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

**June 8, 2021**

**1:00pm**

**Board Members in attendance:**

Joe Doiron

Commissioner Copadis -acting Chairman

Jonathan Melanson

David Cioffi

Marc Beaudoin

Mike Alberts

Tamer Koheil

Mike Somers

Mayor Lovett

James Proulx (Jimmy)

Tim Sink

**Guests**

Stacey Venne NH JAG

Tucker Sargent NH JAG youth

Christopher Semonelli DOE

Lauren Smith DOL

Scott Crowder ORID

Matt Russell SNHS

Janet Arnett NH JAG

Allie Joseph My Turn

Dantaya Brewer My Turn youth

Tara Govski My Turn

Sarah Wheeler DOE

## Agenda

1. 1:00pm--Call to Order:
  - 1a. Roll Call
  - 1b. Approval of February 3, 2021 Meeting Minutes
  - 1c. Welcome
  - 1d. Public Comment
  
2. 1:10pm—Informational Items
  - 2a. BEA & NH Economic Update with Commissioner Taylor Caswell
  - 2b. Financial Update
  - 2c. Rapid Response Update
  - 2d. Program Performance Update
  - 2e. Program Success Stories
  - 2f. Outdoor Recreation & Workforce Development/Attraction
  - 2g. WIOA Youth
  - 2h. Subcommittee Reports
    1. Bylaws Subcommittee Report
    2. Review Subcommittee Report
  
3. 2:30pm—Board Motions & Discussion
  - 3a. Topics for the October 19<sup>th</sup> Meeting
  - 3b. Board Motions and General Discussion

4:00pm—Adjourn

Next Meeting: October 19<sup>th</sup> 1:00pm

## P R O C E E D I N G S

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

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

This meeting is being recorded. Before speaking, please state your name so that the transcription service can actually document today's meeting. Today's meeting is an official meeting of the Board. It's open to the public and will be run in a manner compliant with RSA 91-A.

Meeting materials for the Board and public can be found by visiting the nhworks' webpage, or [www.nhworks.org](http://www.nhworks.org). Again, today's meeting is being recorded.

As this is the first in-person board meeting since February 2020, we have a number of items to work through. You

will find these items on the agenda, with the enclosed supportive documents. The agenda and these documents have been provided to the Board electronically last week, and printed copies are available -- all materials will be made available to the public.

With that, Joe, could you call the roll?

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

MIKE ALBERTS: Here.

JOE DOIRON: Beth Doiron?

[Silence]

JOE DOIRON: Eric Batchelor?

[Silence]

JOE DOIRON: Mark Beaudoin?

MARC BEAUDOIN: Here.

JOE DOIRON: Christine Brennon?

[Silence]

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

JOE DOIRON: Anya Burzynski?

[Silence]

JOE DOIRON: Will Arvelo?

[Silence]

JOE DOIRON: David Cioffi?

DAVID CIOFFI: Here.

JOE DOIRON: Kelly Clark?

[Silence]

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Dwight Davis?

[Silence]

JOE DOIRON: Julie Demers?

[Silence]

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

William Hatch?

[Silence]

JOE DOIRON: John Hennessey?

[Silence]

JOE DOIRON: Jay Kahn?

[Silence]

JOE DOIRON: Michael Cain?

[Silence]

JOE DOIRON: Tamer Koheil?

TAMER KOHEIL: Here.

JOE DOIRON: Charlene Lovett?

CHARLENE LOVETT: Here.

JOE DOIRON: Robert Martel?

[Silence]

JOE DOIRON: Jonathan Melanson?

JONATHAN MELANSON: Here.

JOE DOIRON: Steve Norton?

[Silence]

JOE DOIRON: Eric Proulx?

[Silence]

JOE DOIRON: James Proulx?

[Silence]

JOE DOIRON: Tim Sink?

[Silence]

JOE DOIRON: Mike Somers?

MIKE SOMERS: Here.

JOE DOIRON: Gary Thomas?

[Silence]

JOE DOIRON: Michael Turmel?

[Silence]

JOE DOIRON: Brandon Wagner?

[Silence]

With the roll call, we are short quorum by two, Mr. Chairman. We cannot vote on things, but we can go through informational items and have discussion, as long as there are no binding votes.

COMMISSIONER COPADIS: Okay, great, thank you.

Thanks, Joe. The meeting minutes from February 3 are found in the packet, and although we're not able to take a motion to



approve the minutes, if anybody has any issues with the minutes -- errors, corrections or omissions --

Didn't hear that; no, nothing.

MAYOR LOVETT: I sent mine to Joe already.

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

Is there a public comment from anybody?

[Silence]

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

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

ALLISON JOSEPH: Hi, everybody. My name is Allison Joseph. I'm the Executive Director of My Turn. We're one of the youth contractors in the state. Today we brought with us

Dantaya, who's a fantastic example of what the services we deliver can help somebody accomplish.

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

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

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

COLLECTIVE: Sure.

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

And his specialist is with us today as well, Stacey Venne. Stacey saw Tucker through many challenges as he came into the program, but he's been a real star for us. He's gone

through training and is really dedicated to working in the health care field. So I'll let things keep rolling.

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

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

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

COMMISSIONER COPADIS: I'd love to hear just -- you know, a little bit about yourself.

TUCKER SARGENT NH JAG youth: Okay.

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

TUCKER SARGENT NH JAG youth: Sure.

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

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

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

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

I graduated there actually the week that everything shut down for COVID. So thank God I got through just barely in time, and was able to just move into a position as an LNA at Havenwood.

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

As far as I'm aware, not a single one of the residents in the community itself was tested positive for COVID throughout

the entire pandemic. So it was pretty amazing. I work with a lot of great people.

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

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

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

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

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

COMMISSIONER COPADIS: Thank you very much.

TUCKER SARGENT NH JAG youth: Yeah.

COMMISSIONER COPADIS: That's a great presentation.

Any questions?

MIKE ALBERTS: Congratulations, by the way.

TUCKER SARGENT NH JAG youth: Thank you.

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

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

TUCKER SARGENT NH JAG youth: Yeah, thank you for

asking. I think a lot of it is it's just the mental piece. The job, it can be physically taxing at times, but I like to think I'm in good enough shape to be able to handle it.

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

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

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

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

support network, honestly.

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

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

TUCKER SARGENT NH JAG youth: Thank you.

DAVID CIOFFI: During the process in your training, did you have ample opportunity to shadow people in the industry that you wanted to go in? I do volunteer work at the VA Hospital in White River, and I see a lot of that. And a lot of good questions being asked. I'm wondering if you had that opportunity?

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

And then when I came to Havenwood, they have kind of a transition period where they have a new LNA shadow an LNA that's



been there for a while, and knows a lot more about -- you know, the floor, the residents and the facility itself.

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

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

DAVID CIOFFI: Well, congratulations on your perseverance. It's nice to see more men -- males getting into nursing. I'm beginning to see it over at the VA now.

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

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

TUCKER SARGENT NH JAG youth: Thank you.

COMMISSIONER COPADIS: Any other questions, anybody?

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

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

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

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

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

TUCKER SARGENT NH JAG youth: Yes. I -- it was

through research online at first that I found out about JAG.

MAYOR LOVETT: Okay. So you initiated it?

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

MAYOR LOVETT: Okay.

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

MAYOR LOVETT: Okay.

TUCKER SARGENT NH JAG youth: So I did not get the chance to kind of participate in the program in high school, because I was home schooled through high school. So it was a thing of I was in a place where I needed some help with, like, housing and --

MAYOR LOVETT: Okay.

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

MAYOR LOVETT: Okay.

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

MAYOR LOVETT: So relationships are key, correct?

TUCKER SARGENT NH JAG youth: Exactly.

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

TUCKER SARGENT NH JAG youth: Thank you.

COMMISSIONER COPADIS: Any other questions from anybody? That's a great presentation. Best of luck to you in your endeavors. I'm sure you're going to be very successful.

Dantaya, is that right?

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

COMMISSIONER COPADIS: Dantaya?

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

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

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

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

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

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

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

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

needed to set up a good home for my daughter and sister.

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

I worked very hard to complete my training program in just under three months. Alicia helped me to update my resume and apply for a position at Field Hospital [crying] -- sorry -- when I received an invitation to the interview, Alicia and Allie helped me prepare by asking me lots of questions until I felt confident in my responses.

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

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

When I walk into Eliot, I know that I am making a difference in people's lives, and I know that I am on the path I was meant to be on. I am grateful for everything that MY TURN has meant for me and my family, and I am confident that the

skills I have developed in the program will help me accomplish all of my future goals.

COLLECTIVE: That's great, awesome.

DANTAYA BREWER My Turn youth: [Crying] Sorry.

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

DANTAYA BREWER My Turn youth: Right.

COLLECTIVE: [Laughter]

COMMISSIONER COPADIS: Questions from any of the Board members?

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

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

UNIDENTIFIED SPEAKER: Yep.

DANTAYA BREWER My Turn youth: And then make calls for people that are on waitlists -- like new patient appointments, I

put all that information into the system to get them to come to rehab.

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

DANTAYA BREWER My Turn youth: Yes.

MIKE ALBERTS: And it gives you some rewards back?

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

MIKE ALBERTS: Awesome, great. Yes, Mayor?

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

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

DANTAYA BREWER My Turn youth: Yes.

MAYOR LOVETT: And I hope when you have more time -- not maybe right now, this is -- raising children is a very busy time of our lives, but when you have more time, I hope you



become a role model for other young women because nothing motivates people more than hearing about real-life experiences, and that it can be done. You have a wonderful story to share.

DANTAYA BREWER My Turn youth: Thank you.

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

COMMISSIONER COPADIS: Thanks, Mayor. Others? Anything else? Well, thank you both very much for coming here and telling your stories together -- very successful stories, and I wish you both the best of luck in your future endeavors. We know you're going to do great out there. Keep up the good work.

DANTAYA BREWER My Turn youth: Thank you.

COMMISSIONER COPADIS: Thank you.

[Applause]

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

JAMES PROULX (JIMMY): Proulx.

JOE DOIRON: Very good. James Proulx.

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

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

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

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

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

LAURA LECAIN: Go up? Okay.

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

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

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

MAYOR LOVETT: I don't have the spreadsheets. There

was some in our packet, I just have the --

COMMISSIONER COPADIS: It's in there.

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

LAURA LECAIN: Sure. So fortunately, there are not many changes in our February meeting that we had. You know, that was virtual. But the only real updates are to just expenditures through March 31. It was -- in December for the previous.

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

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

So we are in the process of just spending down PY 19, although there is mostly just the discretionary funds left there, and -- funds, and we're preparing for the PY 21 fund,

which we will be receiving for the new program here.

COMMISSIONER COPADIS: Questions?

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

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

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

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

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

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

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

We had put a placeholder in, so we work with our partners in Travel and Tourism to talk about some ideas of what they think might be a good investment to start. Does that help?

LAURA LECAIN: Yes.

JOE DOIRON: Okay.

LAURA LECAIN: Thank you.

LAURA LECAIN: Are there any other questions?

COMMISSIONER COPADIS: Okay, Tim?

TIM SINK: I apologize for my tardiness.

COMMISSIONER COPADIS: Okay. Thank you.

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

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

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

UNIDENTIFIED SPEAKER: Motion to approve.

UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: Second.

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

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

THE BOARD: Aye.

COMMISSIONER COPADIS: Opposed? The motion carries.

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

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

JIMMIE HINSON: Hello.

COLLECTIVE: Hi.

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

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

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

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

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

So it's -- you always go into a Rapid Response with a little bit of dread. But it always does make you feel a lot better when the partners all come together and you start to hear about people getting jobs and then making arrangements with their current employers to stay on staff, until they actually -- the layoff comes before they go to their next job. That's really what we want to be able to do.

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

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

In addition to our Zoom capability, a new -- we



briefly mentioned it at the last meeting about putting together a potential video that outlines the whole thing. Our big concern at that point was what are we doing with businesses that lay off under 25?

How are we working with people -- our citizens, our neighbors, when they lose their jobs and getting them information? This video now does that. All of our agency partners joined in. We have little snippets.

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

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

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

there are hyperlinks in the report.

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

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

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

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

And that's my report, Mr. Chairman.

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

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

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

MIKE ALBERTS: Right.

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

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

After we get that done, then we start to disseminate that to the fields. All the agencies already have key points of

contact literally in each of our NHWorks offices that are ready to respond at a moment's notice. We can literally put on a Rapid Response -- I can put one on by 4:00 today if we needed to

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

MIKE ALBERTS: Right.

JIMMIE HINSON: -- we need to.

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

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

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

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

The other thing I'm seeing is consolidations, and just people kind of making adjustments in order to keep the building open and the business thriving. TD Bank, for example, ended up closing six of their branches; most people are doing stuff online.

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

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

MIKE ALBERTS: Yep, thank you.

JIMMIE HINSON: You're very welcome.

COMMISSIONER COPADIS: Dave?

DAVID CIOFFI: Yes, sir. With regard to businesses that you visited and responded to when things were heavy for you, have any of them gone back in business? Did we try to help them get back on their feet?

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

DAVID CIOFFI: Yeah.

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

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

so important.

MIKE ALBERTS: Thanks.

JIMMIE HINSON: You're welcome, sir.

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

JIMMIE HINSON: Yes.

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

JIMMIE HINSON: Well --

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

JIMMIE HINSON: Yeah, yeah.

COMMISSIONER COPADIS: -- process when --

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

COLLECTIVE: [Laughter]

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

COMMISSIONER COPADIS: Great.

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

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

COMMISSIONER COPADIS: Great.

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

And of course, the other thing too that I would encourage each of you to do is tell people about the website and



get them up there using it.

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

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

JIMMIE HINSON: Thank you.

COLLECTIVE: Thank you.

COMMISSIONER COPADIS: Okay, program performance update. [00:43:45 indiscernible proper name LISA GERRARD? Lauren?]

UNIDENTIFIED SPEAKER: Sorry to bury you all with paper.

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

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

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

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

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

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

LISA GERRARD: No, not for the performance measure. That data is selected through our patient unit at employment

security. And they actually -- they create data, that data, and put it into the program.

TAMER KOHEIL: Okay.

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

COMMISSIONER COPADIS: Anything else, anybody?

LISA GERRARD: Thank you.

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

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

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

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

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

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

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

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

So for some context, looking at outdoor recreation, the industry is usually framed up with four pillars. These include conservation stewardship, business and economic

development, education in the workforce and health and wellness.

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

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

So a couple of examples, there's a company up in Littleton called, "Adventure Ready Brands." They own a number of outdoor recreation brands and products. They distribute them and sell them globally. They have trouble filling their own positions.

They recently bought a company in Montana; they wanted to move it here to New Hampshire, decided against it because of the workforce challenges that they had.

I had some conversations with the directors of Ski New Hampshire, and they voiced their challenges in hiring, training competent mechanics to work on their lifts and groomers from across the resort operations.

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

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

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

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

I think we're uniquely positioned here in New Hampshire to develop -- to support the outdoor recreation

economy by developing these pipelines and establishing these educational programming. And it's only going to go to support our businesses and our communities in New Hampshire as a whole.

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

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

MIKE SOMERS: Can I ask a quick question?

SCOTT CROWDER ORID: Yes, sir.

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

SCOTT CROWDER ORID: Sure. So, I mean my office

specifically is part of BEA.

UNIDENTIFIED SPEAKER: Yep.

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

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

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

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

The reason we're here is to make the case, as Scott said, and set the framework up for the industry. Make the case for the outdoor recreation industry and to request support for



Workforce initiatives, with additional support -- specifically pathway programs and talent attraction tools.

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

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

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

So there is a slide deck here that was handed out. So I'll just let you know when I'm moving along. I'll let you know when I'm flipping a page so you can follow along.

The only thing we're lacking here is the big screen,

which has really -- pictures in here. But I see it is in color, so that's a good step. So that -- good work Joe and team.

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

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

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

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

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

But what I want to do too is give a little shock and

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

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

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

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

So it wasn't until 2018, 2019 that we started to see empirical evidence. Otherwise, I wouldn't even be here, because we wouldn't have this evidence. I'd be back to my old ways of

anecdotally telling stories and, you know, trying to provide the illustrations. Now I have numbers. And so here we are.

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

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

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

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

So here's why outdoor recreation can and will be successful. I've already set the case for it being an unrecognized powerhouse. It's sort of this thing that I can say is hidden in plain sight, right? It's all around us.

We all bike or walk in the woods with your dog or birdwatch or jump off cliffs -- everyone does different stuff,

right? But it's all getting outside. And so it's unrecognized because it's mixed -- it's cross-sector and multidimensional. It requires the interplay of different industry. And that is its secret sauce. That's what's really important. Definitely a takeaway. You can think about it as we leave here today.

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

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

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

And that's really it. It's attractive, and no place

is like New Hampshire in the East Coast that has this mixture of oceans to mountains to lakes and so forth.

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

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

SCOTT CROWDER ORID: Thank you.

TYLER RAY: You're welcome. And so the industry partners with Granite Outdoor Alliance. It's a trade group, right? But it's reflective of the ecosystem that's in the outdoor industry. It's companies across that span industries. It's goods and services, manufacturers, retail, arts and entertainment and hospitality, et cetera. It's non-profits, land trust, educators, governments, Associates -- really a nice mix.

Currently, we have 50 members to the organization and

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

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

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

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

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

okay?

So it's been an untapped resource.

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

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

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

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

So workforce: Some bike mechanics that can help with



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

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

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

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

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

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

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

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

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

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

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

So sure, we have mountains, we have lakes and all that stuff that I referenced. But if you can't access it, we can't get to it, we can't -- you know, it's -- you know, trails are, you know, littered, and those are problems. Right? So it's cleaning up your back yard and saying -- presenting a vanguard that is built up and ready for the workforce to become attractive.

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

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

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

And I won't list out the rest, but you can read those. And flipping the page, just lastly, you know, again to reemphasize the outdoor recreation, it does span industries, including those that are currently supported in the second partnership initiative here. And it adds a whole new dimension of collaboration, productivity and opportunity. It's incredible opportunity.

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

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

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

So if there is nothing related to that, I mean talking about 16-24, they're ready to absolutely take on any challenge but give them driver's license, but they don't have the money to buy a vehicle or there's no transportation to go from point A to point B.

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

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

But I think what we see the outdoor as sort of being a

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

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

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

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

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

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

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

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

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

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

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

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

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

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

UNIDENTIFIED SPEAKER: They're the right age group.

UNIDENTIFIED SPEAKER: What's that?

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

UNIDENTIFIED SPEAKER: Yeah, absolutely. And so that's -- the reference to Littleton High School, the bike



project combining tech with those couple of years there, but the community member Dave Harkless of Littleton Bike and Fitness led the actual nuts and bolts of training to that program.

The Mount Washington Valley Technical Career Center applied for that grant to fund kind recreation pathway programs there, do bike repair and trail construction.

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

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

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

There's obviously a need at your up level, but how do

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

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

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

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

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

There's a company in Boston that's sole focus is promoting outdoor recreation activities, but then providing carpool and transportation to get to it, and other outings in New Hampshire. So we don't have all the answers. But I think there's definitely some ways to maybe lead into it.

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

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

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

JOE DOIRON: Thank you, Mr. Chairman. So we have some additional funds that could be made available for program concept. And from a Staff perspective, we'd like an opportunity

to work with Tyler and Scott on some program concepts and bring it back to the Board. If we can get, you know, if that's agreeable to the Board, or if there would be a motion or a consensus just so as Staff we can dedicate appropriate time to the next steps?

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

MIKE SOMERS: Then I'll make a motion.

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

COLLECTIVE: [Laughter]

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

DAVID CIOFFI: Second.

COMMISSIONER COPADIS: Okay. Motion made and seconded.

JOE DOIRON: Do you mind just taking your names?

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

UNIDENTIFIED SPEAKER: And Dave.

DAVID CIOFFI: Dave Cioffi.

COMMISSIONER COPADIS: Yep. Anything else? Motion made and seconded. Any discussion? Hearing none, All those in favor?

THE BOARD: Aye.

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

UNIDENTIFIED SPEAKER: Thank you.

COMMISSIONER COPADIS: Any other questions?

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

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

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

The Appalachian Trail goes through the back of my property, and I'm out there quite often working on my sugaring trails or other things, and I run into these people, and they talk about how much they've enjoyed the downtown. There are plenty of places to eat, and that sort of thing.

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

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

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

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

The folks who run that in the summer, the key staff, then switch over to the camping and ice rink, which we have in Hanover -- the Improvement Society run.

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

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

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

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

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

advantage of this or think about it.

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

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

UNIDENTIFIED SPEAKER: I know!

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

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

MAYOR LOVETT: I just don't know --

COMMISSIONER COPADIS: I'm sorry?

MAYOR LOVETT: I do, Commissioner.

COMMISSIONER COPADIS: Yes.

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



But those communities themselves don't always have the resources, the finances to place these natural resources in the condition that we would like them to be. And we have -- for instance, we have a boat ramp on the Connecticut River.

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

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

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

So we could say, you know, we value roads and bridges and we apply an economic value to those, and there's maintenance

and other things that go into it re: improvements.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Thanks, everyone.

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

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

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

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

UNIDENTIFIED SPEAKER: Yep.

JONATHAN MELANSON: -- were the three I know the vast amount of papers that we all received today. There are copies of what we as a committee came forward with in terms of some

updates to the bylaws. These have also been run by DOJ as well, so they've given kind of their signoff on them.

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

Joe, anything you want to add?

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

COMMISSIONER COPADIS: Julie.

JOE DOIRON: -- and Julie Demers, thank you, sorry. And so we start with that. And we've kind of gone through, double checked, like Jonathan mentioned on the Department of Justice.

So in order to be compliant with our current bylaws, we have to present it here today for conversation for review.

No vote can take place today.

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

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

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

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

UNIDENTIFIED SPEAKER: Okay.

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

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

And if you went through the minutes, page 37 through 41 will give you an idea of what our programs are going to be that are financed.

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

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

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

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

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



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

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

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

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

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

So we thought that would be a good place to perhaps

spend some money, and that's being considered. But that gives you an idea what we are looking for before we approve a program, and spend money. And hopefully, where we have designated the money to go, it will be productive.

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

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

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

UNIDENTIFIED SPEAKER: Okay.

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

UNIDENTIFIED SPEAKER: As well.

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

And there's only 8 million unemployed people -- or no, it goes the other way around; 8 million jobs, 9.1 million unemployed people. But they don't want to go get those jobs. Are we running into that in New Hampshire?

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

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

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

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

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

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

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

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

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

The unemployment rate right now is 2.8 percent, which is terrific. The numbers -- the claim volume has dropped substantially from -- you know, back in May of last year, we were at 117,000 continued clients a week, and right now we're --

in the beginning of May, we were at 44,000. We're at 25,000 now and it's still dropping.

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

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

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

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

I asked Joe for a reprieve for this one meeting, and

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

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

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

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

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

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

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

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

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

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

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

MIKE ALBERTS: Commissioner, with the amount of money that's gone out of the Unemployment fund the last year, based on

unemployment, obviously, the state Job Training Fund was financed out of that, which was a million a year, and had been passed on to the Department of Labor?

COMMISSIONER COPADIS: No, that's us.

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

COMMISSIONER COPADIS: That's over with us.

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

COMMISSIONER COPADIS: No.

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

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

MIKE: Okay.

COMMISSIONER COPADIS: -- the Training Program.

MIKE: Yeah. Good.

COMMISSIONER COPADIS: The only other thing I would add is that -- and you've probably seen how some states there's



-- I mean, everybody got hit with the whole fraud issue. And there was a significant amount of stolen identities, people that had everybody's names -- full soc (sic) addresses and all that. And, you know, you have some states -- California I think had the fraud. I mean, that was somewhere between \$11- and \$28 billion --

MIKE: Jesus.

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

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

MIKE: Right.

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

to identify whether it's a clean claim or whether it's a fraudulent claim.

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

MIKE SOMERS: So that preserved the funds.

COMMISSIONER COPADIS: Pardon me?

UNIDENTIFIED SPEAKER: That preserved the funds for sure.

UNIDENTIFIED SPEAKER: Yeah.

UNIDENTIFIED SPEAKER: Yeah, good.

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

MIKE SOMERS: Yeah, I hear you.

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

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

COMMISSIONER COPADIS: Sure.

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

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

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

COMMISSIONER COPADIS: Sure.

MIKE SOMERS: -- we didn't have enough jobs, and not

just for our industry; this is across the network of the system. So I guess the broader question is how do we as a, you know, Workforce Board, how are we going to start to as a state try to address that problem?

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

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

MIKE SOMERS: Commissioner --

COMMISSIONER COPADIS: No, I know --

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

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

MIKE SOMERS: But I think --

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

MIKE SOMERS: Yeah.

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

MIKE SOMERS: Same sort of thing.

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

MIKE SOMERS: That's right.

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

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

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

MIKE SOMERS: I think what I'm saying is -- and I think this is an issue we have identified prior to the pandemic

is we don't have enough workers.

COMMISSIONER COPADIS: Right.

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

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

COMMISSIONER COPADIS: I don't see why not.

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

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

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

COMMISSIONER COPADIS: Yeah.

UNIDENTIFIED SPEAKER: -- it's almost as simple as that. I mean, outdoor recreation will help that, but there's

going to be a boost to move people to come into the state and beyond.

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

UNIDENTIFIED SPEAKER: Right.

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

UNIDENTIFIED SPEAKER: Right.

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

UNIDENTIFIED SPEAKER: Right.

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

UNIDENTIFIED SPEAKER: The tax issues today --

COMMISSIONER COPADIS: Yeah. For everything.

UNIDENTIFIED SPEAKER: Are there parts of the country where there is higher unemployment than if we were advertising

for help that we might relocate? Like, are we targeting specific -- and I can't think of a part of the country that isn't thriving, so that would be --

UNIDENTIFIED SPEAKER: I think the biggest problem is --

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

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

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

UNIDENTIFIED SPEAKER: 1 percent.

COMMISSIONER COPADIS: One percent? About that, so.

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

MIKE: Yes.

MAYOR LOVETT: Because it was categorized as a -- you know, nonessential and -- or at least the workers themselves in



the industry felt like they were nonessential? These are --

MIKE: Well, we were --

MAYOR LOVETT: -- things I'm hearing.

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

MAYOR LOVETT: Security.

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

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

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

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

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

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

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

COMMISSIONER COPADIS: Right.

MIKE SOMERS: -- a really tough position to begin with. But I do think that's what's happened is we're going to see that workforce has shifted. So we're going to see a lot of people are now in those entrepreneurial gig economy type things.

People have decided, "You know what? I'm tired of

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

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

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

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

MIKE: For sure.

COMMISSIONER COPADIS: You know, that would be -- it wasn't started. And the other thing is we could get Brian Gottlob, who's the economist with us in our Economic Labor Market Division put together some information before us for that meeting, which would indicate how you can put something together for industries -- how much they lost, how much they've come back since the pandemic.

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

anyway.

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

COMMISSIONER COPADIS: Sure.

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

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

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

DAVID CIOFFI: That would be interesting, yeah.

UNIDENTIFIED SPEAKER: Is the --

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

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

Yes?

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

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

We have -- I personally have been advocating with our congressional delegation to bring back the Returning Worker Exemption, which used to be employees prior to 2016.

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

You know, at one point I think the H-2B program in the United States was north of 180,000 visa folks came in every

season. And now I think we're capped at -- somebody correct me, 60- 70- 80,000 -- something like that. So it's about half what it was at one point.

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

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

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

So yes, it is certainly helpful. But as a percentage of the workforce, you know, a good year we're like 70,000 people or so, it's a relatively small percentage. And it's very seasonal -- specifically, mostly from summer. So.

But it's an important piece.

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

COMMISSIONER COPADIS: Sure.

MIKE: -- so --

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

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

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

COLLECTIVE: [Laughter]

MIKE: Thank you, everyone.

COMMISSIONER COPADIS: Thank you.

JONATHAN MELANSON: Mike, to play off of what you said, and I don't know if you guys are hearing it yet, but from at least because parks we rely on, so J-1s to staff up our summer facilities, we're being told right now the wait time for an appointment within the Social Security Administration to get your Social Security Number, that's at like a month right now.

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

JONATHAN MELANSON: Sure, sure.

MIKE: Because the way that system works is a raffle

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

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

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

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

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

MIKE: Oh, wow.

JONATHAN MELANSON: They're waiting for their appointment.

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

JONATHAN MELANSON: Right, right.



MIKE: So.

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

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

As a small business owner, how difficult is it?

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

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

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

take one, two, three, four.

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

COMMISSIONER COPADIS: Of last year.

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

TAMER KOHEIL: I think it will be a little cheaper if we can get some carpooling for some of those applicants that want to work, but they don't have transportation. You know, again, like, "I want to go back to Jump or any other -- JAG or My Turn" or whatever, and there's a lot of youth between 18 and 24 that will take an entry-level job.

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

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

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

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

MAYOR LOVETT: Are there other topics, Commissioner?

COMMISSIONER COPADIS: Sure.

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

JOE DOIRON: So we have a review Committee of the SWIB, so first go to them prior to the October meeting brought before the entire SWIB for the October meeting. That's the plan.

MAYOR LOVETT: So that will be on the agenda?

JOE DOIRON: Yep.

MAYOR LOVETT: Okay.

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

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

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

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

COMMISSIONER COPADIS: Yes.

MAYOR LOVETT: It is. On which website?

COMMISSIONER COPADIS: On our website.

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

UNIDENTIFIED SPEAKER: Right, right.

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

COMMISSIONER COPADIS: We, you know, we used to -- I mean, are they -- they -- the community college is probably a

resource, I'm assuming in some of these job fairs.

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

MIKE: And for example --

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

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

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

UNIDENTIFIED SPEAKER: Yes. So that would be great.

COMMISSIONER COPADIS: I mean, we had -- we, actually the platform went down, because we had so -- you know, they needed to do some work on the platform, because we got a couple

there that we got issues with, and now we're back up and running.

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

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

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

COMMISSIONER COPADIS: Anything else anybody want to bring up? If not, I'll entertain a motion to adjourn.

COLLECTIVE: So moved, motion to adjourn.

UNIDENTIFIED SPEAKER: Second.

COMMISSIONER COPADIS: All those in favor

COLLECTIVE: Aye.

COMMISSIONER COPADIS: Opposed? Motion carries.

Thanks, everybody.

COLLECTIVE: Thank you.

[End of Proceedings]