

Joe Doiron: Nobody go to the bathroom.

Male Speaker: Yeah.

Joe Doiron: We're right at quorum.

George Copadis: We are?

Female Speaker: *[Inaudible]* [00:00:06].

Joe Doiron: I think we have one.

George Copadis: Bathroom breaks will be limited today. Good to see you all this afternoon. So, I want to call the meeting to order. For the record my name is George Copadis. I'm Commissioner of Employment Security setting in for our chair, Michael Kane, who hasn't been with us today. We've got a number of items we've got to go through. Today's meeting is official meeting of the board. It's open to the public, but we run on a manner complaint with RSA 91-A. Meeting materials for the board and the public can be found by visiting the Department of Business and Economic Affairs website. We've got a number of items to work through, and we're going to get started now so if we can have the roll call, please?

Joe Doiron: Thank you, Mr. Chairman. Mike Alberts, Jim Alden, Joe Alexander, Stephanie Ashworth?

Stephanie Ashworth: Here.

Joe Doiron: Kevin Avard, Rick Bartle, Alan Beaulieu?

Alan Beaulieu: Here.

Joe Doiron: Christine Brennan, Anya Burzynski, Paul Callaghan, Kenneth Clinton, George Copadis?

George Copadis: Present.

Joe Doiron: Mary Crowley?

Mary Crowley: Present.

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

Chase Hagaman: Here.

Joe Doiron: Michael Kane. Shane Long?

Shane Long: Here.

Joe Doiron: Donnalee Lozeau?

Donnalee Lozeau: Here.

Joe Doiron: Lori Ann Lundgren?

Lori Ann Lundgren: Here.

Joe Doiron: Larry Major. Ashok Patel. Larry Major?

Larry Major: Present.

Joe Doiron: There we go. Perfect timing. Tracey Pelton?

Tracey Pelton: Here.

Joe Doiron: Jim Proulx. Shannon Reid?

Shannon Reid: Here.

Joe Doiron: Jay Ruais. Richard Sala?

Richard Sala: Here.

Joe Doiron: Gary Thomas. Cullen Tiernan?

Cullen Tiernan: Here.

Joe Doiron: Mr. Chairman, we have a quorum.

George Copadis: Okay, great. Thank you again all for coming today. The meeting minutes are found in your packet, and I hope everybody's had an opportunity to review the minutes. Any errors, corrections, or omissions? If not, I'll entertain a motion to approve the minutes.

Donnalee Lozeau: So, moved.

George Copadis: Moved.

Tracy Pelton: Second.

George Copadis: Second. All those in favor.

Group: Aye.

George Copadis: Opposed? Motion carries. Anybody from the public that would like to speak? You're good? Okay, we're going to start the agenda with some informational items. Staff will not be presenting, they'll be answering any questions you have. Joe, could you please walk us through that?

Joe Doiron: Thank you, Mr. Chairman. So, we have a presentation today from my friend and colleague, Janel Lawton, from our department, from BEA, to talk about outdoor recreation.

Janel Lawton: Hello. Good afternoon, everyone. Thank you for this introduction and thank you for the welcome. I am the Director of the office of Outdoor Recreation Industry Development and I'm here today to talk to you about some workforce opportunities in New Hampshire and how we can use something we have in abundance of the outdoors as a recruitment and retention tool. So, the Office of Outdoor Recreation Industry Development Board sits within the BEA that's been strategically placed there to put together businesses and communities and partners to help grow the economy. And one big way we can do this is by leveraging the outdoors. So, this is just thought of hiking and skiing and all the fun stuff. This is a \$3.9 billion industry here in New Hampshire, and that's something that we can use as a tool to attract talent and retain talent and to make New Hampshire really stand out as a place where people want to live and work. So, we created the workforce toolkit for the outdoor lifestyle. Now, I'm going to jump into this and explain it.

All right, why this toolkit? So, we know that workforce changed, and we saw this coming out of the pandemic. We know that people wanted more than just a paycheck. They were looking for a need. They were looking for flexibility and a lifestyle that aligns with their values. At the same time, businesses are faced with challenges in hiring and retention. So, how do we compete? How does a small state like New Hampshire compete? And what we can do is lean into what we do really well that makes us really special. Our natural outdoor settings and the high quality of life that we have in the state.

So, the toolkit is based on the concept of developing an Employee Value Proposition or an EVP. And this is really about defining what makes your company unique and a rewarding place to work. Your EVP offers your employee something beyond salary. It's things like culture and growth. And right here, we have this pyramid. I'm going to talk you through in just a little bit. The baseline is your compensation and your benefits. That's where you come in and be as competitive as you can. That's contractual with your employees, but the next level up is differentiated level that is where your employee comes in, in experiential position. They want to know what their career look like working for a business. They want to know what their career development opportunities are, what work-life balance is, and the company culture. The next level is what really allows a company to call out why they're unique. And this is the emotional connection to their employee, the purpose and the mission. We know that employees want to align with the company they're working for. They want to believe in the purpose and mission of the business.

All right, so the toolkit talks about putting the EVP to work, and we've broken it out into these five modules, recruitment and employer branding, company culture and value integration, career skills and development, and community resources model. Each section has tools. They have ideas that can be adopted no matter the size of the company or the budget that the company might be working with.

So, the first module is recruitment and employer branding. This is how a business tells their story to demonstrate what their company values and a company's employer brand is the first impression that goes out to employees. That is really important. It's when candidate see when to post a job. They are imagining when they see this and agree to posting what their life is going to look like looking forward to company like yours. So, what we want to do here in New Hampshire is show them what working in New Hampshire can look like. We want to talk about things like your trails, lakes, the seacoast, small town charm, mountain views, vibrant cities. Whatever it is that your region is talking about, that messaging can be included in that job description to try and recruit employees to your area or to your business.

All right, it just woke up. Hold on there. A little bit of a lag. All right. Here we go. So, recruitment and employer branding. This is a great example, sorry, the image on the right is not popping up. It's actually a video, but we have two examples here. But in the toolkit, you'll see many more examples. Searching outdoor uses employee testimonial and photos to tell their story. NEMO equipment has a great video, which is what's not popping up, but if you go online to the tool, you'll see it and it's a quick watch. But it really blends company culture and outdoor lifestyle. And this really talks about how your employees are your best brand ambassadors. Let them tell your story.

All right. Company culture and value integration. This is really about how you can tell your value, sell your value as a business as part of your company's identity. It doesn't have to be an add-on or a plus. You can easily talk about things or incorporate benefits like flex Fridays or encouraging walking meetings that show that you value balance and health and well-being of your employees as much as you value productivity or even more so. And this is really going to be important to employees. We have a couple of examples here about some companies that are doing this. Minus33 gets 10% of their summer slots to support Mount Washington Observatory score. This was something that the Minus33 employees chose. The BIA hosts an annual ski and snowboard day. Hopefully, we'll see some of you guys there. But, again, you know, to show this investment in employees, it doesn't have to be big. It can be something as simple as putting a bike rack outside the front door of your office. So, employees can bike commute to work or creating a space to have lunch for, you know, your group walks. It can be something really simple as that that really shows a sense of purpose for your organization.

A little bit more about the benefits and programs. We give great examples of pre-tax, post-tax, and employee perks. And one thing I'll say about this is you need to find out what your employees actually want. Companies need to ask them. We've got great examples of short surveys that employers can use to ask their employees. What is

meaningful to you? Would you like to do a volunteer day off? Would you like an extra day at PTO? Would you like recreation passes to go to a state park? Lots of ideas in here, and we have a couple I'm going to share with you. These are a couple that came up when we were researching this project. And I'll just note that the Lifestyle Spending Accounts, the LSAs, those are the post-tax dollar program that can be used for anything, including gear and fitness classes or park passes, Burgeon [indiscernible] [00:11:23] is a great example. They offer each employee up to a \$1,000 per year in a wellness fund. So that's a great example of that program in action.

Okay, module 4 career skills and development. We have learned that employees stay where they are growing. They stay where they feel valued and investing in your team through professional development, through membership, through education support, all these show an alignment with your company values, and they build loyalty with your employees along the way. So, we give great examples in the toolkit of building your professional pipeline, professional development, and networking, all that are connected to the outdoors. A little bit more on module four, it talks a lot about learning through experience. And I'm kind of preaching to the crowd here, but we have a section that says, hey businesses, are you looking at your local career tech centers? Are you looking at apprenticeship in NH? Are you looking at all these other organizations out there that are doing great work as potential next generation or your next set of employees coming into your space?

Module five is community resources model. And this really is about helping your employees really envision working for you. So, when employees are coming to work for you, they're saying, hey, where can I live? Can I find housing? What about schools? What about childcare? What about transportation? We have a section that talks about all these things, not in a level that you'd be like, okay, you know, we've got the answers to all your questions, but you can really get creative in how to be specific to your business. And this is something, like, for example, there's a business on the Seacoast that offers their current employees' stipends to host new hires. So, this is, like, a simple human solution to a housing problem, right? It helps people who are coming to the area, land on their feet, feel welcomed, and feel connected. A little bit more about module five. This is really about local lifestyle connections in a way for employers to really create and promote these experiences out to their employees. We have a lot more examples in the toolkit.

All right, so connecting, aligning, and promoting. One thing I'll say is that you know, no one size fits all. I've been a small business owner, and I've worked in big businesses. Big business of all stay in New Hampshire, right? And I'll have to say that this toolkit is so flexible. It's really made for businesses to start where they're at. And they can have a budget or zero budget. Whatever it is, there's ways for any employer to come in here and find something that's really going to elevate their EVP that's going to help them with their recruitment and retention strategies. And then last, I would like to give you all this great QR code and the postcard that I've left on in front of your new booklets there additionally in the back. So, feel free to take these. There are more in the back, and you're welcome to take more and hand them out to anyone who are interested. There are

a few booklets back there as well that is just a curated version of full toolkit, which is quite big. So, encouraging all to check it out and totally reach out to me questions if you have any questions. And thank you for your time.

Joe Doiron: Questions. Okay?

George Copadis: Questions anybody?

Tracey Pelton: Hi. Tracey Pelton from PROCON. How do you share this out to businesses in New Hampshire?

Janel Lawton: So, it is hosted on the BEA website. The QR code will take you directly to the link. How am I getting it out there specifically? I'm working through the other agencies through, you know, giving a lot of presentations like this. We've put a huge effort through the chambers and provided packets to the chambers. So, they're getting them out to more businesses as well.

Tracey Pelton: We're member of two chambers and I haven't heard of any of this. So, it'd be great to, I think, have the chambers get it actually physically out to the members.

Janet Lawton: Absolutely. Yeah.

Tracey Pelton: Via email and, you know, to all the membership. And then another thing that might be of interest is there's lists, like the book of list, the New Hampshire book of list, New Hampshire Business Review, and things like that, where they give you a contact and you can just send it out to those people as well. Like, top private companies, top family-owned companies, and that kind of thing that they have the most employees in the state, so you can reach a lot of people.

Janet Lawton: Great. Thank you for those suggestions.

Tracey Pelton: It's a great resource.

George Copadis: Thank you. Any other questions?

Male Speaker 1: Sure. Piggybacking off of that, and I think you mentioned the concept of brand ambassadors.

Janel Lawton: Yes.

Male Speaker 1: And I've always thought the state of New Hampshire needs brand ambassadors. I used to think that liquor store employees would make really good ones because everyone has to interact with them, you know, when they come into New Hampshire, but maybe it is more Department of Natural and Cultural Resources or BEA or I mean, do you guys have any thoughts on trying to empower people to be brand ambassadors for the state?

Janel Lawton: We do have the brand state ambassadors, and, you know, they tend to be a little bit more focused on the tourism side of things. But it's a really great idea on how we really at a state level, you know, have a tool for getting this information out. And, you know, we talked about having our list search and, you know, really a lot of this is building and developing. So, this was just launched in May. And as we're moving forward, you know, it's been on a couple of, like you said, chambers that can get included on the emails, but they might get overlooked, right? And a lot of this is just getting this information out over and over again. So, people see it, and they're like, oh, yeah, and they remember it. And we're all in the same boat. We all have a to-do list like this long, right?

So, when I go out and they talk about these things, I'm always like, who's going to remember it, right? What's the takeaway? So, the big takeaway for me is the postcard. If you have it on your desk and you think about it later, reach out to me. Would happily connect into any resources that you have.

George Copadis: Okay. Yes.

Chase Hagaman: Chase Hagaman just to add to what Janel said. So, not only do we do that but like Janel just spoke on Friday?

Janel Lawton: Yeah.

Chase Hagaman: At the MEP summit about this. There are over 300 businesses in the room for that discussion. We have our business resource staff that are now sharing this tool with businesses in their regions. So, it's something that we're pushing out broadly as an agency as one of the many tools, that we can bring to bear to support the business community.

Tracey Pelton: We almost want to reach out the HR professionals.

Chase Hagaman: Yeah.

Tracey Pelton: At all the big businesses to save free resource.

Chase Hagaman: Absolutely.

Tracey Pelton: Please leverage it, you know?

Chase Hagaman: Absolutely.

Janel Lawton: Yep. And I did reach out to them on Friday, but again, you know, I know it's not everyone's priority. Like the follow-up and the follow-up and the follow-up again. So, it's a resource. It's free. That's the big thing. I really would love for this to get out to as many businesses as possible.



George Copadis: Great. Have a question, Shannon?

Shannon Reid: Shannon Reid. Has the state of New Hampshire embraced this as a recruitment tool?

Janel Lawton: So, that's a good question. You know, we actively use it in the BEA. You know, we have a lot of our departments use these tools. But as a whole, on a state level, I'd have to get that at the HR team and ask.

Shannon Reid: Okay.

George Copadis: Any other questions? Thanks so much. That was great.

Janel Lawton: Thank you.

George Copadis: That was great.

Janel Lawton: So much.

George Copadis: And good job.

Joe Doiron: All right. Item 2B, kick it over to Nick Massi.

Nick Massi: All right. I'm going to talk about the year-end program year 2024 and then where we are in start program year 2025. The Office of Workforce Opportunity ended the July 1, 2024 through June 30, 2025, reporting year, program year '24 documenting 73 rapid response activities that affected 1,459 workers. This is an increase in rapid response activities but a decrease in affected employees from program year '23. The previous program year 50 rapid response activates affecting 1997 workers were documented. All rapid response sessions are offered as in-person events to all businesses announcing closures and/or substantial layoffs affecting more than 25 employees. Many times, depending on the specific situation, a rapid response session was held when less than 25 employees are affected but impact to the community warrants assistance. Virtual rapid responses have also been offered when the staff are remote/virtual or are scattered throughout the state and not centralized or is the best solution to the specific situation.

For program year 2024, 867 affected employees attended one of the in-person rapid response sessions. The industries that were provided with rapid response sessions were retail, retail pharmacy, education, healthcare, manufacturing, and logistics. So, they're going to go to the program year of 2025, we will start so far. With the start of program year 2025, the completion of the first quarter, and the start of the second quarter, we have had 17 rapid response activities up through today across the state. This is an increase of five from the same period in program year 2024, which had 12. The 17 rapid response activities affected a total of 626 employees in total that were employed by just about all industries - manufacturing, IT, healthcare, retail, education, social services, forestry. Of



the 17 rapid response activities, 14 resulted in rapid response presentations and all but one were in-person. There were 240 employees that attended our presentations in total. One item to note is five of the organizations that scheduled rapid response presentations required multiple sessions due to the number of employees affected and the need to continue operations while providing access to all shifts.

And this is another thing to note – the two largest industries affected are IT/tech and manufacturing. These two industries account for more than half of this layoff so far on this program year, at 364 affected employees and all were based in Hillsborough County. So that's *[indiscernible]* *[00:23:16]* concentration in their location and industry *[inaudible]* *[00:23:19]*. Thank you. That's it.

George Copadis: Any questions from anybody? Okay.

Joe Doiron: Okay. We're going to kick it over to Melissa Carter for Item 2D.

Melissa Carter: Melissa Carter for the record. This is a financial update that is for the last program year. I do want to point out that the summary tables have the wrong date on them. The information is accurate. It's pretty end of June, not first. So, I'll let you know that. Our program year 2022 grants were to end on June 30, and they will obviously be extended. I'm in the process of closing those out now. The program year 2023 grants are actually further along than it shows here, you know, it was for June. We are now in October, but we have obligated about 100% of all the funds, but I thought we were going down 92% of those and then our program year 2024, we have obligated 94% of them and expended 59%. So, we are using the funds as rapidly as we can. We are not getting as much as we did last year, but they are going out to everybody *[inaudible]* *[00:24:58]*, everybody having a contact with. Any questions?

George Copadis: Questions, anybody?

Melissa Carter: We will update the website with the correct date on those tables.

George Copadis: Superb. Thank you. Next item?

Joe Doiron: Yep. So, Lisa will take us to the next few items. Instead of bouncing back and forth, we thought we'd give Lisa the show for a bit. So, take it away.

Lisa Gerrard: So, Lisa Gerrard for the record. Agenda Item 2E is Program Performance update for PY2024 Q4. At the end of the Q4 we have looked in pretty good shape across our Title 1 Programs. We did finish all the year, which is the next item number. We were very close on credentials for two of the programs at the end of the quarter, adult and youth credential attainment. We did not end up pulling out, getting to the measure for the youth credential measure. We're short by quite a few percentage points. However, they do go through a statistical adjustment model. So, I'm hopeful that we will, after the statistical adjustment model is put in place that we will be at the 90% of the goal. US Department of Labor counts it meeting your goal if you get to 90% of that goal. So, we're

hopeful that we can still kind of pull that measure out and not come that close to it without meeting it. So, that was kind of Q4, for PY2024, which rolls right into your prior year end performance.

So, for Title 1, adult program and dislocated worker program met or exceeded all of their performance goals, as set forth by US Department of Labor. And just to note that we do have extremely high-performance measure goals for RC, when you compare it to the region, but also across the country. Our goals are pretty high for the number of folks that we serve. So, it's an ever-challenging measure when every two years they keep going up. So, negotiations will happen this year for the next two years, so we'll be looking at all of that data. Like I said, the youth credential we just missed it, by a few percentage points. So, we are working on a plan with youth sub-recipients, and as to why it happened, it really was a combination between, in-school youth have a different measure to meet. They have to not only get their diploma, but they also have to be working for a secondary education up to a year after exit.

So, the diploma was not the problem, it's that working for secondary education. We don't always have those kids coming out of high school back in the workforce or in a secondary education program. As well as we had more high school students struggle this year with completing their programming, their trainings. So, we didn't have as many successful contributions, which means not as many for that to be attained. So, we're working with the sub-recipients across the board on not just eligibility, but suitability. We're really talking this year about the suitability of folks running a program because it is not just about eligibility, it is also about suitability and wanting everyone to succeed because another failure really does kind of hit them hard. So, on a whole, Title II, adult education, as well as Title III and Title IV, we're looking good across the programs. We are also working within all the title programs to find a way to provide this performance data in a more easily digestible format as well as on a more regular basis. So, we have a work group meeting to try and figure that out. But on the whole, it was a pretty good year.

The enrollment numbers were not as high as they were in the previous couple of years. And that is mainly due to funding as Melissa Carter said. We're getting less money. We're spending the money that is this year's money, so there's not a lot of carryover, which means we can't enroll as many folks as we used to the last few years. So, that's performance in a nutshell. Any questions?

George Copadis: Any questions anybody? No?

Lisa Gerrard: So, Item 2G, is informational only. These are year-end reports that our sub-recipients for our Title I program submit to the Office of Workforce Opportunity. So, you will see a narrative from CAPHR for the adult and WIOA Plus Program. You'll see one from the interim finance period on the dislocated worker program. You'll see one from about JAG-NH as well as MY TURN for the youth programing. So, it gives you a nice synopsis of how the year end this year. Any questions about those?

George Copadis: Nope. Okay.

Lisa Gerrard: And then I think my final item is 2H, which is the PY2024 WIOA Annual Monitoring. So, we at the Office of Workforce Opportunity do a lot of monitoring so that the state level, the local level, the federal level, we have a couple of federal audits this year. We also have a lot of state monitoring that we did. We go out to each sub-recipient at least annually. We also do desk reviews for compliance. We do equal opportunity annual reviews. We do a lot. We do data validation. So, this monitoring report is basically a synopsis of the different monitoring activities that took place this year as well as some of the findings that we had. It also talks about the 2024, QI 2024 calendar, but also it allows us to create QI '25 monitoring calendar. The whole monitoring binder is about 300 or 400 pages big. It was reviewed by board member, Deputy Commissioner, Christine Brennan, and, Chase as well, kind of signed off on it on behalf of the board members. Any questions...

George Copadis: Questions?

Lisa Gerrard: About the monitoring?

George Copadis: Everybody's good.

Lisa Gerrard: And that is it.

George Copadis: Thank you. Okay, Joe?

Joe Doiron: Thanks, 2I, which begins on page 76, is the program success stories. Again, for the record, Joe Doiron, 2I, program success stories. Happy to entertain any questions about that. Questions? There are some really good, some really good stories. I mean, we talk about performance metrics, and whatnot, but these are the stories of the folks that we serve, which is pretty awesome.

Donnalee Lozeau: Mr. Chairman?

George Copadis: Yes.

Donnalee Lozeau: Donnalee Lozeau for the record. I just wanted to point out as somebody that operates a program that works with you, a lot of the reports that you see here that...

George Copadis: Can you speak up just a little bit, please?

Donnalee Lozeau: Pardon me?

George Copadis: Can you just speak up just a little bit? Is there another recorder, no?

Joe Doiron: There's one right there too.

George Copadis: Okay. All right. Okay.

Donnalee Lozeau: There's a little scan in the middle *[inaudible]* [00:33:50].

George Copadis: No, that's okay.

Donnalee Lozeau: I won't be here because I'm in cold recovery mode. I'm trying to be respectful, but I just think it's important as a SWIB board member to know that this – at the end of the day this is the crux from our work. And being able to see that, you know, what we are doing across the board with the people of state, it not only helps the employers, but it allows people to see a path to success. And when they repeat it to other people in their circle of life that they can find this path forward, that there's a way to make it affordable, that partnerships that have been developed with community colleges and all those different things and employers willing to take a chance to give people second chances and all that sort of stuff really is, you know, I like to say that's the gas that fills the engine, right? And so, if you do nothing else, which you should do at all, but reading those stories makes it worthwhile for you to come to the meetings and participate in the planning for the future.

George Copadis: Thank you so much Donnalee.

Donnalee Lozeau: You're welcome.

Tracey Pelton: Do we follow up with them after and write stories about their full-time employment?

Lisa Gerrard: Lisa Gerrard for the record. We follow up with the participants for a year after success. So, every participant that needs the Title I program gets follow-up services per year. We don't necessarily go back once that we have success stories on for an update, but we could very easily kind of get that, because we do follow them for a year. We're asking questions about employment. We're asking questions about work life. Do they need any other assistance? So, we do that follow-up, as well.

Tracey Pelton: It'd be great for the board to see how many of them have full time jobs and have maintained them from the work that you did.

George Copadis: Yeah, great.

Joe Doiron: And we get, for the record Joe Doiron for the record. When we look at the median income, that's what we get as well because then they're working, or you can talk a little bit of the money.

Tracey Pelton: Yeah.

Joe Doiron: Because we are pretty good on those, metrics do really good.

Lisa Gerrard: So not at a participant level, but at an overall level, your performance measure, your second quarter after exit, are those individuals that exited and are employed second quarter. Your fourth quarter after exit, are those same employees or participants that exited. And now it's four quarters after their exit. So, your percentage is how many of those people are still employed. So, we're seeing it as an aggregate, but we're not necessarily seeing the stories, the participant level stories. And the median wage or your median income is your second quarter after exit for each person that is employed. It basically takes that medium wage. So, we're seeing it, but not at a participant level kind of. At the participant level we are not seeing it. But we could potentially ask some of the subrecipients to take one or two of these success stories and see if they could update them. It's something that we could absolutely ask for.

Tracey Pelton: I think it'd be helpful. Right?

George Copadis: I agree. I agree. Absolutely. Okay. Other questions, anybody?

Cullen Tiernan: Yeah.

George Copadis: Yes.

Cullen Tiernan: Cullen Tiernan, so, I just kind of processed. The last meeting it was only my second meeting, so it was kind of an absurd question. But there were people here sharing their success stories. Does that not happen every meeting, or how often is that, something that happens?

Lisa Gerrard: So, Lisa Gerrard from the record. In June, every other June is when we do what you're talking about, which is our participant panel. So, we do that every other June. But the success stories that are in the packet are every single board meeting will have a variety of success stories. The actual panel is every other year, because one, it takes, a lot to kind of organize it, and two, it takes away for other board activities that we might need to get done. But it's every other year.

Joe Doiron: And for the record Joe Doiron as well, so part of, the whole goal is to get folks into work so then it's hard to then take them out of work.

Lisa Gerrard: Yeah.

Joe Doiron: And that's why I thought on willingness, it just becomes logistically very difficult, you know, for especially folks in the dislocated worker program. You know, they were out of work for so long, then we got them trained, they're in a good gainful employment and then to pull them out, you know, that sort of thing. So, we try to strike that balance, but we can see what we can do in the future if you want something more regular because it's our favorite meeting. It's, you know, playing with our cards facing out. We love it because it's on full display, you know, what we do, but the why, the gas in the engine, as Donnalee said.

Cullen Tiernan: Well, I mean, if I could just say, even if it's just a couple of individuals who have the bandwidth or the capability, I think it would be valuable to have more success stories, you know, seeing the people and hearing from them.

Joe Doiron: We can definitely take a look at it. It just becomes a challenge, that's all, logistical and getting the folks here. I'm looking at the program, like, on the youth side, you know...

George Copadis: Kind of tough, I would think?

Joe Doiron: Yeah.

George Copadis: I mean I think it is a good idea.

Joe Doiron: Yeah.

George Copadis: Just think that, you know, let's put it this way. I don't want them to lose their job and then end up having to collect unemployment.

Cullen Tiernan: It is stressful.

George Copadis: Yeah.

Joe Doiron: And we may have two other, maybe, WIOA programs. Maybe I'm looking at Stephanie Ashworth who is sitting over there, you know, who represents Job Corps. Maybe we can look at other folks and other sort of things that we could do. That is a good thing.

Stephanie Ashworth: Yeah, Stephanie Ashworth for the record. So, I'm Center Director at New Hampshire Job Corps. So, we are obviously associated with WIOA, and our students' success stories are we're most proud of. So, if they can we had to, you know, we've been fighting for the program since the end of May. So, we've turned to video success stories because we don't want them to necessarily take time out of work. But occasionally, they would love to come, I'm sure, and brag a little bit about how, you know, proud of their story they are. So, we're happy to do that if that's something people would like to occur more often. And if not, the videos have been a really powerful tool for us to use as well when we're not able to physically get them to the table.

Joe Doiron: And for the record...

Lisa Gerrard: That was something that we could start looking at is doing more electronically with video success stories where you might be able to get the programs to do a little video, and then we could show, you know, one or two at the beginning of each meeting or even have them rolling as you all come in to the meeting so that, it's continuously playing or something like that. It's just we have to figure out how that

would work and how to get it done and utilize it. But as Joe said, you know, the success stories are our favorite part as well. You know, we're moved from the participants, but the success stories allow us to kind of put the gas in our engine as well. So, if there's anything that we can work out, we would definitely entertain it.

George Copadis: Go ahead.

Mary Crowley: Mary Crowley for the record. I like the idea of video only because, one, we can do a video now and also do video later on, couple years later or you can play both of them as their story and that really can give us an insight on how we affected their lives and changed their lives in a positive way and I think, would show some really positive impact for us. I love seeing them here in-person, but I think seeing the now and then the two years from now would be a much more impactful statement to me.

Stephanie Ashworth: Stephanie Ashworth for record. I know I'm speaking for myself, but if I knew, like, with some time in advance, like, we would be happy to do our home videos, so it wouldn't put any extra work on anybody else, but we would be happy to do something like that.

George Copadis: Anything else? If not, we'll move on.

Joe Doiron: Item 2J is New Hampshire Works Conference. So just wanted to flag. So, we'll be seeing a few of you twice this week, so sorry for that. So, we are having, after the first successful one, we're going to have the second New Hampshire Works Conference this Friday. Huge shout out to NHTI and the Community College System who have donated it for free. Thank you. CAPHR generously donated the opening plenary session and food. So, thank you. The board was very generous with, allotting funds to us for supplies. So, thank you. We're way under budget, which is great. But we'll be seeing, a few of you, five or six of you, board members at the New Hampshire Works Conference this Friday. So, we're still smiling as a team. Still a few more days. So, Revelstoke Coffee has been getting certainly an increase in business from us, but we're going to be, very excited.

We have a 180 people registered. We unfortunately had to send a few people away. We closed registration, what, two or three weeks ago, Jess? And then we were just kind of filtering a waitlist, if you will. So, some people had to drop, childcare fell through, situation life happened, and then we were filling it as a, first come, first serve basis. So, if you are interested and you haven't registered, talk to us after we probably can't feed you. I'm looking at Jess, but maybe we can see what we can do, but we're excited. So, if you have any questions about that happy to entertain that. But also, two, we had our award committee.

I'm looking two to three. Rick Bartel, unfortunately, he's in Vegas today for a conference. I tried to get him to take me with him or go with him, but we have two of the three, Tracey Pelton and Alan Beaulieu who served on the award review committee. So, thank you both for volunteering. So, we put together a process. We're going to tweak it



for next year with their feedback, but some really great folks are going to be honored to Friday because it's about professional development, but it's also great to acknowledge, great work being done by the folks. So, happy to entertain any questions about that.

Tracey Pelton: So, Tracey Pelton for the record. For the board members that are attending, what would you like us to do? What role would you like us to play? Should we be thanking people and just meeting people and hearing their stories?

Joe Doiron: Yeah. I think just meeting folks, enjoying going to the sessions, learning, you know, because we're going to have not only, you know, kind of the usual suspects, if you will. You know, you're going to see some names that are very familiar to you. We have other partners that are presenting as well, which will be good for you just enrichment wise to learn a little bit more about the system and whatnot. But please let people know that you're SWIB members and who you are and what you do. The award folks, I was going to bug you both, but I'd love to have you on stage at the end for the award presentation system.

Tracey Pelton: What time is it?

Joe Doiron: 03:00.

Tracey Pelton: Okay.

Joe Doiron: So that's the last thing of the day. But, yeah, just being there.

Tracey Pelton: Are we going to name tags?

Joe Doiron: Yep.

Tracey Pelton: Okay.

George Copadis: I just want to commend Joe on the committee too. I mean, we just reinstituted. We could stop for a significant amount of time, and then we reinstituted, but I think, you know, the success of last year is evident when you've got, you know, a 180 people that registered for this year. Obviously, they enjoyed the time that they had together and sharing their stories and listening to some of the presentations, probably full too.

Joe Doiron: Yes.

George Copadis: Would come in to play at some point. But I want to thank Joe and the committee for all their hard work in putting this together too. Okay.

Joe Doiron: Which we're excited for it, but I'm more excited for 04:00 PM that Friday. You can see me as a Common Man at 04:15.

Tracey Pelton: Is there limitation?

Donnalee Lozeau: Yeah, *[overlapping conversation]* [00:46:42].

Joe Doiron: I mean, if you're buying.

Donnalee Lozeau: All \$35 for me?

Joe Doiron: Yeah. Yeah. Well, \$35. So, I'm sorry, so...

Donnalee Lozeau: Off the record.

Joe Doiron: Yeah. Off the record.

Male Speaker: *[Overlapping conversation]* [00:46:41].

Joe Doiron: Not the weirdest thing we've said on the, you know, on these. The Feds do listen every so often, and I think it's hilarious. So, it's good for them. 2k is State Plan Update. So, we saw a number of you over the summer. Can't get rid of us, and thank you for that. We appreciate you all. We did two virtual sessions in which we got some feedback on some goals. So, what we did was we took out the goals and strategies section and put it here. So that's what you see here. And I used your feedback from the notes that we took, from the conversations that were had. Hopefully, it sounds okay or it looks better. The goal is to, well, get the goals done and the strategies. So, once we're done with the conference, Lisa and I get to spend the next few months writing the state plan, which will be very fun. But you'll see here, goal four, especially we amended that or changed it, you know. And so, I think it was Tracey Pelton who mentioned the goal of outreach and marketing.

So, that was something that we took too. We also updated some stuff in goal five, especially around, to Cullen Tiernan's point about emphasizing state employee, the role of state employees played in the New Hampshire work system. So hopefully, you've had time to read this and digest this. This is not a vote today on this. This is a temperature check. How we doing? Is this something you like, something you don't like, something you hate? And we don't have to wordsmith everything here. If you feel more comfortable, if you want to shoot us an email with some edits or thoughts, you can share your edits and thoughts here. But, we are just moving towards that goal of at February, we need to provide you, we need to hold a vote here, so to get that state plan in on time. And we have received zero guidance from the federal government on how we will get it. This time of year, last time – so two years ago, we had access to the portal. We had instructions on what needed to do. We had briefings. We had guidance, and we have nothing.

Richard Sala: So, maybe they'll get rid of it.

Joe Doiron: My prayers will be answered then, Richard.

George Copadis: Any thoughts, questions, suggestions, anything? Yes.

Cullen Tiernan: Cullen Tiernan, one for our friends listening from the federal government. I hope you're not furloughed. But, I just wanted to actually say thank you for including the state employee piece. I think it looks really great, and it was a good experience giving you all feedback and working as a team on this.

Joe Doiron: Thank you.

George Copadis: Thanks. That's great.

Joe Doiron: If we love, you know, don't feel, there's no pride of ownership here. This is a document that you all have to vote on and agree to. So, if there's something you don't like, something you do like, please let us know. Thank you for that. And just happy to make edits.

Donnalee Lozeau: Well, good. I have Doiron also. Well, if you need help with people to read, edit and look for typos, because you're eyes glaze over *[inaudible]* [00:50:22] at some point, so there are people on this board that might be willing to do that breaking into small chunks.

Joe Doiron: Are you perhaps saying, volunteer?

Donnalee Lozeau: I'm not afraid there.

Chase Hagaman: I was just thinking she didn't really volunteer for people really.

Joe Doiron: Yeah.

Donnalee Lozeau: Oh, I just figured that I really don't have to *[overlapping conversation]* [00:50:39].

Chase Hagaman: Yeah, me too.

Donnalee Lozeau: I copyright that at all the times, so consider that.

Joe Doiron: Perfect.

George Copadis: Yes, Chase.

Chase Hagaman: Chase Hagaman, just wanted to commend the team and the board for jumping into this strategy and process, which is different than years past and, really appreciate the time and effort you all put into it. You know, it's been a lot of hard work, but it's churning out a good product, I think.

George Copadis: Thank you. Anybody else? Anything?

Joe Doiron: Did we nail it and can[*indiscernible*] [00:50:55] go forward, did we get this?

Donnalee Lozeau: Yeah.

Joe Doiron: Okay.

Donnalee Lozeau: Thank you. That's awesome.

George Copadis: Okay. We're going to move on to board motions and discussions. Again, for the record George Copadis, and Joe if you could guide us through these items as well please?

Joe Doiron: Thank you, Commissioner. So, Item 3A is something that we do every so often for our, [*indiscernible*] [00:51:18] we have from DHHS here, but DHHS is part of the New Hampshire work system. They'll be at the conference this Friday. They're great partners. And, they have to put together a SNAP employment and training program, the, SNAP E&T State Plan. So, they have their own state plan that they have to do as well. And thankfully, the only thing we have to do, we as a staff, is essentially look at that plan, make sure that it is meeting the goals of the existing New Hampshire State Plan, which it is, and then bring it to the board. It was included in the board item. So, it was one of the attachments. There's nothing in there that is controversial. There's nothing in there that doesn't seem right to us. It's very well-done document, very well done plan. And it's between this SNAP E&T plan, and what's the other one, Lisa? There was one other plan that we do. It's like once we do this one this year and then there's another one next year, and I can't remember which.

Lisa Gerrard: Is it the TANF?

Joe Doiron: It's the TANF one, I'm sorry. So, it's staggered. So, this time next year, we'll bring before you the TANF one as well. And it's the same sort of process. So, they bring it to us. It's a federal requirement that the workforce innovation board for each state or each, locality in the case of local boards have to review it, provide the blessing, and then they do so through a vote. That makes sense. Some board members you've been around; we've done this a few times. So, if you're wondering why we're going to do this again next October, it's just a staggered thing. Happy to take any questions if that didn't make a whole lot of sense.

George Copadis: Any questions, anybody? If not, you need a motion on this?

Joe Doiron: Correct. And we don't need a roll call. We just need an up or down.

George Copadis: Okay. Motion made by, well, is that what you're doing?

Donnalee Lozeau: Yes.

George Copadis: Okay, I'm sorry. I didn't know whether you still had a question or not. Go ahead.

Donnalee Lozeau: Donnalee Lozeau making motion on the State Workforce Innovation Board, supports the New Hampshire Department of Health and Human Services *[inaudible]* [00:53:40] SNAP E&T State Plan as written.

George Copadis: Okay. Motion made. Second?

Tracey Pelton: Second.

George Copadis: All those in favor.

Group: Aye.

George Copadis: Opposed, abstain. Motion carries.

Joe Doiron: Mr. Chairman, Item 2B, we are going to have, one of the topics for the February 3 meeting, which is I don't love talking about 2026, but it's right around the corner. And I won't say how many shopping days left till Christmas. I'm already counting at home. The next meeting is February 3, but, we'll have the state plan that day. But if there's anything else that the board would like us to put on the agenda for that meeting?

Male Speaker: General *[indiscernible]* [00:54:30].

Joe Doiron: I just pray every year it doesn't snow on February 3.

George Copadis: Good luck with that.

Joe Doiron: I know.

Tracey Pelton: Tracey Pelton, if it's possible to have some of the longer-term stories of people that have maintained a work experience and all round, there are some pretty exceptional nursing and EMT and different things like that that we have a high need for even in the skilled work force and trade force. It'd be great to hear some of those long-term stories.

Joe Doiron: Okay.

Tracey Pelton: It'd be good, yeah, maybe a survey just saying, you know, you got this training. Are you actually using it now as your career continues?

Joe Doiron: We can work on that.

George Copadis: Anything else, anybody? Thank you, Tracey. *[Overlapping conversation]* [00:55:16]...

Cullen Tiernan: Curious, Cullen Tiernan, that the commentary and the implementation of the goals, is that something that we might discuss naturally or would that need to be agendas? Or I thought we just went over the...

Donnalee Lozeau: Yeah. Are you referring to the state plan goals? And that's still going to be online in February.

Joe Doiron: Yeah. Yeah. Yeah. So, from there so the goal would be on the February 3 meeting is, so we'll provide you the, if I could and I don't mean to over explain just so you understand kind of a little bit of the process because it's very different for us this time around than in the past. So, we're hoping to have I don't have work plan in front of me, but the goal would be by January is to have a final plan that we'll put out for public comment on the website. We are not going to do any public comment sessions, but we'll put it out there, make sure everybody has a chance and wants to read it, can read it, and then we will then send it out to the board, for your review. So, give you a few weeks on that, and then we'll have a vote on February 3 on that. And that also will allow for any edits that need to be done.

So, you know, anything real substantively, you know, we don't want to get, oh, Joe, there's a comma on page 88. You know, we can do that contingent upon, as we've done in the past, contingent upon, like, a final run through of grammatical spell check errors, that sort of thing on February 3. So then once February 3 has happened, then we can talk about how do we do this? That sort of thing. But we need to get the board to approve the plan, but then it goes to the Feds who have to then review and approve or kick it back to us. So that's a long process. So, we may not even have review or approval by the June meeting, which is frustrating. We've come close where the board packet, you know, that day we got word from the Feds. Does that make sense?

Cullen Tiernan: Yeah.

Joe Doiron: Am I helping?

Cullen Tiernan: Clarity. Yeah. And I'm glad the Federal government gets to review it.

Joe Doiron: Yeah. Last time we did it, we actually received really high marks from them for what it's worth. It was, like, the easiest one they said in the country to read. It's one of their favorites for the entire region. Like, we did really, you know, really well at meeting the requirements.

Chase Hagaman: And that was when we had a vendor who did...

Joe Doiron: Correct.

Chase Hagaman: So now you got, like, a comparison.

Joe Doiron: We're just looking at doable and compliant. That's what we're trying to get.

George Copadis: Anything else? Anybody?

Joe Doiron: That's it for us. Mr. Chairman.

George Copadis: Is there a motion to adjourn?

Donnalee Lozeau: So, I've been on the roll so I *[inaudible]* [00:58:14].

George Copadis: Okay. Motion by Donnalee.

Cullen Tiernan: I'll second it.

George Copadis: Second by Cullen. All those in favor?

Group: Aye.

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

Male Speaker: Thank you.

[Off the Record Conversation] [00:58:29 - 00:58:58]