she's very excited about what the future holds. She finally feels like she's where she was truly meant to be and is excited about building a better life for her and her daughter.

Dislocated Worker Grant
Manchester, New Hampshire NH Works Office
Success Story 2020

When Devin enrolled in the WIOA program on 4/02/2019 he was unemployed. He was a single father with a daughter living in Manchester, NH. His highest level of education is a GED. Devin's employment history was limited, including unrelated short-term work experiences as a Cashier and a Forklift Operator. Further, Devin expressed with deep emotional pain he had lost more than one family member and numerous friends to opioid abuse. Devin also shared with Career Navigator with deep remorse, he had also been incarcerated for seven years and he was very concerned about his criminal record and his ability to secure full-time employment.

Devin was referred to the WIOA program from a friend who had successfully completed the WIOA training program and had secured full-time employment. Devin's full-time employment goal was to be a CDL-A truck driver. Devin had spoken with friends who were truck drivers and he felt the hourly wage would provide enough income for him and his daughter to meet their lifestyle needs and thrive successfully.

Devin shared with Career Navigator, he felt he had many barriers to employment which were: he does not use a computer, he only had a GED, no advanced schooling or certifications, he was a convicted felon, and he had limited work history because of spending seven years in prison. Although, Devin felt he had many barriers to overcome to obtain full time employment, he was solidly committed to changing his lifestyle actions to enter into a full time training program to become a CDL-A truck driver. He further stated, he had the support of family to help him.

Through career exploration, interest evaluation, and assessment it was determined that pursuing a CDL-A truck driver training program would be a good occupational fit for Devin to pursue. New Hampshire's labor market data supported strong employment growth a very good hourly wage. These factors combined supported moving forward to pursue Devin's original career goal to be a CDL-A truck driver.

Devin reviewed and visited different NSCITE approved training vendors, and he determined that Commercial Driving School in Concord was the best fit for his learning style. He was also impressed with the operations of the facility and the staff members were very friendly and accommodating to his training inquiries. Given the research Devin completed, he and his Career Navigator worked collaboratively to create a training program that fit his training needs.

After the training schedule was established, his individual employment plan was updated, and a timetable was established to complete CDL-A driving requirements. Devin was motivated and committed to achieving his career goal. With dedication, hard work and perseverance Devin completed all of his CDL-A requirements and obtained a full employment in 16 weeks. Devin is

now working full time with benefits for Land Air Express making \$21.00 an hour as a CDL-A truck driver.

Devin is most grateful for the training he received from Commercial Driving School and the assistance from his Career Navigator. Devin stated he would not be where he was today without guidance, career coaching and support from his Career Navigator. Being a recipient of WIOA services was a positive life changing event for Devin, leading to full-time employment and the beginning of a new career pathway in the rapidly expanding trucking market sector in NH.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2f, PY19 Year-End Monitoring Report

WIOA Annual Monitoring Summary Report to the State Board Program Year 2019 (July 1, 2019 - June 30, 2020)

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

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

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

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

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

In addition, USDOL requires that core partners for the NH Works one-stop system must have a shared procedure for conducting annual data validation. Data validation requires a comprehensive review of key data elements contained in participant files compared to the information entered into each partners electronic data collection system.

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

- 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 2019 WIOA Monitoring Activities

- OWO staff completed 30 individual desk reviews, one each program quarter for each funding source managed through OWO.
- Annual on-site visits to service provider headquarters generated 13 program reports. There were no major corrective action items no disallowed costs resulting from these monitoring activities.
- The event of COVID 19 resulted in two on-site visits (PACIA and Mining) changing to remote monitoring.
- On-site reviews with service providers included Equal Opportunity monitoring. In addition, OWO staff conducted the annual EO analysis of participant data to assess for potential discrimination.
- A federal review of the Mature Worker Demo program took place in June 2020, which resulted in a corrective action. A finding for under expenditure due to under enrollments, which OWO has addressed. The mature worker demo program has been extend for an additional year; the new program end date in 11/21/21.
- Desk reviews and on-site reports document the ongoing concern regarding the under-enrollment and under-expenditure of funds for the WIOA Adult program, the Mature Worker Demo project and the National Emergency Health Grant (Opioid Grant). All three programs faced challenges meeting performance throughout the program year. New service strategies are in place to correct these deficiencies.

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

Board member Kelly Clark reviewed a sample of monitoring reports for compliance. Ms. Clark also approved the OWO Monitoring Schedule for program year 2020 (July 1, 2020 - June 30, 2021), attached to this report.

Review by:



Kelly Clark, State Workforce Innovation Board

9/23/2020

Date

Approved:



Michael Kafe, Chair, State Workforce Innovation Board

9/23/2020

Date



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 2g, WIOA Youth RFP Review Committee

Background:

The Office of Workforce Opportunity (OWO) released two Requests for Proposal (RFP) for WIOA Youth Services with a submission deadline of January 25th, 2021. The review committee was made up of staff from OWO and members of the State Workforce Innovation Board (SWIB). The SWIB will need a vote to approve the decision made by the Review Committee.

Review Committee

- Board Members
 - ❖ Kelly Clark
 - ❖ Dave Cioffi
- Staff
 - ❖ Joseph Doiron
 - ❖ Lisa Gerrard

Two Requests for Proposal (RFP)

- In-School Youth (ISY) – Statewide (one response per proposer) (currently two sites/sub-recipients)
- Out-of-School Youth (OSY) seeking geographic distribution (North, Hillsborough, Seacoast, West Central) (potential of 4 responses per proposer) (currently two sub-recipients/3 geographic areas served)

**Rationale (insufficient funds for statewide in-school proposal funding)*

Primary Differences between ISY/OSY RFP

- ISY – Currently only funds for two sites; OSY – Geographic distribution of funds by region
- ISY focus is on high-school graduation; OSY focus is dropout recovery (Hi-Set) or occupational training in state sector areas.
- OSY programming does not provide the Youth element: tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential; ISY programming does not provide the Youth element: Alternative secondary school services, or dropout recovery services, as appropriate;
- Available Funding (Minimum of 75% Youth Funds for OSY)



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3a. Demand Occupation List

Background:

The Workforce Innovation Opportunity Act requires a demand occupation list per workforce area. The Office of Workforce Opportunity contracts with NHES's Economic and Labor Market (ELMI) Bureau to develop the State's Demand Occupation List. The criteria is a minimum of 106 openings annually with a minimum wage rate of \$11.00 an hour. Attached are the corresponding demand lists as provided by the ELMI.

The list can be found in the third column titled "Occupational Title" and represent the career fields that WIOA funds can provide training for. It's an expansive list across multiple sectors and found across the State of New Hampshire.

OWO Staff Recommendation:

Approval of the PY20 Demand Occupation List.

Requested Action:

The SWIB to vote on approval of the Demand Occupation List for Program Year PY20 (7/1/20-6/30/21) or until updated.

Draft Motion:

Approve the PY20 NH Demand Occupation List for WIOA Title I Programs

Preliminary New Hampshire High Demand Occupations, by Occupation Code Submitted June 12, 2020

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
A	11-1021	General and Operations Managers	13,272	14,326	7.9%	0.8%	289	909	1,303	\$62.11
A	11-2021	Marketing Managers	1,197	1,305	9.0%	0.9%	25	86	122	\$69.48
A	11-2022	Sales Managers	1,659	1,796	8.3%	0.8%	35	118	167	\$74.92
A	11-3021	Computer and Information Systems Managers	2,495	2,804	12.4%	1.2%	45	161	237	\$71.63
A	11-3031	Financial Managers	3,698	4,331	17.1%	1.6%	87	223	373	\$62.23
A	11-9021	Construction Managers	1,907	2,095	9.9%	0.9%	42	102	163	\$46.80
A	11-9032	Education Administrators, Elementary and Secondary School	1,458	1,479	1.4%	0.1%	38	76	116	\$92,232
A	11-9041	Architectural and Engineering Managers	1,443	1,531	6.1%	0.6%	26	81	116	\$76.05
A	11-9051	Food Service Managers	1,489	1,650	10.8%	1.0%	48	132	196	\$31.71
A	11-9111	Medical and Health Services Managers	2,003	2,339	16.8%	1.6%	53	119	206	\$57.59
A	13-1020	Buyers and Purchasing Agents	2,441	2,298	-5.9%	-0.6%	75	172	233	\$32.80
A	13-1041	Compliance Officers	1,428	1,545	8.2%	0.8%	41	89	142	\$36.25
A	13-1071	Human Resources Specialists	2,522	2,688	6.6%	0.6%	70	192	279	\$30.69
A	13-1111	Management Analysts	2,844	3,264	14.8%	1.4%	95	193	330	\$46.15
A	13-1151	Training and Development Specialists	1,211	1,332	10.0%	1.0%	38	98	148	\$32.98
A	13-1161	Market Research Analysts and Marketing Specialists	2,227	2,728	22.5%	2.1%	58	195	303	\$32.82
A	13-2011	Accountants and Auditors	5,892	6,368	8.1%	0.8%	173	398	619	\$34.97
A	13-2052	Personal Financial Advisors	1,239	1,360	9.8%	0.9%	30	69	111	\$49.80
A	13-2072	Loan Officers	1,362	1,468	7.8%	0.8%	34	84	129	\$41.30
B	15-1111	Computer and Information Research Scientists	31	38	22.6%	2.1%	0	2	3	n/a
B	15-1121	Computer Systems Analysts	2,630	2,902	10.3%	1.0%	53	147	227	n/a
B	15-1122	Information Security Analysts	501	673	34.3%	3.0%	8	33	58	n/a
B	15-1131	Computer Programmers	1,410	1,334	-5.4%	-0.6%	22	74	88	n/a
B	15-1132	Software Developers, Applications	6,663	8,366	25.6%	2.3%	104	425	699	n/a
B	15-1133	Software Developers, Systems Software	1,559	1,672	7.2%	0.7%	22	91	124	n/a

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
B	15-1134	Web Developers	744	853	14.7%	1.4%	14	47	72	n/a
B	15-1141	Database Administrators	351	389	10.8%	1.0%	7	19	30	n/a
B	15-1143	Computer Network Architects	424	469	10.6%	1.0%	6	25	35	n/a
B	15-1151	Computer User Support Specialists	3,266	3,610	10.5%	1.0%	63	219	316	n/a
B	15-1152	Computer Network Support Specialists	497	502	1.0%	0.1%	9	32	41	n/a
B	15-1199	Computer Occupations, All Other	1,041	1,234	18.5%	1.7%	18	64	101	n/a
B	15-2011	Actuaries	71	84	18.3%	1.7%	1	4	6	n/a
B	15-2021	Mathematicians	n	n	n	n	n	n	n	n/a
B	15-2031	Operations Research Analysts	591	766	29.6%	2.6%	16	28	62	\$46.93
B	15-2041	Statisticians	99	131	32.3%	2.8%	2	7	12	\$36.88
B	15-2090	Miscellaneous Mathematical Science Occupations	n	n	n	n	n	n	n	n/a
A	17-2051	Civil Engineers	1,531	1,840	20.2%	1.9%	34	97	162	\$41.39
A	17-2071	Electrical Engineers	2,029	2,165	6.7%	0.7%	42	96	152	\$53.21
A	17-2112	Industrial Engineers	1,774	1,945	9.6%	0.9%	38	89	144	\$44.19
A	17-2141	Mechanical Engineers	2,501	2,676	7.0%	0.7%	48	127	193	\$46.90
A	21-1012	Educational, Guidance, School, and Vocational Counselors	1,829	1,966	7.5%	0.7%	62	133	209	\$26.76
A	21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	1,888	2,402	27.2%	2.4%	70	150	271	\$21.57
A	21-1093	Social and Human Service Assistants	2,242	2,591	15.6%	1.5%	97	191	323	\$15.86
A	23-1011	Lawyers	2,304	2,459	6.7%	0.7%	51	63	130	\$60.68
A	23-2011	Paralegals and Legal Assistants	1,181	1,326	12.3%	1.2%	42	91	147	\$26.89
A	25-2011	Preschool Teachers, Except Special Education	3,218	3,453	7.3%	0.7%	132	203	359	\$15.08
A	25-2021	Elementary School Teachers, Except Special Education	5,577	5,608	0.6%	0.1%	174	238	415	\$59,932
A	25-2022	Middle School Teachers, Except Special and Career/Technical Education	3,059	3,076	0.6%	0.1%	95	131	228	\$60,286

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
A	25-2031	Secondary School Teachers, Except Special and Career/Technical Education	5,078	5,115	0.7%	0.1%	142	215	361	\$60,719
A	25-3021	Self-Enrichment Education Teachers	2,059	2,370	15.1%	1.4%	128	125	284	\$24.65
B	27-1011	Art Directors	227	231	1.8%	0.2%	12	13	25	\$44.42
B	27-1012	Craft Artists	107	106	-0.9%	-0.1%	5	6	11	\$14.98
B	27-1013	Fine Artists, Including Painters, Sculptors, and Illustrators	146	146	0.0%	0.0%	8	8	16	\$26.83
B	27-1014	Multimedia Artists and Animators	31	34	9.7%	0.9%	2	2	4	\$29.64
B	27-1019	Artists and Related Workers, All Other	30	30	0.0%	0.0%	2	2	4	n/a
B	27-1021	Commercial and Industrial Designers	129	137	6.2%	0.6%	4	9	14	\$30.87
B	27-1022	Fashion Designers	103	102	-1.0%	-0.1%	3	7	10	\$39.08
B	27-1023	Floral Designers	292	235	-19.5%	-2.2%	9	18	21	\$15.74
A	27-1024	Graphic Designers	1,009	1,071	6.1%	0.6%	34	70	110	\$25.81
B	27-1025	Interior Designers	199	211	6.0%	0.6%	7	14	22	\$31.09
B	27-1026	Merchandise Displayers and Window Trimmers	554	583	5.2%	0.5%	18	38	59	\$16.85
B	27-1027	Set and Exhibit Designers	n	n	n	n	n	n	n	\$25.88
B	27-1029	Designers, All Other	n	n	n	n	n	n	n	n/a
B	27-2011	Actors	106	107	0.9%	0.1%	4	9	13	n/a
B	27-2012	Producers and Directors	227	228	0.4%	0.0%	5	17	22	\$30.47
B	27-2021	Athletes and Sports Competitors	n	n	n	n	n	n	n	n/a
A	27-2022	Coaches and Scouts	1,269	1,458	14.9%	1.4%	77	122	218	\$39,054
B	27-2023	Umpires, Referees, and Other Sports Officials	n	n	n	n	n	n	n	\$41,399
B	27-2031	Dancers	n	n	n	n	n	n	n	n/a
B	27-2032	Choreographers	n	n	n	n	n	n	n	\$28.96
B	27-2041	Music Directors and Composers	191	205	7.3%	0.7%	11	12	24	\$25.49
B	27-2042	Musicians and Singers	415	439	5.8%	0.6%	24	26	52	n/a

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B	27-2099	Entertainers and Performers, Sports and Related Workers, All Other	n	n	n	n	n	n	n	n/a
B	27-3011	Radio and Television Announcers	216	173	-19.9%	-2.2%	8	14	18	\$16.31
B	27-3012	Public Address System and Other Announcers	n	n	n	n	n	n	n	n/a
B	27-3021	Broadcast News Analysts	n	n	n	n	n	n	n	n/a
B	27-3022	Reporters and Correspondents	184	141	-23.4%	-2.6%	6	14	16	n/a
A	27-3031	Public Relations Specialists	1,257	1,381	9.9%	1.0%	39	98	149	\$28.33
B	27-3041	Editors	457	441	-3.5%	-0.4%	14	35	47	\$28.05
B	27-3042	Technical Writers	192	207	7.8%	0.8%	6	13	21	\$38.78
B	27-3043	Writers and Authors	824	827	0.4%	0.0%	35	51	86	\$28.86
B	27-3091	Interpreters and Translators	112	133	18.8%	1.7%	5	7	14	\$23.38
B	27-3099	Media and Communication Workers, All Other	n	n	n	n	n	n	n	n/a
B	27-4011	Audio and Video Equipment Technicians	135	150	11.1%	1.1%	5	10	17	\$22.14
B	27-4012	Broadcast Technicians	98	98	0.0%	0.0%	3	7	10	n/a
B	27-4014	Sound Engineering Technicians	n	n	n	n	n	n	n	n/a
B	27-4021	Photographers	464	405	-12.7%	-1.4%	17	26	37	\$18.85
B	27-4031	Camera Operators, Television, Video, and Motion Picture	174	182	4.6%	0.5%	5	13	19	\$16.03
B	27-4032	Film and Video Editors	160	179	11.9%	1.1%	4	12	18	\$31.51
B	27-4099	Media and Communication Equipment Workers, All Other	n	n	n	n	n	n	n	n/a
B	29-1011	Chiropractors	146	156	6.8%	0.7%	3	1	5	\$39.30
B	29-1021	Dentists, General	578	622	7.6%	0.7%	13	5	22	\$103.66
B	29-1022	Oral and Maxillofacial Surgeons	n	n	n	n	n	n	n	n/a
B	29-1023	Orthodontists	n	n	n	n	n	n	n	n/a
B	29-1024	Prosthodontists	n	n	n	n	n	n	n	n/a

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B	29-1029	Dentists, All Other Specialists	n	n	n	n	n	n	n	n/a
B	29-1031	Dietitians and Nutritionists	321	363	13.1%	1.2%	11	10	25	\$29.48
B	29-1041	Optometrists	193	208	7.8%	0.8%	4	2	8	\$62.43
B	29-1051	Pharmacists	1,137	1,149	1.1%	0.1%	27	24	52	\$62.19
B	29-1061	Anesthesiologists	162	170	4.9%	0.5%	3	2	6	n/a
B	29-1062	Family and General Practitioners	1,055	1,162	10.1%	1.0%	18	14	43	n/a
B	29-1063	Internists, General	153	157	2.6%	0.3%	2	2	4	n/a
B	29-1064	Obstetricians and Gynecologists	87	89	2.3%	0.2%	1	1	2	n/a
B	29-1065	Pediatricians, General	269	273	1.5%	0.2%	4	4	8	n/a
B	29-1066	Psychiatrists	64	76	18.8%	1.7%	1	1	3	n/a
B	29-1067	Surgeons	497	500	0.6%	0.1%	8	6	14	n/a
B	29-1069	Physicians and Surgeons, All Other	1,446	1,578	9.1%	0.9%	25	19	57	n/a
B	29-1071	Physician Assistants	725	972	34.1%	3.0%	13	35	73	\$55.96
B	29-1081	Podiatrists	n	n	n	n	n	n	n	\$88.17
B	29-1122	Occupational Therapists	915	1,057	15.5%	1.5%	22	33	69	\$39.01
B	29-1123	Physical Therapists	1,437	1,727	20.2%	1.9%	29	37	95	\$40.68
B	29-1124	Radiation Therapists	119	128	7.6%	0.7%	2	4	7	\$42.90
B	29-1125	Recreational Therapists	79	88	11.4%	1.1%	2	2	5	\$24.79
B	29-1126	Respiratory Therapists	383	463	20.9%	1.9%	12	11	31	\$32.54
B	29-1127	Speech-Language Pathologists	643	769	19.6%	1.8%	14	24	51	\$36.83
B	29-1128	Exercise Physiologists	82	88	7.3%	0.7%	2	3	6	\$26.22
B	29-1129	Therapists, All Other	n	n	n	n	n	n	n	n/a
B	29-1131	Veterinarians	519	626	20.6%	1.9%	11	11	33	\$54.55
A	29-1141	Registered Nurses	13,830	15,582	12.7%	1.2%	408	377	960	\$35.52
B	29-1151	Nurse Anesthetists	226	265	17.3%	1.6%	4	8	16	\$94.23
B	29-1161	Nurse Midwives	63	75	19.0%	1.8%	1	2	4	\$51.95
B	29-1171	Nurse Practitioners	1,170	1,520	29.9%	2.7%	26	45	106	\$53.21
B	29-1181	Audiologists	68	82	20.6%	1.9%	1	2	4	\$34.30

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B	29-1199	Health Diagnosing and Treating Practitioners, All Other	217	244	12.4%	1.2%	6	4	13	n/a
B	29-2010	Clinical Laboratory Technologists and Technicians	919	972	5.8%	0.6%	26	34	65	\$29.90
B	29-2021	Dental Hygienists	1,380	1,520	10.1%	1.0%	60	37	111	n/a
B	29-2031	Cardiovascular Technologists and Technicians	243	257	5.8%	0.6%	6	8	15	\$31.13
B	29-2032	Diagnostic Medical Sonographers	262	310	18.3%	1.7%	7	9	21	\$38.88
B	29-2033	Nuclear Medicine Technologists	58	61	5.2%	0.5%	2	2	4	\$39.82
B	29-2034	Radiologic Technologists	1,008	1,098	8.9%	0.9%	26	32	67	\$31.02
B	29-2035	Magnetic Resonance Imaging Technologists	259	281	8.5%	0.8%	7	8	17	\$37.08
B	29-2041	Emergency Medical Technicians and Paramedics	1,248	1,338	7.2%	0.7%	23	63	95	n/a
B	29-2051	Dietetic Technicians	108	117	8.3%	0.8%	3	6	10	\$14.53
A	29-2052	Pharmacy Technicians	1,722	1,927	11.9%	1.1%	53	94	167	\$16.05
B	29-2053	Psychiatric Technicians	n	n	n	n	n	n	n	n/a
B	29-2054	Respiratory Therapy Technicians	51	21	-58.8%	-8.5%	2	2	1	n/a
B	29-2055	Surgical Technologists	460	498	8.3%	0.8%	14	25	43	\$24.43
B	29-2056	Veterinary Technologists and Technicians	865	1,048	21.2%	1.9%	28	50	96	\$17.71
B	29-2057	Ophthalmic Medical Technicians	333	386	15.9%	1.5%	10	19	34	\$20.61
A	29-2061	Licensed Practical and Licensed Vocational Nurses	2,000	2,186	9.3%	0.9%	71	88	178	\$26.07
B	29-2071	Medical Records and Health Information Technicians	859	950	10.6%	1.0%	27	31	67	n/a
B	29-2081	Opticians, Dispensing	561	595	6.1%	0.6%	23	23	49	\$20.29
B	29-2091	Orthotists and Prosthetists	35	42	20.0%	1.8%	1	2	4	\$39.97
B	29-2092	Hearing Aid Specialists	n	n	n	n	n	n	n	n/a
B	29-2099	Health Technologists and Technicians, All Other	318	367	15.4%	1.4%	9	14	28	n/a

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B	29-9011	Occupational Health and Safety Specialists	449	489	8.9%	0.9%	11	16	31	n/a
B	29-9012	Occupational Health and Safety Technicians	n	n	n	n	n	n	n	n/a
B	29-9091	Athletic Trainers	234	283	20.9%	1.9%	6	9	20	\$51,109
B	29-9092	Genetic Counselors	n	n	n	n	n	n	n	n/a
B	29-9099	Healthcare Practitioners and Technical Workers, All Other	255	294	15.3%	1.4%	6	9	19	n/a
B	31-1011	Home Health Aides	563	789	40.1%	3.4%	36	39	98	n/a
B	31-1013	Psychiatric Aides	352	384	9.1%	0.9%	20	22	45	n/a
B	31-1014	Nursing Assistants	8,207	8,856	7.9%	0.8%	459	498	1,022	n/a
B	31-1015	Orderlies	136	142	4.4%	0.4%	8	8	17	n/a
B	31-2011	Occupational Therapy Assistants	192	237	23.4%	2.1%	9	14	27	\$28.20
B	31-2012	Occupational Therapy Aides	n	n	n	n	n	n	n	n/a
B	31-2021	Physical Therapist Assistants	336	418	24.4%	2.2%	16	30	54	\$29.58
B	31-2022	Physical Therapist Aides	158	188	19.0%	1.8%	7	14	24	\$15.39
A	31-9011	Massage Therapists	1,559	1,767	13.3%	1.3%	104	90	215	\$24.11
A	31-9091	Dental Assistants	1,348	1,489	10.5%	1.0%	66	93	173	\$23.69
A	31-9092	Medical Assistants	2,577	3,128	21.4%	2.0%	111	203	369	\$17.97
B	31-9093	Medical Equipment Preparers	301	318	5.6%	0.6%	15	20	37	\$18.36
B	31-9094	Medical Transcriptionists	201	187	-7.0%	-0.7%	12	15	26	\$17.03
B	31-9095	Pharmacy Aides	n	n	n	n	n	n	n	\$13.49
B	31-9096	Veterinary Assistants and Laboratory Animal Caretakers	378	456	20.6%	1.9%	23	45	76	\$13.67
A	31-9097	Phlebotomists	810	977	20.6%	1.9%	33	61	111	\$18.29
B	31-9099	Healthcare Support Workers, All Other	258	273	5.8%	0.6%	13	17	32	\$17.01
A	33-2011	Firefighters	2,167	2,288	5.6%	0.5%	40	112	164	\$22.65
A	33-3051	Police and Sheriff's Patrol Officers	3,185	3,351	5.2%	0.5%	78	151	246	\$28.28
A	33-9032	Security Guards	2,370	2,414	1.9%	0.2%	122	186	312	\$18.22
A	35-1011	Chefs and Head Cooks	775	855	10.3%	1.0%	25	82	115	\$27.55

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A	35-2011	Cooks, Fast Food	1,648	1,491	-9.5%	-1.0%	83	139	206	\$11.66
A	35-2012	Cooks, Institution and Cafeteria	1,573	1,646	4.6%	0.5%	85	142	234	\$16.41
A	35-2014	Cooks, Restaurant	6,703	8,064	20.3%	1.9%	392	653	1,181	\$15.11
A	35-2015	Cooks, Short Order	1,912	1,857	-2.9%	-0.3%	100	167	261	\$12.45
B	35-2019	Cooks, All Other	n	n	n	n	n	n	n	n/a
A	35-2021	Food Preparation Workers	2,815	3,046	8.2%	0.8%	215	292	530	\$12.63
A	35-3011	Bartenders	4,300	4,601	7.0%	0.7%	208	575	813	\$12.56
B	35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	15,013	17,067	13.7%	1.3%	1,279	1,577	3,061	n/a
B	35-3022	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	1,159	1,153	-0.5%	-0.1%	130	121	250	n/a
A	35-3031	Waiters and Waitresses	12,923	13,628	5.5%	0.5%	921	1,627	2,618	\$12.82
A	35-3041	Food Servers, Nonrestaurant	1,162	1,243	7.0%	0.7%	88	99	195	\$12.17
B	35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	1,537	1,676	9.0%	0.9%	132	142	288	\$10.52
A	35-9021	Dishwashers	2,634	2,684	1.9%	0.2%	198	224	427	\$11.14
A	35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	1,815	1,985	9.4%	0.9%	212	223	452	\$11.66
B	35-9099	Food Preparation and Serving Related Workers, All Other	149	163	9.4%	0.9%	13	14	28	\$12.01
A	37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	952	1,025	7.7%	0.7%	42	71	120	\$21.80
A	37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	1,445	1,585	9.7%	0.9%	52	113	179	\$25.91
A	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	10,129	10,791	6.5%	0.6%	640	738	1,444	\$14.55
A	37-2012	Maids and Housekeeping Cleaners	5,177	5,287	2.1%	0.2%	370	334	715	\$13.07
A	37-3011	Landscaping and Groundskeeping Workers	6,781	7,436	9.7%	0.9%	291	629	986	\$15.98

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A	37-3013	Tree Trimmers and Pruners	879	970	10.4%	1.0%	38	82	129	\$19.98
A	39-2021	Nonfarm Animal Caretakers	1,502	1,787	19.0%	1.8%	114	152	294	\$12.37
A	39-5012	Hairdressers, Hairstylists, and Cosmetologists	4,702	5,143	9.4%	0.9%	299	314	657	\$14.26
A	39-9011	Childcare Workers	3,688	3,869	4.9%	0.5%	279	284	581	\$12.12
A	39-9031	Fitness Trainers and Aerobics Instructors	2,227	2,573	15.5%	1.5%	143	256	434	\$22.13
A	39-9032	Recreation Workers	2,390	2,608	9.1%	0.9%	149	266	437	\$14.95
A	41-1011	First-Line Supervisors of Retail Sales Workers	8,490	8,435	-0.6%	-0.1%	292	638	924	\$23.36
A	41-1012	First-Line Supervisors of Non-Retail Sales Workers	2,452	2,472	0.8%	0.1%	80	156	238	\$46.16
A	41-2011	Cashiers	22,543	21,688	-3.8%	-0.4%	1,974	2,198	4,086	\$11.32
A	41-2021	Counter and Rental Clerks	2,038	2,144	5.2%	0.5%	106	162	279	\$17.37
A	41-2022	Parts Salespersons	1,392	1,387	-0.4%	0.0%	57	110	167	\$17.35
A	41-2031	Retail Salespersons	24,912	24,632	-1.1%	-0.1%	1,424	2,195	3,591	\$14.24
A	41-3021	Insurance Sales Agents	2,882	3,145	9.1%	0.9%	111	182	319	\$36.08
A	41-3031	Securities, Commodities, and Financial Services Sales Agents	1,297	1,373	5.9%	0.6%	34	92	134	\$45.99
A	41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	2,779	2,971	6.9%	0.7%	88	214	321	\$49.78
A	41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	6,349	6,630	4.4%	0.4%	197	483	708	\$35.94
A	43-1011	First-Line Supervisors of Office and Administrative Support Workers	8,030	8,095	0.8%	0.1%	302	542	850	\$29.56
A	43-3011	Bill and Account Collectors	1,191	1,128	-5.3%	-0.5%	45	93	132	\$18.56
A	43-3021	Billing and Posting Clerks	2,213	2,459	11.1%	1.1%	96	158	279	\$20.19

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A	43-3031	Bookkeeping, Accounting, and Auditing Clerks	8,636	8,437	-2.3%	-0.2%	519	475	974	\$20.37
A	43-3071	Tellers	1,624	1,426	-12.2%	-1.3%	75	109	164	\$15.34
A	43-4051	Customer Service Representatives	11,299	11,044	-2.3%	-0.2%	536	952	1,462	\$19.32
A	43-4081	Hotel, Motel, and Resort Desk Clerks	1,351	1,312	-2.9%	-0.3%	73	152	221	\$13.02
A	43-4111	Interviewers, Except Eligibility and Loan	1,696	1,783	5.1%	0.5%	88	126	223	\$18.92
A	43-4121	Library Assistants, Clerical	903	862	-4.5%	-0.5%	70	63	129	\$12.92
A	43-4171	Receptionists and Information Clerks	5,320	5,584	5.0%	0.5%	317	415	758	\$14.95
A	43-5061	Production, Planning, and Expediting Clerks	1,636	1,704	4.2%	0.4%	55	119	181	\$25.80
A	43-5071	Shipping, Receiving, and Traffic Clerks	2,841	2,889	1.7%	0.2%	96	189	290	\$17.55
A	43-6011	Executive Secretaries and Executive Administrative Assistants	1,612	1,301	-19.3%	-2.1%	75	88	132	\$29.63
A	43-6013	Medical Secretaries	3,089	3,609	16.8%	1.6%	172	203	427	\$19.22
A	43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	12,130	11,138	-8.2%	-0.9%	596	706	1,203	\$18.54
A	43-9021	Data Entry Keyers	1,296	1,050	-19.0%	-2.1%	53	82	110	\$16.39
A	43-9041	Insurance Claims and Policy Processing Clerks	1,321	1,352	2.3%	0.2%	49	84	136	\$21.95
A	43-9061	Office Clerks, General	16,109	15,793	-2.0%	-0.2%	892	1,018	1,878	\$19.26
A	45-2092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	788	817	3.7%	0.4%	32	99	134	\$14.60
A	47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	2,802	3,034	8.3%	0.8%	87	216	326	\$33.12
A	47-2031	Carpenters	4,732	5,039	6.5%	0.6%	153	353	537	\$23.83
A	47-2061	Construction Laborers	4,000	4,399	10.0%	1.0%	140	327	507	\$19.62
A	47-2073	Operating Engineers and Other Construction Equipment Operators	899	985	9.6%	0.9%	32	77	118	\$24.70
A	47-2111	Electricians	2,507	2,778	10.8%	1.0%	81	225	333	\$26.81

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A	47-2141	Painters, Construction and Maintenance	1,211	1,287	6.3%	0.6%	43	83	134	\$20.16
A	47-2152	Plumbers, Pipefitters, and Steamfitters	1,787	2,031	13.7%	1.3%	56	156	236	\$26.63
A	47-4051	Highway Maintenance Workers	1,733	1,800	3.9%	0.4%	71	125	203	\$18.63
A	49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	2,449	2,566	4.8%	0.5%	78	152	242	\$35.87
A	49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	1,080	1,124	4.1%	0.4%	31	91	126	\$33.04
A	49-3023	Automotive Service Technicians and Mechanics	4,092	4,178	2.1%	0.2%	112	290	411	\$22.35
A	49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	1,205	1,297	7.6%	0.7%	35	81	125	\$25.78
A	49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	2,047	2,188	6.9%	0.7%	58	149	221	\$26.09
A	49-9041	Industrial Machinery Mechanics	2,272	2,447	7.7%	0.7%	74	142	234	\$27.04
A	49-9071	Maintenance and Repair Workers, General	4,832	5,191	7.4%	0.7%	176	310	522	\$21.44
A	51-1011	First-Line Supervisors of Production and Operating Workers	3,120	3,163	1.4%	0.1%	100	221	325	\$33.72
B	51-2021	Coil Winders, Tapers, and Finishers	66	52	-21.2%	-2.4%	2	4	5	\$16.29
A	51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	3,482	3,412	-2.0%	-0.2%	148	244	385	\$18.47
B	51-2031	Engine and Other Machine Assemblers	93	78	-16.1%	-1.7%	2	8	8	\$22.62
B	51-2041	Structural Metal Fabricators and Fitters	210	187	-11.0%	-1.2%	5	16	19	\$21.65
B	51-2091	Fiberglass Laminators and Fabricators	n	n	n	n	n	n	n	n/a
B	51-2098	Assemblers and Fabricators, All Other, Including Team Assemblers	5,913	4,973	-15.9%	-1.7%	223	411	540	n/a
A	51-3011	Bakers	802	860	7.2%	0.7%	48	66	120	\$14.36
B	51-3021	Butchers and Meat Cutters	497	521	4.8%	0.5%	21	42	65	\$19.39

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
B	51-3022	Meat, Poultry, and Fish Cutters and Trimmers	81	87	7.4%	0.7%	3	7	11	\$15.22
B	51-3023	Slaughterers and Meat Packers	n	n	n	n	n	n	n	n/a
B	51-3091	Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	175	187	6.9%	0.7%	10	15	26	\$16.92
B	51-3092	Food Batchmakers	385	405	5.2%	0.5%	24	35	61	\$16.35
B	51-3093	Food Cooking Machine Operators and Tenders	48	50	4.2%	0.4%	3	4	7	\$14.81
B	51-3099	Food Processing Workers, All Other	n	n	n	n	n	n	n	\$9.68
B	51-4011	Computer-Controlled Machine Tool Operators, Metal and Plastic	3,156	2,952	-6.5%	-0.7%	88	226	294	n/a
B	51-4012	Computer Numerically Controlled Machine Tool Programmers, Metal and Plastic	298	363	21.8%	2.0%	10	24	40	n/a
B	51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	469	428	-8.7%	-0.9%	13	43	52	\$18.61
B	51-4022	Forging Machine Setters, Operators, and Tenders, Metal and Plastic	78	60	-23.1%	-2.6%	2	5	5	\$19.49
B	51-4023	Rolling Machine Setters, Operators, and Tenders, Metal and Plastic	47	42	-10.6%	-1.1%	1	3	4	\$18.24
B	51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	673	614	-8.8%	-0.9%	24	48	66	\$18.32
B	51-4032	Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic	72	57	-20.8%	-2.3%	2	4	4	\$18.75
B	51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	794	734	-7.6%	-0.8%	32	55	81	\$17.56
B	51-4034	Lathe and Turning Machine Tool Setters, Operators, and Tenders, Metal and Plastic	274	249	-9.1%	-1.0%	12	17	27	\$19.36

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
B	51-4035	Milling and Planing Machine Setters, Operators, and Tenders, Metal and Plastic	141	119	-15.6%	-1.7%	4	9	11	\$16.69
A	51-4041	Machinists	2,094	2,188	4.5%	0.4%	71	146	226	\$24.29
B	51-4051	Metal-Refining Furnace Operators and Tenders	78	74	-5.1%	-0.5%	3	6	9	\$21.24
B	51-4052	Pourers and Casters, Metal	29	25	-13.8%	-1.5%	1	2	3	\$17.74
B	51-4061	Model Makers, Metal and Plastic	28	29	3.6%	0.4%	1	2	3	\$29.36
B	51-4062	Patternmakers, Metal and Plastic	n	n	n	n	n	n	n	n/a
B	51-4071	Foundry Mold and Coremakers	251	212	-15.5%	-1.7%	7	18	21	\$16.21
B	51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	1,028	933	-9.2%	-1.0%	30	77	97	\$17.11
B	51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	748	761	1.7%	0.2%	26	53	80	\$18.35
B	51-4111	Tool and Die Makers	216	205	-5.1%	-0.5%	8	13	20	\$27.47
A	51-4121	Welders, Cutters, Solderers, and Brazers	904	951	5.2%	0.5%	24	78	107	\$24.03
B	51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	275	255	-7.3%	-0.8%	7	22	27	\$18.91
B	51-4191	Heat Treating Equipment Setters, Operators, and Tenders, Metal and Plastic	113	102	-9.7%	-1.0%	4	8	11	\$19.06
B	51-4192	Layout Workers, Metal and Plastic	n	n	n	n	n	n	n	n/a
B	51-4193	Plating and Coating Machine Setters, Operators, and Tenders, Metal and Plastic	117	103	-12.0%	-1.3%	3	8	10	\$19.50
B	51-4194	Tool Grinders, Filers, and Sharpeners	53	53	0.0%	0.0%	4	4	8	\$22.72
B	51-4199	Metal Workers and Plastic Workers, All Other	373	337	-9.7%	-1.0%	12	25	33	\$17.25
B	51-5111	Prepress Technicians and Workers	115	96	-16.5%	-1.8%	4	9	11	\$21.32
B	51-5112	Printing Press Operators	866	848	-2.1%	-0.2%	33	60	91	\$20.91
B	51-5113	Print Binding and Finishing Workers	267	256	-4.1%	-0.4%	17	19	35	\$16.46

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
A	51-6011	Laundry and Dry-Cleaning Workers	1,123	1,130	0.6%	0.1%	70	80	151	\$12.07
B	51-6021	Pressers, Textile, Garment, and Related Materials	146	116	-20.5%	-2.3%	7	8	12	\$11.63
B	51-6031	Sewing Machine Operators	519	516	-0.6%	-0.1%	30	28	58	\$15.61
B	51-6041	Shoe and Leather Workers and Repairers	99	92	-7.1%	-0.7%	7	4	10	n/a
B	51-6042	Shoe Machine Operators and Tenders	n	n	n	n	n	n	n	n/a
B	51-6051	Sewers, Hand	n	n	n	n	n	n	n	n/a
B	51-6052	Tailors, Dressmakers, and Custom Sewers	102	94	-7.8%	-0.8%	8	5	12	\$14.85
B	51-6061	Textile Bleaching and Dyeing Machine Operators and Tenders	84	78	-7.1%	-0.7%	5	6	10	\$20.87
B	51-6062	Textile Cutting Machine Setters, Operators, and Tenders	91	90	-1.1%	-0.1%	4	4	8	\$16.03
B	51-6063	Textile Knitting and Weaving Machine Setters, Operators, and Tenders	320	304	-5.0%	-0.5%	18	16	32	\$16.94
B	51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	86	83	-3.5%	-0.4%	3	6	9	\$16.75
B	51-6091	Extruding and Forming Machine Setters, Operators, and Tenders, Synthetic and Glass Fibers	n	n	n	n	n	n	n	n/a
B	51-6092	Fabric and Apparel Patternmakers	n	n	n	n	n	n	n	n/a
B	51-6093	Upholsterers	n	n	n	n	n	n	n	\$22.99
B	51-6099	Textile, Apparel, and Furnishings Workers, All Other	70	65	-7.1%	-0.7%	4	5	9	\$15.78
B	51-7011	Cabinetmakers and Bench Carpenters	337	316	-6.2%	-0.6%	14	20	32	\$21.93
B	51-7021	Furniture Finishers	40	42	5.0%	0.5%	2	3	5	n/a
B	51-7041	Sawing Machine Setters, Operators, and Tenders, Wood	99	89	-10.1%	-1.1%	3	8	10	\$15.81
B	51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	684	643	-6.0%	-0.6%	36	57	89	\$17.42

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
B	51-8011	Nuclear Power Reactor Operators	n	n	n	n	n	n	n	n/a
B	51-8012	Power Distributors and Dispatchers	60	61	1.7%	0.2%	1	4	5	n/a
B	51-8013	Power Plant Operators	143	136	-4.9%	-0.5%	3	10	12	\$28.30
B	51-8021	Stationary Engineers and Boiler Operators	113	117	3.5%	0.4%	4	8	12	\$30.78
B	51-8031	Water and Wastewater Treatment Plant and System Operators	450	429	-4.7%	-0.5%	13	26	37	\$24.69
B	51-8092	Gas Plant Operators	49	45	-8.2%	-0.9%	1	4	5	\$34.20
B	51-8093	Petroleum Pump System Operators, Refinery Operators, and Gaugers	n	n	n	n	n	n	n	\$31.66
B	51-8099	Plant and System Operators, All Other	n	n	n	n	n	n	n	\$28.36
B	51-9011	Chemical Equipment Operators and Tenders	125	138	10.4%	1.0%	3	12	16	\$20.85
B	51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	510	561	10.0%	1.0%	14	48	67	\$26.90
B	51-9021	Crushing, Grinding, and Polishing Machine Setters, Operators, and Tenders	225	223	-0.9%	-0.1%	7	19	26	\$21.76
B	51-9022	Grinding and Polishing Workers, Hand	125	99	-20.8%	-2.3%	3	10	10	\$18.03
B	51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	409	442	8.1%	0.8%	13	37	53	\$20.44
B	51-9031	Cutters and Trimmers, Hand	54	38	-29.6%	-3.5%	2	4	4	\$13.89
B	51-9032	Cutting and Slicing Machine Setters, Operators, and Tenders	368	372	1.1%	0.1%	15	30	45	\$18.89
B	51-9041	Extruding, Forming, Pressing, and Compacting Machine Setters, Operators, and Tenders	522	538	3.1%	0.3%	21	37	60	\$16.50
B	51-9051	Furnace, Kiln, Oven, Drier, and Kettle Operators and Tenders	40	39	-2.5%	-0.3%	2	2	4	\$21.08
A	51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	3,833	3,152	-17.8%	-1.9%	139	292	363	\$21.81

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
B	51-9071	Jewelers and Precious Stone and Metal Workers	122	108	-11.5%	-1.2%	7	8	14	\$21.24
B	51-9081	Dental Laboratory Technicians	194	216	11.3%	1.1%	9	16	27	\$20.47
B	51-9082	Medical Appliance Technicians	36	41	13.9%	1.3%	2	3	5	\$21.18
B	51-9083	Ophthalmic Laboratory Technicians	87	96	10.3%	1.0%	4	7	12	\$22.05
A	51-9111	Packaging and Filling Machine Operators and Tenders	1,468	1,540	4.9%	0.5%	66	108	181	\$16.82
B	51-9121	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	559	562	0.5%	0.1%	17	44	61	n/a
B	51-9122	Painters, Transportation Equipment	88	96	9.1%	0.9%	3	7	11	n/a
B	51-9123	Painting, Coating, and Decorating Workers	51	53	3.9%	0.4%	2	4	6	\$15.36
B	51-9141	Semiconductor Processors	81	79	-2.5%	-0.3%	3	6	9	\$21.41
B	51-9151	Photographic Process Workers and Processing Machine Operators	46	31	-32.6%	-3.9%	2	4	4	\$14.82
B	51-9191	Adhesive Bonding Machine Operators and Tenders	40	42	5.0%	0.5%	1	4	5	\$20.39
B	51-9192	Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	130	129	-0.8%	-0.1%	8	12	20	\$16.26
B	51-9193	Cooling and Freezing Equipment Operators and Tenders	92	96	4.3%	0.4%	4	7	11	n/a
B	51-9194	Etchers and Engravers	56	55	-1.8%	-0.2%	3	4	7	\$16.17
B	51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	255	271	6.3%	0.6%	10	19	31	\$17.43
B	51-9196	Paper Goods Machine Setters, Operators, and Tenders	111	100	-9.9%	-1.0%	3	8	10	\$17.44
B	51-9197	Tire Builders	n	n	n	n	n	n	n	n/a
A	51-9198	Helpers--Production Workers	2,487	2,831	13.8%	1.3%	141	250	425	\$15.51
A	51-9199	Production Workers, All Other	1,240	1,276	2.9%	0.3%	47	98	149	\$17.53
A	53-3031	Driver/Sales Workers	2,439	2,389	-2.1%	-0.2%	99	175	269	\$13.81

HDO Type ^a	SOC Code	Occupational Title	2018 Estimated Employment ^b	2028 Projected Employment ^b	Percent Change ^b	Annual Growth ^b	Annual Labor Force Exits ^b	Annual Occupational Transfers ^b	Annual Total Openings ^b	Average Hourly or Annual Wage ^c
A	53-3032	Heavy and Tractor-Trailer Truck Drivers	7,333	7,790	6.2%	0.6%	311	548	905	\$22.73
A	53-3033	Light Truck or Delivery Services Drivers	4,307	4,563	5.9%	0.6%	183	322	531	\$16.74
A	53-7051	Industrial Truck and Tractor Operators	1,278	1,373	7.4%	0.7%	40	109	159	\$20.27
A	53-7061	Cleaners of Vehicles and Equipment	1,451	1,585	9.2%	0.9%	76	145	234	\$15.03
A	53-7062	Laborers and Freight, Stock, and Material Movers, Hand	6,241	6,536	4.7%	0.5%	288	599	917	\$14.95
A	53-7064	Packers and Packers, Hand	4,119	3,662	-11.1%	-1.2%	233	328	515	\$12.11
A	53-7081	Refuse and Recyclable Material Collectors	790	836	5.8%	0.6%	44	68	117	\$15.88

"n" indicates data do not meet disclosure standards.

"n/a" indicates that data were not applicable or not available

STEM - Science, Technology, Engineering and Mathematics-related occupations are highlighted in yellow.

Source: <<http://www.onetonline.org/find/stem>>, accessed May 2020.

^a HDO - High Demand Occupations included in this report consist of two types:

Type A: Occupations having more than 106 annual total openings and more than \$11 average hourly wage.

Consistent with prior reports, the threshold of 106 is the average number of total annual openings for all occupations as determined by Long Term Employment Projections, 2016 - 2026. See footnote b for more details.

Note: The number of 2020 HDO occupations was consistent with the number of 2018 HDO occupations.

Type B: Occupations within "Targeted" major occupation groups associated with "targeted industries" (in parenthesis), as follows.

("Targeted Industries" were defined by the Office of Workforce Opportunity, New Hampshire Department of Business and Economic Affairs)

15 - Computer and Mathematical Science Occupations (IT)

27 - Arts, Design, Entertainment, Sports, and Media Occupations (Hospitality)

29 - Healthcare Practitioner and Technical Occupations (Healthcare)

31 - Healthcare Support Occupations (Healthcare)

35 - Food Preparation and Serving Related Occupations (Hospitality)

51 - Production Occupations (Manufacturing)

^b 2018 Estimated Employment, 2028 Projected Employment, Percent Change, Annual Growth, Annual Labor Force Exits,

Annual Occupational Transfers, Annual Total Openings, Education Value, Work Experience Value, Job Training Value,

Source: Long Term Employment Projections, 2018 - 2028, Economic and Labor Market Information Bureau, New Hampshire Employment Security.

^c Average Hourly Wage, Source: Non-aged 2019 wage data, Occupation Employment Statistics (OES) program,

Bureau of Economic & Labor Market Information, New Hampshire Employment Security.

Note: Average annual wage is displayed where average hourly wage was not available.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3b, Individual Training Account

Background:

Individual Training Accounts (ITAs) are utilized to fund classroom and occupational skills training services for those approved demand occupations with Eligible Training Providers. Payment will be made to the training provider to cover tuition and related education costs (books, fees, etc.) for the approved program of training.

The current NH WIOA Title I funding limit is \$5,500 per participant for tuition, books, supplies, and fees without a waiver approved by a representative from the sub-recipient’s management team. The ITA funded amount is contingent on availability of funds and unmet financial need of the participant.

In looking at other states policies pertaining to funding limits, those sampled were already at \$6,500.

Eligible training providers are increasing their tuition costs and thus requiring staff to submit waivers for approval of training. Below is a case management report for July and August 2020 of waivers that were required in the two-month period.

ITA Start Date	ITA End Date	Provider	Program	ITA Amount
8/31/2020	12/17/2020	White Mountains CC	CDL A CDL Driver Training Program	\$6,030.00
7/27/2020	9/15/2020	Commercial Driving School, LLC	CDL-A	\$7,370.00
8/17/2020	9/4/2020	New Horizons Computer Learning Center	CompTIA Network + Certification	\$5,500.00
7/27/2020	10/1/2020	Commercial Driving School, LLC	CDL-A	\$7,000.00
8/3/2020	10/16/2020	Great Bay CC - Portsmouth	NCHC 140G Medical Assistant Training Certificate Program	\$6,680.00
8/3/2020	10/16/2020	Great Bay CC - Portsmouth	NCHC 140G Medical Assistant Training Certificate Program	\$6,165.00

OWO Staff Recommendation:

Approval of the increase from \$5,500 to \$6,500.

Requested Action:

The SWIB to vote on an increase in the ITA cap from its current amount, \$5,500 to \$6,500.

Draft Motion:

Increase the Individual Training Account funding limit for NH WIOA Title I training from \$5,500 to \$6,500.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3c, WIOA Youth

Background:

The Department of Business and Economic Affairs (BEA), Office of Workforce Opportunity (OWO) and the Department of Education (DOE) have agreed that DOE will no longer operate the WIOA Youth program and wishes to terminate the Memorandum of Understanding (MOU) to administer the program early at the request of NH Department of Education. The DOE has administered the WIOA Youth program since July 1, 2000 and with recent staff changes at DOE and BEA, the opportunity arose to move the program back to OWO.

The State of New Hampshire was unique in the fact that the corresponding State Department of Education did not administer the WIOA youth programs. Moving the program from DOE to BEA will save the program money relative to administrative costs will be invested in additional youth programming. No service interruption will occur and sub-recipients are aware of the intention to move the program. We have heard no objections from stakeholders.

OWO Staff Recommendation:

Moving the administration of the WIOA Youth program back to OWO.

Requested Action:

A motion from the Board to support the decision to move WIOA Youth programs to OWO.

Draft Motion:

The State Workforce Innovation Board supports the decision to move WIOA Youth programs to the Office of Workforce Opportunity and thanks the NH Department of Education for successfully administering the programs.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3d, One-Stop Certification

Background:

NH Works One-Stop Certification Review Summary
Program Years 2020-2022

A One-Stop Certification is required, as identified in the Workforce Innovation and Opportunity Act (WIOA) and the subsequent development of the One-Stop Certification policy that was approved by the SWIB Chairman. Staff at the Office of Workforce Opportunity (OWO) conducted virtual reviews with the NH Works Partner Teams (primary attendance was local NH Employment Security Managers and Adult Education Directors, and representatives from WIOA Youth contractors (My-Turn, Inc., and NH JAG) and Southern NH Services. Due to schedule conflicts with pre-arranged training, a separate virtual review with local and state Vocational Rehabilitation staff occurred. OWO staff used the forms identified in the policy. (Copies of the policy, review tool and each one-stop center review is on file at the OWO office and available upon request.)

Results

There was a consistent theme of strong partnerships that work well together, on-going communication, easy referral and access to services by both clients and staff. Many accolades were shared describing their partners. All sites acknowledged meeting the established criteria with the following recommendations for improvement:

- Technology – as resources become available:
 - Adapting more of their services virtually to respond to transportation issues – virtual job fairs due to limited staffing and increasing technology.
 - Having technology accessible and function on multiple platforms. The case management system - JMS – is only on Internet Explorer – not available on Apple devices. Older computers have hard time. If staff are struggling, it can be equally as challenging for applicants and participants that use Apple or older computers. In addition, presentation of materials is different on a cell phone versus a computer. This is an issue when an applicant may be looking for employment or file for unemployment compensation benefits on their cell phone.
 - Updating computer software to include Microsoft Word, cameras, microphones, and virtual tools.

- One person shared a concern for safety. In following up with NHES senior personnel, there is a safety button (called panic button) for when immediate police response is

warranted. To date, there has been extremely quick response from police. There have not been any serious issues. (Manchester office)

- Staff are reporting that the NH Works sign needs updating. (Berlin)
- Ensuring all partners are aware of partner quarterly meetings (i.e. Adult Education). (Nashua/Salem)
- Additional training when new programs are developed or changes occur within existing programs. This will also help with cross-training staff. (Portsmouth/Somersworth).
- The Vocational Rehabilitation staff have received feedback from some clients who are deaf/hard-of-hearing that accessibility is an issue. The centers do not have videophone systems like the Vocational Rehabilitation center offices. This can make it difficult for the hard-of-hearing/deaf clients to communicate, especially if they also have a language barrier. At the Claremont One-Stop center, the handicap doors malfunction often and the curb in the handicap parking location is in need of repair. OWO staff followed up with NHES staff regarding the issues identified:
 - Maintenance is aware of the curbing issues and will follow-up as weather, time, and resources permit.
 - NHES Claremont staff have not been notified nor were they aware that the accessibility button has an issue. Staff will monitor the accessibility button door and put in a maintenance request if clients or staff find it is not working appropriately.
 - The offices do not have video phones. They have received maybe two requests in the last three years for this service. NHES has the Language Line available for interpretation and can schedule an interpreter for one-on-one services. There is free software available that can be used from the resource center computers. In addition, NHES has found that most people have software on their phones. This is a large ticket item for purchase. If money becomes available again, NHES will relook at this.

OWO Staff Recommendation:

On behalf of the two OWO reviewers, staff are recommending:

- Certification approval for the system's implementation and compliance with both the NH Works Memorandum of Understanding and the One-Stop Certification policy for Programs Years 2020-2022,
- With the ongoing retirements, promotions, and staff turnover, it is recommended that NH Works partner staff development be continued.
- All partners recognize their particular agency's performance data is reviewed by their respective agency administration. It was unclear to them what their local partners'

performance outcomes were on a quarterly or annual basis. It is recommended that a system be developed so that the local One-Stop performance data can be shared with the respective local teams as well as the SWIB.

Reviewers: Bonnie St. Jean, Program Administrator, Office of Workforce Opportunity
Lisa Gerrard, Program Administrator, Office of Workforce Opportunity

Requested Action:

The SWIB vote to approve the NH Works One-Stop Certification review conducted by staff from the Office of Workforce Opportunity.

Draft Motion:

To approve the NH Works One-Stop Certification review as submitted by staff from the Office of Workforce Opportunity.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3e, Annual Report

Background:

Each state that receives Workforce Innovation and Opportunity Act (WIOA) funds must prepare and submit an Annual Report of performance progress to the Secretary of Labor.

As indicated in the Training and Guidance Letter (TEGL) 5-18, Workforce Innovation and Opportunity Act Annual Statewide Performance Report Narrative (published November 7, 2018), the following materials respond to the content of the WIOA Annual Statewide Performance Narrative. The narrative report submitted by the State Workforce Innovation Board is due to US DOL by no later than December 1, 2020 and not to exceed 25 pages. The Narrative Report must include:

- Progress towards meeting the strategic vision and goals for the workforce system.
- Status of waivers that the state has had in place for at least one program year.
- Identify the two approaches the state has chosen for the Effectiveness in Serving Employers Performance Indicator Pilot.
- Brief description of
 - a. Current or planned evaluation and related research projects including methodologies used;
 - b. Efforts to coordinate the development of such projects within WIOA core programs, other state agencies and local boards;
 - c. A list of completed evaluation and related reports and links to where they were made accessible to the public electronically;
 - d. State efforts to provide data, survey responses, and timely site visits for Federal evaluations and
 - e. Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.
- State's approach to customer satisfaction which may include such information used for one-stop center certification including
 - a. The state's methodologies
 - b. Number of individuals/employers who were provided customer satisfaction outreach, the response rate and efforts made to improve the response rate
 - c. The results and whether the results are generalizable to the entire population of customers and
 - d. A description of any continuous improvement processes for incorporating the customer satisfaction feedback.
- Progress made in implementing sector strategies and career pathways including, but not limited to, business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent

- worker training strategies and policies in the state.
- The State's performance accountability system including
 - a. Any specific state performance measures or goals and progress towards meeting them.
 - b. Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors effecting performance.
 - c. The State's common exit policy including which ETA-funded partner programs are included in the states common exit policy.
 - d. Negotiated performance levels for local areas for Title I and III core programs for program years 2018-19.
 - e. State's approach to data validation and ensuring data integrity including a description of methodology of any validation activities that occurred.
 - Activities provided by state funds:
 - Activities provided with the funds reserved by the governor, which can be up to 10 percent of the state's allotment.
 - Rapid Response activities and layoff aversion
 - Activities provided under the Wagner-Peyser Act Employment Service.
 - National Dislocated Worker Grants awarded to or within the state.

There is no doubt that the COVID-19 Pandemic has affected our PY19 enrollment, services, and performance. The New Hampshire Works System is diligent in providing quality services despite the challenges faced in delivery of services while protecting both our citizens and staff.

The Department of Business and Economic Affairs, Office of Workforce Opportunity and the State Workforce Innovation Board, submitted the PY 19 Annual Report to the Department of Labor on November 24, 2020. Michael Kane, SWIB Chair and Tyler Caswell, BEA Commissioner approved the report prior to submission.

OWO Staff Recommendation:

Acceptance and support of the PY 19 Annual Report written by OWO Staff.

Requested Action:

A board motion supporting and approving of the PY 19 Annual Report.

Draft Motion:

The State Workforce Innovation Board accepts and supports the PY 19 Annual Report as written by OWO Staff.



State of New Hampshire

Workforce Innovation and Opportunity Act (WIOA)

Annual Report

For the period July 1, 2019 through June 30, 2020

Name and title of authorized official of the Governor:

Michael Kane, Chair
State Workforce
Innovation Board
Telephone: 603-430-4000
Email: mkane@netkane.com

Taylor Caswell, Commissioner
New Hampshire Business and Economic Affairs
Telephone: 603-271-1572
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NH Works is a proud partner of the American Job Center Network.

The State of NH and the NH WORKS One-Stop Partner Agencies Are Equal Opportunity Employers and comply with the Americans with Disabilities Act. Auxiliary aids and services are available upon request of individuals with disabilities. TDD ACCESS: RELAY NH 1-800-735-2964

INTRODUCTION

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As indicated in the Training and Guidance Letter 5-18, Workforce Innovation and Opportunity Act Annual Statewide Performance Report Narrative (published November 7, 2018), the following materials respond to the content of the WIOA Annual Statewide Performance Narrative. The narrative report submitted by the State Workforce Innovation Board is due to US DOL by no later than December 1, 2020 and not to exceed 25 pages. The Narrative Report must include:

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There is no doubt that the COVID-19 Pandemic has affected our PY19 enrollment, services, and performance. The New Hampshire Works System is diligent in providing quality services despite the challenges faced in delivery of services while protecting both our citizens and staff.

On behalf of Department of Business and Economic Affairs, Office of Workforce Opportunity and the State Workforce Innovation Board, we are pleased to offer this Annual Report narrative summarizing our activities consistent with US DOL requirements.

To our partners, we wish to take this opportunity to acknowledge the dedication and hard work of the staff involved in providing service through the NH Works system. Their ongoing commitment to provide quality services to all who access our services is evident in positive program outcomes, and the high satisfaction ratings from our customers.

Annual Report Narrative

For the period July 1, 2019 through June 30, 2020

NH WORKFORCE SYSTEM – VISION, GOALS AND STRATEGIES

The Workforce Innovation and Opportunity Act (WIOA) provided the vision for the initial planning process that included partners, stakeholders, and customers from across the state, focused on creating a demand-driven workforce system that seeks the best possible experience for all business and jobseeker customers, and strives for continuous improvement alignment, and integration of services. The WIOA State Four-Year plan updated in PY2019, and effective July 1, 2020 - June 30, 2024 reinforced established goals and system-wide priorities.

The State Workforce Innovation Board (SWIB) vision is “to serve as a catalyst to establish a secure and sustainable workforce that can meet current and future skilled labor needs and provide a competitive advantage for New Hampshire businesses,” The mission of the SWIB is “to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state's education, employment and training programs together into a workforce development system that will provide the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence.” Five system-wide goals are in place to guide our work.

Goal 1: Create a demand-driven workforce development system that bases strategies, services, and investments on a data-informed approach, with a focus on sector strategies.

Goal 2: Offer flexible training and education opportunities that align with business needs, including the development of career pathways and apprenticeships.

Goal 3: Increase awareness of services available through the talent development system to support businesses and individuals.

Goal 4: Streamline access to employment and work-and-learn opportunities.

Goal 5: Expand communication and collaboration among partner agencies and programs.

Specific activities that highlight our progress toward achieving these goals include the following:

- The use of WIOA program tools such as the Demand Occupation List and the Eligible Training Provider list to identify and support sector related occupations for the use of WIOA training dollars.

- Out-of-School Youth (OSY) service providers were encouraged to develop youth training programs in one or more sector as required in their Request for Proposal in PY16. A similar RFP is being released in December 2020 to continue the provision of sector programming within our out-of-school youth programs. For example, in PY19, the My-Turn program continued to expand their manufacturing program successfully in Nashua and in the Seacoast in collaboration with the Community College System of New Hampshire and neighboring manufacturing companies.

NH-JAG, another subcontractor for youth services, collaborates with the American Red Cross at Havenwood Nursing Home in Concord to provide eligible participants with Licensed Nursing Assistant training and work-based learning. Over the year, these sector-based programs gained a reputation for providing quality WIOA Youth services, assisting participants in achieving their goals to enter the healthcare field. Programs provided access to occupational training, and students completed the program and found employment. In addition, during the follow-up phase, students consistently maintained a strong connection to the healthcare industry. In addition to completing the program and subsequent employment, students are furthering their education in the medical field in various programs at Manchester Community College, NH Technical Institute, Keene State University, Plymouth State University, and Lakes Region Community College.

- Within all funding sources, the Career Navigator (Adult and Dislocated Worker Program) and the Youth Specialist (Youth) work with participants to ensure flexible training and opportunities that include career pathways and linkages to apprenticeship. Tools developed by the NH Department of Education (NH DOE) and the Community College System of New Hampshire, along with targeted labor market and career resources information provided by the Bureau of Labor Market Information, within NH Employment Security, help guide this process. Specifically, the NH DOE College & Career Pathway Model developed by education and workforce partners helps student's/program participants develop a Personalized Pathway Plan, identify the core academic courses needed to achieve goals, identify community based experiences that are available to support goals, and provide information on Career and Technical education programs.
- The Department of Business and Economic Affairs has contracted with a consultant to recruit job seekers to relocate to New Hampshire. The recruitment efforts include descriptions of New Hampshire's economic development and lifestyle advantages on social media and other channels.
- The state's Interagency Business Team (IBT), led by the Division of Economic Development continues to coordinate efforts to streamline business services and jointly track business contacts in an effort to leverage resources available to the business community and minimize redundancy. Two new brochures, for employer services and job seeker opportunities, have been printed and distributed at all NH Works offices throughout the state, and employer service representatives distribute the brochures to employers at

meetings and job fairs.

- Job Fairs are another strategy employed to increase awareness of services available through the talent development system to support businesses and individuals. NH Employment Security is the lead agency for coordinating Job Fairs, and most recently Virtual Job Fairs, throughout the state. Each year twelve or more job fairs are held bringing hundreds of employers and unemployed workers together. Partner agencies use these opportunities to educate employers and workers alike on the vast array of services available to them from immediate job placement services to training services to incumbent worker and business development services.
- Communication and collaboration has always been and continues to be a strength of New Hampshire's workforce system. Established partner committees, including the State Workforce Innovation Board, NH Works Consortium/ Interagency Directors Groups (one focusing on adult and a second focusing on youth), Professional Development Team, and Interagency Business Team, as well as local NH Works Partner meetings, work together to offer the highest quality services to those we serve.

Examples of other activities that highlight our progress toward achieving these goals are found in the Section on Sector Strategies/Career Pathways.

SYSTEM WAIVERS UNDER WIOA

The US Department of Labor identifies the Secretary of Labor's waiver authority under the Workforce Innovation and Opportunity Act (WIOA) as a tool to promote workforce system innovation and focus on outcomes. That is, states may request exemption from certain funding and/or programmatic requirements if it is determined that such requirements might impede the State's ability to achieve success, or conversely improve the State's ability to succeed. NH did seek and receive approval for two waivers that began in PY 18:

WAIVER REQUEST – Waiver of the obligation of eligible training providers (ETPs) to collect performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.

Goals

- Reduce the burden on training providers to submit performance information to the state, which may not be readily accessible to the provider, reduce time, and expense spent on reporting. Reducing this time and expense requiring training providers to report on all customers will allow the program to focus on providing quality training and outcomes for WIOA participants.

- Ensure that local areas have sufficient numbers and diversity of training providers necessary to create an effective marketplace of training programs for WIOA participants utilizing Individual Training Accounts (ITA). More training providers will allow greater utilization of ETPL by individuals pursuing training via ITAs, and this will allow NH Works staff to respond quickly and efficiently to immediate local job seeker and employer needs.
- More training providers may lead to lower cost and offer more robust demand-driven training options.
- Eligible providers will be less susceptible to transmitting sensitive data on all students, such as social security numbers, that may conflict with FERPA and leave students open to identity theft and privacy considerations.

Anticipated Programmatic Outcomes: The purpose for requesting this waiver was to reduce the burden on training providers to require collection and reporting of performance-related data on all students participating in training programs listed on the State’s Eligible Training Providers List (ETPL). We are very concerned that a strict enforcement of reporting requirements for all students would drastically reduce the limited number of training providers available to our customers.

New Hampshire is a rural state consisting of a Single Workforce Innovation Opportunity Area and 12 one-stop centers. Providers include NH’s community colleges, a significant number of public and private for-profit schools, colleges, and universities, Adult Education and on-profit community-based organizations.

The vast majority of providers do not have internal systems or capacity to produce the “all students” performance data and are susceptible to potential violations of student privacy if transmitting data for all students. Granting this waiver will allow the State to continue to work on offering a more robust Eligible Training Provider List and more effectively address customer and employer needs.

Significant efforts have been undertaken for Eligible Training Providers to provide data so that performance measures can be calculated to determine effectiveness. In PY20, we will have two years of performance data (Program Years PY17 and PY18). A review will be undertaken to determine performance outcomes and next steps regarding warnings or removal of program eligibility for a one-year period in keeping with state policy. It is anticipated that sample size will be considered and availability of program in the respective geographic area of the state.

WAIVER REQUEST – 75% Out-of-School Youth Expenditure Requirement:

Goals

- Serve youth according to local and statewide need -

Provide local and state-level flexibility to serve OSY and ISY in a way that best meets each workforce area's needs according to population, resources, economy, employment outlook, and other labor market factors.

- Continue serving out-of-school youth as a priority population – Continue to give priority of service to OSY and achieve any OSY expenditure target authorized by DOLETA through this waiver request.

Anticipated Programmatic Outcomes: This waiver would permit the SWIB the opportunity to determine how best to meet the educational and training needs of youth, regardless of school status, and specific to the population, geographical location, and economic and employment conditions of each workforce area. The flexibility to design and offer the right mix of programming to meet local economic needs is germane to the State's overarching goal to create and support a workforce of young people qualified and prepared to meet the current and future needs of employers in their workforce areas and throughout the state.

In PY19, New Hampshire expended 85% of its youth funds on Out-of-School Youth thus exceeding the federal requirement.

EFFECTIVENESS IN SERVING EMPLOYERS

For the purpose of this annual report, we are required to identify the two approaches the state has chosen for the "Effectiveness in Serving Employers Performance Indicator Pilot" as defined by US DOL. The two measures applicable in New Hampshire are the "Repeat Business Customers Rate" and the "Employer Penetration Rate," which includes information and support as well as workforce recruitment assistance. NH Employment Security tracks employer contacts with the NH Works offices throughout the state. Program year 2019 represents the third year in which these WIOA employer performance measures were calculated.

The Employer Penetration Rate was 2.7 % (1,493 out of 55,765) and the Repeat Business Customer Rate was 7.7% (4,305 out of 53,765).

Other measures for assessing the effectiveness of services to business may include training services such as on-the-job-training, incumbent worker training, rapid response services and employers engaged in economic development and planning. Since 2010, we have placed over one thousand customers in On-the-Job Trainings (OJT). NH has been recognized nationally for its success in accomplishing such a high rate of OJT placements, which requires strong working relationships with businesses to ensure that customers are placed in OJT opportunities that will lead to stable and long-term employment.

The State's Job Training Grant has awarded 746 grants totaling over \$12.4 million. With the match by employers, a total of over \$27 million in new training programs has helped 34,459

workers gain new skills since the program’s inception in 2007. In PY 19, \$464,422 was awarded in contracts to 32 companies with 959 workers trained.

To foster meaningful and consistent employer engagement, campaigns such as the Governor’s “100 businesses in 100 days” and the Peak Workforce Initiative led by the Commissioner of Business and Economic Affairs, which goals include: 1. Realign and regulate state programs 2. Diversify NH’s workforce 3. Build new Business/Academic/State Alliance 4. Launch and maintain a digital media talent attraction campaign, continues to lead the way in creating opportunities for the business community to learn about, engage in and leverage resources designed to promote a thriving business environment for the citizens of New Hampshire.

There are a number of efforts in providing services to Employers via the NH Works Partners. There is an Interagency Business Team made up by representatives of the NH Works Partners. At their meetings, they discuss regional Partnership Opportunities such as summits, job fairs, workforce recruitment, sector updates from the various committees, rapid response and an updated Business Service Guide. All of their contacts with employers are entered into the Neoserra system so that all partners have access to the employers’ information and contact frequency information. As reflected below, contact may be through Employer Information and Support Services, Workforce Recruitment Assistance, Strategic planning/Economic Development, Accessing Untapped Labor Pools, Training Services, Incumbent Worker Training Services, Rapid Response and/or Planning Layoff Response.

EFFECTIVENESS IN SERVING EMPLOYERS	
Employer Services	Establishment Count
Employer Information and Support Services	4,305
Workforce Recruitment Assistance	346
Engaged in Strategic Planning/Economic Development	
Accessing Untapped Labor Pools	1,493
Training Services	34
Incumbent Worker Training Services	34
Rapid Response/Business Downsizing Assistance	116
Planning Layoff Response	

Pilot Approaches	Numerator/ Denominator	Rate
Retention with Same Employer in the 2 nd and 4 th Quarters after Exit Rate	n/a n/a	n/a
Employer Penetration Rate	1,493 55,765	2.75%
Repeat Business Customers Rate	4,305 55,765	7.7%
State Established Measure #1	n/a n/a	n/a

SYSTEM EVALUATION

System evaluation, woven into the operational practices of partners, is ongoing to ensure we continue to offer quality services that comply with state and federal requirements. System partners meet regularly to assess program effectiveness through the review of new and current programs to promote efficiencies, coordinate and reduce duplication of services, discuss key monitoring findings, review best practices internal and from other states, review performance outcomes for core WIOA programs, and share formal and informal customer satisfaction results in an effort to inform system change.

The New Hampshire Employment Security (NHES), Economic and Labor Market Information Bureau conducted one specific system evaluation for PY2019. The report provided us with an Estimated Economic Impact of Workforce Innovation and Opportunity Act (WIOA) Expenditures in New Hampshire for 2019.

- WIOA includes 4 partner programs administered by three State Agencies:
- WIOA Adult Workforce Services (Title I) – NH Department of Business and Economic Affairs
- Adult Education (Title II) NH Department of Education
- Wagner-Peyser (Title III) NH Employment Security
- Vocational Rehabilitation (Title IV) NH Department of Education

The NHES Economic and Labor Market Information Bureau (ELMI) used an Input/Output Model to estimate the impact of WIOA expenditures on New Hampshire. ELMI used the REMI PI+ model developed by Regional Economic Models, Inc. The updated version of the Policy Insight model generates estimates of the total regional effects of any specific policy initiative. The model is calibrated to New Hampshire for policy analysis and forecasting.

Eight hundred and fifty-five (855) jobs are supported by WIOA expenditures; \$55.3 million (in fixed 2009 dollars) worth of Gross Domestic Product (GDP) was generated due to WIOA expenditures. That means that for every \$1.00 of WIOA expenditures, Gross Domestic Product increases by \$1.57. \$85.2 million (in fixed 2009 dollars) worth of total output was generated due to WIOA expenditures. That means that for every \$1.00 of WIOA expenditures, total production, including intermediate goods and services, increases by \$2.42

Additional evaluations included:

- Program Monitoring, including federal reviews are an important component of system evaluation for compliance with WIOA regulations, as well as State policy and procedures for program and financial management. Program Year 2019 WIOA monitoring activities included the following major activities.

- OWO staff completed 30 individual desk reviews, one each program quarter for each funding source managed through OWO.
- Annual on-site visits to service providers' headquarters generated 13 program reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.
- The event of COVID-19 resulted in two on-site visits (PACIA and Mining) changing to remote monitoring.
- On-site reviews with service providers included Equal Opportunity monitoring in addition. OWO staff conducted the annual EO analysis of participant data to assess for potential discrimination.
- A federal review of the Mature Worker Demonstration program took place in June 2020, which resulted in a corrective action. A finding for under expenditure due to under enrollments, which OWO has addressed. The Mature Worker Demonstration program has been extended for an additional year; the new program end date is 10/21/21.
- Desk reviews and on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Adult program, the Mature Worker Demonstration project, and the National Emergency Health Grant (Opioid Grant). All three programs faced challenges meeting performance throughout the program year. New service strategies are in place to correct those deficiencies.
- Desk reviews for the Reemployment Services and Eligibility Assessment, the Jobs for Veterans Services Grant and the Trade Act programs are conducted monthly on the office level and quarterly at the state level to ensure continued quality services were provided and program requirements were met.

CUSTOMER SATISFACTION

A WIOA Adult and Dislocated Worker Customer Satisfaction Survey is distributed through Survey Monkey to all WIOA Customers who obtain employment and exit the program. The Survey is issued to all existing customers; Dislocated (DW), Adult (AD), Mature Worker (MWG), and National Health Emergency (NHEG). The goal for this program year to was achieve a 50% completion rate. For PY19, July 1, 2019 - June 30, 2020, we were able to exceed this goal with a 53% survey completion rate.

PY19 Data

The Customer Satisfaction Survey is sent to WIOA Adult and Dislocated Worker customers using two methods, a direct web link or a Survey Monkey email. When a customer obtains employment, a Career Navigator will send the Customer Satisfaction Survey via web link once employment details are entered into eTEAMS, our case management reporting system. Customers also receive an automated Survey Monkey email after their file exits in eTEAMS. A Survey Monkey reminder email is sent to the customer weekly until the survey has been completed.

Survey results are tracked weekly using an excel spreadsheet. Data captured in the spreadsheet includes Exited Customers, number of surveys sent, and the number of surveys completed. The spreadsheet is sorted to track completed surveys by office and by the Career Navigator. Other data points tracked are customers who opted out and bounced emails. Opted out and bounced email addresses are not included in the overall completion rate.

Total number of surveys sent: 421
 Total number of surveys completed: 224
 Overall completion rate: 53.2%

Office	# Surveys Sent	# Surveys Completed	% Completed	Opt Out	Deceased Incarcerated
Berlin/Littleton/Conway	23	16	69.6%	0	0
Claremont/ Keene	30	15	50%	0	0
Concord/Laconia	55	42	76.4%	0	0
Manchester	90	60	66.7%	0	0
Nashua	52	24	46.2%	0	0
Portsmouth	38	20	52.6	0	0
Salem	22	12	54.5%	0	0
Somersworth	33	13	39.4%	0	0
NHEG	78	22	28.2	1	6

Customer Feedback

The NH Works WIOA Customer Satisfaction Survey has a section after each question for customer comments. The below comments have been taken directly from surveys completed by exited customers.

‘Lorraine worked diligently to get me into this program before everything closed down due to COVID. She checked in with me via email or phone to make sure the program was going as expected. Lorraine is very knowledgeable and has always encouraged me with working on my resume or questions I had regarding the on line classes. She has a great rapport w/ New Horizons helping the program run seamlessly.’

'Jean was helpful, informative, and knowledgeable. She was an absolute pleasure to work with and she kind and personable. I would highly recommend her to anyone.'

'Ginny was amazing and always very helpful and right on top of things. Extremely helpful. One on one was more motivating and kept my spirits up when things seemed to not be heading in my favor.'

'The program is a real asset to the community and helped me financially to obtain the skills for a new career, which I am enjoying. Mike was always available and helpful, and he pushed me when I lacked confidence.'

'Marna has gone above and beyond to help and support me. I am so grateful for her services.'

'Joetta met and exceeded my expectations. She was a pleasure to work with. She explained the program and process and was able to get me the help I so desperately needed in record time!'

'Sara and Hope were both extremely kind and informative, as well as patient. They listened to everything I had to say and explained everything thoroughly. Sara even tried to offer assistance, or give me information on how to contact people who could help me with problems - problems that were outside of what your program could assist me with.'

'Jen was very helpful, always checking in on me to make sure I was happy and had what I needed. This program gave me hope when I was losing it. I hope that you will continue helping women like me. Thank you all so much!'

Business Customer Satisfaction Results:

JOB FAIRS:

Prior to COVID-19's impact on the state, there were ten (10) Job Fairs that occurred serving 375 employers based on customer satisfaction survey results throughout the State. The range of openings per employer varied - a few openings (less than 5 openings 12%) to 45 to 50 openings (21%) reflecting an overall 3,562 openings. Eighty-eight percent (88%) of the employers reported they met potential employees to respond to their position openings. Three hundred and five (305) interviews resulted because of the Job Fairs (81%) and sixteen (16) hiring's occurred on site. Eighty-nine percent (89%) of the employers responded that they would attend future NHES hosted job fairs and the remaining 11% responded they were not sure.

Employer's feedback ranged from appreciation for hosting the Job Fair(s) to need for improved parking, shuttle services, organizing employers by job type or industry, and/or limited entry-level workers seeking employment.

SECTOR STRATEGIES/CAREER PATHWAYS

The Sector Partnership Initiative (SPI) was initiated by the NH Works System to establish a pipeline of skilled and educated workers for the major economic sectors of New Hampshire. In addition, the SPI was designed to assist job seekers find appropriate education and training that provides them with productive career paths.

With the assistance of an USDOL/ETA Sector Partnerships National Emergency Grant (SP NEG) grant, New Hampshire's SPI was created in December 2017. Jobs for the Future (JFF), a nationally known consultant experienced in helping to formulate strategic partnerships, was chosen following a Request for Proposals to assist in the development of SPI. Extensive data of the state's economy helped determine which sectors to choose as a starting point for SPI. Five sectors have been launched to date – manufacturing; hospitality; healthcare; technology; and the latest sector, construction. Each of the five sectors has an advisory board that meets regularly, as well as regional groups, and a sector adviser who assists in finding and coordinating resources needed by the sector. Additional funds from the WIOA Governor's Discretionary Funds established the hiring of five Sector Advisers.

Each of the five sectors has established goals and measurable results.

Construction Sector:

- The Construction Sector has worked to create comprehensive virtual and in-classroom resources for educators to promote construction careers while using content that complies with educational requirements for instructional materials. It features interviews from NH construction workers who give a lesson on their craft and talk about what the job does to support their lifestyle(s). This launched in the second quarter of 2020 and more comprehensive materials are currently being developed to further expand the program.
- Additionally, we are also curating a list of employers with job openings and will feature them on the website ibuildnh.org.

Healthcare Sector:

- Each month the Healthcare Sector publishes a monthly newsletter that is sent to approximately 250 recipients. The newsletter highlights training programs such as LNA training, apprenticeships, MA programs, conferences, workforce meetings as well as information about funding workforce training.
- Healthcare businesses were invited to participate in monthly regional workforce meetings. Their engagement is evidenced by the development of a statewide virtual LNA conference, an LPN program expanding to the Lakes Region, a white paper being produced on how to safely allow students into long-term care facilities, the approval of a Temporary Health Partner program, and continued discussion on a statewide recruitment strategy.
- In an effort to bring to light the emerging need for a healthcare workforce, we developed

and launched a Healthcare Heroes campaign. The campaign idea was a result of obtaining feedback from regional meeting participants. Nominations from healthcare businesses were sought; two winners from each region selected, winners and the companies they work for were presented with a banner and 25 healthcare hero masks. Three runners up from each region were selected. These essential workers have powerful stories that we hope can serve as an inspiration to others possibly considering a career in healthcare. Delta Dental provided \$1,000 in sponsorship to make this program happen.

Hospitality Sector:

- The Hospitality Sector saw increased engagement with New Hampshire students in January through mid-March. Our industry members joined in on several educational opportunities (Community Champions) such as Salem High School's Sophomore Career Day, Salem High School's Lunch & Learn, Weare Middle School's Career Series, and Hopkinton Middle School's Career Day.
- We also hosted the New Hampshire ProStart State Invitational for culinary arts and management students who attend Career and Technical Education programs. The winners were to head to Regionals in April and Nationals in May, but these events were cancelled due to COVID-19.
- The New Hampshire Lodging and Restaurant Association (NHLRA) also reached many industry members through our Workforce Series in January, Human Trafficking, and March, Unlocking NH's Hidden Talent Pool.
- Unfortunately, due to the coronavirus, we lost several opportunities in the workforce development space. ServSafe classes (through the end of May) and exams (through July) were cancelled. The Fundamentals of Hospitality Management series with Granite State College and the NHLRA's May Workforce Series, which was to cover content on substance abuse and mental health, also did not take place. New Hampshire Hospitality Month was cancelled. This event brings 500+ students out to visit, meet, and have hands-on experiences with a variety of properties around the state throughout the month of April. We were able to pivot a bit and offered tours and experiences through YouTube and also coordinated several zoom chats and zoom demos with many students through Project SEARCH and the Girl Scouts.

Manufacturing Sector:

- Manufacturing Month facilitated 43 high school students' tours of 45 manufacturers and reached out to over 1,600 students encouraging awareness and interest in career pathways in local manufacturers.
- Partnered with New England Business Media and published the 3rd edition of "Cool Stuff Made in New Hampshire" magazine to showcase NH manufactures and broaden resources for career opportunities with local manufactures after graduation. The magazines were distributed to all high schools in NH.

- Hired a new Manufacturing Sector Partnership Advisor to facilitate the connection and be the liaison between high schools and manufacturers.
- Continue the talk and interact with the 12 superintendents of North Country school districts to help the students learn more about their neighboring manufacturers. Our goal is to continue engaging high schools such as Franklin High School to local manufacturers and create career and internship opportunities by participating and aiding the development of manufacturing programs or curriculum at the high schools.
- NH Manufacturing Extension Partnership (MEP) keeps developing and extending the relationship with the other four SPI sectors to learn more about the challenges and work together on solutions involving Career and Technical Education Centers.
- Partnered with the NH Vocational Rehabilitation in the efforts to recruit representatives from local businesses to speak online with students from the Manchester and Nashua school districts. The series raised awareness of job opportunities available in our local manufacturers.
- Due to the COVID-19 pandemic, we shifted our focus to support manufactures navigate the uncertainties by providing guidance on how to create control plans, find PPE suppliers, and offer help using the CARES Act federal grant for those negatively impacted by COVID-19.

Technology:

- Participation in CS4NH Committee Meetings
- Coordination for REMO Test/Demo for SPI Advisors and New Hampshire Department of Employment Security
- Coordination of virtual job fair logistics (sponsor meetings and employer outreach)
- Coordination of REMO demo for LTCP, NHDES
- Meetings with a potential training provider to discuss Tech Sales, guided programming certification and entrepreneurship training programs
- Meetings with ARMI-discussion on how to integrate their job posting platform with ours
- Promotion of ARMI career exploration game for students
- Platform discussions with GSVLabs- resources for jobseekers/tech companies
- Meetings to discuss TechWomen Ambassador Week and November Technology month “tours” and industry presentations

PERFORMANCE ACCOUNTABILITY

Participant Performance Goals and Outcomes: The U.S. Department of Labor (USDOL) requires the reporting of annual performance outcomes/goals for each funding source. In PY2019, the WIOA program was responsible for achieving performance goals, as follows for Adult, Dislocated Worker, Youth and National Dislocated Worker grants: Employment Rate Second Quarter after Exit; Median Earnings; Employment Rate Fourth Quarter After Exit; and Credential Rate. Two additional performance goals, effectiveness in serving employers and measurable

skills gains, were considered “baseline” for reporting purposes in PY19, which means specific outcome goals for these two measures will be determined later.

According to US DOL policy, a goal is considered “met” if the state achieves 80% of an approved target goal. To “exceed” a goal, performance must be at 100% of the negotiated goal; and a failed or “not met” goal is defined as any performance below 80% of the measure. In PY2019, New Hampshire met fourteen (14) established program goals for WIOA Title I programs and exceeded eleven (11) goals. Employment rate 2nd Quarter after exit was not meet for the National Dislocated Worker Grants (Health – Opioid). The met goal was 69.2% and NH achieved 67.9%. (A complete summary of goals and performance outcomes for PY19 can be viewed in Appendix A – WIOA Performance at a Glance (July 1, 2019 – June 30, 2020)).

The Wagner-Peyser program (i.e., NH Employment Security labor exchange program) also met all of their goals in PY19. This information is measured against all individuals registered in the State’s job match system.

<i>Goal</i>	<i>Target Goal</i>	<i>Actual Performance</i>
<i>Employment (Second Quarter after Exit)</i>	<i>67.5%</i>	<i>69.2%</i>
<i>Employment (Fourth Quarter after Exit)</i>	<i>67.5%</i>	<i>65.1%</i>
<i>Median Earnings</i>	<i>\$6,246</i>	<i>\$8,055</i>

In addition to the performance outcomes required by USDOL, the SWIB manages financial performance measures to ensure adequate numbers of people are served, and that funds are expended consistent with approved costs. Two hundred and fifty three (253) individuals were enrolled for services in the adult funding source during PY19. All participants received career services and 157 enrolled in training (70%), at a cost per of \$3,339 for career services and \$2,256. for training services. Forty nine percent (49%) of those enrolled were low-income single parents Thirty-eight percent (38%) were long-term unemployed (27 or consecutive weeks unemployed).

The Dislocated Worker program served 212 people, with 142 (67%) enrolled in training. The cost per for career services was \$2,319. The cost per training was \$3,156. Of particular note is that 42% of dislocated workers enrolled during PY19 were 55 years of age or older.

The WIOA youth program, which includes both in-school youth and out-of-school youth between the ages of 16 and 24 years, had 256 youth enrolled during PY19. The majority of youth are 18-24 years of age, which is reflective of the requirement that 75% of WIOA youth expenditures be for out-of-school youth programs. Two-hundred (200) youth (78%) qualified as low-income, and 36% of youth enrolled in the WIOA youth program identified as an “individual with a disability.” Youth services are designed as comprehensive services, with a focus on barrier resolution, support services and other intense one-on-one services that are reported as “career services.” The cost per for career services for the youth program is \$13,917. The costs for formal

training (e.g., individual training accounts and/or on-the-job training) is available through the WIOA youth program; the cost per training for youth in PY19 was \$3,612. With the challenges of the pandemic, we are anticipating a lower career service cost in PY20.

WIOA requires WIOA program administrators to have an exit policy for participants. Currently there is an exit policy for dually enrolled clients enrolled in WIOA Adult and Youth programming: For clients that are dually enrolled, clients are provided services by both funding streams until client has completed services (including training) in both funding streams. When that is achieved, the client can be exited on the same date from both programs.

WIOA also requires states to perform Data Validation that is a process by which the state “validates” that the information recorded for data reporting purposes is accurate. Although no federal data validation review occurred in PY19 as the reporting system transitioned from WIA to WIOA, our WIOA sub-recipients, Southern NH Services (Adult and Dislocated Worker Funding) and NH Department of Education (Youth Funding) conducted internal data validation reviews, both as part of the regular monitoring as well as specific data validation exercise. As part of the State On-Site Monitoring, subrecipient files are sampled to ensure compliance and accuracy. The process entailed comparing source documents with the documentation submitted in our E-Teams Case Management System as well as ensuring that notes and Employability Plans data coincided.

GOVERNOR’S RESERVE FUNDS

The funds were used for three priorities:

- “Sector Partnership Initiative” Funds supported the continuation of sector advisors and sector related development activities beyond those supported by the previous SPI grant. The Sector Partnership Initiative (SPI) was initiated by the NH Works System to establish a pipeline of skilled and educated workers for the major economic sectors of New Hampshire. In addition, the SPI was designed to assist job seekers find appropriate education and training that provides them with productive career paths. Five sectors have been launched to date – manufacturing; hospitality; healthcare; technology; and the latest sector, construction. Each of the five sectors has an advisory board that meets regularly, as well as regional groups, and a sector adviser who assists in finding and coordinating resources needed by the sector. Additional funds from the WIOA Governor’s Discretionary Funds established the hiring of five Sector Advisers.
- In addition, in PY 18, \$300,000 of discretionary funding was allocated for the purpose of hiring three staff for both PY 18 and PY 19 to serve as business intermediaries by providing ongoing assistance to the business community specific to linking the NH Works American Job Centers with the State’s Recovery Friendly Workplace initiative.
- In addition, funds assisted in facilitation and writing of the NH Workforce State Plan for

2020-2024 through a contract with Thomas P. Miller and Associates (TPMA).

Rapid Response

The Division of Economic Development (DED) staff coordinates local dislocated worker team activities. Local teams include representation from each of the primary NH Works system partners (e.g., NH Employment Security (ES/UI/Trade Act); NH Department of Health and Human Services (SNAP, TANF, Medicaid); NH Vocational Rehabilitation (VR); Community Action Program (WIOA Adult/DW, Fuel Assistance, WIC, etc.); and others as determined necessary).

Rapid Response is also an effective employer program because it helps the employer deal with the trauma of large layoffs and/or closure. Affected workers may be able, through the coordinated efforts of the Rapid Response team, to immediately relocate to existing positions in companies needing their skills. Job Fairs and Resource Fairs assist in re-employment efforts, along with the individual assistance provided by the partner agencies.

From July 1, 2019 – February 29, 2020 New Hampshire experienced a notable increase in Rapid Response sessions over the previous two years. This surge occurred largely because of increased efforts by Rapid Response Regional Teams to provide services to those that were laying off less than 25 employees. Power Point presentations were simplified and we created a new Rapid Response brochure titled, “Your Guide to Re-Employment Services”-- to ensure workers received updated Point of Contact and service information.

This effort increased the number of Rapid Response Sessions offered by the State of NH, and proved helpful in identifying workers that would benefit from upskills training and fill critical workforce shortages. Most of the 29 Rapid Response Sessions, offered during this time, took place within the retail and manufacturing industry, this is usual for this time of year.

In March 2020, the United States identified COVID-19 as a serious threat to public health. In this effort to stop the spread of this deadly virus, NH declared a State of Emergency and all non-essential businesses closed. This action led to a sharp increase in layoffs across NH. In the month of March, 74 businesses requested Rapid Response services. Due to the inability to provide in person services, we contacted businesses over the phone and sent electronic copies of our presentations and brochures directly to the business and held virtual Rapid Response sessions using platforms such as Zoom.

From April 1 – June 30, 2020 businesses requested an additional 13 Rapid Response services. The number of people being laid-off or furloughed ranged from as few as 3 and up to 850. During this time, Rapid Response Teams continued using Zoom Meeting to present Rapid Response Sessions and relay information to employees impacted by layoffs or closures. This platform allowed Rapid Response Teams to interact with employees and answer questions directly during the public health emergency caused by COVID-19.

WorkNow New Hampshire

During this program year, Employment Security implemented the WorkNowNH program through the Granite State Jobs Act of 2019. The WorkNowNH program provides extensive case management services to individuals receiving Medicaid to assist claimants with training and resolving barriers to employment. The program was also developed to provide employers with needed employees by matching participants with job opportunities in high demand industries. The program provides the claimant with funding for training, travel, books, fees, supplies, travel, childcare registration and on-the-job training funds to employers.

WAGNER-PEYSER ACT EMPLOYMENT SERVICE ACTIVITIES

Wagner-Peyser funds, administered by the NH Department of Employment Security, are used to support staff providing direct customer service and referrals in each the 12 NH Works Centers. NH Works resource centers are staffed by Wagner-Peyser i.e., Employment Service (ES) staff who assist individuals in accessing re-employment information and services, and to register in the state's job match system. During the twelve-month period of July 1, 2019 through June 30, 2020, 11,083 reportable individuals accessed services through the NH works offices. In addition, Employment Security (ES) staff conduct regular and ongoing outreach to target populations, including Veterans, individuals in recovery, and offenders (particularly those in the county jails) and periodically offer workshops on relevant re-employment topics such as interviewing and resume writing. ES staff serve as the "front door" for access to the 12 NH Works centers, often the first person to greet staff, assess their needs and make referrals for additional services, as needed.

Employment Security staff outreach to employers to promote employment opportunities; both subsidized and unsubsidized. They provide a variety of business services, including but not limited to: posting jobs in the state's job match system; assisting with on-site recruitment; the provision of labor-related and employment and training information; and access to job training options (i.e., OJT, Job Training Grant, work experience, return to work, etc.). As mentioned earlier in this report, NH Department of Employment Security hosts labor-law seminars for employers and is the primary entity for organizing and hosting job fairs throughout the year, throughout the state. Last year and into this year, NHES adopted a targeted job fair approach, hosting job fair events designed to attract specific job hunters i.e., recruiting from the Community College and/or State University systems, job fairs for mature workers, and/or job fairs for veterans. With the pandemic, virtual job fairs are held.

NATIONAL DISLOCATED WORKER GRANTS

There were two National Emergency Grants continued into PY19.

Health Grant:

The NH Works for Recovery Program provides comprehensive and individualized re-employment services to individuals who have been directly or indirectly affected by the opioid crisis. Eligible participants have an opportunity to receive job training and support services to help them successfully compete for many of the in-demand occupations located throughout New Hampshire's twelve NH Works offices.

Services provided included:

- Occupational Skills training (both Classroom based training leading to a meaningful credential and On-the-Job Training (OJT) – learn while you earn a paycheck)
- Job search assistance and access to a network of employers that are Recovery Friendly Workplaces
- Case Management Services ensuring the necessary levels of support are provided
- Job Coaching, Job Readiness, and Networking workshops and
- Support Services.

Individuals eligible for these services include:

- Individuals who have a history of opioid use, or have a friend or family member with a history of opioid use and can answer “Yes” to one of the following questions:
 - 18 years of age or older who have lost their jobs; or
 - 18 years of age or older who have never held a job; or
 - 18 years of age or older whose work history is limited to short-term, part-time jobs unrelated to a specific occupation and/or career path; or
 - 18 years of age or older who is unemployed and whose employment history, regardless of length, has been in affect negated due to a history of opioid use.
- Individuals wanting to enter or advance in a profession that is directly associated with supporting individuals struggling with opioid misuse.

Through June 30, 2020, 215 individuals were enrolled in this three-year program.

Mature Worker Demonstration Grant:

The Mature Worker Demonstration Grant proposed to serve 80 low-income individuals age 55 and over within the 24 month-grant period that was extended to 36 months. In addition to the traditional programs and services that are available at each of the NH Works centers, the Mature Worker Demonstration Grant will provide this population with access to a plethora of new resources and services that have been designed to address re-employment challenges specific to mature workers. All the individuals served through this grant are given access to comprehensive re-employment services designed to give them the tools, confidence, and skills they need to find a job. These services include access to online resources and/or workshops for career exploration, job searching, interview tips and techniques, and other proven strategies for overcoming barriers to employment. A new on-line component addresses the needs of this audience, the AARP Re-Employment Guide, “7 Smart Strategies for 50+ Job Seekers.”

Employer-based training could be an On-the-Job Training (OJT) or a Retention Incentive. OJT offers a 50% wage reimbursement to an employer for up to six months, based on training needs. The Retention Incentive program is a new employer-based training option where the employer is eligible for a \$2,000 subsidy if the trainee has been retained for 2 months and another \$2,000 subsidy if the employee continues to be employed at 8 months.

Individuals eligible for these services include:

- Age 55 or older
- Current resident of NH
- Unemployed
- Be eligible to work in the US
- Gross Family income within the poverty guidelines

SUCCESS STORIES

CHERYL found herself dislocated from her job and collecting unemployment benefits when she first heard about the ApprenticeshipNH Program through the NHWorks office in Conway. With a background as a Police Officer and as a Veteran of the U.S. Navy, Cheryl was looking for a new challenge to tackle and wanted a career change. She had previously earned a Bachelor's Degree in Holistic Medicine but was looking for a career pathway where she could transition into a traditional medicine practice. After connecting with the ApprenticeshipNH Program, she was immediately interested in the Medical Assistant opportunity and wanted to pursue it.

As part of her apprenticeship, Cheryl participated in 480 hours of classroom instruction at White Mountains Community College, which included both in-class and lab hours, plus a clinical practicum at the employer. The instruction prepared Cheryl to sit for the Certified Clinical Medical Assistant (CCMA) exam. Upon completion of the front-loaded instruction, Cheryl began her 3,600 hours of on-the-job training, which she is anticipated to complete at the end of 2020.

Once selected by Littleton Regional Hospital, Cheryl's tuition was completely covered by the WIOA Dislocated Worker program and she received support services funded by a USDOL ETA apprenticeship expansion grant awarded to the Community College System of New Hampshire. Upon completion of her apprenticeship, Cheryl plans to obtain her LPN licensure and continue earning career opportunities for herself. The help of ApprenticeshipNH helped to steer Cheryl in the right direction and give her the support and tools she needed to make a change. Cheryl looks forward to a bright future ahead.

JOZIMAR is a new American, having come to the United States as an asylee from his home country. He was born in the Democratic Republic of Congo during a tumultuous time and his family fled the country when he was just a boy. His family lived in Uganda for many years until Jozimar had an opportunity to come to the United States. He decided to enter a program for Advanced Manufacturing at the NH Job Corps Center, where he excelled and was able to graduate at the top of his class while obtaining a green card and a driver's license in the

meantime. During his time in the Advanced Manufacturing Program, Jozimar learned about the apprenticeship opportunity at Tecomet while completing his graduation requirements for Job Corps. He was referred to apply for WIOA to support his transition into a career. He was given an On-the-Job training contract, which helped the employer offset the cost of providing the training. Jozimar also received support services that helped him with transportation costs for the first few months of his apprenticeship. Jozimar feels that those support services were instrumental in helping him overcome the transportation issues he faced and he was very grateful for the program's aid. Now that he is a Machine Operator apprentice with Manchester, NH-based manufacturer Tecomet Inc., Jozimar plans to continue pursuing advanced manufacturing as his primary career after completing the apprenticeship, which includes 144 hours of classroom instruction through Manchester Community College and 2,000 hours of on-the-job training that he is anticipated to complete in Q4 of 2020.

SARAH is a 27-year-old single mother who lives with her three-year-old daughter. After being laid-off from her job waitressing at a local restaurant, Sarah found herself collecting unemployment checks and food stamps to make ends meet. After hearing about WIOA, Sarah was thrilled by the opportunity to work with the program and further her education to find a new and exciting career path.

Sarah had been a server in restaurants and bars for many years and was tired of the instability, lack of benefits and late nights that came with the job. Now that her daughter was in preschool, Sarah decided it was time to focus on her education again to create a better life for her and her daughter. In the past, Sarah had taken healthcare courses at Northern Essex Community College, but was faced with the difficult decision of putting her education on hold once she became pregnant.

With a rewarding career in the healthcare field always in the back of her mind, Sarah was unsure how to take the next steps and make her dream come true. She knew continuing with her education would put a heavy financial burden on her and her family.

After connecting with the program, Sarah and her Career Navigator looked at the Medical Assistant Program offered at Great Bay Community College. After doing some investigation, Sarah decided to call the program director and attend an information session to ensure she was interested and could commit to the program. Before she knew it, she had been accepted into the program and was able to start taking steps towards her new career.

While in training, Sarah found that traveling between Brentwood and Portsmouth five times a week, two times per day was creating a real financial hardship for her. WIOA was able to provide mileage reimbursement, so that she could afford the commute and focus on her education instead of looking for extra money for gas.

During the program, Sarah was an excellent student and followed through with all of WIOA's requirements of submitting timesheets and mileage reimbursements on time. She remained

committed throughout the entire process and was always very enthusiastic when talking about how things were going.

Sarah's Medical Assistant Training at Great Bay Community College started in July 2019, and within two months, she graduated from the program and completed her externship at Core Physicians where she was offered a full time position. Her new profession as a Medical Assistant earns her \$14.75 per hour along with a full benefits package.

Sarah appreciated everything WIOA was able to do for her and is very excited about what the future holds. She finally feels like she is where she is truly meant to be and is excited about building a better life for her and her daughter.

DEVIN: Before enrolling in the WIOA program in April of 2019, Devin was unemployed. As a single father with a daughter, Devin's employment history was limited, including unrelated short-term work experiences as a Cashier and Fork Lift Operator. His highest education level was a GED. Devin also faced concerns about his criminal record, which he remorsefully confessed included a 7-year incarceration in prison. He also expressed with deep emotional pain that he had lost more than one family member and numerous friends to opioid abuse. Devin hoped to turn a new leaf and make a better life for him and his daughter, but was worried his career options may be limited.

Devin first heard about the WIOA program from a friend who had successfully completed the WIOA training program and had secured full-time employment. After some thinking, Devin decided his goal was to be a CDL-A truck driver—and he hoped the program would help him achieve this. Devin spoke with friends who were truck drivers and felt that the salary he would earn in this career would comfortably support the needs of him and his daughter and position him to succeed.

Devin still had concerns about securing employment as he felt he faced many barriers to entering the workforce. He had no computer skills, only had a GED, had no advanced schooling or certifications, and possessed a criminal record. Devin reviewed and visited different NSCITE-approved training vendors, and determined that a Commercial Driving School in Concord was the best fit for his learning style. He was impressed with the operations of the facility and that the staff members were very friendly and accommodating to his training inquiries. Given the research Devin completed, he and his Career Navigator worked collaboratively to create a training program that fit his training needs.

Once a training schedule was established, his individual employment plan was updated, and a timetable was created to complete CDL-A driving requirements, Devin was highly motivated and committed to achieve his career goal. With dedication, hard work and perseverance Devin completed all of his CDL-A requirements and obtained a full employment in just 16 weeks. Devin is now working full-time with benefits for Land Air Express making \$21.00 an hour as a CDL-A truck driver.

Devin is most grateful for the training he received from Commercial Driving School and the assistance from his Career Navigator. Devin stated that he would not be where he is today without the guidance, career coaching and support from his Career Navigator. Being a recipient of WIOA services was a positive life-changing event for Devin, leading to full-time employment and the beginning of a new career pathway in the rapidly expanding trucking market sector in NH.

And finally, one of our youth contractors, NH JAG is very proud of our essential workers, especially our Concord LNA Program participants who have chosen employment training in the healthcare field. Stacey Venne, JAG Youth Specialist in Concord has put together a slide show of our “JAG Superstars” who are doing such great work in their communities. You can view the video on <https://youtu.be/v0SfDphLhVw>

Appendix A - WIOA Title I Performance at a Glance

(July 1, 2019 – June 30, 2020)

Cumulative Time Period	Performance Item	Program Group	Quarterly ^a		Rolling Four Quarters ^b		Program To Date ^c		PY 2019 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
July 1, 2018 - June 30, 2019	Employment Rate Second Quarter After Exit	Adults	82.6%	38/46	80.1%	125/156	80.7%	526/652	76.0%	60.8%
		Dislocated Workers	86.2%	50/58	85.1%	200/235	78.1%	827/1,059	86.5%	69.2%
		National Dislocated Worker Grants	62.5%	20/32	66.7%	28/42	67.9%	218/321	86.5%	69.2%
		Youth (Employment, Education or Training Placement Rate)	84.9%	107/126	85.5%	188/220	81.3%	464/571	64.0%	51.2%
July 1, 2018 - June 30, 2019	Median Earnings	Adults	\$7,514		\$7,134		\$6,538		\$5,600	\$4,480
		Dislocated Workers	\$7,922		\$9,703		\$8,912		\$7,900	\$6,320
		National Dislocated Worker Grants	\$8,587		\$9,284		\$8,934		\$7,900	\$6,320
Jan 1, 2018 - Dec 31, 2018	Employment Rate Fourth Quarter After Exit	Adults	79.4%	27/34	84.8%	195/230	79.7%	458/575	73.0%	58.4%
		Dislocated Workers	83.6%	51/61	83.7%	273/326	81.4%	771/947	82.0%	65.6%
		National Dislocated Worker Grants	-	0/0	72.9%	35/48	77.1%	216/280	82.0%	65.6%
		Youth (Employment, Education or Training Placement Rate)	83.3%	25/30	83.4%	156/187	80.3%	326/406	61.0%	48.8%
Jan 1, 2018 - Dec 31, 2018	Credential Rate	Adults	78.9%	15/19	85.5%	106/124	88.6%	234/264	56.0%	44.8%
		Dislocated Workers	93.9%	31/33	90.5%	171/189	91.6%	466/509	67.0%	53.6%
		National Dislocated Worker Grants	-	0/0	93.3%	28/30	94.3%	182/193	67.0%	53.6%
		Youth	75.0%	12/16	81.7%	125/153	79.5%	233/293	61.0%	48.8%

Notes:	Legend
^a The Quarterly timeline is the last of the four cumulative quarters: April 1, 2019 - June 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings. October 1, 2018 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.	Exceeds
^b Rolling Four Quarters: July 1, 2018 - June 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings. January 1, 2018 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.	Meets
^c Program To Date July 1, 2016 - June 30, 2019 for Employment Rate 2nd Qtr after Exit & Median Earnings. July 1, 2016 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.	Does not meet
The data are compiled from 7/17/2020 PIRL, 7/7/2020 NHUIS wage, and 7/16/2020 SWIS wage data.	
Data in this report was generated by ETA WIPS and not validated by PACIA.	
n indicates that data did not meet disclosure standards.	



SWIB MEETING DATE: 2/3/2021

AGENDA ITEM: 3f, State Plan

Background:

Under the Workforce Innovation and Opportunity Act (WIOA), the Governor of each State must submit a Unified or Combined State Plan to the Secretary of the U.S. Department of Labor that outlines a four-year strategy for the State’s workforce development system. The publicly- funded workforce development system is a national network of Federal, State, regional, and local agencies and organizations that provide a range of employment, education, training, and related services and supports to help all job-seekers secure good jobs while providing businesses with the skilled workers they need to compete in the global economy. States must have approved Unified or Combined State Plans in place to receive funding for core programs. WIOA reforms planning requirements, previously governed by the Workforce Investment Act of 1998 (WIA), to foster better alignment of Federal investments in job training, to integrate service delivery across programs and improve efficiency in service delivery, and to ensure that the workforce system is job-driven and matches employers with skilled individuals.

One of WIOA’s principal areas of reform is to require States to plan across core programs and include this planning process in the Unified or Combined State Plans. This reform promotes a shared understanding of the workforce needs within each State and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. Successful implementation of many of these approaches called for within WIOA requires robust relationships across programs. WIOA requires States and local areas to enhance coordination and partnerships with local entities and supportive service agencies for strengthened service delivery, including through Unified or Combined State Plans.

With the work of the SWIB Board Committee, the Department of Business and Economic Affairs, Office of Workforce Opportunity and the State Workforce Innovation Board, filed a NH Combined State Plan for PYS 2020-2023. Before final submission, Michael Kane, SWIB Chair approved the plan. The U.S. Departments of Labor and Education conditionally approved the plan on June 11, 2020 and all necessary revisions were approved on October 2, 2020.

The NH Combined State Plan can be found at www.NHWorks.org

OWO Staff Recommendation:

Acceptance and support of the NH Combined State Plan for PYs 2020-2023.

Requested Action:

A board motion supporting and approving the NH Combined State Plan for PYs 2020-2023.

Draft Motion:

The State Workforce Innovation Board accepts and supports the NH Combined State Plan for PYs 2020-2023.

NEW HAMPSHIRE WIOA COMBINED STATE PLAN

EXECUTIVE SUMMARY

March 17, 2020

NH Works partners are a proud sponsor of the NH Works system, a proud member of America's Job Centers and an equal opportunity employer program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD Access RELAY NH 1-800-735-2964

EXECUTIVE SUMMARY

The New Hampshire State Workforce Innovation Board (SWIB) and all of its partners have developed this Combined State Plan to show its dedication to a high-quality workforce system that meets the needs of New Hampshire's business community and workforce. The Workforce Innovation and Opportunity Act (WIOA) has provided the vision for a planning process that included partners, stakeholders, and customers from across the state, focusing on a demand-driven workforce system that seeks the best possible experience for all business and jobseeker customers and strives for continuous improvement and alignment and integration of services.

The State Workforce Innovation Board's vision and mission for New Hampshire's workforce system guided the development of this plan.

VISION

Healthy and vibrant communities provide an innovative workforce to meet current and future industry needs and create a competitive economic advantage for New Hampshire.

MISSION

To promote and advocate for talent development by partnering with businesses, agencies, educational institutions, and organizations to support a unified and innovative workforce development system that meets the needs of business and individual customers.

VALUES AND PRIORITIES

The SWIB identified a set of values and priorities that will guide its work throughout the implementation of this plan and the goals and strategies included. The Board's values include:

- Proactive Solutions
- Flexibility
- Life-long Learning
- Collaboration
- Social Mobility
- Demand-driven System
- Inclusion
- Effective Technology
- Efficiency

The SWIB's priorities provided guidance to the creation of goals and strategies. The

identified priorities include:

- Career Awareness and Exploration
- Advocacy and Policy Guidance
- Talent Attraction and Retention
- System Communication and Collaboration
- Work-based Learning
- Soft Skill Development

With these values, mission, and vision in mind, this Combined State Plan was created to represent the vision, goals, strategies, and implementation plan for the workforce system, including eight specific programs within three state agencies.

- Department of Business and Economic Affairs – Office of Workforce Opportunity
 - Title IB: Adult, Dislocated Worker and Youth
 - Senior Community Service Employment Program (SCSEP)
- New Hampshire Employment Security
 - Wagner-Peyser Act
 - Migrant and Seasonal Farm Workers
 - Trade Adjustment Assistance (TAA)
 - Jobs for Veterans State Grants (JVSG)
 - Unemployment Insurance
 - Reemployment Services and Eligibility Assessment
 - Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry Program)
- Department of Education
 - Adult Education and Literacy
 - Vocational Rehabilitation

STATEWIDE INPUT

Representatives from the State Workforce Innovation Board and each of these partner programs as well as other stakeholders and customers provided input on this plan through various stakeholder engagement methods including statewide focus groups, online surveys, and

interviews. Stakeholders engaged included state agency and partner leadership, business and industry representatives, community leaders, education partners, economic development organizations, and individual customers. Through these conversations, a variety of themes and areas for focus were identified.

- *Collaboration* – Working together is a standard operating procedure for many partners in New Hampshire. This can be a foundation for any initiative moving forward.
- *Communication* – With increased collaboration comes the need to continue to focus on consistent communication throughout the workforce system to ensure all are on the same page.
- *Talent Attraction and Retention* – *With a low unemployment rate and continuing economic growth, the talent pool is not large enough to meet the needs of employers. Stakeholders are looking to strategies to attract talent to the state and retain students to work in New Hampshire.*
- *Addressing Barriers to Entering the Workforce* – Also due to a low unemployment rate, many in the available talent pool are experiencing barriers to finding employment, the most commonly mentioned including housing, transportation, and childcare.
- *Youth Strategies* – Grow the future workforce from within by focusing on strong youth programming including career awareness, exploration, and exposure. This is key to expanding the talent pool and retaining talent in the state and should start even younger than in high school.
- *Sector engagement* – New Hampshire has been successful in supporting the Sector Partnership Initiative, and should continue to promote sector-based activities for employer engagement.
- *Career Pathways* – Ensure that pathways are articulated for all levels of workers, are disseminated to all populations, and include a focus on foundational skills.
- *Leverage and diversify funding* – With limited resources, stakeholders emphasized a focus on efficiency in services to ensure resources are maximized.
- *Share Best Practices* – There are significant successes happening all across the state and partners are willing to work together and share their best practices to expand proven strategies.
- *Outreach and marketing* – Continue to be a trusted partner and ensure that businesses and jobseekers are aware of the services available to them

STRATEGIC PLAN

Based on this input, the State Workforce Innovation Board identified five goals and

accompanying strategies to form a strategic plan that will guide the work of New Hampshire's workforce system for the next four years.

New Hampshire's workforce system has a strong foundation for collaboration and alignment that will be the basis for the execution of the strategic plan. The SWIB will provide oversight in managing and monitoring the progress of the plan to completion, while a variety of subcommittees and interagency work groups will assist with carrying out the implementation activities. These groups, discussed extensively in this plan include:

- Executive Committee
- NH Works Consortium
- Performance and Evaluation Committee
- Sector Partnership Initiative Committee
- Strategic Planning Committee
- Interagency Directors Group
- Youth Interagency Directors Group
- Interagency Business Team
- Professional Development Team
- Sector Strategy Team

GOALS AND STRATEGIES

The goals and strategies that have been identified focus on high quality, effective, and appropriate services to business and jobseeker customers, ensuring the structure is in place to sustain such services, and proactively spreading awareness for optimal utilization. The following table shows the goals and strategies that make up the strategic plan. Each is discussed in depth within the Strategic Planning Elements of this Combined State Plan.

Goal 1: Promote services available through the talent development system to support businesses and individuals.

- **Strategy 1.1** Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals, underemployed individuals, youth, etc.).
- **Strategy 1.2** Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth.

Goal 2: Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

- **Strategy 2.1** Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).
- **Strategy 2.2** Continue supporting and strengthening the talent development system partnerships through professional development, peer-to-peer contact, data sharing, and communication.

Goal 3: Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

- **Strategy 3.1** Leverage current industry-driven sector partnerships throughout the state and support their expansion.
- **Strategy 3.2** Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols.
- **Strategy 3.3** Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels.
- **Strategy 3.4** Provide the talent development system with data analytics that provide in-depth analysis of national, state, and local labor market information.
- **Strategy 3.5** Explore ways to collect data that would allow for tracking metrics that currently do not exist (e.g. non-degree credential attainment).

Goal 4: Create a talent development system that leverages talent attraction, retention and development strategies.

- **Strategy 4.1** Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education.
- **Strategy 4.2** Work with public and private K-12 education, career and technical education, adult education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline.
- **Strategy 4.3** Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.
- **Strategy 4.4** Develop an inclusive talent pipeline by creating targeted strategies for

working with under-represented populations, such as seniors, veterans, immigrants, refugees, etc.

Goal 5: Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

- **Strategy 5.1** Expand the infrastructure for businesses and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.).
 - **5.1.A** Map the existing resources and assets to support work-based learning in New Hampshire.
 - **5.1.B** Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives.
 - **5.1.C** Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities.
- **Strategy 5.2** Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and “system lingo” and streamlining access to work-and-learn opportunities and other system services.
- **Strategy 5.3** Ensure career pathways include opportunities to develop foundational skills.
 - **5.3.A** Maintain adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent.
 - **5.3.B** Utilize WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development.

5.3.C Continue the expansion of sector-based industry specific training credentials.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3g, Establish Subcommittee Membership

Background:

The State Workforce Innovation Board (SWIB) is appointed by the Governor and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state and overseeing the Governor’s state workforce development initiatives. The SWIB is comprised of business owners, union representatives, state legislators, statewide agency heads, local elected officials, and representatives from other workforce partners at the State level.

OWO Staff Recommendation:

The bylaws of the SWIB have not been updated in several years. Staff recommend the creation of the Bylaw Review Subcommittee of the SWIB with a membership of 3 board members.

Requested Action:

Creation of the Bylaw Subcommittee and appointment of its membership to review and submit for future approval bylaws for the SWIB.

Draft Motion:

The SWIB shall create a Bylaw Review Subcommittee with no more than 3 board members. The Chair of the Board shall appoint the members and the subcommittee will receive staff support from the Office of Workforce Opportunity.



SWIB MEETING DATE: 2/3/2021
AGENDA ITEM: 3h, SWIB Meeting Dates for 2021

Background:

The State Workforce Innovation Board (SWIB) is appointed by the Governor and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state and overseeing the Governor’s state workforce development initiatives. The SWIB is comprised of business owners, union representatives, state legislators, statewide agency heads, local elected officials, and representatives from other workforce partners at the State level.

The current bylaws require 3 meetings a year and a schedule of the meetings to be developed annually.

OWO Staff Recommendation:

That the SWIB approve the next two meeting dates to ensure that staff have time to provide updates, reports and information to the Board on a scheduled and regular basis. Further, regular and scheduled board meetings will allow for the Board to better prepare for meetings and propose topics for discussion. Lastly, with an approved meeting calendar board members can ensure that they are available for meetings.

Staff will propose meeting dates and times for SWIB meetings for 2022 at the October SWIB meeting.

Requested Action:

Approval of the next two proposed meetings dates and times for 2021.

Draft Motion:

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on June 8, 2021 at 1:00pm and October 19, 2021 at 1:00pm.



Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LLSIL	Lower Living Standard Income Levels
ABE	Adult Basic Education	LMI	Labor Market Information
ADA	Americans with Disabilities Act	LTU	Long-term Unemployed
AJC	Americas Job Centers (One Stop Centers)	LVER	Local Veterans Employment Representative
AWEP	Adult Work Experience Program	MIS	Management Information System
BEA	Business and Economic Affairs	MOU	Memorandum of Agreement
BLS	Bureau of Labor Statistics	MSFW	Memorandum of Understanding
BMCAP	Belknap-Merrimack Community Action Program	MSHA	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	NASWA	National Association of State Workforce Agencies
CAP	Community Action Program	NAWB	National Association of Workforce Boards
CBO	Community Based Organization	NGA	National Governor's Association
CCSNH	Community College System of New Hampshire	NHDOL	NH Department of Labor
CEO	Chief Elected Official or Chief Executive Officer	NHEP	NH Employment Program
CSBG	Community Service Block Grant	NHES	NH Employment Security
CTES	Career Technical Education Schools	NOO	Notice of Obligation
DED	Division of Economic Development	O*NET	The Nation's Occupational Information System
DHHS	Department of Health and Human Services	OIG	Office of Inspector General
DOE	Department of Education	OJT	On the Job Training
DOL	Department of Labor (USDOL) (NHDOL)	OMB	Office of Management & Budget
DVOP	Disabled Veterans Outreach Program	OSY	Out-of-School Youth
EEO	Equal Employment Opportunity	OWO	Office of Workforce Opportunity
ELMI	Economic & Labor Market Information Bureau	PACIA	Performance Accountability & Customer Information Agency
ES	Employment Services	RFP	Request for Proposals
ESL	English as a Second Language	SCSEP	Senior Community Services Employment Program
ETA	Employment & Training Administration US DOL	SDA	Service Delivery Area
ETEAMS	WIOA Case Management System	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
ETP (L)	Eligible Training Provider (List)	SNHS	Southern New Hampshire Services

FUTA	Federal Unemployment Taxes	SWIB	State Workforce Innovation Board
GAO	General Accounting Office (Washington DC)	TANF	Temporary Assistance for Needy Families
HIPAA	General Education Development	TRA	Trade Readjustment Allowance
IDG	Health Insurance Portability and Accountability Act	UI	Unemployment Insurance
ISS	Interagency Directors Group	VOC ED	Vocational Education
ISY	In-School Youth	VR	Vocational Rehabilitation Agency (Voc.Rehab.)
IT	Information Technology	WARN	Worker Adjustment & Retraining Notification Act
ITA	Individual Training Account	WIOA	Workforce Innovation Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
PIRL	Participant Information Record Layout (WIOA)	YY	Younger Youth



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