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## **State Workforce Innovation Board Program Year 2023 – Meeting 3**

**October 17, 2023,  
1:00pm – 1:30pm**

### **Meeting Location:**

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



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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 2023 Meeting 3

October 17, 2023

1:00 pm

### Agenda

1. 1:00pm--Call to Order:
  - 1a. Roll Call
  - 1b. Approval of June 6, 2023, Meeting Minutes.....4
  - 1c. Welcome
  - 1d. Public Comment
  
2. 1:10pm—Informational Items
  - 2a. Rapid Response update.....[87](#)
  - 2b. Financial Update.....[89](#)
  - 2c. Performance Update.....[94](#)
  - 2d. PY22 Year End Program Performance Updates.....[96](#)
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  - 2f. PY22 VIP Updates and Year End Program Performance.....[123](#)
  - 2g. PY22 WIOA Annual Monitoring.....[134](#)
  - 2h. Program Success Stories.....[144](#)
  
3. 1:25pm—Board Motions & Discussion
  - 3a. SNAP E&T State Plan.....[167](#)
  - 3b. One Stop Certification.....[168](#)
  - 3c. SWIB Meeting Dates for 2024.....[174](#)
  - 3d. Topics for February 6, 2024, Meeting.....[175](#)
  - 3e. Board Motions and General Discussion.....[176](#)

1:30pm—Adjourn

Next Meeting: February 6, 2024



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 1b. June 6, 2023, Meeting Minutes

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## **Workforce Innovation Board (SWIB)**

### **Program Year 2023 Meeting**

**June 6, 2023**

**1:00pm**

#### **Board Members:**

Jim Alden

Rick Bartle

Jo Brown

Kelly Clark

George Copadis

Bruce Crochetier

Mary Crowley

George Hansel

Cynthia Harrington

Lisa Hinson-Hatz

Candace Hyde

Michael Kane

Shane Long

LoriAnn Lundergan

Larry Major

Jim Proulx



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Shannon Reid

Tim Sink



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## AGENDA

1. 1:00pm--Call to Order:
  - 1a. Roll Call
  - 1b. Approval of February 7, 2023 Meeting Minutes
  - 1c. Welcome
  - 1d. Public Comment
  
2. 1:10pm—Informational Items
  - 2a. Participant Showcase Presenters
  - 2b. Rapid Response update
  - 2c. Financial Update
  - 2d. a) Performance update  
b) PY 22 Q3 Performance Summary
  - 2e. Subcommittee Reports
  - 2f. Program Success Stories
  
3. 2:30pm—Board Motions & Discussion
  - 3a. One Stop Certification
  - 3b. ETPL High Demand Exclusion Process
  - 3c. PY2023 Distribution of Funds
  - 3d. Topics for October 17, 2023, Meeting
  - 3e. Board Motions and General Discussion

4:00pm—Adjourn

Next Meeting: October 17, 2023



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P R O C E E D I N G S

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

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

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

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

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



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

JOE DOIRON: Thank you, Mr. Chairman.

MICHAEL KANE: You're welcome.

JOE DOIRON: Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Thank you. Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Thank you. Joseph Alexander?

[Pause]

JOE DOIRON: Kevin Avard?

[Pause]

JOE DOIRON: Rick Bartle?

RICK BARTLE: Here.

JOE DOIRON: Thank you. Christine Brennan?

[Pause]

JOE DOIRON: Thank you. Jo Brown?

JO BROWN: Here.

JOE DOIRON: Thank you. Anya Burzynski?

[Pause]

JOE DOIRON: Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Thank you. Kenneth Clinton?





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[Pause]

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Adam Crepeau?

[Pause]

Bruce Crochetiere?

BRUCE CROCHETIERE: Here.

JOE DOIRON: Thank you. Mary Crowley?

MARY CROWLEY: Here.

JOE DOIRON: Thank you. Tiler Eaton?

[Pause]

JOE DOIRON: Patrick Fall?

[Pause]

JOE DOIRON: George Hansel?

[Pause]

GEORGE HANSEL: Here.

JOE DOIRON: Thank you. Cynthia Harrington?

CYNTHIA HARRINGTON: Here.

JOE DOIRON: Thank you. John Hennessey?

[Pause]

Lisa Hinson-Hatz?



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LISA HINSON-HATZ: Here.

JOE DOIRON: Thank you. Candace Hyde?

CANDACE HYDE: Here.

JOE DOIRON: Thank you. Michael Kane?

MICHAEL KANE: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Justin Kantar?

[Pause]

JOE DOIRON: Shane Long?

SHANE LONG: Here.

JOE DOIRON: Thank you. Donnalee Lozeau?

[Pause]

JOE DOIRON: Lori Ann Lundergan?

LORI ANN LUNDERGAN: Here.

JOE DOIRON: Thank you. Larry Major?

[Pause]

LARRY MAJOR: Here.

JOE DOIRON: Thank you. Ashok Patel?

[Pause]

JOE DOIRON: Jim Proulx?

JIM PROULX: Here.

JOE DOIRON: Thank you. Shannon Reid?



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SHANNON REID: Here.

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

Tim Sink arrived at 1:17pm

JOE DOIRON: Gary Thomas?

[Pause]

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

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

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

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

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

SHANNON REID: No. Thank you.

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

MAYOR JB: So moved.

MICHAEL KANE: Great. Second?



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RICK BARTLE: Second.

MICHAEL KANE: Great. All in favor?

THE BOARD: Aye.

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

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

MICHAEL KANE: Great.

JOE DOIRON: Thank you.

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

[Now, do I just keep going?]

JOE DOIRON: Yes, sir.

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

[Pause]

Great. As an aside, I wanted to welcome Amanda



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Poirier -- did I pronounce that correctly?

AMANDA POIRIER: You did.

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

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

Joe, could you please guide us through these items?

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

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



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you all.

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

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

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

JOE DOIRON: Yep.

LISA: -- kick off the showcase?

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



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the packet.

So we're going to start with --

LISA: Joe, sorry.

JOE DOIRON: Oh, that's all right.

LISA: We do have one other substitution.

JOE DOIRON: Yep.

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

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

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

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

First, we came to one of the local -- named the Holy Cross Center in Manchester, New Hampshire. And after that, we



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got involved in IINE, International Institute of New England, and we referred to Southern New Hampshire Services, where I met my career counselor, Jean. And I enrolled in WIOA program.

Move on? It's late.

LISA: You can keep going.

JOE DOIRON: Yeah.

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

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

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

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





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It has three parts. I passed all of them. And also an English exam. I passed it.

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

[Applause]

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

[Applause]

It's a special day for all.

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

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

With Jack, it's really helped me a lot, because, like,



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

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

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

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

So with Ken and Mr. Cannon, my JAG teacher, we kind of



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

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

And, like, it just really helped me a lot get through it get through, like, high school, especially with COVID being a thing. Hybrid learning and online learning is definitely not for me. So, like, having that outlet to go and like, talk to and get help with schoolwork that you can't really reach out to your teacher for was really nice.

[Applause]



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

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

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

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

I am also in the NHEP Program. And I've spent about 20 plus hours a week at My -- in the MyTurn office working on my



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life skills, personal finance, resolving some court issues, doing career expectation, participated in the Youth Justice Steward's Program.

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

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

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

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



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opportunity to help me with resources.

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

[Applause]

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

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

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



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of things, but regardless they said that was my choice, and so, I was forced to resign.

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

So condensed, you know, what is -- try and try. And so, I did and -- Manchester Unemployment Office, and so I struggled, but ultimately got in, but ultimately, I was found eligible. And so, I went on unemployment. And then I was -- you know, I really thought, "Oh, this will be easy" -- you know -- to get a job. I have all kinds of connections in the community; I'd be a social worker for all these years. And I felt like I had a really good job and position in the community.

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



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

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

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

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

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





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

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

And of course at that point the laptop that I had for a number of years decided to die. And then, you know, my brother talked me into getting a Chromebook. Well, the Chromebook doesn't work with all of the Microsoft products.

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



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

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

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

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

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



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was given the position. And here I am five months later.

[Applause]

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

Раслан Кослан(phonetic/): Yeah, yeah.

JOE DOIRON: Would you mind sharing with us?

RASLAN KOSLAN: Hi. My name is Raslan Koslan. I'm from Ukraine. I have three small children -- two boys and one girl. My family and I came to America under the Ukrainian Program. We moved to America eight months ago because, you know, war broke out in the country. I worked as an electrician. Since we had no experience America, we were connected to this program to help us adopt and build the necessary knowledge that will help us find the job.

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

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



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with my career counselor, I decided to choose the Dislocation Program.

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

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

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

[Applause]

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

MICHAEL KANE: Absolutely.

JOE DOIRON: -- for the participants?

MICHAEL KANE: You bet. Any questions?

JO BROWN: Mr. Chairman?

MICHAEL KANE: Yes.

JO BROWN: Dr. -- and I'm not going to be able to say your name -- I read through your story and I was amazed a)at



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your tenacity that going through seven days a week it sounded like 365 days a year and that it also impressed too that the training that you did have, in Iran, obviously, I was pleased to see you didn't have to go through, like, another five years of medical school or something with -- that an area that you already are expert in.

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

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

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

I just -- I don't know how you do it. I mean, just to get over here intact with your family and everything, and then



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jump right in. In less than a year you've been able to do all this again speaks to the support that this group that again provides for them.

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

[Applause]

MICHAEL KANE: Yes.

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

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

BOARD: Wow.

PARTICIPANT: Thank you.

[Applause]

PARTICIPANT: And Carly -- so they're sitting right



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next to me. I think that was fate.

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

PARTICIPANT: Thank you for having us.

PARTICIPANT: Yes, thank you.

PARTICIPANT: Thank you.

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

[Applause]

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

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

But also a huge shout out to the folks sitting behind, which is Staff from we have Southern New Hampshire Services, we have New Hampshire Jobs for America's Graduates, MyTurn, Employment Security who operates our Dislocated Worker Program,



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and the International Institute of Northern New England, who is one of our VIP Partners along with Southern New Hampshire Services.

So we have a really great team here in New Hampshire. I think we do it very uniquely. You know, I'm of course saying that to the -- with the Feds in the room, and we do it cost-effectively and very well might I add. Getting ready for that audit in a few years.

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

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

[Applause]

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

[Pause]

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

MICHAEL KANE: Sure.





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

JIMMY HINSON (phonetic): Of course.

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

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

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

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

These 35 -- well 39 Rapid Responses impact about 1700 employees. Again, when this was written we were looking at about 1090 workers. We're looking at logistics, retail, hospitality, manufacturing, environmental services, education,



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communication, child care, technology and health care. So it didn't just focus on one, it kind of ran the gamut.

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

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

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

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

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

SHANNON REID: You list -- among the sectors, the



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industry sectors, it had some Rapid Response activity, you list health care. Could you talk a little bit more about that? Health care is a field that's -- some people are in great demand; employees are in great demand. So I'm --

JIMMY HINSON: Right.

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

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

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

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

But on the reverse side, we work with our NH Works and



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Employment Security Partners; we find them jobs really quick. So I think that's one thing that I can't really capture what are the reasons getting those jobs automatically in there. But --

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

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

JIM HINSON: Yeah.

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

JIMMY HINSON: I know they're getting jobs.

PARTICIPANT: Yeah. They are getting jobs.

JIMMY HINSON: Yeah.

PARTICIPANT: There's no question. Otherwise, it would be reflected in our numbers and the weekly pay.



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JIMMY HINSON: It would be. Thank you.

PARTICIPANT: Thank you.

JOE DOIRON: And we're going to go back to 2b.

because we were anticipating some tech issues because that's what always happens with the presentations. So we beat expectations -- great job, Lisa. So take it away, Lisa.

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

PARTICIPANT: Well, she resolved the tech issues.

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

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

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

As I'm sure any of you will remember, I think it was around this time last year maybe early spring of 2022 that the Department of Business and Economic Affairs Office and Workforce



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Opportunity had released an RFP for the vibrant, inclusive and prosperous workforce program that we've come to know as the VIP Workforce program today.

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

Thank you, Lisa.

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

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

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



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two initiatives. I think there's some distinct differences between the two proposals.

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

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

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

It wasn't always situation where we felt like we really wanted to focus in on one, two, or even a few of those target populations. We felt like it was in our best interest to try to, again, cast a wide net and see if we could create youth partnerships and pipelines with any of the organizations that



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are working with some of these particular target populations.

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

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

From there, we're really taking a proactive approach to just go ahead and try to get to the conversation started, arrange meetings to meet with those, you know, specific entities to talk a little bit more about the WIOA Adult program, the vast menu of services that are available and the ways in which they can -- you know, really help to provide a tremendous benefit to the participants that they are working with, along with the new source of funding through the VIP Initiative, which allows for





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more in-depth levels of technical assistance and so forth to be provided to try to work with folks through.

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

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

So with this -- you know, the additional VIP funding, you know, our goal is to really at that point tap into some of our existing WIOA Adult Staff that are very well-seasoned on all of this and really kind of stop and provide more in-depth levels of technical assistance to help them secure all the documents, work with the application. Don't get off track. You know, really be there to -- to hold their hands through the process.



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

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

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

And by adhering to, you know, much more -- you know, stringent interpretation of some of the eligibility criteria, you know, I think it really does leave a lot of people on the outside looking in that unfortunately hadn't been able to utilize the wonderful services that are available in that regard



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has really allowed more and more New Hampshire residents to be able to take advantage of some of the services that are available.

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

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

And I feel like today some of those changes -- and, you know, the additional outreach that's being done, I feel like we're in a much better position to be able to have a yes behind, you know, some of those referrals and be more inclusive, you know? And help people gain access to the program.

In the interest of time, I won't take too much of a deep dive into this here. But, as you can see in the screen,



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what these figures represent are the individual target populations that we're working to try to create more pipelines and partnerships with. And just providing some of the figures through the first three-quarters of this initiative.

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

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

So with all of the different organizations that we've been connected to, there's been -- again, through the first three-quarters 202 potential applicants that we've been able to connect with, spend a little bit more time working with them to discuss the services that are available through the program, discuss the labor market information, trainings that are available and -- you know, just to try to, you know, create some enticement there.



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

We can go to the next slide.

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

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

So, you know, not earth-shattering numbers, but certainly a sign of success that we're happy with. There have been 308 individuals that received occupational skills training



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through the Adult Program. This -- again, that figure represents 141 percent of the annual goal.

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

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

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

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

HENRY HARRIS: Hi, everyone. Just a little background



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about the International Institute of New England: We resettle refugees worldwide. We respond to humanitarian crises like the War in -- the evacuation of Afghanistan and the War on Ukraine.

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

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

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

So we did that in a couple of ways. We know through our case management data that, you know, we can look at -- we can do some data mining and find out that -- where people's English skills sets are that are appropriate for WIOA to really hit the ground running in a fast pace.

And, you know, really looking for where people are on the pay scale so that it's an elevator speech for us to get



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motivation from the clients who have been here.

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

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

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

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

And I think for future expansion, we can take this model and bring it to any industry and write curriculum for it





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and work with WIOA. It's a great partnership. And I think there's room for growth, and to meet the needs of businesses in New Hampshire that are facing the aging state, kind of --

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

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

And just to put it in perspective, this group, when the evacuation first started, Manchester received 87 clients the week of Thanksgiving. They all came within days, hours of each other. And we basically had to scramble to get departments, to put them in hotels. We didn't know what we were going to do.

But we were very successful getting jobs in manufacturing. And, you know, we supported them with transportation to the WIOA program, translation services -- all of that allowed them to get some really high-paying jobs to, you



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know, as they're coming here with little and with no English skills and no one in the employment field, everyone was a little skeptical how were we supposed to work?

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

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

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

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



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indiscernible] for Success program.

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

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

So it's off to a good start.

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

MATT RUSSELL: Yep.

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



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right?

MATT RUSSELL: Sure.

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

MATT RUSSELL: Yep.

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

MATT RUSSELL: To be honest, I think it's the amount of documentation that's required. Just the application process -- I hate to say that, but I do think that -- I see some nodding of the heads, and I don't think I'm probably unique in that. You know, oftentimes we chalk it up to the cost of business doing business.

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



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and it slows down the process.

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

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

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

RICK BARTLE: -- trying to utilities.

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

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

RICK BARTLE: Does this -- is this sort of in keeping



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

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

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

You know, we didn't have a great process for tracking people that never really go anywhere, if that makes sense. So now, if I'm a person that simply finds my contact information and expresses an interest in the program and drops me their e-mail address to write a little bit more, like, I can dump them into a spreadsheet now where I'm going to track what happens with them, which we didn't always have something like that in place.

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



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

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

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

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



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could still most certainly be --

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

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

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

You've got a guy, right as an example, he's already an electrician, right? This should be -- is there -- are there opportunities with businesses to create a pool for hey, you know what? I would support -- you know, be willing to support





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somebody that has a background and just needs to be trained up in -- and licensed, say, in whatever field of in the trades in particular.

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

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

JIM PROULX: -- vehicle --

PARTICIPANT: Tradesman.

JIM PROULX: Yep.

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

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



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associated with that -- that language barrier.

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

PARTICIPANT: Yeah, you're right.

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

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

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



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willing to offer paid onsite England classes, let's say.

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

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

PARTICIPANT: Oh, sorry. Yes.

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

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

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



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they're working with to just provide more of an introduction to the services.

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

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

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

JO BROWN: Thank you.

PARTICIPANT: Fire away.

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

PARTICIPANT: My goodness, I've got a unique way of



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

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

PARTICIPANT: Yeah, so we do a lot of -- you know, vetting for volunteers. It's really word of mouth and kind of block by block as we spread out. And, you know, we get a successful placement somewhere, we can look for somewhere else.

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

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

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

PARTICIPANT: Cynthia, did you have a question?



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

PARTICIPANT: Yeah, absolutely. I mean, I think the conversation we've had -- so when Afghan arrivals first came, we had a lot of people calendar in. And they were all over the state. And then, like, most of our clients come to the greater Manchester area because transportation's a challenge.

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

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

So just kind of having a realistic conversation and, like, let's discuss all options and get the big picture. The



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initial wave we had a lot of employers, because that was during a very dark time when there was a lot of people just not working. So they were like, "Okay."

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

CYNTHIA HARRINGTON: I'll follow up with you.

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

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

That would just be my only reservation. I feel like sometimes we do get employers, that they track you down. You



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know, they want to talk more about what we're able to provide them with. And when they realize that we don't necessarily have 40 people, that we're -- like, we're not a staffing agency that's just going to send people over like that.

I think more of, like, a talent development system. We're working more with, like, those individual applicants that came through the program to get the training that's going to put them on a pathway to easily compete for some of these good jobs.

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

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

MICHAEL KANE: I can't see your name.

GEORGE HANSEL: George Hansel.

JOE DOIRON: George.

MICHAEL KANE: George? Sorry.

GEORGE HANSEL: George Hansel. Along those same lines





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

No one's doing exactly what you're talking about here, just to -- I know that there's a lot of will from employers and folks to start engaging in this type of activity. We're sponsoring a -- one Afghan family up there, and I don't think he's been employed yet. The --

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

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

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

There are a lot of times you do see them settled in,



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initiatives occurring in certain areas of the state, like even the general [01:21:57 indiscernible new year] at first was kind of an outlier, right?

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

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

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

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

So we're kind of working on those things. I would be



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

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

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

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

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

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



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

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

MICHAEL KANE: Oh, great. Lori, sorry.

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

CYNTHIA HARRINGTON: Mm-hm.

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

Again, that's just a massive labor undertaking. But could we create, or could someone help create a network that



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when you do need help from someone, you could put it out? A lot of bigger corporations in New Hampshire are going under DEI Initiatives, our largest employer, but really looking to diversify the workforces that we have and provide that opportunity for inclusion and inequality.

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

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

PARTICIPANT: I like the idea.

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

LORI LUNDEGRAN: Yeah.

GEORGE HANSEL: I'd like to --

LORI LUNDEGRAN: Absolutely.

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



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LORI LUNDEGRAN: Yeah.

GEORGE HANSEL: You know?

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

GEORGE HANSEL: Sure.

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

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

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

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

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



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PARTICIPANT: Just try to shamelessly throw it out there.

[Laughter]

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

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

[Applause]

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

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

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



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and all that sort of stuff.

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

BOARD: [Laughter]

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

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

If you notice, Barbara isn't here because she's in Ireland right now. I'm hoping she comes back, and that's a trip that she had planned because of COVID. It got pushed back. So that's where Barbara is.

But on top of that all, Barbara Shea: That opens up her Youth -- the Youth Program Specialist position. I'm very





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pleased to announced that Melissa Salmon (phonetic) will be assuming that role in a week or two. So just wanted to announce a few Staffing changes. So if you could give them a round of applause.

[Applause]

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

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

MICHAEL KANE: Any questions?

JOE DOIRON: And we're also very thankful, because it's a language that's better spoken by Barbara. So -- so item 2e. Is a Performance Update, which is, Mr. Chairman, if there are any questions, Lisa is happy to entertain them.

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

JOE DOIRON: Item 2f. you'll find reports from the



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

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

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

Lisa discussed the barriers and the way forward with an exception process that providers could use when a program was not listed on the HDO list, the High-Demand Occupations list. Both of the Chairs endorsed the idea of the exception process. So it was determined that we're going to look at that and take the lead on the approval of any documents and policy changes for that area.

And we were going to be bringing this I think to the SWIB at a future meeting, so I just -- apologize for not having



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a report in there. and I'll make sure for next time.

Thank you.

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

MICHAEL KANE: Please do.

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

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

JOE DOIRON: Oh, the awards. No?

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

JOE DOIRON: Yeah, the awards.

LISA GERRARD: Okay.

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

LISA GERRARD: Mm-hm.

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



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COMMISSIONER GEORGE COPADIS: Looking forward to it.

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

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

The next meeting is October --

LISA GERRARD: 17.

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

We actually worked with Thomas P. Miller Associates on the last go-around, so what's really helpful there is they know who we are. They've done other work for us, so they know -- they know the players, they know who we've talked to. We



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don't have to educate them on our very unique system here in New Hampshire.

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

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

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

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



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MICHAEL KANE: Keep going.

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

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

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

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



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

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

PARTICIPANT: So moved.

PARTICIPANT: Second.

MICHAEL KANE: All in favor?

BOARD: [Aye.]

MICHAEL KANE: All opposed?

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

All right. Item 3b. is what Lisa Hinson-Hatz was mentioning earlier about the High-Demand Occupation Exemption process. What we're looking here today is essentially for a



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waiver to our existing policies to add emerging and other niche industries to our High-Demand Occupation list. Being on the High-Demand Occupation list allows for us to unlock the funding, so to speak, for different training opportunities.

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

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

Air traffic controllers, you know we have -- you know, we have a -- that's a very small niche industry, but as somebody who's flown on a few planes recently, is very, very important.





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And also, too, the community college system has provided some new really great training for that here in New Hampshire where we can be a hub.

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

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

LISA GERRARD: Yes.

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

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

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



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from the SWIB themselves.

PARTICIPANT: So moved.

PARTICIPANT: Second.

KELLY CLARK: Second.

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

BOARD: "Aye."

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

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

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

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



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

Our allocations from last year to this year across the board went down about 8 percent, which we expected because we're back around pre-pandemic level for funding. The last three years we've gotten excess money due to the pandemic and the rise in unemployment. But we're back down from last year to this year about 50 percent across each program.

MICHAEL KANE: Do we have a motion?

JOE DOIRON: We do.

MICHAEL KANE: Great.

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

PARTICIPANT: Second.

GEORGE HANSEL: Second by George Hansel.

MICHAEL KANE: Great. All in favor?

BOARD: Aye.

MICHAEL KANE: All opposed?

JOE DOIRON: If I could turn everyone's attention to the yellow piece of paper that's in front of you. So we try and



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get the packets out as quickly as possible. We have to kill several trees in order to get it done and get it on the website and publicly post. So things do come up.

So we have -- the yellow piece of paper is on the New Hampshire Works website as Addendum 1. So turning your attention to the bright yellow piece of paper. So our partner is in Adult Education, which is a core-required partner for us with WIOA. Essentially has asked Staff on behalf of the SWIB to look at the processes and procedures for a round of grants that they had before.

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

So it was our job to just take a look and make sure that the process was followed, the stuff that they were doing



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was in alignment with our State plan, which we determined it was, and we have to bring the motion up today to make it clean and certify that we did our jobs, that sort of thing.

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

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

TIM SINK: Second.

MICHAEL KANE: Thank you. All in favor?

BOARD: "Aye."

MICHAEL KANE: All opposed? Okay.

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

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



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MICHAEL KANE: Do we have any requests? Nope.

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

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

JOE DOIRON: No, sir.

MICHAEL KANE: Yep.

PARTICIPANT: Motion to adjourn.

PARTICIPANT: Second.

MICHAEL KANE: Motion to adjourn, second. All in

favor?

BOARD: "Aye."

MICHAEL KANE: All opposed?

COLLECTIVE: Thank you.

PARTICIPANT: Congratulations, Melissa.

MELISSA SALMON: Thank you so much.

[End of Proceedings]



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2a. (1) Rapid Response End of Year Report

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The Office of Workforce Opportunity (OWO) ended the July 1, 2022 – June 30, 2023, reporting year, documenting 40 Rapid Response Activities that affected 1764 workers, which is a noticeable increase from the last 2 years. Based on last year’s numbers, we documented 14 Rapid Response Activities that affected 784 workers. Throughout this year, all Rapid Response Sessions were offered as “in person” events to all businesses announcing closures and/or substantial layoffs (25+ RR). Final numbers indicate that 155 workers attended one of our “in person” Rapid Response sessions in 2022/23. Industry’s affected were retail, health care, manufacturing, insurance, trucking, services, childcare and hospitality. While then number of “in person” attendance is lower than expected, it is important to remember that several of these businesses either “closed without notice”, benefited from Layoff Aversion efforts or workers had numerous job opportunities in the local area, so Rapid Response services were not needed.

Through ongoing engagement, partnerships, and relationship building activities with businesses and community partners, NH Works continues to assist many laid off workers identify new career opportunities. We meet these challenges by collaborating with the business, working individually with workers, identifying training opportunities (WIOA Dislocated Worker Program), and promoting job fairs in local areas impacted by the layoff or closure. When possible, we assist employers in managing reductions in force, which may include early identification of companies at risk of layoffs, assessment of their needs and the delivery of services to address these needs. Layoff Aversion activities for the current reporting year, has contributed to the reduction of layoffs by approximately 305 workers (40 Cooper Products, 85 PMC Medical, 118 Legacy by Gersh at Crotched Mountain, 40 Hunter’s Shop & Save, 22 Dartmouth Medical Center).

As we transition into the new 2023/2024 reporting year, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will use Zoom video conferencing and our [NH Rapid Response webpage](#) as resources as needed. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

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



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2a. (2) Rapid Response Update

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Transitioning into the first quarter of the current reporting year, (July 1, 2023, to Present) there was a noticeable jump in Rapid Response request from the previous year. From July 1, 2023, to present, we have documented fourteen (14) Rapid Response Activities across New Hampshire, which is eight (8) more than this time last year. These fourteen (14) Rapid Responses affected 520 workers and impacted logistics, retail, higher education, and manufacturing.

The majority of Rapid Response Sessions were held in person, but we are continuing to use “live” Zoom video conferencing and our [NH Rapid Response Webpage](#) as resources when needed. With the unemployment rate remaining to stay low, and to ensure we meet the needs of our employers and workers, we continue to support smaller number layoffs. This includes all layoffs or closures that fall under or go over the mandatory response number of 25.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will continue to provide follow-up and best practices training to Rapid Response Facilitators as needed. At the time of this report, OWO has visited all twelve (12) NH Works Offices and continue to stop by, whenever we are working in the area. Our goal in 2023/24, will be to re-visit all NH Works locations before the end of the fiscal year. This gives OWO the opportunity to meet new field staff, update marketing handouts and ensure each presenter is comfortable with our Rapid Response presentation materials.





SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2b. Fiscal Summary

**Background:**

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

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

***PY23Q1 WIOA Title I Financial Update: (as of September 30, 2023)***

**PY20 WIOA Title I:**

The PY20 grant runs from 7/1/2020 through 6/30/2023. The grant had \$5,775,361.92 (99%) expended with a remaining balance of \$84,202.08 and an obligation rate of 99% in the aggregate. The grant is closed.

**PY21 WIOA Title I:**

The PY21 grant runs from 7/1/2021 through 6/30/2024. At the end of the 1st quarter, the grant had \$6,890,078.31 (86%) expended with a remaining balance of \$1,159,832.69 and an obligation rate of 91% in the aggregate.

**PY22 WIOA Title I:**

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 1st quarter, the grant had \$2,478,673.42 (34%) expended with a remaining balance of \$4,853,113.58 and an obligation rate of 86% in the aggregate.

**PY23 WIOA Title I:**

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 1st quarter, the grant had \$0.00 expended with a remaining balance of \$5,760,077.00 and an obligation rate of 81% in the aggregate.

# PY20 WIOA SUMMARY -- as of September 30, 2023

Program Year 2020 --- 7/1/2020 -6/30/2021 FUNDS EXPIRE 6/30/2023

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2023	Remaining Balance 9/30/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 1,906,050.00</b>	<b>\$ 1,906,050.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,906,050.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,754,146.00	\$ 1,754,146.00	\$ -	100%	\$ 1,754,146.00	\$ -	\$ -	100%	100%
Local Admin	\$ 78,757.58	\$ 78,757.58	\$ -	100%	\$ 78,757.58	\$ -	\$ -	100%	100%
System Costs	\$ 73,146.42	\$ 73,146.42	\$ -	100%	\$ 73,146.42	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 918,364.00</b>	<b>\$ 918,364.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,192,748.44</b>	<b>\$ 25,615.56</b>	<b>\$ (274,384.44)</b>	<b>130%</b>	<b>130%</b>
Rapid Response	251,723.00	\$ 251,723.00	\$ -	100%	\$ 251,723.00	\$ -	\$ -	100%	100%
Local Program	749,526.47	\$ 749,526.47	\$ -	100%	\$ 749,526.47	\$ -	\$ -	100%	100%
Local Admin	63,573.53	\$ 63,573.53	\$ -	100%	\$ 37,957.97	\$ 25,615.56	25,615.56	60%	60%
System Costs	153,541.00	\$ 153,541.00	\$ -	100%	\$ 153,541.00	\$ -	\$ -	100%	100%
Transfer to Adult	(300,000.00)	(300,000.00)			\$ -	(300,000.00)			
<b>ADULT</b>	<b>\$ 2,111,220.00</b>	<b>\$ 2,111,220.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,811,220.00</b>	<b>\$ -</b>	<b>\$ 300,000.00</b>	<b>86%</b>	<b>86%</b>
Local Program	1,617,835.71	\$ 1,617,835.71	\$ -	100%	\$ 1,617,835.71	\$ -	\$ -	100%	100%
Local Admin	8,885.18	\$ 8,885.18	\$ -	100%	\$ 8,885.18	\$ -	\$ -	100%	100%
System Costs	184,499.11	\$ 184,499.11	\$ -	100%	\$ 184,499.11	\$ -	\$ -	0%	100%
Transfer to Dislocated W	300,000.00	300,000.00			\$ -	300,000.00			
<b>STATE 15%</b>	<b>\$ 923,930.00</b>	<b>\$ 865,343.48</b>	<b>\$ 58,586.52</b>	<b>94%</b>	<b>\$ 865,343.48</b>	<b>\$ 58,586.52</b>	<b>\$ -</b>	<b>100%</b>	<b>94%</b>
OWO 5%	\$ 307,975.00	\$ 305,529.46	\$ 2,445.54	99%	\$ 305,529.46	\$ 2,445.54	\$ -	100%	99%
Discretionary 10%	615,955.00	\$ 559,814.02	\$ 56,140.98	91%	\$ 559,814.02	\$ 56,140.98	\$ -	100%	91%
<b>TOTALS</b>	<b>\$ 5,859,564.00</b>	<b>\$ 5,800,977.48</b>	<b>\$ 58,586.52</b>	<b>99%</b>	<b>\$ 5,775,361.92</b>	<b>\$ 84,202.08</b>	<b>\$ 25,615.56</b>	<b>100%</b>	<b>99%</b>

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# PY21 WIOA SUMMARY -- as of September 30, 2023

Program Year 2021 --- 7/1/2021 -6/30/2022 FUNDS EXPIRE 6/30/2024

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2023	Remaining Balance 9/30/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,493,257.00</b>	<b>\$ 2,493,257.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,493,257.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,983,067.79	\$ 1,983,067.79	\$ -	100%	\$ 1,983,067.79	\$ -	\$ -	100%	100%
Local Admin	\$ 152,338.21	\$ 152,338.21	\$ -	100%	\$ 152,338.21	\$ -	\$ -	100%	100%
System Costs	\$ 242,851.00	\$ 242,851.00	\$ -	100%	\$ 242,851.00	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,977,497.00</b>	<b>\$ 1,977,497.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,567,175.16</b>	<b>\$ 410,321.84</b>	<b>\$ 410,321.84</b>	<b>79%</b>	<b>79%</b>
Rapid Response	348,970.00	\$ 348,970.00	\$ -	100%	\$ 143,281.61	\$ 205,688.39	205,688.39	41%	41%
Local Program	1,324,638.00	\$ 1,324,638.00	\$ -	100%	\$ 1,324,638.00	\$ -	\$ -	100%	100%
Local Admin	132,464.00	\$ 132,464.00	\$ -	100%	\$ -	\$ 132,464.00	132,464.00	0%	0%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 99,255.55	\$ 72,169.45	72,169.45	58%	58%
Transfer between Adult									
<b>ADULT</b>	<b>\$ 2,371,671.00</b>	<b>\$ 2,371,671.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,360,862.55</b>	<b>\$ 10,808.45</b>	<b>\$ 10,808.45</b>	<b>100%</b>	<b>100%</b>
Local Program	2,194,318.28	\$ 2,194,318.28	\$ -	100%	\$ 2,194,318.28	\$ -	\$ -	100%	100%
Local Admin	5,927.72	\$ 5,927.72	\$ -	100%	\$ 5,927.72	\$ -	\$ -	100%	100%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 160,616.55	\$ 10,808.45	10,808.45	0%	94%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,207,486.00</b>	<b>\$ 468,783.60</b>	<b>\$ 738,702.40</b>	<b>39%</b>	<b>\$ 468,783.60</b>	<b>\$ 738,702.40</b>	<b>\$ -</b>	<b>100%</b>	<b>39%</b>
OWO 5%	\$ 402,494.00	\$ 388,350.60	\$ 14,143.40	96%	\$ 388,350.60	\$ 14,143.40	\$ -	100%	96%
Discretionary 10%	804,992.00	\$ 80,433.00	\$ 724,559.00	10%	\$ 80,433.00	\$ 724,559.00	\$ -	100%	10%
<b>TOTALS</b>	<b>\$ 8,049,911.00</b>	<b>\$ 7,311,208.60</b>	<b>\$ 738,702.40</b>	<b>91%</b>	<b>\$ 6,890,078.31</b>	<b>\$ 1,159,832.69</b>	<b>\$ 421,130.29</b>	<b>94%</b>	<b>86%</b>

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# PY22 WIOA SUMMARY -- as of September 30, 2023

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2023	Remaining Balance 9/30/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,269,007.00</b>	<b>\$ 2,248,647.82</b>	<b>\$ 20,359.18</b>	<b>99%</b>	<b>\$ 570,307.84</b>	<b>\$ 1,698,699.16</b>	<b>\$ 1,678,339.98</b>	<b>25%</b>	<b>25%</b>
Local Program	\$ 1,702,626.00	\$ 1,702,626.00	\$ -	100%	\$ 240,614.94	\$ 1,462,011.06	\$ 1,462,011.06	14%	14%
Local Admin	\$ 170,263.00	\$ 170,263.00	\$ -	100%	\$ -	\$ 170,263.00	\$ 170,263.00	0%	0%
System Costs	\$ 281,118.00	\$ 281,118.00	\$ -	100%	\$ 235,052.08	\$ 46,065.92	\$ 46,065.92	84%	84%
OWO Program	\$ 115,000.00	\$ 94,640.82	\$ 20,359.18	82%	\$ 94,640.82	\$ 20,359.18	\$ -	100%	82%
<b>DISLOCATED WRKR</b>	<b>\$ 1,813,083.00</b>	<b>\$ 1,813,083.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 253,189.34</b>	<b>\$ 1,559,893.66</b>	<b>\$ 1,559,893.66</b>	<b>14%</b>	<b>14%</b>
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ -	\$ 360,205.00	360,205.00	0%	0%
Local Program	1,175,859.00	\$ 1,175,859.00	\$ -	100%	\$ 253,189.34	\$ 922,669.66	922,669.66	22%	22%
Local Admin	116,380.00	\$ 116,380.00	\$ -	100%	\$ -	\$ 116,380.00	116,380.00	0%	0%
System Costs	160,639.00	\$ 160,639.00	\$ -	100%	\$ -	\$ 160,639.00	160,639.00	0%	0%
Transfer between Adult									
<b>ADULT</b>	<b>\$ 2,151,741.00</b>	<b>\$ 2,151,741.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,589,549.16</b>	<b>\$ 562,191.84</b>	<b>\$ 562,191.84</b>	<b>74%</b>	<b>74%</b>
Local Program	1,797,923.00	\$ 1,797,923.00	\$ -	100%	\$ 1,589,508.57	\$ 208,414.43	208,414.43	88%	88%
Local Admin	179,792.00	\$ 179,792.00	\$ -	100%	\$ 40.59	\$ 179,751.41	179,751.41	0%	0%
System Costs	174,026.00	\$ 174,026.00	\$ -	100%	\$ -	\$ 174,026.00	174,026.00	0%	0%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,097,956.00</b>	<b>\$ 65,627.08</b>	<b>\$ 1,032,328.92</b>	<b>6%</b>	<b>\$ 65,627.08</b>	<b>\$ 1,032,328.92</b>	<b>\$ -</b>	<b>100%</b>	<b>6%</b>
OWO 5%	\$ 365,984.00	\$ 65,627.08	\$ 300,356.92	18%	\$ 65,627.08	\$ 300,356.92	\$ -	100%	18%
Discretionary 10%	731,972.00	\$ -	\$ 731,972.00	0%	\$ -	\$ 731,972.00	\$ -	#DIV/0!	0%
<b>TOTALS</b>	<b>\$ 7,331,787.00</b>	<b>\$ 6,279,098.90</b>	<b>\$1,052,688.10</b>	<b>86%</b>	<b>\$ 2,478,673.42</b>	<b>\$ 4,853,113.58</b>	<b>\$ 3,800,425.48</b>	<b>39%</b>	<b>34%</b>

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# PY23 WIOA SUMMARY -- as of September 30, 2023

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2023	Remaining Balance 9/30/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,074,499.00</b>	<b>\$ 1,959,499.00</b>	<b>\$ 115,000.00</b>	<b>94%</b>	<b>\$ -</b>	<b>\$ 2,074,499.00</b>	<b>\$ 1,959,499.00</b>	<b>0%</b>	<b>0%</b>
Local Program	\$ 1,525,801.00	\$ 1,525,801.00	\$ -	100%	\$ -	\$ 1,525,801.00	\$ 1,525,801.00	0%	0%
Local Admin	\$ 152,580.00	\$ 152,580.00	\$ -	100%	\$ -	\$ 152,580.00	\$ 152,580.00	0%	0%
System Costs	\$ 281,118.00	\$ 281,118.00	\$ -	100%	\$ -	\$ 281,118.00	\$ 281,118.00	0%	0%
OWO Program	\$ 115,000.00	\$ -	\$ 115,000.00	0%	\$ -	\$ 115,000.00	\$ -	#DIV/0!	0%
<b>DISLOCATED WRKR</b>	<b>\$ 709,522.00</b>	<b>\$ 709,522.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ -</b>	<b>\$ 709,522.00</b>	<b>\$ 709,522.00</b>	<b>0%</b>	<b>0%</b>
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ -	\$ 330,342.00	330,342.00	0%	0%
Local Program	259,055.00	\$ 259,055.00	\$ -	100%	\$ -	\$ 259,055.00	259,055.00	0%	0%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ -	\$ 120,125.00	120,125.00	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	#DIV/0!	#DIV/0!
Transfer between Adult									
<b>ADULT</b>	<b>\$ 1,970,717.00</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ -</b>	<b>\$ 1,970,717.00</b>	<b>\$ 1,970,717.00</b>	<b>0%</b>	<b>0%</b>
Local Program	1,791,561.00	\$ 1,791,561.00	\$ -	100%	\$ -	\$ 1,791,561.00	1,791,561.00	0%	0%
Local Admin	179,156.00	\$ 179,156.00	\$ -	100%	\$ -	\$ 179,156.00	179,156.00	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	0%	#DIV/0!
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,005,339.00</b>	<b>\$ -</b>	<b>\$ 1,005,339.00</b>	<b>0%</b>	<b>\$ -</b>	<b>\$ 1,005,339.00</b>	<b>\$ -</b>	<b>#DIV/0!</b>	<b>0%</b>
OWO 5%	\$ 335,112.00	\$ -	\$ 335,112.00	0%	\$ -	\$ 335,112.00	\$ -	#DIV/0!	0%
Discretionary 10%	670,227.00	\$ -	\$ 670,227.00	0%	\$ -	\$ 670,227.00	\$ -	#DIV/0!	0%
<b>TOTALS</b>	<b>\$ 5,760,077.00</b>	<b>\$ 4,639,738.00</b>	<b>\$ 1,120,339.00</b>	<b>81%</b>	<b>\$ -</b>	<b>\$ 5,760,077.00</b>	<b>\$ 4,639,738.00</b>	<b>0%</b>	<b>0%</b>

Total Local Admin \$ - #DIV/0! 0.00  
(4,639,738.00)



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2c. Program Performance Update PY22Q4

**Background:**

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker, and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner-Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Attached are the Title I performance outcomes for PY22Q4. (Adult Education reporting is not in a computerized system and staff are working to get their performance data for sharing at a future point.)

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

**PY22Q4 WIOA Title I Program Performance Updates:**

Adult:

In PY22Q4, the WIOA Adult program met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings, and credential rate. However, it failed to meet the measurable skills gain\*.

Dislocated Worker:

In PY22Q4, the WIOA Dislocated Worker program met or exceeded met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings, and credential rate. However, it failed to meet the measurable skills gain\*.

Youth:

In PY22Q4, the WIOA Youth program met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings, and credential rate. However, it failed to meet the measurable skills gain\*.

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

WIOA Quarterly Report: Program Year 2022, Quarter 4 (April 1, 2023 to June 30, 2023)

Performance Summary

Submitted: August 14, 2023

Cumulative Time Period	Performance Item	Program Group	Quarterly <sup>a</sup>		Rolling Four Quarters <sup>b</sup>		Program To Date <sup>c</sup>		PY 2022 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
July 1, 2021 - June 30, 2022	Employment Rate Second Quarter After Exit	Adults	77.9%	53/68	83.4%	161/193	83.9%	213/254	77.5%	62.0%
		Dislocated Workers	83.3%	5/6	81.8%	36/44	74.3%	55/74	83.5%	66.8%
		National Dislocated Worker Grants	100.0%	2/2	87.5%	14/16	86.4%	76/88	83.5%	66.8%
		Youth (Employment, Education or Training Placement Rate)	87.5%	77/88	87.0%	147/169	88.5%	239/270	70.0%	56.0%
January 1, 2021 - December 31, 2021	Median Earnings	Adults	\$9,569		\$8,551		\$8,353		\$6,800	\$5,440
		Dislocated Workers	\$11,327		\$11,096		\$10,919		\$9,000	\$7,200
		National Dislocated Worker Grants	\$11,532		\$7,493		\$8,174		\$9,000	\$7,200
		Youth	\$5,404		\$5,861		\$5,580		\$4,550	\$3,640
April 1, 2020 - March 31, 2021	Employment Rate Fourth Quarter After Exit	Adults	80.4%	37/46	84.8%	123/145	84.8%	123/145	72.0%	57.6%
		Dislocated Workers	66.7%	8/12	67.3%	37/55	67.3%	37/55	81.0%	64.8%
		National Dislocated Worker Grants	100.0%	8/8	80.5%	66/82	80.5%	66/82	81.0%	64.8%
		Youth (Employment, Education or Training Placement Rate)	87.5%	21/24	89.7%	131/146	89.7%	131/146	70.0%	56.0%
July 1, 2021 - June 30, 2022	Credential Rate	Adults	62.1%	18/29	73.7%	73/99	73.7%	73/99	68.0%	54.4%
		Dislocated Workers	60.0%	3/5	71.8%	28/39	71.8%	28/39	69.0%	55.2%
		National Dislocated Worker Grants	87.5%	7/8	74.5%	35/47	74.5%	35/47	69.0%	55.2%
		Youth	63.2%	12/19	81.9%	86/105	81.9%	86/105	70.0%	56.0%
July 1, 2022 - June 30, 2023	Measurable Skills Gains	Adults	32.2%	82/255	74.6%	340/456	81.4%	603/741	66.0%	52.8%
		Dislocated Workers	22.5%	27/120	46.0%	74/161	57.6%	125/217	76.0%	60.8%
		National Dislocated Worker Grants	0.0%	0/1	50.0%	1/2	88.7%	63/71	76.0%	60.8%
		Youth	40.5%	49/121	55.2%	100/181	73.5%	303/412	63.5%	50.8%

Notes:

<sup>a</sup> The Quarterly timeline is the last of the four cumulative quarters:

- April 1, 2022- June 30, 2022 for Employment Rate 2nd Quarter after Exit & Median Earnings.
- October 1, 2021 - December 31, 2021 for Employment Rate 4th Quarter after Exit and Credential Rate.
- April 1, 2023 - June 30, 2023 for Measurable Skill Gains.

<sup>b</sup> Rolling Four Quarters:

- July 1, 2021 - June 30, 2022 for Employment Rate 2nd Quarter after Exit & Median Earnings.
- January 1, 2021 - December 31, 2021 for Employment Rate 4th Quarter after Exit and Credential Rate.
- July 1, 2022 - June 30, 2023 for Measurable Skill Gains.

<sup>c</sup> Program To Date

- July 1, 2016 - June 30, 2022 for Employment Rate 2nd Qtr after Exit & Median Earnings.
- July 1, 2016 - December 31, 2021 for Employment Rate 4th Quarter after Exit and Credential Rate.
- July 1, 2016 - June 30, 2022 For Measurable Skill Gains.

The data are compiled from August 2022 PIRL, NHUIS wage, and SWIS wage data.

\* - indicates that there is no data available.

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

Legend
Exceeds
Meets
Does not meet

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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2d. Year-end Program Performance

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### **Background:**

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Attached are the Title I performance outcomes for PY22.

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

### **PY22 WIOA Title I Program Performance Updates:**

#### Adult:

For PY22, the WIOA Adult program served 740 participants with 553 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

#### Dislocated Worker:

For PY22, the WIOA Dislocated Worker program served 327 participants with 176 participants receiving training services. The program met or exceeded the following performance measures: Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit. The program did not meet the Measurable Skills Gain performance measure.

#### Youth:

For PY22, the WIOA Youth program served 290 participants with 95 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

### **WIOA Title II Adult Education**

For PY22, Adult Education programs served 2679 eligible participants with 17 participants receiving occupational skills training in addition to adult education services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earning, Credential Attainment Rate and Employment in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.





Highlights include 252 participants who attained a high school diploma or equivalency, 10 Integrated Education & Training participants who passed an occupational exam for a recognized postsecondary credential and a 5.98% co-enrollment rate with other core WIOA partners.

**WIOA Title III Wagner Peyser**

For PY22, Wagner Peyser served 10,336 participants with career services. The program met or exceeded all performance measures: Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit and Median Earnings.

**WIOA Title IV Vocational Rehabilitation**

For PY22, Vocational Rehabilitation met or exceeded the following performance measures: Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit. The program did not meet the Measurable Skills Gain performance measure.

Performance Indicator	Target	Actual Rate (RSA)
2 <sup>nd</sup> Quarter After Exit	51.3%	61.8 %
4 <sup>th</sup> Quarter After Exit	53.6%	60.3 %
Medical Earnings (2 <sup>nd</sup> Quarter)	\$4,101	\$4,198.92
Credential Attainment Rate	39.0%	48.9%
Measurable Skill Gain*	61.4%	58.1%

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		Title III Wagner-Peyser	
From ( mm/dd/yyyy ) : 7/1/2022 To ( mm/dd/yyyy ) : 6/30/2023		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	10,336	8,037	\$0	\$0
Training Services				
Percent enrolled in more than one core program:			Percent Admin Expended:	
4.7%			N/A	

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2021-12/31/2021)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					<b>Total Statewide</b>		10,341	8,043	Negotiated Targets		65.5%		64.0%
				Actual	3,312	78.4%	1,281	73.8%	\$10,699				
Sex	Female	5,179	3,895		1,643	77.3%	756	74.2%	\$9,253				
	Male	5,134	4,130		1,664	79.5%	525	73.3%	\$12,403				
Age	< 16	0	0		1	100.0%	1	100.0%	\$5,989				
	16 - 18	62	47		43	84.3%	31	88.6%	\$4,818				
	19 - 24	674	528		212	78.2%	92	72.4%	\$7,637				
	25 - 44	4,289	3,336		1,430	80.3%	616	79.3%	\$10,677				
	45 - 54	2,027	1,594		693	80.4%	249	74.8%	\$12,437				
	55 - 59	1,275	952		372	76.5%	129	69.0%	\$12,517				
	60+	2,014	1,586		561	72.4%	163	59.1%	\$9,765				
Ethnicity/Race	American Indian / Alaska Native	109	84		34	79.1%	9	69.2%	\$10,889				
	Asian	200	135		57	85.1%	29	82.9%	\$12,772				
	Black / African American	350	266		109	75.7%	51	72.9%	\$8,880				
	Hispanic / Latino	270	200		112	83.6%	44	71.0%	\$9,825				
	Native Hawaiian / Pacific Islander	24	21		7	100.0%	2	66.7%	\$9,759				
	White	8,997	7,013		2,959	78.4%	1,135	73.2%	\$10,680				
	More Than One Race	139	115		45	73.8%	14	58.3%	\$10,278				

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	10,341	8,043	Negotiated Targets		65.5%		64.0%	\$7,000				
			Actual	3,312	78.4%	1,281	73.8%	\$10,699				
Displaced Homemakers	2	2		1	100.0%	1	50.0%	\$4,750				
English Language Learners, Low Levels of Literacy, Cultural Barriers	5	4		4	66.7%	0	0.0%	\$20,541				
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	2	0		1	50.0%	2	66.7%	\$5,301				
Ex-offenders	17	8		6	50.0%	4	40.0%	\$11,095				
Homeless Individuals / runaway youth	66	55		27	52.9%	20	62.5%	\$4,531				
Long-term Unemployed (27 or more consecutive weeks)	109	87		58	57.4%	47	60.3%	\$6,689				
Low-Income Individuals	727	523		199	67.9%	68	61.3%	\$8,381				
Migrant and Seasonal Farmworkers	0	0		0		0						
Individuals with Disabilities (incl. youth)	502	365		118	67.8%	65	64.4%	\$7,512				
Single Parents (Incl. single pregnant women)	45	26		23	62.2%	21	70.0%	\$8,351				
Youth in foster care or aged out of system	0	0		0		0						

**ADDITIONAL COMMENTS:**

Certified by SM

<sup>1</sup>Applies to Title I only.

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

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

<sup>4</sup>Barriers 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)**

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PROGRAM WIOA Youth		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 type="checkbox"/>	
From ( mm/dd/yyyy ) : 7/1/2022 To ( mm/dd/yyyy ) : 6/30/2023		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	290	178	\$1,324,298	\$4,567
Training Services	95	43	\$172,067	\$1,811
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
39.3%		2.4%		139.6%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2021-6/30/2022		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2021-12/31/2021)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					<b>Total Statewide</b>		290	178	Negotiated Targets		70.0%		70.0%
				Actual	147	87.0%	131	89.7%	\$5,861	86	81.9%	100	55.2%
Sex	Female	160	82		84	86.6%	80	90.9%	\$5,907	57	83.8%	59	57.8%
	Male	129	96		62	87.3%	51	87.9%	\$5,750	29	78.4%	41	51.9%
Age	< 16	18	1		2	100.0%	3	75.0%	\$1,069	2	50.0%	7	38.9%
	16 - 18	108	85		72	87.8%	48	92.3%	\$5,218	40	88.9%	50	56.2%
	19 - 24	164	92		73	85.9%	80	88.9%	\$7,001	44	78.6%	43	58.1%
	25 - 44	0	0		0		0			0		0	
	45 - 54	0	0		0		0			0		0	
	55 - 59	0	0		0		0			0		0	
	60+	0	0		0		0			0		0	
Ethnicity/Race	American Indian / Alaska Native	2	4		5	100.0%	2	100.0%	\$5,894	1	100.0%	2	100.0%
	Asian	8	2		1	100.0%	2	100.0%	\$815	1	50.0%	2	50.0%
	Black / African American	44	32		24	85.7%	14	100.0%	\$5,270	11	84.6%	17	58.6%
	Hispanic / Latino	74	51		39	83.0%	29	93.5%	\$5,419	21	84.0%	28	58.3%
	Native Hawaiian / Pacific Islander	5	2		0	0.0%	2	66.7%		2	100.0%	4	80.0%
	White	205	125		104	85.2%	104	88.1%	\$5,952	69	82.1%	64	51.2%
	More Than One Race	7	7		5	83.3%	3	75.0%	\$3,383	4	100.0%	3	75.0%

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q4)		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	290	178	Negotiated Targets		70.0%		70.0%	\$4,550		70.0%		63.5%
			Actual	147	87.0%	131	89.7%	\$5,861	86	81.9%	100	55.2%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	272	164		131	87.9%	72	91.1%	\$5,563	50	79.4%	93	54.4%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	29	17		8	66.7%	5	83.3%	\$7,840	4	80.0%	9	69.2%
Homeless Individuals / runaway youth	50	30		15	83.3%	16	88.9%	\$6,433	4	57.1%	13	68.4%
Long-term Unemployed (27 or more consecutive weeks)	58	45		25	69.4%	6	50.0%	\$4,515	4	57.1%	20	46.5%
Low-Income Individuals	247	155		123	86.0%	101	87.8%	\$5,563	64	78.0%	90	55.9%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	111	65		55	84.6%	47	85.5%	\$5,085	40	87.0%	39	49.4%
Single Parents (Incl. single pregnant women)	13	7		11	100.0%	28	93.3%	\$6,358	19	82.6%	6	54.5%
Youth in foster care or aged out of system	1	1		1	100.0%	2	100.0%	\$9,678	0	0.0%	0	0.0%

**ADDITIONAL COMMENTS:**

Certified per JD

<sup>1</sup>Applies to Title I only.

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

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

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

**Public Burden Statement (1205-ONEW)**

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PROGRAM WIOA Dislocated Worker		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From ( mm/dd/yyyy ) : 7/1/2022 To ( mm/dd/yyyy ) : 6/30/2023		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2022-3/31/2023	Funds Expended Cohort Period: 7/1/2022-6/30/2023	Cost Per Participant Served Cohort Period: 7/1/2022-6/30/2023
Career Services	327	75	\$947,024	\$2,896
Training Services	176	31	\$741,307	\$4,212
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
31.3%		97.6%		45.5%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2021-12/31/2021)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					Negotiated Targets								
<b>Total Statewide</b>		327	75			83.5%		81.0%	\$9,000		69.0%		76.0%
				Actual		81.8%		67.3%	\$11,096		71.8%		48.8%
Sex	Female	185	34		16	80.0%	19	73.1%	\$8,856	10	55.6%	43	44.3%
	Male	139	39		20	83.3%	18	62.1%	\$14,864	18	85.7%	36	56.3%
Age	< 16	0	0		0		0			0		0	
	16 - 18	0	0		0		0			0		0	
	19 - 24	6	2		1	100.0%	0		\$10,148	0		2	66.7%
	25 - 44	113	25		8	100.0%	8	80.0%	\$9,066	5	62.5%	31	50.0%
	45 - 54	79	22		9	90.0%	12	80.0%	\$11,327	9	75.0%	18	45.0%
	55 - 59	49	10		5	71.4%	6	60.0%	\$30,962	6	75.0%	10	47.6%
	60+	80	16		13	72.2%	11	55.0%	\$10,770	8	72.7%	18	50.0%
Ethnicity/Race	American Indian / Alaska Native	4	2		1	100.0%	0		\$13,122	0		0	0.0%
	Asian	4	0		2	100.0%	0		\$23,944	0		0	0.0%
	Black / African American	12	2		0		1	100.0%		1	100.0%	2	33.3%
	Hispanic / Latino	14	1		2	100.0%	2	100.0%	\$12,998	0	0.0%	3	33.3%
	Native Hawaiian / Pacific Islander	0	0		0		0			0		0	
	White	283	66		32	80.0%	32	66.7%	\$10,844	23	69.7%	73	50.7%
	More Than One Race	4	1		1	100.0%	0		\$13,122	0		0	0.0%

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	327	75	Negotiated Targets		83.5%		81.0%	\$9,000		69.0%		76.0%
			Actual	36	81.8%	37	67.3%	\$11,096	28	71.8%	79	48.8%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	95	29		6	85.7%	3	100.0%	\$19,136	2	100.0%	25	53.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	7	2		1	50.0%	1	25.0%	\$23,212	2	50.0%	2	66.7%
Homeless Individuals / runaway youth	2	1		1	100.0%	1	100.0%	\$8,845	0		0	
Long-term Unemployed (27 or more consecutive weeks)	21	5		8	61.5%	10	71.4%	\$9,882	4	66.7%	4	40.0%
Low-Income Individuals	156	43		14	77.8%	11	61.1%	\$10,482	7	70.0%	48	60.0%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	36	11		2	100.0%	2	100.0%	\$8,814	0		3	27.3%
Single Parents (Incl. single pregnant women)	14	5		2	100.0%	2	100.0%	\$7,206	1	100.0%	3	60.0%
Youth in foster care or aged out of system	0	0		0		0			0		0	

**ADDITIONAL COMMENTS:**

Certified per JD

<sup>1</sup>Applies to Title I only.  
<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.  
<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.  
<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.  
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PROGRAM WIOA Adult		TITLE (select one):			
STATE: New Hampshire	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		Title III Wagner-Peyser	
From ( mm/dd/yyyy ) : 7/1/2022 To ( mm/dd/yyyy ) : 6/30/2023		Title I Youth		Title IV Vocational Rehabilitation	
		Title I and Title III combined			

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	740	338	\$1,223,161	\$1,653
Training Services	553	247	\$1,667,876	\$3,016
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
41.6%		29.3%		145.2%

BY PARTICIPANT CHARACTERISTICS														
		Total Participants Served Cohort Period: 7/1/2022-6/30/2023	Total Participants Exited Cohort Period: 4/1/2022-3/31/2023		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2021-6/30/2022		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2021-12/31/2021		Median Earnings Cohort Period: 7/1/2021-6/30/2022		Credential Rate <sup>3</sup> (Cohort Period: 1/1/2021-12/31/2021)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2022-6/30/2023	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
<b>Total Statewide</b>		741	339	Negotiated Targets		77.5%		72.0%	\$6,800		68.0%		66.0%	
				Actual	161	83.4%	123	84.8%	\$8,551	73	73.7%	368	79.3%	
Sex	Female	506	223		107	83.6%	85	86.7%	\$7,705	54	76.1%	248	77.3%	
	Male	235	116		54	83.1%	38	80.9%	\$10,793	19	67.9%	120	83.9%	
Age	< 16	0	0		0		0			0		0		
	16 - 18	16	5		0		0			0		11	78.6%	
	19 - 24	128	59		28	93.3%	20	87.0%	\$7,384	11	68.8%	75	78.1%	
	25 - 44	437	203		88	82.2%	67	87.0%	\$8,100	40	67.8%	217	78.3%	
	45 - 54	106	44		20	83.3%	16	94.1%	\$11,046	14	100.0%	46	85.2%	
	55 - 59	32	14		14	82.4%	12	80.0%	\$12,660	4	80.0%	9	69.2%	
	60+	22	14		11	73.3%	8	61.5%	\$8,006	4	80.0%	10	100.0%	
Ethnicity/Race	American Indian / Alaska Native	7	5		1	100.0%	0		\$4,749	0		6	85.7%	
	Asian	48	18		4	66.7%	3	75.0%	\$6,345	2	100.0%	24	85.7%	
	Black / African American	106	40		17	94.4%	9	100.0%	\$17,315	3	75.0%	36	70.6%	
	Hispanic / Latino	91	48		16	100.0%	8	100.0%	\$10,893	5	83.3%	46	80.7%	
	Native Hawaiian / Pacific Islander	2	2		0		1	100.0%		1	100.0%	0		
	White	514	246		133	82.1%	102	82.3%	\$7,991	61	72.6%	275	79.9%	
	More Than One Race	9	4		1	100.0%	3	75.0%	\$4,749	1	50.0%	5	83.3%	



BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	741	339	Negotiated Targets		77.5%		72.0%	\$6,800		68.0%		66.0%
			Actual	161	83.4%	123	84.8%	\$8,551	73	73.7%	368	79.3%
Displaced Homemakers	0	0		0		0			0		0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	428	185		78	83.0%	49	92.5%	\$9,844	25	78.1%	217	82.2%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	17	8		4	80.0%	4	100.0%	\$5,965	3	100.0%	5	83.3%
Ex-offenders	39	28		15	65.2%	13	72.2%	\$8,508	7	58.3%	19	82.6%
Homeless Individuals / runaway youth	14	11		11	84.6%	4	57.1%	\$7,617	3	75.0%	4	80.0%
Long-term Unemployed (27 or more consecutive weeks)	175	108		58	73.4%	43	75.4%	\$8,108	25	73.5%	67	77.0%
Low-Income Individuals	438	220		113	80.1%	89	80.9%	\$7,724	55	71.4%	187	78.9%
Migrant and Seasonal Farmworkers	0	0		1	100.0%	1	100.0%	\$9,433	1	100.0%	0	
Individuals with Disabilities (incl. youth)	94	49		19	73.1%	15	83.3%	\$8,006	5	50.0%	39	79.6%
Single Parents (Incl. single pregnant women)	204	96		49	81.7%	42	85.7%	\$7,702	24	66.7%	91	74.6%
Youth in foster care or aged out of system	0	0		0		0			0		0	

**ADDITIONAL COMMENTS:**

Certified per JD

<sup>1</sup>Applies to Title I only.

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

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

<sup>4</sup>Barriers 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.



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2e. WIOA Title I PY22 Year End Narrative Reports

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**Background:**

The Office of Workforce Opportunity requires WOA Title I subrecipients submit a program narrative at the end of each program year. These narratives allow the programs to provide OWO and the SWIB with a snapshot of program successes as well as struggles. Attached are the WIOA Title I (Adult, Dislocated Worker, and Youth) Program Narratives for PY22.



## **Southern New Hampshire Services (SNHS)**

### **WIOA Adult Program Year 2022 –Year End Report**

#### **Summary Progress:**

During Program Year 2022, Southern NH Services (SNHS) continued its focus on continuous improvement as a main objective for the WIOA Adult program. The primary goal was to increase program enrollments by enhancing program accessibility, raising public awareness, and streamlining new processes to increase productivity and staff efficiency. The local labor shortages added urgency to creatively identifying ways to attract more applicants into NH's talent development system. SNHS worked collaboratively with workforce partners, training providers, and NH-based businesses to streamline referral processes, simplify paperwork, and enhance program satisfaction.

#### **Program Enrollments:**

Despite facing challenges during the first quarter of PY22 due to the Job Match System (JMS) being offline, the Adult team at SNHS demonstrated tremendous resilience and maintained a rapid pace with program enrollments. The team tirelessly managed a large volume of program inquiries throughout the year. As a result of these efforts, SNHS far exceeded its enrollment goal of 250 participants and closed the year with 458 enrollments, representing 176% of the target.

#### **Occupational Skills Training:**

During PY 2022, the SNHS team focused on educating program participants and community partners on the labor market and NH's critical workforce needs. The team actively promoted NH's leading sectors and provided participants with a diverse menu of occupational skills training programs to compete for high-demand occupations. As a result, 378 participants received formal training services, with 353 enrolled in classroom-based programs leading to industry-recognized credentials and 25 utilizing the On-the-Job Training options. This far exceeded the target of 219 individuals receiving training.

### **VIP Contributions:**

The Vibrant, Inclusive, and Prosperous (VIP) funding has played a crucial role in significantly improving accessibility to the WIOA Adult program among historically marginalized populations. Through the dedicated efforts of our outreach team at SNHS, strategic partnerships were established with organizations that cater to these underserved communities. This collaborative approach effectively introduced the comprehensive array of services and assistance provided through the Adult program.

The commitment exhibited by the outreach team was truly commendable, as they successfully connected with 227 organizations that cater to historically marginalized groups. Within this group, 223 organizations engaged in detailed presentations highlighting the program's advantages, local labor market insights, and the various training opportunities that are available. This comprehensive outreach strategy substantially boosted awareness and sparked interest in the Adult program, ultimately resulting in the identification of 357 potential applicants. Notably, the VIP funding-supported outreach directly facilitated 74 enrollments, underlining its tangible impact. Furthermore, regular information sessions across 87 different locations in New Hampshire played a pivotal role in fostering engagement and removing obstacles that hindered program participation.

Undoubtedly, the influence of VIP funding has been pivotal in driving the program's success. By proactively engaging historically marginalized populations, the program's scope has considerably expanded, thereby fostering a profound sense of inclusivity and community support. As we look ahead, the continuous support from VIP funding and the ongoing efforts of the outreach team will continue to empower and uplift underserved communities, contributing to the establishment of a workforce that is not only diverse but also inclusive, benefiting society as a whole.

In response to the increased influx of applicants, SNHS has efficiently adapted its processes to handle this heightened demand. Innovative screening and preparation methodologies have been implemented, substantially enhancing the program's responsiveness. Centralization of referrals has streamlined the process, and our dedicated Career Navigators have embraced a collaborative approach to efficiently manage referrals. This strategy has not only led to improved caseload distribution across the state but has also bolstered overall program efficiency.

### **Staff Training and Development Initiatives:**

During PY22 our commitment to staff excellence has been demonstrated through a comprehensive staff training and development strategy. The evolving landscape of workforce development demands a proactive approach to skill enhancement and service refinement. As such, we have undertaken several key initiatives to ensure that our team of Career Navigators remains at the forefront of providing exceptional service and support to our participants.

***Weekly Virtual Meetings for Continuous Improvement:***

Recognizing the value of consistent engagement, we have introduced a series of virtual meetings that bring together our entire staff on a weekly basis. These sessions serve as a dynamic platform for collaboration, learning, and sharing experiences. With the support of the WIOA management team, both seasoned and newly onboarded Career Navigators are provided the opportunity to fine-tune their expertise and elevate their performance. This ongoing interaction fosters a sense of unity and enables us to collectively explore strategies that enhance our service delivery.

***Leveraging Workforce GPS for Relevant Training:***

In our pursuit of excellence, we actively leverage the free training resources available through Workforce GPS. This invaluable platform offers a wealth of training opportunities that align closely with the challenges and opportunities faced in our field. The content covers a wide range of pertinent topics, enabling our team members to stay up to date with the latest industry trends and best practices. By embracing these resources, we empower our Career Navigators with the knowledge and insights needed to address the evolving needs of our participants.

***Enhancing New Hire Training:***

Acknowledging the critical role of new staff members, we have worked to ensure their swift integration and productivity within our team. The WIOA Management team has undertaken a comprehensive review and enhancement of our existing New Hire training materials. This initiative is designed to provide newcomers with a streamlined and impactful onboarding experience. By emphasizing the most crucial aspects of the program aligned with our current priorities, we aim to accelerate the learning curve and transform new hires into valuable contributors at an accelerated pace.

**Fund Management:**

SNHS stands as a distinguished and adept administrator of funding programs, showcasing a remarkable track record of competence and efficiency. With a history of successful fund management and operational excellence, SNHS has consistently demonstrated its capability to maximize the impact of funds while ensuring sensible expenditure.

Throughout the program year, SNHS has continued to uphold its reputation for meticulous financial stewardship. The organization's commitment to transparency and accountability is evident in the punctual submission of monthly invoices, accompanied by detailed line-item expenditure reports. This practice, maintained until June 30, 2022, reflects the dedication to accurate reporting and fiscal responsibility.

During this past program year, SNHS's adept management of funds is particularly evident within the context of the WIOA Adult program. The total expenditures for PY 2022 amounted to \$2,927,805, which signifies a remarkable utilization of 95% of the available funds. This accomplishment is a testament to SNHS's comprehensive understanding of program needs and its ability to allocate resources optimally to achieve meaningful outcomes.

Of notable significance is the strategic allocation of funds toward direct client assistance, with an impressive 63% of the total funds being directed towards this purpose. This allocation underscores SNHS's unwavering focus on the individuals it serves, prioritizing their needs and aspirations to ensure tangible benefits are realized.

Equally commendable is SNHS's astute administrative efficiency. Despite having 10% of the funds available for administrative costs, the organization utilized a mere 3% for administrative purposes. This underscores SNHS's commitment to directing the majority of funds toward the core purpose of the program, ensuring that administrative overhead does not impede the impactful delivery of services.

SNHS's approach to fund management, characterized by sensible resource allocation, meticulous reporting, and a strong emphasis on direct client impact, reflects the organization's unwavering dedication to its mission. Through its proficient management practices, SNHS not only ensures the optimal utilization of resources but also guarantees that every dollar invested yields substantial results. As a seasoned and responsible steward of funds, SNHS continues to be a driving force in effecting positive change within the communities it serves.

**Acknowledgments:**

SNHS acknowledges and values the support and guidance provided by the NH Department of Business and Economic Affairs, Office of Workforce Opportunity, and the NH Department of Employment Security, Employment Services Bureau. Their collaboration and assistance played a crucial role in the program's success during PY 2022.

As we move forward, SNHS remains committed to building on the accomplishments of the past year, continuously improving the WIOA Adult program, and positively impacting the lives of program participants and the community as a whole.

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

## **WIOA Dislocated Worker PY22 Annual Program Narrative**

### **Overview:**

The WIOA Dislocated Worker program started PY22 with setbacks and challenges on multiple levels. The Job Match System was compromised on June 27, 2022 and remained offline through the end of the first quarter. The existing contingency plan was activated which entailed using used hard copy forms and manual processes to determine eligibility, capture data, document services, and case notes. The process included using the manual voucher and tracking systems for Individual Training Accounts and Support Services.

A high level of engagement was required with staff to provide training and understanding on the temporary process while developing best practices given the new normal. A definitive timeline for the resolution of the JMS outage was unavailable from management requiring the program management staff to closely monitor compliance with the contingency procedures.

The Job Match System remained offline through the end of Quarter 1 resulting in the reliance on manual spreadsheets to quantify and track program metrics. Existing trackers and spreadsheet were used in lieu of the JMS reporting used during previous quarters.

PY22 Q2 started with a focus on completing all data entry from Quarter 1 JMS outage while simultaneously focusing on new enrollees and promotion of the program to potential participants. The New Hampshire Employment Security staff of Employment Counselors were not only able to eliminate the backlog caused by the JMS outage, but also able to increase enrollment for the quarter.

The effects of the JMS outage continued to impact the Dislocated Worker program even after the system was back online. It was found that additional training, oversight, and procedural refreshers were required due to the length of time the Job Match System was offline. Since many of the processes were changed to accommodate the JMS outage, training refreshers and increased monitoring were required to bring the compliance levels back to acceptable levels.

For PY22 Q3, the focus shifted to increasing enrollment in the program as well as continuing to provide process and procedure support training for all staff to return to pre-outage levels of compliance and knowledge. During the process of monitoring enrollments and caseloads an anomaly was identified in the reporting of new enrollments that led to an undercount of participants for the program year. In review of the program year, the number of enrollments in previous quarters were less in quarter three than when they were initially reported. It was discovered that all new enrollments were counted, but any case that had soft exited, old, or new,



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would be deducted from the count. It was also found that if an application was initiated in month A, but completed and participation was created in month B, that enrollee would not be counted in either month. The tracking was modified in such a way as to verify all new enrollments monthly from a second source to ensure accuracy.

The Dislocated Worker Program for PY22 Q4 continued to focus on increasing enrollment in the program as well as streamlining many of the processes and procedures that had been in place prior to NHES accepting management responsibility for the program.

NHES accepted management responsibility for the Dislocated Worker program shortly after a migration from E-Teams systems to the Job Match System. The Job Match System provided expanded ability to capture data and provide electronic retention of information that had been processed manually in hard copy form prior to the transition. Through an analysis of captured data and comparison of JMS data versus hard copy forms, it was found that many of the processes were duplicative and resulted in elimination of six forms previously used for the eligibility process alone. Review of all processes and required forms is ongoing and has provided a more positive initial experience for the participant as well as more accurate regulatory compliance.

### **Program Enrollments:**

The Dislocated Worker enrollments for Program Year 2021 did not meet or come close to the goals set for the year. For Program Year 2021 the enrollments totaled 58 new participants. For Program Year 2022, new goals were set for each NHWorks office based on current unemployment rate and previous year's number of unemployment filers, the number of Employment Counselor Specialist assigned to each office, and demographic make-up of each territory. The total goal of 280 new participants for Program Year 2022 with the goal per office being between ten and fifty, depending on the office variables.

Specific goals for each office were discussed with the office manager and the ECS staff. A plan to inform and educate potential participants was devised using all staff contact points with office visitors, having the Employment Counselor Specialists present a short overview of the program at each mandatory meeting unemployment filers attended, flyers placed at strategic points around the local office, co-enrollment with the state funded WorkNow NH program, Wagner-Peyser RESEA referrals, and program staff attending all NHES sponsored job fairs.

One of the key motivators was having buy in from NHES Local Office Manager to support and promote the Dislocated Worker program with the entire staff, and not just the Employment Counselor Specialists, with not missing an opportunity to inform or offer the program at any and every point of contact with a potential participant. By educating the entire office staff as to the

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eligibility requirements and the benefits of the program, we were able to exceed the set goals for the third and fourth quarters of the program year.

MONTH	Enrollment
July 2022	13
August 2022	13
September 2022	19
October 2022	11
November 2022	25
December 2022	22
January 2022	18
February 2022	22
March 2022	35
April 2022	31
May 2022	34
June 2022	24
PY2022 Enrollment Total	267
PY2022 Goals	280
% of PY2022 Goals	95.3%

### **Continuous Improvements:**

The biggest improvement has been the increase in participation for PY22 over PY21. It is a combination of actively seeking participants by not only DW staff but all staff in the NHWorks office and a knowledge level attained by the DW staff who feel more confident in not only promoting the program but also having the ability to manage a larger caseload. This is in part due to the ongoing training provided though out the program year.

Throughout the program year ongoing training has taken place virtually along with individual trainings for new Employment Counselor Specialist. NHWorks office staff have also participated in informational trainings allowing them to provide accurate informational services at NHWorks offices.

### **Training**

Meetings/updates: Monthly “huddles” have been established to provide updates and new information as well as planning steps for all ECSs. This also allows the DW staff to discuss best practices, issues that have arisen, and bottlenecks to current processes.

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Forms: As mentioned earlier, all forms are being reviewed as to need, succinctness, or if information is captured electronically and if it meets compliance requirements. Along with the forms the processes need to align together to achieve compliance, ease of use, and increased accuracy.

### **Processes**

Reviews: Ongoing reviews occur each time a process or procedure is completed. Quarterly review is conducted on all new enrollees, as well as Data Validation, and a Case Load review for each ECS. The Case Load review is designed to identify areas of need for each ECS and to add individual training designed for their needs.

Staffing: There have been some staffing changes throughout the program year with several open positions. Staff from adjacent offices have been able to pick up both the assigned cases and process new participants. Those open positions are scheduled to be filled with new ECSs in PY23Q1 (done).

### **Feedback**

Surveys of those who have exited the program continue to have a very low response rate, with the response rate approximately 10%. This has become apparent in both the customer survey response and the Follow Up After Exit where follow up outreach has not been at the level we would like to see. This is evident in the Employment 2<sup>nd</sup> and 4<sup>th</sup> Quarter After Exit. The ability to verify or follow up on employment after exit is evident in the declining outcome of employment tracking, even with the median earnings amount increasing or being well above the PY22 Goal. A modification of the survey process and reinforcement of expectations at time of exit is the plan to rectify the feedback results.

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**WIOA Dislocated Performance Goals Summary:**

Performance Measures	PY2022 Outcome	PY2022 Goals 100% Goals	PY2022 Goals 80% Goals
Employment 2 <sup>nd</sup> Quarter After Exit	81.8%	83.5%	66.8%
Employment 4 <sup>th</sup> Quarter After Exit	67.3%	81.0%	64.8%
Median Earnings	\$11,096.00	\$9000.00	\$7200.00
Credential Rate Attainment	71.8%	69.0%	55.2%
Measurable Skill Gain	46.0%	76.0%	60.8%

**Conclusion:**

Although PY 22 did not start off as anticipated given the obstacles that needed to be navigated, PY22 surpassed previous years in program growth and expenditures. Some growing pains were encountered as the number of participants increased but adjustments in staffing and modification in processes have alleviated the majority of issues. Continued monitoring, program and process review, training, and outreach will propel the program to greater success in the coming program years.



*for Opportunity and Success*

## **MY TURN PY22 Year End Report**

### ***Number of Students Served-***

The MY TURN Programs served 235 youth this year. 67 students were served through our In School Youth Program at Nashua North & South High Schools and Franklin High School, and 168 participants were served through our Out of School Youth Programs in Franklin, Rochester, Manchester, and Nashua.

ISY students were primarily recruited from 11<sup>th</sup> and 12<sup>th</sup> grades. A handful of students outside of those target grades were referred specifically by school principals, guidance counselors, and other agencies serving the high-risk youth populations in Nashua and Franklin. Efforts are made each year to serve the students at highest risk of failing to make a successful post-secondary transition such as: immigrant and refugee youth, youth in- or aging out of- foster-care, pregnant and parenting youth, youth with disabilities, court involved youth, youth from households who receive state assistance, and other youth who have been identified by partnering agencies as in need of additional assistance.

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

Participants for both programs are referred by school staff, public defenders, JPPO/PPOs, employers, community partners such as Waypoint, Boys & Girls Clubs, Police Athletic Leagues, and others.

### ***Services Provided-***

MY TURN staff provide academic instruction, career exploration, work-readiness training, post-secondary planning and preparation, and supportive services to the young people in our programs. Our ever-expanding partnerships with area employers have resulted in life changing

work-based learning opportunities for our participants including job shadows, industry tours, explorative field trips, internships, paid and unpaid work experience, and mentorships.

MY TURN staff use multi-modal teaching methods that engage a variety of different learning styles including project-based learning, field trips and industry tours, guest speakers from various industries, community service, and service-learning projects. We seek to provide our participants with inspiration and social support and to create an environment in which they can become agents of their own employability.

MY TURN staff successfully implemented Pathful Explore & Connect as tools to help prepare participants for success in the world of work. Pathful Explore is an exploration and preparation platform that gets students ready for college and/or career. With a combination of interactive tools, assessments, and real-world exploration, students can discover diverse career pathways, earn micro-credentials, and chart their individualized path; and Pathful Connect matches staff and students with the right industry professionals virtually, without having to spend much planning time or leaving the office, while providing an effective way for companies to extend education outreach and create equity of access.

### ***Changes in Staff-***

During PY22 we had some significant staff changes with staff turnover remaining an issue. Bryan Boilard, former Manchester OSY Career Specialist, was promoted to Director and Craig Whittick stepped into the Manchester OSY CS role. Tay-lynn Daniels joined the Manchester OSY staff as the court-involved youth CS and has been tremendously impactful at helping our participants chart a course to a bright future. We continue to experience high turnover in our more rural program – Franklin & Rochester – and are working with our community partners in those areas to identify candidates with the skills and characteristics needed to be successful, long-term, in a WIOA Youth Program.

### ***Outcomes Achieved-***

- **Q2 Placement 83.87%**
- **Q4 Placement 87.74%**
- **Median Wage \$5756.54**
- **MSG 51.08%**
- **Credential Rate 78.79%**

MY TURN's program posted strong performance in all areas except MSG, which appears to be a reporting issue, as evidence by the dramatic discrepancy between MSG & credential attainment rates, more than a performance issue.

### ***Weaknesses of Services-***

MY TURN participants in our Rochester OSY program were, unfortunately, not offered an appropriate array of services. Further, the services that were delivered in that program were not

of the quality we expect from our staff and our programs. Despite significant training and support, our staff person was unable to be successful. That staff person has since resigned and was replaced by Michelle Asselin who has done a tremendous job re-engaging participants and partners in the region.

***Strengths of Services-***

While we have certainly, like many organizations, struggled with staffing during and post-COVID, we have an incredibly knowledgeable, dedicated, skilled core group of WIOA staff who have more than 50 years of combined experience. These staff work diligently to recruit, hire, and train new staff to provide the highest quality of service possible. The institutional knowledge and depth of partnership held by these core staff are two of the factors that support the overall strength of our programs.

Respectfully Submitted,

Allison Joseph  
Executive Director



## New Hampshire Jobs for America's Graduates

### WIOA Youth PY22 Year End Report

#### **Overview:**

Program Year 2022 brought about many successes, challenges, and opportunities for NH JAG. This year saw the departure of the previous management team and introduction of a new team with a reenergized vision to where NH JAG is headed to increase student reach and opportunity.

The continued support of the Office of Workforce Opportunity brought our students' stories to life and out to the community members/partners across the state. As well, continued efforts in strategic planning surrounding staff recruitment, student enrollment, and organizational growth.

Jobs for America's Graduates National Team provided direct support and mentorship to Nick Resca, Executive Director, as he embarked on his leadership journey in Q4. This mentorship helped to guide in the decision making around the continued efforts to stand up the Keene and Berlin programs.

NH JAG actively provided services to WIOA Youth in the following locations: Manchester Memorial HS ISY; Concord Healthcare OSY, Lakes Region Healthcare OSY and Keene Healthcare OSY. The North Country (Berlin) OSY location is a new start-up.

#### **Program Enrollments:**

- Manchester Memorial High School ISY – 13 Active, 9 New Enrollees PY '22
- Concord OSY – 28 Active, 17 New Enrollees PY'22
- Lakes Region OSY – 11 Active, 8 New Enrollees PY '22
- Keene OSY – 3 Active, 2 New Enrollees PY '22
- Berlin OSY – 1 Active, 1 New Enrollee PY '22

#### **Services Provided:**

During Q3, all service elements described in the grant were offered to NH JAG participants. All 14 activities of WIOA Youth were offered to ISY and OSY participants. Additionally, OSY participants were offered occupational skills training in the healthcare field.

#### **Staff:**

Nick Resca – Executive Director Jason Sargeant – Finance Manager  
Sara Gates – Manchester Memorial ISY Specialist Marco Torres – Concord OSY Specialist  
Rebecca Foulkes – Lakes Region OSY Specialist Marissa Hickbottom - Berlin OSY Specialist



### **Performance Goals Summary:**

NH JAG's performance in PY '22 was impacted substantially by multiple unforeseen circumstances that came throughout the entire year. However, as we teach our youth, one must overcome and persevere. Reaching out to national, state, and local partners, NH JAG rebuilt its management team, empowered current and new Youth Specialists, and reenergized the NH JAG Board of Directors to ensure the future of continuing to cultivate success for New Hampshire's youth.

#### **NH JAG at Manchester Memorial High School ISY**

**Credential** – 100%, 4 out of 4 seniors completed their secondary education and received their diploma.

**Measurable Skills Gain** – 100%, showcasing gains through Secondary School Diploma and Transcript/Report Card, all students showcased gains.

**Q2 Employment (17 Students in Follow-Up)** – 70.59%, with a wide variety of employment from automotive, health care, hospitality, and manufacturing, students entered into the world of work. 2 students entered post-secondary education.

**Q4 Employment (18 Students in Follow-Up)** – 44.44%, trends saw that student connectivity dropped during this portion of student follow-up.

NH JAG returned strong in PY '22 with state and national student led events. From the JAG National Student Leadership Academy in Washington, D.C., NH JAG Career Development Conference at Lakes Region Community College, to the NH State Workforce Innovation Board. Students were at the forefront competing in employment events, networking with fellow JAG affiliates, and telling their JAG stories.

#### **NH JAG at Concord/Lakes Region/Keene/Berlin OSY**

**Credential** – 100%, Concord 18/18, Lakes Region 4/4, Keene 1/1, Berlin N/A, receiving credentialing across the allied health field including, but not limited to, LNA, Phlebotomy, EMT, Veterinary Assistant.

**Measurable Skills Gain** – 60.87%, Concord 19/23, Lakes Region 3/6, Keene 1/2, Berlin N/A

**Q2 Employment** – 57.02%, Concord 9/19, Lakes Region 2/3

**Q4 Employment** – 21.74%, Concord 5/23

The above data is directly affected by the lack of consistent Youth Specialists in these regions across the state. As we celebrate the wins of our youth that are exiting within PY '22 with a strong relationship built with their Specialist, it is predicted that connectivity will increase and results will be strong next program year.

### **Continuous Improvements:**

NH JAG Central Office welcomes two new members to its Management Team; Haley Goodwin, Program Manager and Jason Sargeant, Finance Manager. This incoming team will help support the operations of NH JAG. Having Haley out in the field to support and train Specialists will be sure to improve results.

Manchester Memorial welcomes Sara Gates, NH JAG In-School Youth Specialist to the team. She brings a strong background in the Manchester schools and will be able to make and build relationships with students.

NH JAG Lakes Region OSY welcomes Rebecca Foulkes, Out of School Youth Specialist. Having taught Special Education in the Lakes Region for many years, Rebecca brings a wealth of knowledge and contacts to impact and support the youth of the Lakes Region.

The mission of NH JAG is to cultivate youth success through academic, leadership, and workforce opportunities in collaboration with business and community partnerships. With a new leadership team in place, it is the vision of the team to do just that.

- Nick Resca, Executive Director



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2f. VIP Grant PY22 Annual Update

**Background:**

The New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) released a Request for Proposal on January 11, 2022, for vendors to provide outreach and referral services to historically marginalized populations under the WIOA Adult program. SWIB members reviewed the proposals and chose International Institute of New England (IINE) and Southern New Hampshire Services (SNHS) as vendors. Services under this proposal began July 1, 2022, and will end June 30, 2024.

The VIP program has completed its first year of the three-year contract. Both IINE and SNHS’s programs have made a tremendous impact on the historically marginalized communities in New Hampshire. Below are PY22 outcomes for both subrecipients.

**International Institute of New England:** IINE’s focus is primarily on working with New American’s, Refugees and Immigrants. They have three areas of focus: Outreach, Referrals and WIOA Adult Enrollment. As of the end of the PY22, they have exceeded their yearly target numbers in outreach and referrals. For the WIOA Adult enrollment goal, IINE just missed meeting their goal by four individuals which resulted in a result of 94.7%.

<b>Deliverable:</b>	<b>Outreach</b>	
<b>Strategy</b>	<b>YTD Target</b>	<b>YTD Completed</b>
	<b>220</b>	<b>340</b>
<b>Deliverable:</b>	<b>Referral</b>	
<b>Strategy</b>	<b>YTD Target</b>	<b>YTD Completed</b>
	<b>75</b>	<b>82</b>
<b>Deliverable:</b>	<b>WIOA Adult Enrollment</b>	
<b>YTD Target</b>	<b>YTD Completed</b>	
<b>75</b>	<b>71</b>	

**Southern NH Services:** SNHS’s is serving all historically marginalized communities as outlined in the RFP. Staff have been busy providing outreach to community organizations and businesses to increase enrollments for these populations. At the end of PY22, SNHS staff provided in depth presentations to 223 organizations/businesses regarding the program’s benefits, the local labor market landscape, and available in demand training programs. In addition, the outreach team connected with 357 potential applicants. Moreover, the initiative has



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yielded great results, with 75 enrollments directly attributed to the VIP funding outreach efforts, which accounts for close to 30% of the WIOA Adult programs annual enrollment goal. Each of these 75 individuals were able to access the program's resources and support to pursue their career goals and improve their employment prospects.

**International Institute of New England – Manchester,  
New Hampshire**

**Vibrant, Inclusive and Prosperous (VIP) Workforce  
Program FY 22 Annual Report**

*Period Dates: 7/1/2022 to 6/30/2023*

*Contract Number: VC#177551*

**Program Overview:**

The [International Institute of New England](#) executed the first year of the New Hampshire Vibrant, Inclusive, and Prosperous (VIP) Workforce Program (“NH VIP Program”) in close collaboration with [Building Community in New Hampshire](#) (BCNH) and [Overcomers Refugees Services](#) (ORS). NH VIP Program serves to provide outreach among marginalized individuals and refer them to a single provider who delivers services under the WIOA Adult program. IINE partnered with BCNH and ORS to broaden outreach and referral efforts among refugees and immigrants in Concord, Manchester, and Nashua. All three organizations have in depth hands-on experience and knowledge working with this “historically marginalized” subcategory. Through the NH VIP Program IINE was able to increase WIOA Adult’s project visibility, program enrollments and employment outcomes.

**Partnerships and Awareness Activities:**

Externally, IINE and WIOA Adult is the strongest partnership built within the first year of the NH VIP Program. IINE and WIOA Adult have direct persons of contact which enabled both agencies to partner in strategic outreach activities with NH Apprenticeship, Manchester Community College (MCC), and employers.

IINE, WIOA Adult, and MCC met on a quarterly basis to go over continuous program evaluation discussions regarding IINE’s Licensed Nursing Assistant (LNA) 4 Success Program and hope to expand that partnership to build other English as a Second Language (ESL) scaffolded career pathway programs for English Language Learners (ELL). WIOA Adult program connected IINE to multiple employers such as: Pitco, Hutchinson, Watts Water, and Revision Energy. All of which are in the works of providing on-site English as a Second Language courses for their employees. Most participants enrolled in WIOA Adult programming were able to access on-the-job training funds for Pitco. IINE introduced WIOA Adult to AutoFair Honda in Manchester which in turn WIOA Adult assisted in setting up Apprenticeship opportunities with the employer. Together, IINE and WIOA Adult presented general information about NH VIP and services provided by WIOA Adult to [Holy Cross Family Learning Center](#), an adult education center on the west side of Manchester and [English for New Americans](#) with Southern New Hampshire Services. BCNH and ORS connected with additional employers and educated them on the benefits of hiring refugees and immigrants. BCNH’s and ORS’s employer engagements included: McClane, Phoenix Company, Prime Source Foods, Freudenberg, Easter Seals, and Manchester Granite State Manufacturing.

Internally, IINE, BCNH, and ORS performed outreach to existing clientele in IINE’s ESOL classes, LNA 4 Success classes, and Career Services programs. IINE Career Navigator provided orientation on available WIOA Adult opportunities and the process on how to access WIOA Adult’s programming through IINE during IINE’s Adult ESL classes. The Career Services teams of IINE, BCNH, and ORS performed most of their outreach through in-person activities and one-to-one check-in phone calls as well as employment orientation for newly arrived refugees.

**Goals:**

IINE, BCNH, and ORS surpassed the annual outreach target by 120 unique individuals. Collectively, 340 English language learners learned about WIOA Adult programming.

Collective Dashboard		
Deliverable:	Outreach	
Strategy	YTD Target	YTD Completed
	220	340

*Table 1. Above table is a dashboard which reports cumulative outreach efforts for FY 22.*

100% of newly arrived refugee adults and ESL participants underwent a TABE Clas-E English reading assessment, completed a registration form outlining their educational and career-centric goals, and signed a Release of Information document to ensure information sharing among all WIOA programs. 100% of Cohort 4 LNA 4 Success participants completed WIOA Adult enrollment documents. 100% have been referred and enrolled into WIOA Adult Programming. Steady outreach has continued within the IINE Education classes and Employment Orientation workshops with the Career Services team. To date, IINE, BCNH, and ORS have completed 109% of the annual recruitment and referral target.

Collective Dashboard		
Deliverable:	Referral	
Strategy	YTD Target	YTD Completed
	75	82

*Table 2. Above table is a dashboard which reports cumulative outreach efforts for FY 22.*

Demographic breakdown of those completing full enrollment into WIOA Adult Program are: 56% Congolese, 18% Afghans, 11% Central Americans, and 15% of various other ethnicities from Eastern Europe, South America and Asia from countries Ukraine, Uzbekistan, Vietnam, and Nepal.

To date, WIOA Adult Program confirmed 87% of IINE, BCNH, and ORS’s referred candidates as active participants in WIOA Adult Program. There was an increase in conversion

of participant referrals to WIOA Adult program enrollments. In quarter 1, 60% of the enrollment target was met, quarter 2--52%, quarter 3--43%, and quarter 4—95%. Collecting documents and completing required paperwork for seamless WIOA Adult referrals and processing is not a challenge for IINE since adoption of LNA 4 Success’s Orientation and Onboarding group model.

Collective Dashboard	
<b>Deliverable:</b>	<b>WIOA Adult Enrollment</b>
<b>YTD Target</b>	<b>YTD Completed</b>
75	71

Table 3. Above table is a dashboard which reports cumulative enrollment efforts for FY 22.

**Lessons Learned:**

There were many moments of learning throughout the project year. Below are general themes listed:

1. Identifying a successful candidate for WIOA Adult Program.
2. Understanding what funds WIOA Adult Program would be able to disburse to enrolled participants.
3. Helping participants understand how much of the funds would be available to them and what would disqualify them from using other funds.
4. Knowing the language requirement for vocational training programs.

When NH VIP first started, IINE, BCNH, and ORS were referring all clients who were: looking for a job, willing to be trained, and needed assistance in transportation to and from work. WIOA Adult fulfilled these needs by setting up on-the-job training for Pitco and with this pathway, there was no language requirement which did fulfill the intention behind the NH VIP Program: “to establish innovative workforce solutions to address workforce issues, gaps and needs in historically marginalized populations throughout the State of New Hampshire” (page 1 of the RFP DBEA 2022 – 12). At this stage, “identifying a successful candidate for WIOA Adult Program” was not an issue.

Once participants were placed at Pitco, participants desired a job upgrade which then disqualified them from accessing other sources of funding through WIOA Adult. IINE and WIOA Adult needed to define certain definitions of “stop-gap” employment opportunities versus a “career-job.” After further discussion, IINE, BCNH, ORS, and WIOA Adult were able to have common terminology and understanding around the major needs of IINE’s BCNH’s, and ORS’s “historically marginalized populations.” In turn, low ELLs were no longer “ready” for WIOA Adult Program which limited the number of referrals all three agencies were able to convert for Outreach to Referral goals.

At the end of the NH VIP Program year, IINE renegotiated the WIOA Adult Program enrollment goal since the WIOA Adult program pivoted to focus on placing participants

into NH Vocational Training programs. All NH Vocational Training programs require an intermediate-high to advanced level of English proficiency which does not serve the majority of the “historically marginalized populations.”

**Outcomes:**

Collectively, IINE, BCNH, and ORS with WIOA Adult were able to fill vacant entry-level positions in three different manufacturing companies: 39 employees at Hutchinson (18% Ukrainian, 33% Congolese, 49%

Afghan), 26 employees at Pitco (27% Congolese, 12% Ukrainian, 12% Sudanese, and 49% Afghan), and 17 employees at Watts Water (94% Congolese and 6% Burmese).

Without the help of WIOA Adult tuition assistance, none of the LNA 4 Success participants would have been able to complete MCC’s LNA program. 100% of students graduated MCC’s LNA program.

Of the LNA 4 Success Cohort 3 students, 1 was a student who started as a very beginner ESL student at IINE and worked diligently to improve her language skills (see anecdote from Career Navigator below). WIOA Adult also supported a student from cohort 1 with tutoring funds and after the student's 4th attempt at the written exam, finally passed. The student reported, "I am very happy, I managed to pass my biggest challenge, my LNA exam is complete, and I passed it, I cried with emotion, I laughed, it made me nervous, I was a bit tense, but I am very happy."

With the help of WIOA Adult program’s funding for a 1:1 tutor, 100% of Cohort 2 students are licensed LNAs.





*Picture 1. Duka (middle) holding her LNA 4 Success Graduation certificate. To the left of Duka is IINE's Career Navigator and LNA 4 Success instructor, Hannah Jean and to the right of Duka is Elaine Bussey. Elaine is Manchester Community College's Healthcare Program Manager. Duka has since out-migrated to Ohio to join family and has transferred her LNA license to the state of Ohio. Duka is working on finding LNA employment in Ohio.*

An anecdote from IINE's Career Navigator and LNA 4 Success instructor:

“Duka first came to the IINE in September of 2021 with her sister, Ruby, to apply for IINE’s LNA for Success Program. She had been in the country for a few months and was eager to continue her career in healthcare. She had been a nurse midwife in Nepal, helping with everything from education on contraception, to making home visits to provide prenatal care to pregnant women, to assisting with labor and delivery. She even assisted with making sure new parents knew about the importance of vaccinating their children to keep them healthy.

When she first applied for the program in 2021, she unfortunately did not have the English level that she needed to qualify for the program. She needed an advanced reading level, and she had tested into beginner. This did not deter her though. She quickly enrolled in IINE’s beginner English class to improve her English. During her beginner class she studied diligently, even meeting with a tutor twice a week after class. And all her hard work paid off, by January she was ready to move up to IINE’s Intermediate class, something that normally takes students about a year of study to accomplish.

After some more time in intermediate English learning tech skills and working on her writing, Duka finally tested into the LNA for Success program, a little less than a year after she initially applied. Duka was ecstatic when she got into the program and was so excited to begin her LNA studies and finally enter the U.S. healthcare field!

This class was not without its challenges for her though. While Duka had the advantage of a wealth of healthcare knowledge, she still greatly struggled with technology. This was difficult in a course where the majority of the content was only accessible online. Fortunately, Duka was surrounded by people willing to help her. She frequently met with her ESL teacher at the IINE to practice using the main technologies needed for the course, like Canvas. She also worked with her theory teacher to find easier ways to submit assignments where needed, such as handing in a handwritten essay, so that she could focus more on the content of her work rather than stressing about the tech.

Although it wasn’t always easy, Duka continued to work hard and push through the course, and her hard work recently paid off when she passed her state LNA exam on her first try earlier this month. Now Duka is eagerly awaiting her LNA license from the board for nursing and is thinking about where she wants to apply when she gets it. Now that she has improved her English and successfully completed the LNA for Success program, a whole world of opportunities has opened up for her that she can’t wait to explore!”

Additionally, two of IINE's newly arrived refugee participants, who originally were denied access to tuition assistance for CDL training due to misunderstandings of initial WIOA Adult program enrollment intention, have completed the CDL-A instructional course the week of July 24, 2023, and will moved on to the driving test the week of July 31, 2023.

Finally, IINE Career Navigator successfully enrolled two newly arrived Ukrainian Humanitarian Parolees into WIOA Adult Program. WIOA Adult program was able to provide full tuition assistance for the two Ukrainians to complete Journeyman Electrician I Certification. The part-time training opportunity at The NH School of Mechanical Trades started in March 27 and ended on May 15. This opportunity brought two participants into entry level positions in a field they pursued in their home country as professional Electrical Engineers. 1 of the 2 Ukrainians has started an apprenticeship with Irish Electric and the other has been placed at Revision Energy working as a solar panel installer.



*Picture 2. Above is Ruslan Liubychenko. 1 of the 2 Ukrainians to receive their Journeyman Electrician I Certification. He is a solar panel installer for Revision Energy.*



## Southern New Hampshire Services

### **Vibrant, Inclusive, and Prosperous (VIP) Workforce Program - Year End Program Report**

#### **Overview:**

During Program Year 2022, the introduction of VIP funding played a pivotal role in enhancing accessibility to the WIOA Adult program for historically marginalized populations. With a dedicated and enthusiastic team of outreach staff, SNHS focused on building connections with organizations serving the identified target populations, with the overarching goal of introducing the comprehensive range of services and supports available through the WIOA Adult program.

#### **Building Partnerships and Awareness:**

In the first year of the VIP initiative, the outreach team demonstrated remarkable dedication and drive, successfully connecting with 227 organizations that serve historically marginalized populations. These organizations play a crucial role in addressing the specific challenges faced by these groups and were essential partners in disseminating information about the WIOA Adult program.

Of the 227 organizations engaged, 223 welcomed the VIP outreach team, providing an opportunity to offer in-depth presentations on the program's benefits, the local labor market landscape, and available in-demand training programs. These engagements proved highly effective in raising awareness and generating interest in the Adult program.

#### **Impact on Potential Applicants:**

Through the tireless efforts of the outreach team, 357 potential applicants were reached during the year. These individuals were introduced to the various opportunities provided by the WIOA Adult

program, including occupational skills training, career navigation services, and support for career advancement.

Moreover, the initiative has yielded great results, with 75 enrollments directly attributed to the VIP funding outreach efforts, which accounts for close to 30% of the WIOA Adult programs annual enrollment goal. Each of these 75 individuals were able to access the program's resources and support to pursue their career goals and improve their employment prospects.

### **Regular Information Sessions:**

The outreach team's dedication extended to arranging regularly recurring information sessions at 87 distinct locations throughout New Hampshire. These sessions provided a platform for in-depth discussions about the Adult program, addressing questions, and guiding potential applicants through the enrollment process. This localized approach allowed the team to reach applicants in their communities, reducing barriers and enhancing program accessibility.

### **Contribution to Program Success:**

The VIP funding and the diligent efforts of the outreach team have proven to be a major contributor to the success of the WIOA Adult program during Program Year 2022. By actively engaging historically marginalized populations, the program's reach expanded significantly, enabling more individuals to benefit from the comprehensive services and training opportunities available.

The impact of this initiative extends far beyond the 75 enrollments already achieved, as more applicants are currently being processed and are expected to join the program in the coming months. The continuous engagement with community-based organizations and the emphasis on awareness and outreach have created a positive feedback loop, fostering a greater sense of inclusion and support within the program.

As we move forward, the VIP funding and the commitment of the outreach team will remain essential components of the Adult program's efforts to empower historically marginalized populations, building a stronger, more diverse, and inclusive workforce for the benefit of all in the community.

Lastly, we extend our gratitude to the Department of Business and Economic Affairs, Office of Workforce Opportunity, for providing the VIP funding that has allowed SNHS to make significant strides in reaching historically marginalized populations in New Hampshire. This funding has

been a driving force behind our outreach efforts and has been a major contributor to WIOA Adult programs success.

Please feel free to contact Matt Russell for any additional information or questions about the VIP program. [mrussell@snhs.org](mailto:mrussell@snhs.org) or (603) 345-0231.

Sincerely,

Matt Russell  
Director of Workforce Development  
Southern New Hampshire Services, Inc.



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2g. Annual Monitoring Summary Report

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**Background:**

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

No vote is required on this item.

**OWO Staff Recommendation:**

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

**Requested Action:**

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



## **WIOA Annual Monitoring Summary Report to the State Board Program Year 2022 (July 1, 2022 - June 30, 2023)**

Background: Ensuring comprehensive and timely monitoring of Workforce Innovation and Opportunity Act (WIOA) programs and funds are an oversight function of the State Workforce Innovation Board (SWIB). Board member 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 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 2022 WIOA Monitoring Activities**

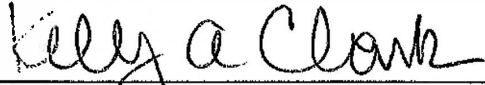
- OWO staff completed 12 individual desk reviews representing reviews for Quarters 1, 2, and 4 for funding sources managed through OWO. Due to changes in staff at OWO, quarter 4 fiscal desk reviews are still outstanding and will be completed shortly.
- Annual on-site visits to service provider headquarters generated 13 program reports. There is still one outstanding finding. This one outstanding item is related to an annual fiscal review and does contain disallowed costs. Due to staffing changes within OWO, we have been unable to review the finding for final resolution. All other findings and disallowed costs resulting from the monitoring activities have been addressed.
- 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 programmatic review of the WIOA Title I and Title III programs, Trade Adjustment Act and Work Opportunity Tax Credit programs took place in November 2021, which resulted in seven (7) combined findings. The one outstanding item that was left over from last program year has been resolved.
- A federal programmatic and fiscal review of the Senior Community Service Employment Program (SCSP) took place in December 2022, which resulted in one (1) finding. The finding has been resolved.
- One additional programmatic review was conducted on a WIOA Youth site due to concerns about case management. All findings that resulted from this review have been resolved.

Monitoring reports are on file at OWO and available upon request. Corrective action items identified through the monitoring process have been fully resolved except for one fiscal finding mentioned above. Although there were monitoring activities that resulted in significant corrective actions or disallowed costs, all but one of these have been resolved.

Board member Kelly Clark reviewed a sample of monitoring reports for compliance. Ms. Clark also approved the OWO Monitoring Schedule for program year 2023 (July 1, 2023 - June 30, 2024), attached to this report.



Review by:



10/15/2023

Kelly Clark, State Workforce Innovation Board

Date

Approved:



10/7/2023

Michael Kane, Chair State Workforce Innovation Board

Date

	A	B	C	D	E	F	G	H	I	J	K	L
1	<b>Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2022 - June 30, 2023</b>											
2												
3	<b>Contract Monitoring Activities</b>											
4		<b>Reviewer</b>	<b>NSCNE</b>		<b>NHES/SNHS</b>		<b>NH JAG</b>		<b>MY TURN</b>		<b>SCSEP-BMCAP</b>	
5	<b>Qtr 1 (July 1, 2022 - September 30, 2022)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
6	Program: Adult	NHES			12/1/2022	12/31/2022						
7	Program: Dislocated Worker	L. Gerrard			12/1/2022	12/8/2022						
8	Program: Youth	B. Shea					12/1/2022		12/1/2022			
9	Program: SCSEP	L. Gerrard									**	
10	Fiscal: Adult	N. Noble-Christoff			**							
11	Fiscal: Dislocated Worker	N. Noble-Christoff			**							
12	Fiscal: Youth	N. Noble-Christoff					**		**			
13	Fiscal: Youth	N. Noble-Christoff									**	
14	<b>Qtr 2 (October 1, 2022 - December 31, 2022)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
15	Program: Adult	NHES			3/1/2023	3/1/2023						
16	Program: Dislocated Worker	L. Gerrard			3/1/2023	2/14/2023						
17	Program: SCSEP	L. Gerrard									3/1/2023	2/8/2023
18	Program: Youth	B. Shea					Annual in Quarter		Annual in Quarter			
19	Fiscal: Adult	N. Noble-Christoff			2/15/2023	1/26/2023						
20	Fiscal: Dislocated Worker	N. Noble-Christoff			2/15/2023	1/26/2023						
21	Fiscal: SCSEP	N. Noble-Christoff									2/15/2023	1/27/2023
22	Fiscal: Youth	N. Noble-Christoff					2/15/2023	1/27/2023	2/15/2023	1/27/2023		
23	<b>Qtr 3 (January 1, 2023 - March 31, 2023)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
24	Program: Adult	NHES			Annual in Quarter							
25	Program: Dislocated Worker	L. Gerrard			Annual in Quarter							
26	Program: SCSEP	L. Gerrard									Annual in Quarter	
27	Program: Youth	B. Shea					Annual in Quarter		Annual in Quarter			
28	Fiscal: Adult	N. Noble-Christoff			Annual in Quarter							

	A	B	C	D	E	F	G	H	I	J	K	L
29	Fiscal: Dislocated Worker	N. Noble-Christoff			Annual in Quarter							
30	Fiscal: SCSEP	N. Noble-Christoff									Annual in Quarter	
31	Fiscal: Youth	N. Noble-Christoff					Annual in Quarter		Annual in Quarter			
32	<b>Qtr 4 (April 1, 2023 - June 30, 2023)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
33	Program: Adult	NHES			9/1/2023	8/25/2023						
34	Program: Dislocated Worker	L. Gerrard			9/1/2023	8/25/2023						
35	Program: SCSEP	L. Gerrard										
36	Program: Youth	B. Shea					9/1/2023	8/24/2023	9/1/2023	8/24/2023		
37	Fiscal: Adult	N. Noble-Christoff			8/15/2023							
38	Fiscal: Dislocated Worker	N. Noble-Christoff			8/15/2023							
39	Fiscal: SCSEP	N. Noble-Christoff									8/15/2023	
40	Fiscal: Youth	N. Noble-Christoff					8/15/2023		8/15/2023			
41	<b>Data Validation Review</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
42	Adult/DW	L. Gerrard			9/1/2023	8/25/2023						
43	Youth	B. Shea					9/1/2023	8/25/2023	9/1/2023	8/25/2023		
44	SCSEP	L. Gerrard									10/24/2022	11/1/2022
45	<b>On-Site Reviews</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
46	Program: Adult	L. Gerrard			3/8/2023	3/20/2023						
47	Program: Dislocated Worker	L. Gerrard			1/17/2023	1/26/2023						
48	Program: SCSEP	L. Gerrard									3/1/2023	3/10/2023
49	Program: Youth	B. Shea					*		*			
50	Fiscal: Adult	N. Noble-Christoff			3/8/2023	3/15/2023						
51	Fiscal: Dislocated Worker	N. Noble-Christoff			1/17/2023	1/30/2023						
52	Fiscal: SCSEP	N. Noble-Christoff									3/1/2023	3/10/2023
53	Fiscal: Youth	N. Noble-Christoff					2/15/2023	2/22/2023	3/27/2023	5/9/2023		
54	Combined Program/Fiscal: Mining	L. Gerrard	6/15/2023	7/7/2023								
55	<b>On-Site EO Reviews</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
56	All Contractors	L. Gerrard			3/27/2023	4/14/2023	12/19/2022	12/21/2022	2/21/2023	3/6/2023	3/1/2023	3/14/2023
57												

	A	B	C	D	E	F	G	H	I	J	K	L
58	<b>ETP</b>		Scheduled	Completed								
59		L. Gerrard	12/15/2022	3/6/2023								
60	<b>Ad Hoc Reviews</b>		Scheduled	Completed								
61	<b>SNHS EO Review</b>	L. Gerrard	3/8/2023	3/14/2023								
62												
63	<b>State EO Analysis Review</b>											
64		L. Gerrard	6/15/2023		6/15/2023		6/15/2023		6/15/2023		Done by US DOL	
65	<b>State NH Works System Monitoring - One Stop Certification</b>											
66		L. Gerrard	Fall, 2024									
67	<b>State Audit</b>											
68			TBD									
69	<b>Federal Review</b>											
70		US DOL ETA									12/5-12/9/22	6/7/2023
71	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.											
72	*WIOA Youth on-site reviews vary throughout Q2 and Q3 for both NH JAG and MY TURN. See separate sheet.											

	A	B	C	D	E	F	G
1	<b>Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2021 - June 30, 2022</b>						
2							
3	<b>Youth On-Site Annual Review Schedule</b>						
4	<b>Reviewer</b>	<b>NH JAG</b>			<b>MY TURN</b>		
5		<b>SITE</b>	<b>Scheduled</b>	<b>Completed</b>	<b>SITE</b>	<b>Scheduled</b>	<b>Completed</b>
6	B. Shea	Manchester Memorial ISY	**		Nashua North/South ISY	12/15/2022	1/12/2023
7	B. Shea	Concord Healthcare OSY	**		Franklin High School ISY	**	
8	B. Shea	Keene Healthcare OSY	11/15/2022	12/19/2022	Rochester OSY	3/15/2023	4/28/2023
9	B. Shea	Berlin Healthcare OSY	2/15/2023	* no on site review	Manchester OSY	**	
10	B. Shea	Laconia Healthcare OSY	11/15/2022	12/19/2022	Lakes Region OSY	1/13/2023	3/9/2023
11					Nashua OSY	**	
12					Nashua MFG	**	
13					Seacoast MFG	3/15/2023	* no on site review
14	** On-site reviews for these sites were conducted in PY 2021.						
15							
16					<b>* No on-site reviews performed for:  NH JAG - Berlin Healthcare OSY  MY TURN - Seacoast MFG  Corrective Action letters sent.  Sites were not up and running  during the PY22 period of review</b>		
17							
18							
19							
20							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	<b>Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2023 - June 30, 2024</b>																	
2																		
3	<b>Contract Monitoring Activities</b>																	
4		<b>Reviewer</b>	<b>NHES</b>		<b>SNHS</b>		<b>IINE</b>		<b>NH JAG</b>		<b>MY TURN</b>		<b>Easter Seals</b>		<b>NSCNNE</b>		<b>SCSEP</b>	
5	<b>Qtr 2 (October 1, 2023 - December 31, 2023)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
6	Program: Adult	L. Gerrard			3/1/2024													
7	Program: Dislocated Worker	L. Gerrard																
8	Program: VIP	L. Gerrard																
9	Program: SCSEP	L. Gerrard																3/1/2024
10	Program: Youth	M. Salmon							3/1/2024									
11	Fiscal: Adult	B. Shea			2/15/2024													
12	Fiscal: Dislocated Worker	B. Shea																
13	Fiscal: VIP	B. Shea			2/15/2024		2/15/2024											
14	Fiscal: SCSEP	B. Shea																2/15/2024
15	Fiscal: Youth	B. Shea							2/15/2024									
16	<b>Qtr 3 (January 1, 2024 - March 31, 2024)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
17	Program: Adult	L. Gerrard																
18	Program: Dislocated Worker	L. Gerrard	6/1/2024															
19	Program: VIP	L. Gerrard																
20	Program: SCSEP	L. Gerrard																
21	Program: Youth	M. Salmon								6/1/2024								
22	Fiscal: Adult	B. Shea																
23	Fiscal: Dislocated Worker	B. Shea	5/15/2024															
24	Fiscal: VIP	B. Shea					5/15/2024											
25	Fiscal: SCSEP	B. Shea																
26	Fiscal: Youth	B. Shea								5/15/2024								
27	<b>Qtr 4 (April 1, 2024 - June 30, 2024)</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
28	Program: Adult	L. Gerrard			9/1/2024													
29	Program: Dislocated Worker	L. Gerrard	9/1/2024															
30	Program: VIP	L. Gerrard			9/1/2024		9/1/2024											
31	Program: SCSEP	L. Gerrard																9/1/2024
32	Program: Youth	M. Salmon						9/1/2024		9/1/2024								
33	Fiscal: Adult	B. Shea			8/15/2024													
34	Fiscal: Dislocated Worker	B. Shea			8/15/2024													
35	Fiscal: VIP	B. Shea			8/15/2024		8/15/2024											
36	Fiscal: SCSEP	B. Shea																8/15/2024
37	Fiscal: Youth	B. Shea						8/15/2024		8/15/2024								
38	<b>Data Validation Review</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
39	Adult	L. Gerrard			4/14/2024													
40	Dislocated Worker	L. Gerrard	12/30/2023															
41	Youth	M. Salmon						2/18/2024		1/14/2024								
42	SCSEP	L. Gerrard																3/15/2024
43	<b>On-Site Reviews</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
44	Program: Adult	L. Gerrard			3/13- 3/14/2024													
45	Program: Dislocated Worker	L. Gerrard	11/29-11/30/23															
46	Program: VIP	L. Gerrard			3/13-3/14/24			10/26/2023										
47	Program: SCSEP	L. Gerrard																2/14-2/15/24
48	Program: AYC	L. Gerrard																
49	Program: Youth	M. Salmon						1/17-1/18/24		12/13-12/14/23								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
50	Fiscal: Adult	B. Shea		3/13-3/14/2024															
51	Fiscal: Dislocated Worker	B. Shea	11/29-11/30/23																
52	Fiscal: VIP	B. Shea		3/13-3/14/2024			10/26/2023												
53	Fiscal: SCSEP	B. Shea																2/14-2/15-24	
54	Fiscal: AYC	B. Shea											4/15/2024						
55	Fiscal: Youth	B. Shea							1/17-1/18/24		12/13-12/14/23								
56	Combined Program/Fiscal	L. Gerrard B. Shea													5/16/2024				
57	<b>On-Site EO Reviews</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	
58	All Contractors	L. Gerrard	11/29-11/30-2023		3/13-3/14/24		10/26/2023		1/17-1/18/24		12/13-12/14/23		N/A		N/A			2/14-2/15/2024	
59																			
60	<b>ETP</b>		Scheduled	Completed															
61		L. Gerrard	12/15/2023																
62	<b>Ad Hoc Reviews</b>		Scheduled	Completed															
63																			
64																			
65	<b>State EO Analysis Review</b>		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	
66		L. Gerrard	6/15/2023		6/15/2023				6/15/2023		6/15/2023							Done by US DOL	
67	<b>State NH Works System Monitoring - One Stop Certification</b>																		
68	Completed in 2023. Not due until 2026.																		
69	<b>State Audit</b>																		
70			TBD																
71	<b>Federal Review</b>																		
72	Unknown at this time	US DOL ETA																	
73	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.																		
74																			



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

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## **A Change in Mindset Changes Everything**

Sometimes, all it takes to move forward is someone who believes in you. For Anna, it was the staff at Easterseals NH All Youth Count.

When Anna, 21, first connected with AYC, she had a low-paying job with unusual hours. But her aspirations were higher. She wanted to be a phlebotomist. AYC, a partnership with the New Hampshire Division of Children, Youth, and Families (DCYF), service providers, and employers, supports youth who are in or have exited the foster care system. We turned to our network to see how we could help Anna become a phlebotomist.

To start, Anna needed would work around class times plus afford the time and expense of traveling to the program. The logistics seemed overwhelming. We knew Anna could make it all work. But she needed support to see it for herself. Because Anna's existing job schedule conflicted with the phlebotomy training program's hours, she needed to ask her supervisor to accommodate a request for a schedule change. With our encouragement, Anna gained the confidence and language to advocate for herself. She asked her supervisor for a schedule change, and it was approved.

JAG staff helped us address the financial challenge of training and certification. We found a phlebotomy training program in Manchester through an AYC council member who is also a director of the New Hampshire Jobs for America's Graduates (NH JAG). NH JAG partners with training providers, schools, employers, and commuting from Laconia to Manchester by securing funds to reimburse for mileage. We reframed Anna's mindset about the two weeks of in-person training by breaking it down so that she could see that it was three days per week, not five, for a total of only six days.

With training and travel in communities to provide underserved students with training for post-secondary employment at no cost to the student. We worked with JAG staff to inform Anna of the training opportunity, but she was hesitant to enroll. Anna lived in Laconia, an hour's drive from Manchester. She wondered how she place, one barrier remained for Anna: her fear of starting a new path, something unknown, at which she might fail, while giving up her familiar job and routine. We continually encouraged Anna and assured her that we would support her and help her advocate for any help she might need to succeed. Anna began the training program and immediately found success. She contacted AYC staff after the first day, ecstatic. She enjoyed the training and excelled at the "hands-on" portion and, with support, the curriculum. Anna also made natural connections, attending a social party with several classmates. She began building a new network of friends and supports.





After six weeks, Anna earned her phlebotomist’s certification and quickly found a job at a nearby hospital. The new position came with a significant pay increase and benefits. It also offered the possibility of shifts as a Certified Lab Assistant, which paid even more, and overtime work, which Anna now frequently picks up.

“The most important support that All Youth Count has given me is the opportunity to express my challenges and figure out ways to overcome them,” Anna says. “All Youth Count has great staff, and I made genuine connections with some that helped me become more independent on this journey to adulthood. Biweekly meetings were helpful in that aspect. My biggest takeaway from AYC is the willingness and hard work of the staff to always be on top of my case and motivate me so I can reach my goals.”

The results of Anna’s perseverance and confidence have continued to multiply. She has achieved her goals of a new apartment, a new job, and financial independence. Now, she’s begun setting new objectives, including progressing in her career, saving for a new vehicle, and building long-term professional and personal success. “Starting her dream job has led to a big change in outlook for Anna,” says Thomas Ware, All Youth Count Program Coordinator. “Now she believes, as we do, that the sky is the limit for what she can achieve. We’re proud of all her hard work.”

#### All Youth Count

Thomas Ware, Program Coordinator  
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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2023

Quarter:

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn

AYC

- ISY    OSY     ISY    OSY

Participant First Name: Casey

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough  
 Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Casey was a 37 y/o married woman with four children, when she contacted the WIOA program for potential funding to obtain her LPN license. She was determined eligible for Adult WIOA services on 8/18/2022. Casey was working as a LNA and had over 10+ years in the healthcare environment as an LNA and prior to this she worked for 5 years as a direct support professional. She stated she was ready to take the next step in her medical career path and become an LPN, knowing this is the natural progression in the nursing field, and becoming an LPN would increase her wages and promote her continue growth in the medical field. In discussion regarding the LPN profession, it became apparent she had a realistic view of the daily work activities and job duties of an LPN, and her extensive work experience as an LNA, allowed her to develop many basic nursing skills that would be extremely beneficial to her as an LPN. In addition, her comprehensive assessment results also support this goal as being an appropriate and obtainable goal for her. We also reviewed LMI for LPNs which indicated wages between \$22.57-\$35.70, which would meet her needs and a projected 10% projected annual growth in NH.

We discussed potential training vendors, but she had already been accepted into the LPN program with LNA Health Careers. This was a 52-week, 1401 hours training program at a cost of this training \$23000.00. She received funding from



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WIOA (\$6500.00) and also partnered with NHES-WNNH (\$7000.00) and covered the remaining balance through scholarships and loans.

She started her training on September 9, 2022, and received her certificate of completion certificate on August 4, 2023, with a GPA of 3.46. Throughout her training Casey, continued to work full time hours, and even went through at bout of COVID, in addition to raising four children. During our monthly contact she often spoke of the course being much more difficult than she expected, and at times felt overwhelmed, but she hung in there and was even chosen as LNA HC “Student of the Month” for July, with the write up in their monthly newsletter stating the following: “Casey Braley is an LPN student who goes the distance. Working full time, married with a family, and making excellent grades in her nursing classes. She uses every free minute she has, to study. Casey loves working with the elderly and already has an LPN job lined up at a facility she loves. She is a passionate about nursing and advocating for patients.”. Once she obtained her temporary LPN license, she was able to start her career as an LPN and started work as an LPN with Forest View Manor on 8/21/2023, earning \$33.00 an hour with benefits. She passed her NCLEX exam on 9/18/23 and received her official LPN NH State License.

This CN is extremely proud of Casey and what she has accomplished and anticipates her continued success in the medical field.

Thank You,

*Jean Donzello*



SWIB MEETING DATE: 10/17/2023
AGENDA ITEM: 2h. Success Story

Participant Success Story

Program Year: 2023

Quarter: 4

Program enrolled in:

- Program enrollment options: Adult, Dislocated Worker, VIP, Youth, IINE, SNHS, NH JAG, My Turn, AYC, ISY, OSY

Participant First Name: Cheyenne

Age: 14-18, 19-24, 25-45, 46-55, 56-65, 66-75, 75+

County: Belknap, Carroll, Cheshire, Coos, Grafton, Hillsborough, Merrimack, Rockingham, Strafford, Sullivan

Success Story:

Cheyenne joined MY TURN in July of 2022 looking for an opportunity to better herself. Her boyfriend had been in our program and had completed the Microelectronics Bootcamp. She saw the positive changes he was making and decided it was her TURN to invest in herself. She joined the Microelectronic Bootcamp and completed the program on September 23, 2022. Cheyenne was offered a job at her first-choice employer, BAE, and is currently working there to date.

Cheyenne continues to grow personally and professionally, inspiring others to take the chance and believe in themselves. She has come to speak at other Microelectronic Bootcamps to students, mentor them, provide feedback, and was recently offered a teaching assistant position at Nashua Community College for the Microelectronic Bootcamp. As luck would have it on one of the visits to the classroom, she was approached to be in a commercial for Nashua Community College and was featured in it representing the positive aspects of going to a community college.

Cheyenne's life has changed dramatically in one short year. She was working at a movie theater when she came to us. Now with the career guidance and training she has received at MY TURN her possibilities are endless. She has said, 'If it were not for MY TURN, I do not know where I would be. I am so grateful for the doors that were opened because of joining MY TURN.' We cannot wait to see what she will do next, to quote Audrey Hepburn, 'Nothing is impossible, the word itself says I'M POSSIBLE'. Cheyenne is living proof of that.





SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2023

Quarter: 3

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn
- AYC
- ISY    OSY     ISY    OSY

Participant First Name: David

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

David Woodman (DW), 39, of Lancaster, NH, living with his wife and 8-year-old daughter, is currently employed at “My Obsession”, his spouse's E-commerce fashion business, as an associate. Due to recent inflation, the business has been losing money and DW anticipated a 50% pay cut for both himself and his wife. DW would like to pursue his own career as a CDL-licensed truck driver. DW's previous experience consists of working as a yard manager at a lumberyard in Massachusetts, where he held his CDL Permit. DW has learned through personal experience that he prefers a job where can be independent, driving and working with cargo. Truck driving would be a good fit for DW, but because he was not able to move from a CDL permit to his CDL license, he is missing the credentials to achieve his goal, and participate in what is a “Bright Outlook” occupation in the local labor market. This field would provide DW with the consistency in income and stability DW needs to support himself and his family. Due to his lack of post-secondary education and training, and the financial setback of both the effects on his wife's business of inflation, and high funeral expenses because of the passing of his mother and brother due to Substance Use Disorder, DW will need WIOA assistance to be successful in achieving his goal of working in his chosen field. David attended training at White Mountains Community College. He successfully completed his CDL-B training program and passed his license test. David was hired by the NH DOT as a Highway Maintainer II.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2022

Quarter: 4

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn
- AYC
- ISY    OSY     ISY    OSY

Participant First Name: Arbay

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Arbay came into the OSY program highly motivated to earn her LNA. At the time, she was employed at Catholic Medical Center as a Culinary Associate and expressed that her goal is to stay in the Healthcare field. She was also dealing with several issues personally and felt driven to get her life on track and gain some independence as a young adult.

Arbay showed enthusiasm throughout the online theory portion of the class here at MYTURN and later shared that she was enjoying the in-person training and happy with her decision to pursue this credential.

Arbay successfully obtained employment and is currently employed at Villa Crest Long Term Care Facility. Her next goal is to join the Surgical Technician program at NHTI.

Arbay possesses discipline, great study habits and demonstrates a good work ethic and will likely succeed in any endeavor she pursues.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2022                      Quarter: 4

Program enrolled in:

- Adult     Dislocated Worker                       VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn
- AYC
- ISY    OSY                       ISY    OSY

Participant First Name: Ayobami

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County: Belknap   Carroll   Cheshire   Coos   Grafton   Hillsborough   Merrimack  
Rockingham   Strafford   Sullivan

**Success Story:**

Before Ayobami was in NH JAG, she was a striving high school student with a desire to get into a career that would make a positive impact upon the lives of others. Thankfully, through her friend who is already in the JAG program, she was introduced to NH JAG. The Specialist met with Ayobami, learned of her aspirations, and introduced how the NH JAG program could assist her. Ayobami was told that she would not have to wait to pursue career opportunities and drift through the academic system. She was told that NH JAG could help her in the present state and academic growth could take place presently! It is because of this assistance from the JAG program that Ayobami has seen immediate success.

Ayobami immediately took advantage of the opportunities that JAG provided, most recently competing at the NH JAG Career Development Conference earlier this Spring. This conference is for NH JAG students from across the state who come together to learn, grow, and celebrate the success that the program is having upon them. Her specialist helped her craft her first resume, and she was prepped to participate in a “mock interview” to have her interviewing skills tested. This competition had a profound and eye-opening impact on Ayobami. With this experience, she learned how to interact professionally in interviews, which is knowledge she will take with her in the future to her next interview in the “real world.”

After only one year with NH JAG, Ayobami held the confidence to apply to the N.Y.L.F. Medicine (National Youth Leadership Forum). Specifically, she wants to be an anesthesiologist, and this program is a summer program that works as a medical summer





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camp. The enrolled students obtain college credit, hands on medical experience, and medical knowledge is distributed to the students. It is without a doubt a great opportunity for young students who are interested in the medical field to gain knowledge and practical experience. Ayobami applied and was accepted! Now, she is looking ahead to the summer to reap the benefits that this amazing forum will provide. Her interviewing and resume skills have been utilized, and all other competencies that she garners from the JAG program will continue to be implemented in her life to provide the excellence that she is seeking. Ayobami is a great student to have in the program, and the difference that NH JAG has made in her life is clearly seen, which is celebrated in her success.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

### Participant Success Story

Program Year: 2023      Quarter: 1

Program enrolled in: Nashua OSY

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS     NH JAG     My Turn  
 AYC  
 ISY    OSY     ISY    OSY

Participant First Name: Desiree

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

#### Success Story:

Desiree has been in the MYTURN program for the past year and has made some excellent strides and continues to excel on her path to financial freedom. Desiree Joined the MY TURN program in hopes to further her education and received much more! Desiree had a strong passion for the Hospitality Industry and was committed to completing school and becoming and Chef to open her own restaurant. Unfortunately, due to lack of support at home and being a single mother, she had to put her dreams on hold, even with this impediment Desiree with the help of MY TURN staff was able to find something she was equally passionate about, helping others. She was successful in securing a spot in a Phlebotomy Training program and she graduated from LNA Health Careers in July of 2023

The goal crushing did not stop there! Desiree sat for her state exam and became a licensed Phlebotomist, and with her license was able to not only work in NH but also in several other states where the minimum wage is higher for healthcare professionals.! MY TURN staff assisted Desiree with updating her resume to showcase her newly acquired skill and find fulltime employment.



Desiree is now established and is making great money. She loves the work she does and is looking forward to continuing and growing in the field. Desiree eventually would like to use her skills to fund the dream of becoming a restaurant owner. Her goal is to expand and continue to grow as a young professional.

We are so proud of Desiree, and she has our unequivocal support as she continues to shoot for the stars!

She also makes the best Tacos/ Flautas in Southern NH!





SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2023 Quarter: 1

Program enrolled in:

Adult  Dislocated Worker  VIP:  Youth:  
 IINE  SNHS  NH JAG  My Turn

AYC

ISY  OSY  ISY  OSY

Participant First Name: Kirsten

Age:  14-18  19-24  25-45  46-55  56-65  66-75  75+

County:  Belknap  Carroll  Cheshire  Coos  Grafton  Hillsborough  Merrimack  
 Rockingham  Strafford  Sullivan

Success Story:

Kirsten is a 60-year-old single female living in Manchester, NH. Who was laid off on 11/7/2022 from Vogelsang USA. She Kirsten worked remotely as an IT Tech for Vogelsang. When Kirsten was laid off by Vogelsang, she was told she was being let go because her skills were outdated. Kirsten's highest level of education is a bachelor's degree in computer science from Indiana University. At the time of her lay off Kirsten had over twenty years programing experience.

Kirsten was not sure what she should do after being told her skills were outdated and her first thought was to become an LNA, but she did not realize they only make \$20 an hour. She would like to get out of IT but wants to make \$60,000 or more. She realized her IT skills are outdated and is not sure what her next career move would be.

Kirsten entered Dislocated Worker program and worked with the Employment Counselor to research what was available using her IT background but without having to necessarily program. She started by enrolling with Visible Edge in their Data Science & Machine Learning Technologies Certificate Program. Kirsten loved the classes and did extremely well, with Visible Edge telling out employment counselor that Kirsten was a star pupil.

Upon completion of the training program and receiving her certifications, Visible Edge offered Kirsten a position as an instructor. Although she was making slightly less than before, she was still able to work remotely and use her skills along with her training to change the direction of her career.



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While Kirsten was in training, she exhausted her unemployment compensation. The Dislocated Worker program was able to assist her with her utilities through Support Services remove those barriers that would distract from being successful with training.

Kirsten has told us she loves working with Visible Edge, feels they are a great group to work with and is looking forward to working with the students.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2022

Quarter: 4

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn
- AYC
- ISY    OSY     ISY    OSY

Participant First Name: Kirstyn

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Kirstyn dropped out of high school her junior year with no certain direction or career ambition. She was unemployed but found joy in her volunteer work at a church in Manchester. Her joy of helping make the community a better and safer place was what sparked her interest in becoming an EMT. Through her local church she found out about New Hampshire Jobs for America’s Graduates Out-of-School program. The dots were connected, and Kirstyn reached out!

Becoming a WIOA Youth Participant in December, she and her NH JAG Youth Specialist worked together to set her up for success with the New England EMS Institute in Manchester. With the support of NH JAG, Kirstyn excelled in her course work and clinical labs, resulting in the passing of her final exam. She received a certificate of completion this past April and is currently working towards her Basic Life Skills certification and cognitive exam.

Kirstyn has not finished her educational pathway just yet! Planning and working with her Specialist, she will sit for the HiSET exam this Summer. She continues to work towards financial success and hopes that with her High School equivalency she will be marketable for future employment. Her dedication to improving her skills and bettering her life are a result of NH JAG’s promise of cultivating youth success.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2023 Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn

AYC

- ISY    OSY     ISY    OSY

Participant First Name: Lyse

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Lyse Bigirimana enrolled in the Dislocated Worker program as of 11/3/2022 and was previously employed as a direct care support worker earning \$18.50 per hour. Lyse had emigrated from Burundi and stated she had limited English and expressed a desire to obtain an LNA license. She wanted to have a career as she didn't want just a job anymore. Lyse stated she needed to be employed and found part-time interim employment as a personal care attendant while attending training full-time.

Lyse understood that she would need to complete the English language class prior to training in order to be successful and attain her goals. She used the International Institute of New England to take English classes to better her command of the English language.

After completing her English classes, Lyse enrolled in the LNA for Success program through Manchester Community College. At one point she was struggling with some concepts and advocated for herself (and the other students in her training program) requesting an additional practice exam to ensure she (and they) would pass the licensure exam. Lyse passed her exam with the highest score achieved in the LNA for Success program thus far and was able to receive her LNA license.

During the time was in training, the Dislocated Worker program was also able to assist Lyse with her car payment, utilities, and rental assistance.

After obtaining her LNA license, Lyse was hired as an LNA earning \$19.00 per hour in a Memory Care Facility and loves her job. Lyse expressed a desire to continue her education in English and wants to pursue becoming an LPN and then complete RN



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training. Lyse showed the drive and determination to complete the English language and LNA program as well as advocating for other and will be successful in her goals of becoming an LPN or an RN.





SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

### Participant Success Story

Program Year: 2023

Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS     NH JAG     My Turn  
 AYC  
 ISY    OSY     ISY    OSY

Participant First Name: Miguel

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Miguel came into the OSY program simultaneously entering MYTURN’s Young Adult Court Program. Avoiding incarceration with this opportunity, Miguel was able to pursue his goal of obtaining his CDL-A. Personally, he and his girlfriend were able to welcome a newborn into the world and he was motivated to get started.

There are stringent requirements of Phase 1 of the YAC program, including but not limited to: obtaining and maintaining meaningful employment, twice weekly check-ins at his parole office, weekly court hearings to address his progress and set new tasks he much achieve, and working with MYTURN weekly. Miguel has exceeded the court’s expectations each week and has successfully entered Phase 2. He has maintained employment, attended all check-ins, court hearings, and MYTURN appointments. He completed a court appointed certificate program for THC misuse before expected, impressing the entire YAC team.

Miguel has been studying the CDL Driver’s Manual and will be scheduling an appointment to take his permit test at his next MYTURN meeting. From there, he will do ELDT Theory Training as his last prerequisite to enrolling into the available CDL-A training.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**WIOA Participant Success Story**

Program Year: 2023

Quarter: 1

Program enrolled in:

- Adult
- Dislocated Worker
- VIP:
- Youth:
- IINE
- SNHS
- NH JAG
- My Turn
- ISY
- OSY
- ISY
- OSY

Participant First Name: Sarah

Age:  14-18  19-24  25-45  46-55  56-65  66-75  75+

County:  Belknap  Carroll  Cheshire  Coos  Grafton  Hillsborough  Merrimack  Rockingham  Strafford  Sullivan

Success Story:

Sarah came to MY-TURN as a single mother with a 2-year-old daughter. She was fresh out of a very unhealthy relationship with her daughters’ father. She was couch surfing, jobless and completely lost. Sarah had a history of failed employment and lack of guidance throughout her life. When MYTURN Staff initially sat with Sarah we planned attainable goals to reach for her within the first six months. Sarah tirelessly worked hard toward every single goal. She left her toxic relationship and acquired a restraining order to solidify her and her daughter’s safety. She was able to secure safe housing for her and her daughter in their very own place. She enrolled her daughter in a wonderful daycare so she could start working. She started with a part-time job, picking up any shift offered to her, while she looked for a full-time position in a field she was interested in. By month 3 of working with MY-TURN Sarah was offered a well-paying, full-time position at a dental office. After working there for a few months and really evaluating how she would like to proceed in her future career, she researched and decided she would like to work helping children. Sarah applied for a position as a Paraprofessional at Seabrook Elementary School. Sarah’s drive and tenacity to build a better life for her and her daughter has proven to be nothing short of admirable. She has set goals and has been able to achieve every single one. She has not given up once, despite the many obstacles that have been in front of her. Sarah is on the road to success, where less than a year ago she truly had no hope for her or her daughter’s future.



SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

### Participant Success Story

Program Year: 2023 Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn
- AYC
- ISY    OSY     ISY    OSY

Participant First Name: Yohan

Age:  14-18    19-24    25-45    46-55    56-65    66-75    75+

County:  Belknap    Carroll    Cheshire    Coos    Grafton    Hillsborough    Merrimack  
 Rockingham    Strafford    Sullivan

Success Story:

Yohan started his MYTURN journey in the Nashua ISY program, where he spent time researching various careers and learning about post-Secondary opportunities. It was there he learned about the MYTURN OSY program in Nashua, which he was seamlessly rolled into to begin the next phase of his life after high school.

Yohan registered at Nashua Community College and signed up for the Microelectronics Boot Camp. He successfully completed the course and finished with a certificate in Microelectronics, as well as a Lean Six Sigma White Belt. Yohan also received Microscopy Set-Up and Operations training while in the course.

As a result of his experiences and interactions with people he came across in the boot camp, Yohan stepped out of his shell and developed the confidence and self-esteem he was lacking prior to entering MYTURN.

After completing the boot camp and achieving academic success, Yohan shifted his focus to the next goals he had set for himself. Despite facing some bumps in the road, Yohan now had a new optimistic outlook that would assist him with knocking two big goals off his list quicker than he ever expected- purchasing his first car and moving into his first apartment!!



Yohan is now working full-time as an Assembler at RH Laboratories, Inc., which is a leader in the industry of RF and microwave component design and production. He is loving his new job, co-workers, and is feeling happy with the new life he has made for himself. We are so proud of Yohan and can't wait to see what goals he sets for himself next!





SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 2h. Success Story

**Participant Success Story**

Program Year: 2023

Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE     SNHS     NH JAG     My Turn

AYC

- ISY     OSY     ISY     OSY

Participant First Name: Theophile & Tuyishime

Age:  14-18     19-24     25-45     46-55     56-65     66-75     75+

County:  Belknap     Carroll     Cheshire     Coos     Grafton     Hillsborough     Merrimack  
 Rockingham     Strafford     Sullivan

**Success Story:**

Theophile (Theo) and Tuyishime (Jackson) came to Manchester from the Kiziba refugee camp in Rwanda in the summer of 2022. Both young men came very excited to work and to get their licenses.

Soon after coming, both Theo and Jackson began working full time at Pitco Frialator in Bow, NH, as well as starting English classes through IINE. Both did a great job balancing work and their job. Pitco was and continues to be very happy with their work and reliability. Around that time, as well, Theo and Jackson connected with a driving instructor from the New American Driving School from Concord, NH. They were very motivated to jump right into US life and work on being self-sufficient.

February last year, Theo and Jackson were ready for their new adventure! Both had talked about eventually becoming truck drivers and they felt ready for the challenge. They were enrolled in WIOA to access funds for the training program and were accepted at New England Tractor Trailer Training School (NETTTS) in February 2023. Both graduated on August 31<sup>st</sup>, 2023, having completed their commercial driving school program. They are waiting to take their road tests. We cannot wait to see what these young men do next!



**Meet some WIOA VIP students here**





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SWIB MEETING DATE: 10/17/2023

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

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**Background:**

The Office of Workforce Opportunity partners with a number of entities in the State of New Hampshire including The Bureau of Employment Supports, Division of Economic Stability within the NH Department of Health and Human Services (NH DHHS). The Board regularly votes on to approve the revisions to their SNAP Employment and Training (SNAP E&T) State Plan. We partner with NH DHHS on a number of initiatives, including to provide high quality career and technical education, work readiness training and support services in conjunction with state and local workforce development partners.

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

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

**Requested Action:**

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

**Draft Motion:**

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



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 3b. One Stop Certification

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**Background:**

NH Works One-Stop Certification Review Summary Program Years 2023-2026

A One-Stop Certification is required, as identified in the Workforce Innovation and Opportunity Act (WIOA) which utilizes the One-Stop Certification policy. Staff at the Office of Workforce Opportunity (OWO) conducted onsite reviews at the NH Works office locations. The members of the NH Works Consortium approved the schedule and were encouraged to have representation at each site location. The primary attendance at the site visits were the local NH Employment Security (NHES) Managers, NHES Operations, representatives from Department of Health and Human Services/NH Employment Program and Southern NH Services (attendance lists are attached).

OWO staff used the forms identified in the policy to conduct the site visits. NHES facility staff completed the ADA Checklist for Existing Facilities for each location. There were no accessibility issues identified at any of the locations. (Copies of the policy, review tool and each one-stop center review are 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 partner relationships and how field staff work in teams to address the needs of individuals. Staff present at these interviews spoke about the collaboration that occurs with both co-located and non-located programs. Staff present at these interviews felt that the ability to provide services virtually as well as in person allows customers to decide what works best for them. Most staff acknowledged that foot traffic at the NH Works offices is down compared to pre-Covid times. Staff would like to see more individuals utilize the one stop center offices as there are many benefits to the individual when they access services in-person.

All sites acknowledged meeting the established criteria as captured through the checklists. The review team identified one area that is in need of improvement.

**NH Works Branding and Signage:** The American Job Center network is a unifying name and brand that identifies online and in-person workforce development services as part of a single network. US DOL requests that states and local areas use specific branding logos to proactively identify One-Stop Career Centers as "American Job Centers" in outreach materials, websites, and other communications. States and local areas should use "a proud partner of the American Job





Center network," for physical One-Stop Career Centers or websites. Although NH is using the branding and logos on printed and online materials, the "NH Works is a proud partner of the American Job Center network" was not highly visible inside or outside of the facilities. It is recommended that exterior window clings and interior signs be added to all the centers. Staff at OWO and NHES operations have already spoken about this issue and plans are being worked on to add these elements to all of the one stop locations.

Throughout the certification process, local NH Works staff discussed areas where improvement in the One Stop system is wanted. Throughout the interviews, two consistent themes emerged and are listed below. It is the recommendation of the review team that these areas be reviewed by the Consortium for potential resolutions.

#### **Quarterly Partnership Meetings:**

Due to the Covid-19 pandemic, partner meetings were discontinued. They were started back up virtually approximately a year ago. These partner meetings are organized based on region and are facilitated by NHES Office Managers and/or NHES Operation staff. They are currently being held virtually through zoom and all co-located and non-located agencies are invited to attend.

Throughout the certification process, reviewers received feedback on these meetings. Some regions had robust meetings where items of interest are discussed. In other areas, meetings amounted to program check in and status updates, with not all program partners attending and contributing to these meetings.

#### **Professional Development:**

Since the pandemic, the NH Workforce Development system has seen significant staffing changes at all levels and across all agencies. Agencies are finding it hard to hire, train and retain staff.

Throughout the certification process, professional development of the frontline staff was discussed. It is becoming increasingly difficult to onboard new staff with the knowledge that they need to assist customers. Basic trainings about the different partner agencies and services that are available would be an invaluable resource to all partner agencies. In addition, ongoing professional development in topic areas such as compassion fatigue, working with individuals with "invisible" disabilities and those with mental health concerns, as well as specific trainings geared towards workforce development professionals have been requested. Although there is a Professional Development Team (PDT) that is tasked with training initiatives for staff, there is



no budget for staff development, nor is there one single online learning system that is used by all NH Works partners.

**OWO Staff Recommendation:**

On behalf of the 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 2023-2026.
- It is the recommendation of the review team that the Consortium develop guidance on the structure and delivery of NH Works partner meetings and that this guidance be disseminated to all partner programs.
- It is the recommendation of the review team that the Consortium explore, support and fund professional development opportunities for the staff of the NH Works system.
- All partners recognize that their particular agency's performance data is reviewed by their respective agency administration. However, it was unclear what their local partners' performance outcomes were on a quarterly or annual basis. It is recommended that the Consortium develops a system so that partner performance data can be shared (at least annually) with all members of the NH Works system as well as the SWIB.

**Reviewers:**

Joseph Doiron, Director of Workforce Development, Office of Workforce Opportunity  
Lisa Gerrard, WIOA Program Administrator, Office of Workforce Opportunity  
Melissa Salmon, Administrative Assistant, 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 and recommendations as submitted by staff from the Office of Workforce Opportunity.

## One Stop Certification Attendance

**March 28, 2023**

### **Conway**

Name	Organization
Scott Koblich	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Crystal Sawyer	Adult Education
Bridgette Bowmar	DHHS
Gene Patnode	DHHS
Lisa Gerrard	DBEA
Joe Doiron	DBEA
Melissa Salmon	DBEA

### **Berlin**

Name	Organization
Diana Berthiaume	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Gail Theberge	Adult Education
Bridgette Bowmar	DHHS
Gene Patnode	DHHS
Lisa Gerrard	DBEA
Joe Doiron	DBEA
Melissa Salmon	DBEA

**April 3, 2023**

### **Portsmouth**

Name	Organization
Catherine Gordon	NHES
Michelle Hart	SNHS
Sarah Morrissey	NHES
Tina Brousseau	DHHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

### **Somersworth**

Name	Organization
Catherine Gordon	NHES
Michelle Hart	SNHS
Sarah Morrissey	NHES
Jenn Gould	DHHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**April 4, 2023****Nashua**

Name	Organization
Karen Desrosiers	NHES
Michael (Miguel) Ugarte	SNHS
Sarah Morrissey	NHES
Rosa Valente	DHHS
Susan Bell	DHHS
Nichole DeModena	SNHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**Salem**

Name	Organization
Karen Desrosiers	NHES
Michael (Miguel) Ugarte	SNHS
Sarah Morrissey	NHES
Alicia Dufield	DHHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**April 6, 2023****Manchester**

Name	Organization
Kevin Meyers	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Tina Brousseau	DHHS
Ginny Hooker	SNHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**April 10, 2023****Littleton**

Name	Organization
Scott Koblich	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Dan Lader	DHHS
Shauna Earnshaw	DHHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**Laconia**

Name	Organization
Jorge Archundia	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
AA Dewfield	DHHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**April 12, 2023****Keene**

Name	Organization
Rob Campbell	NHES
Sarah Morrissey	NHES
Denise Perna	DHHS
Michael (Miguel) Ugarte	SNHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**Claremont**

Name	Organization
Rob Campbell	NHES
Sarah Morrissey	NHES
Christine Carter	DHHS
Michael (Miguel) Ugarte	SNHS
Lisa Gerrard	DBEA
Melissa Salmon	DBEA

**April 13, 2023****Concord**

Name	Organization
Jorge Archundia	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Sarah Wheeler	DOE/Adult Ed
Linda Ristaino	DHHS
Beth Doiron	CCSNH
Lisa Gerrard	DBEA
Melissa Salmon	DBEA



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 3c. SWIB Meeting Dates for 2024

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**Background:**

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

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

**OWO Staff Recommendation:**

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

**Requested Action:**

Approval of the next three proposed meetings dates and times for 2024.

**Draft Motion:**

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on February 6, 2024, at 1:00pm, June 4, 2024, at 1:00pm and October 15, 2024, at 1:00pm.



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 3d. Topics for February 6th Meeting

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Item 3d. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable. Please note the next meeting is February 6, 2024.



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SWIB MEETING DATE: 10/17/2023  
AGENDA ITEM: 3e. Board Motions and General Discussion

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





**Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms**

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
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/NOA	Notice of Obligation/Notice of Award
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	PIRL	Participant Information Record Layout (WIOA)
ESL	English as a Second Language	RFP	Request for Proposals
ETA	Employment & Training Administration US DOL	SCSEP	Senior Community Services Employment Program
ETP (L)	Eligible Training Provider (List)	SDA	Service Delivery Area
FOA	Funding Opportunity Announcement	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
FUTA	Federal Unemployment Taxes	SNHS	Southern New Hampshire Services
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc.Rehab.)



State  
Workforce  
Innovation  
Board



New Hampshire Department of  
**BUSINESS AND  
ECONOMIC AFFAIRS**

ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth

**State Workforce Innovation Board (SWIB) Members**

Last Name	First Name	Organization	Industry/Agency	Email Address
Alberts	Mike	New England Wire Company	Business	mike.alberts@newenglandwire.com
Alden	Jim	Chutters	Business	jhalden@yahoo.com
Alexander	Joseph	State Representative	Legislator State House	Joe.Alexander@leg.state.nh.us
Avard	Kevin	Senator	Senator NH Senate	Kevin.Avard@leg.state.nh.us
Bartle	Rick	Stratus Business Development Inc	Business	rbartle@stratusbd.com
Brennan	Christine	NH Department of Education	State Partner	Christine.Brennan@doe.nh.gov
Brown	Jo	Mayor of Franklin	LEO-Mayor	mayor@franklinnh.org
Burzynski	Anya	Aerodynamics Metal Finishing	Business	anya@aerodynamicsmetalfinishing.com
Caswell	Taylor	Business and Economic Affairs	State Partner	Taylor.Caswell@livefree.nh.gov
Clark	Kelly	AARP	Community Partner	kclark@aarp.org
Clinton	Kenneth	Meridian Land Services	Business	KCClinton@meridianlandservices.com
Copadis	George	NH Dept. of Employment Security	State Partner	George.N.Copadis@nhes.nh.gov
Crochetiere	Bruce	Focused Technology Solutions	Business	Bcrochetiere@focustsi.com
Crowley	Mary	CP Management	Business	maryc@newfranklinapts.com
Eaton	Tiler	IBEW 104	Union Rep	tiler_eaton@ibew.org
Fall	Patrick	UA 131 Pipefitters	Union Rep	fatpall00@gmail.com
Hansel	George	Mayor City of Keene	LEO-mayor	mayor@ci.keene.nh.us
Hennessey	John	Littleton Coin Co.	Business	jhennessey@littletoncoin.com
Harrington	Cynthia	Business and Economic Affairs	State partner	cynthia.j.harrington@livefree.nh.gov
Kane	Michael	The Kane Company	B. Business - Chair	mkane@netkane.com
Kantar	Justin	Firefighters Union	Union Rep	justinkantar@gmail.com
Hyde	Candice	Job Corps	Community Partner	<a href="mailto:hyde.candice@jobcorps.org">hyde.candice@jobcorps.org</a>
Long	Shane	Aldworth Manor	Business	aldworthmanor@gmail.com
Lozeau	Donnalee	Southern New Hampshire Services	Community Partner	dlozeau@snhs.org
Lundgren	Lori Ann	Steadfast Spirits	Business	Loriann.lundergan@outlook.com



State  
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New Hampshire Department of  
**BUSINESS AND  
ECONOMIC AFFAIRS**

Major	Larry	Pike Industries	Business	lmajor@pikeindustries.com
Crepeau	Adam	Office of the Governor	A - CEO - Governor	Adam.j.crepeau@nh.gov
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