



State Workforce Innovation Board Program Year 2022 – Meeting 3

**June 6, 2022,
1:00pm – 4:00pm**

Meeting Location:

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



SWIB ROLE AND RESPONSIBILITIES

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

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



State Workforce Innovation Board (SWIB)

Program Year 2021 Meeting

June 6, 2023

1:00 pm

Agenda

1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of February 7, 2023 Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. Participant Showcase Presenters.....[61](#)
 - 2b. VIP Presentation
 - 2c. Rapid Response update.....[73](#)
 - 2d. Financial Update.....[74](#)
 - 2e. Performance update.....[78](#)
 - 2f. Subcommittee Reports.....[80](#)
 - 2g. Program Success Stories.....[83](#)

3. 2:30pm—Board Motions & Discussion
 - 3a. One Stop Certification.....[89](#)
 - 3b. ETPL High Demand Exclusion Process.....[95](#)
 - 3c. PY2023 Distributions of Funds.....[96](#)
 - 3d. Topics for October 17, 2023, Meeting.....[102](#)
 - 3e. Board Motions and General Discussion.....[103](#)

4:00pm—Adjourn
Next Meeting: October 17, 2023



P R O C E E D I N G S

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JOE DOIRON: Good afternoon, everybody. we're going to get started. Unfortunately, Mr. Kane had something come up unexplained. And normally we have Mr. Copadis kind of filling in, but something unfortunately came up with him. So Kelly Clark, our Plan C, has graciously agreed to Chair in their absence. So I'll kick it over to our Interim Chair, Kelly Clark.

KELLY CLARK: Great. Thank you, Joe. And let's see. Thank you and welcome. And thank you to members of the Board who are joining us here today. For the record, my name is Kelly Clark. I'm stepping in as Interim to chair today's State Workforce Innovation Board meeting.

Some quick notes: As we begin the meeting, so this meeting is being recorded. Before speaking, please state your name, so that the transcription services can accurately document today's meeting.

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



Meeting materials for the Board and the public can be found by visiting NH Works webpage. Again, today meeting is being recorded.

We do have a number of items to work through today. You will find these items on the agenda with their enclosed supporting document. The agenda and these documents have been provided to the Board electronically last week. Printed copies are also a very today, and all materials will be made available to the public via the New Hampshire Works website.

So Joe, would you now please call the roll?

JOE DOIRON: Thank you. Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Thank you. Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Thank you. Joseph Alexander?

[Pause]

JOE DOIRON: Kevin Avard?

[Pause]

JOE DOIRON: Rick Bartle?



RICK BARTLE: Here.

JOE DOIRON: Thank you. Christine Brennan?

CHRISTINE BRENNAN: Here.

JOE DOIRON: Thank you. Joe Brown?

JOE BROWN: Here.

JOE DOIRON: Thank you. Anya Burzynski?

JOE DOIRON: Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Thank you. Kenneth Clinton?

KENNETH CLINTON: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Commissioner Copadis?

JOE DOIRON: Thank you. Bruce Crochetiere
(phonetic)?

BRUCE CROCHETIERE: Here.

JOE DOIRON: Thank you. Mary Crowley?

MARY CROWLEY: Here.



JOE DOIRON: Thank you. Tiler Eaton?

[Pause]

JOE DOIRON: Patrick Fall?

[Pause]

JOE DOIRON: George Hansel?

[Pause]

John Hennessey?

[Pause]

JOE DOIRON: Michael Kane?

JOE DOIRON: He's not here.

JOE DOIRON: Cindy Harrington?

CINDY HARRINGTON: Here.

JOE DOIRON: Shane Long?

[Pause]

JOE DOIRON: Donnalee Lozeau?

[Pause]

JOE DOIRON: LoriAnne Lundergan?



LORIANNE LUNDERGAN: Here.

JOE DOIRON: Thank you. Larry Major

JOE DOIRON: Adam Crepeau (phonetic)

ADAM CREPEAU: Here.

JOE DOIRON: Ashok Patel?

[Pause]

JOE DOIRON: Jim Proulx?

JIM PROULX: Here.

JOE DOIRON: Thank you. Shannon Reid?

SHANNON REID: Here.

JOE DOIRON: Thank you. Tim Sink?

TIM SINK: Here.

JOE DOIRON: Thank you. Gary Thomas?

[Pause]

JOE DOIRON: Justin Kantar?

JUSTIN KANTAR: Here.

JOE DOIRON: Candace Hyde?



CANDACE HYDE: Here.

JOE DOIRON: Is there anybody present who I did not call? Oh, welcome to our newest Board member, Lisa Hinson-Hatz. (phonetic). Lisa, are you here?

LISA HINSON-HATZ: I am.

JOE DOIRON: Very good. Perfect attendance. Madam Chair, with the roll call completed, we have a quorum.

KELLY CLARK: Great. Thank you. So we'll now move to item 1b., which is the Meeting Minutes from the October meeting, and they are found in your packet. If there are no edits, I will accept a motion to approve the Meeting Minutes from the October 18 meeting.

JUSTIN KANTAR: Motion to accept.

KELLY CLARK: Motion made. Second?

MIKE ALBERTS: Second.

KELLY CLARK: Second, Mike Alberts? All those in favor?

THE BOARD: Aye.

KELLY CLARK: Minutes are approved. So we're going to



move to the public comment section.

So we'd like to take a moment to see if anyone from the public would like to provide any public comment. If so, please state your name for the record, prior to speaking.

And I do not see any public comment. So we'll move to the next item.

Informational items. For the record, again, this is Kelly Clark. I'm chairing the meeting on an interim basis. We start our agenda here today with some informational items. So these are reports and updates provided to the Board. These do not request a vote. However, if Board members would like to make motions, I would ask that you please wait until the next section on our agenda, where we have time for motions.

Please remember before speaking to please state your name for the recording. And Joe, could you walk us through these items?

JOE DOIRON: Absolutely. So we're going to start on page 73, the packet, Item 2a. It's an informational item from our partner in New Hampshire, the Department of Education, Bureau of Adult Education. They are one of our core partners with the Workforce Innovation Opportunity Act Funding, WIOA



Funding.

This item serves largely to fulfill a federal noticing requirement. Again, always trying to stay in compliance.

Ultimately, the Review Committee will see some paper from the Bureau of Adult Education to provide feedback and review before they award some contracts down the line.

So largely, this is informational for those who are on the Review Committee, which -- again, thank you all who are members of that.

So we will work through that when it comes. We're looking at probably -- we've been told by our friends at the Bureau of Adult Ed that we should have those documents by March and April. So we'll be contacting members of that committee well ahead of time to plan things out. And then the Committee will report back to the Board at the June meeting.

And I'm happy to entertain any questions, if there are any. And again, there's a lot in there in that page or two of information. So I'm happy to entertain the questions if there are any.

KELLY CLARK: Should we go to the next item?



JOE DOIRON: Yeah. We're cruising.

COLLECTIVE: [Laughter]

JOE DOIRON: Item 2b., I'm going to invite Jimmie Hinson from Staff to come up and give a Rapid Response update.

JIMMIE HINSON: Thank you for not throwing anything at me on the way up. My name's Jimmie Hinson. I'm the Office of Workforce Opportunity State of New Hampshire Dislocated Worker Unit Administrator.

As we transitioned into the second and third quarter of this year, we did see an uptick in Rapid Responses around the state. We documented 16 Rapid Responses, which means we documented either a closure or a layoff. That's double of what we had this time last year.

The good news is of these 16 Rapid Responses, it only affected 648 people, which is a lot less than what we had before with the same number. All of our Rapid Responses are offered in person, unless there is a need to do it virtually.

We did have two Department of economic Development new hires, and we were able to train them on Rapid Response and facilitating and provided them with a copy of the Rapid Response



standard operating procedure. We're in the process of working with them in the field to get them up to speed. That's the official report.

Now, what I need to go over next is when I put things into the official report, these are things that have been closed, and they're 100 percent fact. However, right now we are dealing with nine Rapid Response that are potentially pending.

One has made the news: The Bed, Bath and Beyond in Keene is closing. We've already ensured that all of the full-time Staff have already gotten new jobs in the area, and we're working with parttime Staff trying to coach them into our Dislocated Worker Program, so they can get upskilled training. That final report is pending.

The other one that you may have heard about was the Hunter's Shop and Save in Wolfeboro that burned to the ground. That affected 70 employees.

At this point, we have a few Division of Economic Development Staff member working with the owner. Everybody is currently being paid. At some point that is going to change. It's our understanding they are going to rebuild, but that's not going to happen until probably the spring or summer of 2024.



So with that case, they're looking at keeping 35 of their Staff on board, and then of course people who are parttime will be working with them at some point. But we're kind of keeping a close eye. So if anybody's going to be filing for unemployment, we're going to be talking with them before that happens.

This coming February 14 -- Happy Valentine's Day -- Elbot is laying off 20-25 people. This is to be kept quiet. They do not know about this. The announcement is going to be made Thursday.

And we're going to -- since it's a secure facility, we're going to be doing this offsite at one of our NH Works offices located in Nashua. We put together a flier, we presented it to them, and we'll be taking care of that on Tuesday.

We have a few school specialty company. They make -- they package stuff, and then they send it to various different schools. Their building was sold. They're going to use this as a time to consolidate. As a result, 70 people will be displaced in December of this year. We're working with them to make sure - - we want to be able to as they close get all 70 people jobs



before they close. That's going to be our goal with this one.

The Concord Regional Cinema: We still don't know how many employees they have, because I can literally walk in there and go sit down, and nobody -- I see nobody. But they are closing. They're part of a reorganization, we're thinking maybe three to five at the most.

A manufacturer in Nashua laid off one employee and will be laying off another six or -- excuse me, five, on March 31. The production line that they're working is just coming to an end.

Then we have a medical company that we are currently working with in conjunction with our DED team, with NH Works, NH ES, and we're providing services to hope that we can prevent the layoff of 126 people.

When they first came to us, they were saying that because of Medicaid or Medicare reimbursements, it was costing them more to provide the service. So if they can get different loans, they can keep it going. If they can't they'll have to consolidate. So we're doing everything we can to minimize the impact at this point.

PillPack layoff: This is a rumor. We can't find



anybody in the state that has been filing for unemployment. And it is tied to the 18,000 that they were saying they were going to lay off nationwide through Amazon, but Amazon has, of course, been unresponsive. We'll keep checking on that.

And the last one, that's why I have the earbud in the ear -- I don't want to be, you know, rude, but we have a company that called us this morning saying that they were going to be laying off 25 plus. They were very cryptic. We left a message, and they just haven't called us back. So all of those are ongoing.

So if you put the number 18 with an additional 9, you can see that there is a -- it's picking up. So I'm expecting the first quarter to continue in this manner. And luckily, the DED has a full team that can help work with us, as well as we provided training for all new Rapid Response team members in the form of videos that kind of go over how to prepare.

And that's my report.

KELLY CLARK: Thank you.

JIMMIE HINSON: Any questions? Yes, ma'am.

LORI LUNDEGRAN: So when it comes to the PillPack, if



we know what's going on there, or we know people who were affected by --

JIMMIE HINSON: -- Yes.

LORI LUNDEGRAN: -- knowing what the plan is, is that what you want us to talk to you about?

JIMMIE HINSON: Absolutely.

LORI LUNDEGRAN: Okay.

JIMMIE HINSON: Yeah. Any -- we don't care where we get the information from.

LORI LUNDEGRAN: Mm-hm.

JIMMIE HINSON: And that's why I don't even mind dealing with rumors; I'd rather respond.

LORI LUNDEGRAN: Mm-hm.

JIMMIE HINSON: Because I would say most of the time we hear from people who know somebody who literally got a pink slip. And that is confirming for me.

LORI LUNDEGRAN: Okay.

JIMMIE HINSON: -- to be able to talk to them. So yes, please.



LORI LUNDEGRAN: Okay. Okay.

JIMMIE HINSON: Yes, ma'am.

SHANNON REID: You mentioned that the new members of the Rapid Response team watched a video to kind of orient them as to what's expected. Is that something that we can see?

JIMMIE HINSON: Yeah, yeah.

SHANNON REID: Is it on the webpage that's referenced on --

JIMMIE HINSON: No. It's -- basically, because I have 12 different offices located throughout the state, I could have 12 different team members multiply that by 6.

So what I did is I did little videos for each agency, and I'd be more than happy share that with you. It basically reaffirms that I want them to know their programs inside and out. I want to make sure that they understand that by the time they talk to people about our services, they stick around.

So for example, like, with vocational rehabilitation New Hampshire, not everybody wants to bring up their disabilities. Or with Health and Human Services, nobody wants to bring up their health problems. So by sticking around, we



ensure that they'll come and talk to us one-on-one.

So I just give little tidbits -- 18 years' worth of experience. But I can get that to Melissa, and Joe can screen it to make sure I didn't say something inappropriate, and they can get it out to your group.

SHANNON REID: Thank you.

JIMMIE HINSON: You're welcome.

SHANNON REID: Additional questions? All right.

Thank you so much for the thorough report.

JIMMIE HINSON: Thank you.

SHANNON REID: So I guess let's go to the financial update?

JOE DOIRON: Yep. And we're going to kick it over to Nora for a financial update.

NORA NOBLE-CHRISTOFF: Hi, everyone. Nora Noble-Christoff the Fiscal Administrator for the Office of Workforce Opportunity. So just a little background; I know some of you have heard this before, but WIOA Title I grants are awarded for one Program Year, and then carry forward for two additional years.



At the end of the three years, all funds must be expended or otherwise returned to the U.S. Department of Labor. And at the end of the first Program Year, we have to have at least 80 percent of the funds in the three programs obligated.

So we do have four grants open currently, or Program Years, which is unusual. We got an extension for PY19 at the end of June of 2022, and expended all those funds. We think we got the extension from Discretionary, and by the end of this quarter, 100 percent has been spent. So we are done with that, and next week we'll officially close that branch out.

For PY20, 87 percent has been spent, and it looks like by the end of June when it closes out, 2023, that most of it will be spent. We have a few programs in the works. You can kind of see in the other pages where there's charts that most of the money remaining for that is the discretionary funds. So we're working on ways to spend that by the end of June.

Moving onto PY21, we spent 43 percent. And that's pretty good for kind of this year-end cycle for roughly 50 percent. And compared to Quarter 1 to Quarter 2, we're actually getting into PY2022 money now. We've only spent about 2 percent, but I see in Quarter 3 that a lot of funding will be



moving over there for expenditures, and I'm hoping that that will kind of tick up to about 20 percent by the end of next quarter.

But if you go onto the other pages, it kind of shows a little bit more of where we're spending mostly. Some of where we're kind of lagging behind is some admin expense, but that might change a bit in the future, so hopefully we won't see that.

And then Discretionary, as we mentioned, there's a few programs in the works to help get that down.

But if you have any questions, please let me know.

KELLY CLARK: Let's see. No questions, should we move to the next item? This is our Year End Program Preference.

JOE DOIRON: So for Item 2d., kick it over to Lisa Gerrard.

LISA GERRARD: Hi. Lisa Gerrard, Office of Workforce opportunity, WIOA Program Administrator. So some of these items are year-end items because in June we were in a backlog. Our system was -- had an outage, which lasted quite into the new Program Year. We did not go back up until at least September.



So we were unable to close our previous year performance. So a lot of the items here are Year-End, as well as this coming quarter, for the one that just passed.

So for PY21, at the end of the performance, you can see that most of the performance measures were reached. There are, however, some that we do not exceed or meet, especially with Adult and Dislocated Worker.

I will remind folks that some of the performance measures, especially second-quarter, employed second quarter, employed fourth quarter, out to exit. Is still going to be in the COVID period. So that's still affecting some of our performance measures because of the way that the calculation markers have so far removed from the exit fee.

But for the most part, considering what we were going through for PY21, performance is pretty good. Again, one thing that some of the new Board members might not know is our performance measures are negotiated every two years. We just went through negotiation for PY22 and 23.

Historically, New Hampshire has pretty high performance measures. Our negotiated rates are really high compared to the rest of the country, because we performed very



well.

So there's a give and take with that. So the better we perform, the higher our levels get. And then at some point, they're so high that you can't reach them. So I think that we're seeing some of that.

We're also seeing some of the conversion with our case management system that occurred. There's a learning curve with our Staff, we had the outage; there was a lot going on.

But for PY21, we did not end in a bad place. And again, these numbers are not final, because USDOL (sic) does the statistical analysis, and they use all kinds of mathematic things that I have no idea about. But for the most part, we're in pretty decent shape.

Questions? Seeing none, we'll go to the next item.

JOE DOIRON: Are we doing that good or that bad? I think before we move on, Lisa, on this -- on the performance, can you just speak a little anecdotally -- about where we kind of stand with some enrollments, especially with our partners?

LISA GERRARD: Absolutely. So PY21 was a rough year all across the Board -- for enrollments across all the four



partners. We all struggled. PY22 started with an outage of our case management system. So all of our receipts were working on paper -- paper applications, paper documentation, outside system. It was horrific.

However, they never stopped. They never missed a beat. They kept enrolling. Dislocated Worker struggled last year, and there was a switch in some recipients from -- to NHES, and it took a while for them to get in the groove. Their numbers have exceeded what they did all of last year in the first quarter. They almost reached their halfway point goal for halfway through the year for this year.

The Adult Program almost reached their Year goal halfway through this Program Year. So their yearly goal is 260 new participants. As of December 31 of 2022, they had 215 new enrollments. So it's just going gangbusters so far.

The Youth Program: Same thing. There was a lot of front ending of enrollments. So their enrollments are in really good shape as well. So you have really good enrollment numbers in the fiscal part of it. We can see the difference.

So we had a lot of -- we had a few years of low enrollments, which means we had a lot of carryover. So it's all



kind of cyclical. Low enrollments no spending, high enrollments we spend more money. So we're starting to get to the point where we're back on track -- both enrollments, performance, and fiscal. So it all kind of coincides.

JOE DOIRON: Okay. So we may be coming to you either with a virtual vote in the next few weeks as it were as a Board, or we might wait until June, depending on kind of where we're at. We want to do some clever financial maneuvering -- the admin money that Nora spent, or underspent in Admin on our Adult Program, and our focus is always the program participants, right? We run a really tight ship: Low admin, you know, way below indirect cost and all that sort of stuff, comparative, that was a fun fight last year.

But we're -- we're looking if we can, moving some of that admin money to Program Services, which means more people trained, more people in the workforce to fill high-demand occupations that we all crucially need, whether it be oil, nursing -- I'm thinking because it's been really cold out, and all those essential services.

So we're actually looking at some options. So we may be coming to the Board again with a virtual vote or a vote come



the June meeting to kind of approve the moving of that money around. Because we don't want to see it go back to the black hole that is the federal budget. Because it doesn't do anybody any good there.

So just a little context for you, you know, "What is Joe and/or Melissa e-mailing about now?" A little preview of what we're trying to do. Because again, we've been underspent for so long. And so, we're just trying to -- we're trying to catch up. And Donalee isn't here -- Donnalee Lozeau from Southern New Hampshire services.

So I can really talk about here in a great way. Heard her team on the Adult side have really, really done a great job. So our partners in Southern New Hampshire Services. So -- Administrative Adult Program. So if you see her up and about, tell her that they're doing great, because they are.

COLLECTIVE: Thank you.

SPEAKER UNIDENTIFIED: Joe, if I may -- I just have a quick question --

KELLY CLARK: State your name, please [00:25:28 from the transcriptionist: Thank you, Kelly, so we can get you what



you want for an accurate record! 😊]

RICK BARTLE: Lisa, so, like, for example on the Adult Program here, you serve 478 participants with 312 who are receiving training services. The participants that didn't receive training services, what kinds of services did they receive?

KELLY CLARK: Sure. So there's -- we have training services, and then we have what we call "Basic Career Services." So if somebody is in a training, that's where they're going to count in that 312. Other services are job searching, resume writing, career exploration.

They might not be ready to attend the training, but they're exploring what are their interests? What are they going to be good at? And really learning about occupation, you know, what is the high demand, what is the salary productions?

They could be receiving supportive services, because they're not at a point in time that they're ready to -- to maybe engage in a training, but they need some extra supports to get aspiration, resume writing -- all those that we consider Basic Career Services.

Some might be work-based learning. That's the new



term, but on-the-job training, it's the same idea. That could be something that there were some new services on as well.

KELLY CLARK: One follow-up question: So the Dislocated Worker Program, we didn't meet the Measured Skills Gained performance metric. Can you talk a little bit about what are they doing to -- you know, adapt for that?

LISA GERRARD: Absolutely.

KELLY CLARK: Adjust?

LISA GERRARD: So "measurable skill" means it's the one performance measure that is not on a quarter basis, but a year basis. So if an individual enrolls in training or education, they're going to get counted by the year end. So they have to have a measurable skill gained within that Program Year. We have historically been really high with measurable skill gains as far as reaching and attaining our level.

We kind of slipped in all the three programs in this measure. So what we did is there's a lot of training out there, from USDOL employment training on the web. It's called, "Workforce GPS" if anyone cares.

But basically what we did is we send out a memo to all



the subrecipients, and we ask them to -- to basically we mandated a training of all the Staff. Because there was a lot of Staff turnover. There was a lot of new Staff. So we wanted to make sure that everyone had the same training. And that was just completed as of December 31.

So they took the first quarter of this Program Year to kind of get back into what is a measurable skill, how do I count it, what counts? And really kind of looking at how can we kind of tweak that up for all of the realms.

KELLY CLARK: Thank you. So to the next item?

JOE DOIRON: Sure.

KELLY CLARK: 2e.?

JOE DOIRON: e.

KELLY CLARK: e.

JOE DOIRON: Item 2e. on page 100. Also, just to I was just reminded, quick housekeeping, flipping to page 100, I know a very, very annoying item, but I know -- again, thank you all for your patience when it comes to the Financial Disclosure forms. I think we're waiting on a few from some of you all. And I think we did paper copies. So just make sure to please



fill that out.

And again, if you've already done that, I'm sorry, the Secretary of State's website, it's something to be desired. So we are, again, focused on being, you know, compliant on everything, and that's just something that this Board measures to make sure.

So again, I thank you for your patience. I know a few of you, they've lost them across the street. That's why we're trying to make copies of them to keep them on file, so when they say that we don't have them, we can immediately then provide them, so that you're not bothered again.

So again, I was just reminded of that. So again, thank you for your patience on that. And just please, if we put a paper out, just hand it to myself or Melissa on the way out. That would be great.

But Item 2e. Is a Program Performance Update. Back to Lisa.

LISA GERRARD: Hi, again just to back up on the 2d. a. through -- I don't know what letter there, I think c. -- those are program narratives that all the subrecipients send at the year end, they're year-end narratives. It also includes not



only their year-end narrative, but year-end performance.

So I just wanted to point that out. It really isn't anything to explain, just wanted to kind of explain where those come from. So Item 2e., so this is the same thing that I just talked about from Program Year End. This is for our PY22 Quarter 1. Quarter 1 was from July 1 through September 30, which is the -- pretty much the entire time we were on an outage. And then we were dealing with the backlog.

So we had extensions for our performance measures. We had multiple extensions from USDOL because of the system outage, and then the backlog. That will be a story for another day. That was fun. So performance measures, they're the same performance measures that we have for all of the performance measures.

You'll see that measurable skill gains is not going to be met for the first quarter. Again, it's a year -- it's a year performance measure. So we're never going to meet that until the fourth quarter. But they still count it every quarter.

Again, you will see most noticeably the employment second and fourth quarter is not being met or exceeded. Again,



it's that quoted period of time. So again, it seems to be -- well come out of that eventually. It's just still showing up in performance.

The other thing that I'll say about performance is we have our performance goals that we need to meet, per USDOL.

But OO is under the kind of direction, per se, that we need to meet our performance measures, but participants are really the ultimate end goal. So if we're enrolling 250 individuals and 1 in one six-month period, we know that performance might dip a little bit. And that's okay, because we're helping all those individuals.

So far, we're doing really good, I think, on performance -- especially given that we dealt with an outage and backlog. Because I can't tell you how much data entry that backlog really took. It was insane.

Our subrecipients worked nights, weekends, around-the-clock trying to get the backlog in, because we still had to report to the USDOL.

It was literally a nightmare. So if you see anyone from Southern, MY TURN, JAG, NHES, just be kind to them because

--



COLLECTIVE: [Laughter]

LISA GERRARD: -- they really hung in there. And it was -- it was really difficult to deal with. So --

KELLY CLARK: Further questions? 2f.?

JOE DOIRON: Before 2f., we did from the Board actually utilizing Board funds, some small tokens of appreciation for our subrecipients -- specifically Southern New Hampshire Services and their team of the Adult Program.

Because again, we have not had this in, like, pretty much modern history where we're at -- where we're at in terms of enrollments. Again, you know, the money does no good just sitting there. we're actively working to deploy it, but also to deploy it to different groups of people that may not necessarily have had access to that.

So just as an FYI, we did do some stuff, we did some Lindt chocolate to our subrecipients and the Adult Program to really -- they had some real tough times.

But 2f. is -- going on that -- about our VIP grant performance update. And I'll kick it back over to Lisa.

LISA GERRARD: So we did a VIP Grant, RFP (sic) -- I



think are some Board members that remember the RFP -- and that were on the Scoring Committee.

This was a requested proposal to really reach out to the historically marginalized communities. And we had a variety listed in the RFP that we could -- that some recipients could choose to work with.

We ended up -- the SWIB ended up giving two grant awards; one to the international Institute of New England, and the other to Southern New Hampshire Services. This grant is specifically a referral in the grant process. So it's working with individuals of historically marginalized communities doing outreach and referrals to the Adult Program.

International Institute of New England has already met their goal for their deliverables. They've been really hitting the ground running. Between the VIP Program and the Adult Program, that's where you're going to see all those enrollments. So as long as they're giving the referrals, those individuals get enrolled. So that's the increase in enrollment as well.

So the International Institute of New England has really done a tremendous job. They are actually working with a couple different agencies as well for New Americans, immigrants



and refugees. They're also -- the outreach is to businesses to see if we can entice other businesses to hire new Americans, immigrants and refugees.

And then once they come into the Adult Program, they can receive all the services that are under the Adult WIOA Program, including support services.

We are also doing some Drivers' Education. The Second Start, which is one of our Adult Education. They're running a program for Driver's Education. So we're -- we're able to kind of tap into all the resources.

Southern New Hampshire Services is taking a little different road. They're working with many different communities -- historically marginalized communities. They're on the focused on one. And they're doing a lot of outreach and referrals, Adult programs.

And they have been working -- both programs have been working really hard on trying to create processes and procedures, because this is the first quarter -- second quarter of the grant process and working well together.

So International Institute and Southern have worked really well together, and they have ongoing meetings on trying



to figure out the best processes to put in place to do the referrals and the outreach.

So we just wanted to give you an update on this grant in particular, because it's really going really well. And you'll see in the Success Stories, which is 2 something, there's a success story from the International Institute as well, talking about one of the prog participants that got referred. So we just wanted to highlight what's going on with that.

Kelly Clark follow-up question?

KELLY CLARK: Are there two, Southern and International Institute, are they all working together or coordinating or leveraging each of those services?

LISA GERRARD: Absolutely. So they had worked well together before this project. They had worked on a program with Manchester Community College called, "LNA Success" where the three programs basically were taking a cohort of individuals from the International Institute and making sure that they had the basic language skills needed getting them into WIOA programming, but also getting them into an LNA training program at Manchester Community College.

So they already kind of had a working relationship,



but they've been working even closer together. They have weekly -- I don't know if it's weekly meeting, but they have ongoing meetings where they're working on processes, they're trying to explain -- you know, because WIOA has a lot of rules and regulations, and there's time and commitment.

And so, both agencies are working on trying to make sure that everyone understands what the roles are with each organization. So it's been a long -- I really think it's been a great partnership.

And the whole -- one of the purposes of grant was to create partnerships that were going to last long after the grant expires. And I think that this partnership between International Institute and Southern is something that's going to keep going way beyond [00:39:15 indiscernible - simultaneous speech] which is exciting and new.

And it can just open up a whole new door for all kinds of individuals. So they're -- they've been working great together.

KELLY CLARK: Okay. Thank you for that. Seeing no further questions, we'll go to the next item, which is -- the Annual Monitoring Report?



JOE DOIRON: Yep. So Item 2g. is again Lisa. And it involves you, Madam Chair.

KELLY CLARK: Yes, it does.

LISA GERRARD: Again, for the record: So again, one of the items that we could not get on the June SWIB agenda because of the backlog, because of the performance being delayed, was our annual monitoring. We got the binders, a huge binder.

But it's our annual monitoring that Kelly comes over and looks through and signs off on. So weren't able to get that done, because of the backlog and the delay in reporting our -- all of our findings to USDOL. We had to finish up some monitoring.

The monitoring report is included. I will note that there is one outstanding item that has not been cleared up. It's a federal audit, a new item from our WIOA Programmatic Review in November of 2021?

JOE DOIRON: Yeah.

LISA GERRARD: Yeah. So it's long time. We've been going back and forth with USDOL on the finding. I think -- I'm



crossing my fingers -- that we finally might have solved it to their satisfaction.

But everything else, any corrective action our outstanding issue was resolved. We did a lot of monitoring activities. PY21 we finally were back on site for most of our onsite monitoring. There were some due to COVID outbreaks or Staff having COVID that we didn't go onsite, we did virtual. But it was the first year that we actually got back on site and did some actual in-person monitoring, which it was really nice to get onsite needs.

So the report is there. Kelly, did you want to talk about anything, or?

KELLY CLARK: Yeah. Just a follow-up question. Could you just talk just a little bit about the finding, what type of -- we had to do with the Sole Source --

LISA GERRARD: Sure.

KELLY CLARK: -- process and, just so people have some background context.

LISA GERRARD: Sure. And Joe, I'm going to let you jump in as well, because it's our favorite topic.



JOE DOIRON: Because you want to see my BP go up?

LISA GERRARD: Yes. So during the Programmatic Review for WIOA back in November 2021, one of our findings was about the One-Stop Operator Procurement. And that's -- the One-Stop Operator is basically how here in New Hampshire we run the New Hampshire Works offices.

We have a One-Stop Operator, we Sole Sourced it. It's the consortium runs the One-Stop Operator, and basically NHES is the--quote, unquote-- "landlord." They have the building, and then the consortium oversees the One-Stop Operator.

USDOL did not like the idea that we Sole Sourced the One-Stop Operator procurement, even though under WIOA legislation, it allows the state to Sole Source in specific situations.

So therefore, we have been going back and forth with USDOL since November of 2021 on this conflict, trying to understand -- trying to basically state our point and our position -- our position with them not liking the fact that we did it that way.

So finally, to resolve the issue, we did release an FRI, which is a Request for Information. It's not a Request for



Proposal. We're not asking for anyone to -- we're not going to do a contract or anything, between did release a Request for Information regarding what could somebody else do, basically? Is what it comes down to.

The RFI closes this week, and is published on DAS (sic) , as well as the New Hampshire Works.org, which is where we publish all of our RFIs or RFEs. So hopefully by just publishing the RFI, we have resolved the issue with USDOL. We're waiting for the official response, closing the item.

Do you want to say anything else, Boss?

JOE DOIRON: We had a really fun time with that review. They don't call it, "Audit." Right? It makes it seem a little more friendly if its in review, although it's a team of auditors. So clearly that, I guess. And so we contend -- we still contend that first of all, we've done nothing wrong.

You know, I don't even think it should be a finding. But again, I don't work for the US Department of Labor, who might be reading these transcripts later. So that should be interesting.

But, you know, in the legislation for WIOA, it clearly states that states have an opportunity to Sole Source



procurement of a One-Stop Operator, black and white. Don't have to be a trained lawyer or legal expert or a member of the United States Congress to figure that out, it's pretty plain. If I can figure that out, anybody can.

So we have historically always done that, because every state operates differently. As a state, we are -- a single-state entity, we have a single-state Board. Massachusetts has, like, state eight State Workforce Innovation Boards, or equivalent. The state of Delaware on their Board has like 57 people, which I talked to their Executive Director, it's very, very -- yeah, 57, it's -- we need a bigger room.

So we -- every state gets the opportunity to do things a little bit differently, based -- you know, as long as there's compliance. And we exercised that for a number of years. So we've been doing that for, like, almost 30 years. So for them to kind of finally say, "Hey, what you doin?" was kind of -- took us a little bit by surprise. And we were kind of upset, quite frankly.

Because our One-Stop Operator, it's a consortium -- an entity, a number of entities that make that up. Commissioner Copadis is normally here, our partners in Employment Security,



Department of Education, Health and Human Services, BEA, a number of folks.

Because not one state agency or entity can provide all the services that we provide. Right? That's why we work together, right? There's not one single state agency or entity in any state that provides all that. And it's, again, that partnership.

So we contend -- and we still contend that, you know, we have a state agency, New Hampshire Employment Security -- he would operate twelve One-Stop centers across the state. They are strategically located geographically. They are handicap accessible.

They -- we have invested millions of dollars of federal and general funds into making these buildings modern from everything from -- you know, Internet, utilities, you know, ADA compliant, you know, everything that makes an office run, right? So we've invested heavily.

We have also -- you know, a bunch of marketing materials. People know where they are, right? And so, essentially we contended that we're not going to essentially lay off an entire state agency to go through some exercise in



futility, because nobody can do it better than free. They already do that. They are required by law -- they being New Hampshire Employment Security -- to run physical locations to provide unemployment insurance.

So why are we going to -- so my argument, I kept saying to them as they continued to speak bureaucrat at me -- and I go, "Who can do better than free?" And they go, "That's not the point." And I'm like, "Well, that -- that to me is the point. Like, you know, nobody can do it better.

Like, if we brought in a private entity, they charge. And our admin costs will go through the roof, and we'd surplus participants and we'd have a huge layoff, where we'd have to have Hinson do a Rapid Response at a state agency, which is not what we want to have happen. And we just knew the realities, that -- you know, nobody would allow that to happen.

So for us we think it's very silly -- something out of Monty Python. We try to have good humor about it. But that's -- if that's the worst -- and it's funny because it's just -- it kind of -- it gets me riled up, because it's -- we have been doing it for so long, you know, "If it ain't broke, don't fix it."



And that's not always a good reason, but I think we've demonstrated through our ability an arguing in favor of the One-Stop -- of the Sole Source procurement. So that's the one finding, Madam Chair, that we had. And I'm going to check my Fitbit later, and to show my --

KELLY CLARK: My pressure's gone back.

JOE DOIRON: -- heart rate spike, but so that's --

KELLY CLARK: Okay. Thank you.

JOE DOIRON: So sorry if I over --

KELLY CLARK: Oh no, thanks for the background.

JOE DOIRON: Yeah.

KELLY CLARK: I think it's helpful for everyone.

Question?

SPEAKER UNIDENTIFIED: Yeah, just more comments, but -

-

KELLY CLARK: Oops, can you state your name for the record, please?

LISA HINSON-HATZ: Yeah, sorry.

KELLY CLARK: That's okay.



LISA HINSON-HATZ: Lisa Hinson-Hatz. I'm the Director of Voc Rehab. Just for the Board's information, I've been around for about 20 years now.

And this issue has come up at every Monitor, just so you guys don't think this is some unique issue that has come up in this past one. It's been an issue all along. And I think the best point is the administrative costs and the number of customers that can be served.

Because at the end of the day, that's why we're all here. So I -- you know, I just thought that would be interesting for the Board to know that it's not a unique issue.

KELLY CLARK: Yeah. Thank you so much for that background.

LISA HINSON-HATZ: Yeah.

KELLY CLARK: Other questions? Should we move to 2h.?

JOE DOIRON: Absolutely.

KELLY CLARK: Subcommittee Reports?

JOE DOIRON: I'm very happy to stop talking about that. Item 2h. just serves as an opportunity for the Subcommittee Chairs, Madam Chair, to introduce themselves and



provide any updates.

We do not have a Chair for the Review Committee, because we kind of decide the people on and off, based on situational awareness, where there may be a conflict or a perceived conflict. We just ask different Board members to not score this this RFE round to avoid any appearance or conflict of interest.

So we have two other committees, and I know we can make rounds here. I -- to say hi, just so people get to know which folks are working on different things.

MAYOR BROWN: All right. So I'm Mayor Brown. I'm the Chair of the Education Training and Steering Committee. Rick is one of our members, and Shane Long is the middle member.

And we talked -- we met on January 11, and we -- Joe was there and shared some program, your efforts to responsibility, talked a lot about the funding streams for WIOA, explained the process of offering support and partnership to obtain DOL grant funding.

Rick had asked about some educational partners for some of this funding, and Joe explained the collaborative efforts with hospitals and other entities that work together.



We also -- I had talked about a new program that LRCC is getting ready to launch. That is a robotics program that they're getting ready to roll out. I don't know at this point if it's been approved yet. It's looking to be a kind of feeder program into Plymouth State.

So we in Franklin have been working on trying to beef up our manufacturing interest in the high school. We have some major manufacturers -- BCC Structural, Watts, BYTECH, all of whom are international companies. And we're working very hard with a new high school principal, who hopefully next week Joe and I will be working with to roll out some of the opportunities for our students there.

Joe also talked about using some discretionary funding for a RP to be released --

JOE DOIRON: Nope, nope, nope, nope, whoop --

MAYOR BROWN: Whoops, scratch that.

JOE DOIRON: Yep.

MAYOR BROWN: And --

JOE DOIRON: More to come.

MAYOR BROWN: Yeah, more -- and more to come on that,



yeah. Let me just say that. Let's see. Let's see. I would like to just Board share. It's amazing when you've got three in a row and two stand back.

COLLECTIVE: [Laughter]

MAYOR BROWN: But anyway -- no, actually I volunteered for it, in all fairness to my fellow members.

Next meeting, which we're going to have in a -- I believe it's next week -- we're going to be talking about some current bridges between students in college and career pathways. That is huge for our school in Franklin. We are a low economic group up there. And it's a challenge. It's a real challenge. And we have it. We have it.

We have to develop pathways, roadways, highways -- however you want to describe it for our kids to realize that there's life beyond working at McDonald's for all of their life. And that seems to be the sentiment that is pervasive in our area.

We've got over 65 percent of our students who are on free and reduced lunch. One of the things that we want to work with that Joe and I are hopefully going to be working with with our principal -- and this could be something that if we can get



it right, maybe could be applicable in some other areas, perhaps in the northern, north country -- is to try to bring in the parents of those students that are probably either underemployed or not employed.

One of the issues that we've run into, and I know several other school districts have, is the funding that's available through FAFSA.

The parents won't fill out the forms, because they don't want to release their funding sources, or even if they have them. And so that's another initiative that the legislator was looking at last year.

We're also going to be talking about how technology changes have affected the workforce landscape and recruiting for remote workers. But it's all part of that housing, cost-associated drug issues, et cetera, et cetera.

So it was a good meeting, and I'm looking forward to working. I think we've got a good team with some really, really good experience going forward. And then maybe we can, you know, make some headway in these little towns in Franklin. Thank you.

JOE DOIRON: Others? I think?



Lisa Hinson-Hatz I'm here. So I, just like Joe's committee, over the -- can you remind me of the formal name? You don't have the subcommittee names, but the Workforce Development Policy Committee, did I get it? Okay. I was voted Chair. Like you said, when there's three and you -- two stand up, or everybody's quiet, right? So I'm going to have to really bulk up my report for next time, though, because Jo's kind of showing me up.

JO BROWN: No, I'm not. Melissa, it's her fault.

LISA: Well, unfortunate that we have had two nice meetings sort of introducing ourselves. Joes been giving his reports at the meetings. And we focused on two things that we felt might be helpful training and policy issues for the state - - for the SWIB.

The first was mental health in the workplace resources --

JOE DOIRON: Mm-hm.

LISA: -- which I think is really important for every business, whether you're small, big, doesn't matter. So I've been pulling together some resources from the national landscape as well as our local New Hampshire [00:54:47 indiscernible



proper name] Organization, to hopefully have sort of some options for us to share, maybe kind of a menu of services, if you will, that we could provide to businesses in New Hampshire.

The other area that we've been doing research on and finding resources for was municipality training. Because there's a lot of municipalities around the state. One of our Board members is a Selectman.

And he said, "You know, we don't get training on anything. And we have the funding available to do it." So I've been kind of pulling again some national resources.

And also, Massachusetts has some interesting ways that they're going safety training -- you know, many -- almost anything you could think of that a town might need for resources there.

So hoping to kind of pull together some -- some best of the best, if you will, that we can share around this table. So that would be my report.

KELLY CLARK: Yes?

JOE BROWN: Just a quick question: For some of your municipal training, the NH Municipal Association has a lot of



free, online --

LISA: Oh, good!

JOE BROWN: -- training, specifically focused -- well, one of them is specifically focused. For the first time, Councilors, select people, accounts people like that through NHMA -- New Hampshire Municipal Association, NHMA.

KELLY CLARK: That's a great suggestion. Tim?

TIM SINK: I just wanted to mention, you had mentioned about mental health training for employers. And we're working with Liverman Mental Health. And they offer a certification program for very low dollars. And -- and it's a high value for what our employers would get out of it.

KELLY CLARK: Great.

TIM SINK: And how can we talk more about that with you? We're going to be hosting a couple of programs of certification, and Mental Health Awareness Month is in May?

JOE DOIRON: Yep.

LISA: That's great. Yeah, absolutely. We'll chat.

KELLY CLARK: Other questions from Subcommittee



Chairs? Yes?

SHANNON REID: I just have a comment from Mayor Brown. Can you talk about the FAFSA, and the unwillingness of many families to come out?

And the Legislature did enact a law that I think as of maybe next spring is going to require FAFSA completion as a graduation requirement for high school students. There's an opt-out provision on that, and it's unclear to me how that's going to go over.

But that's an interesting kind of intentional change to the landscape.

JOE BROWN: I hadn't heard on (sic) that. One of the things that we were hoping it was going to get through was that if you were on Medicaid, that you might be able to get for -- for -- for whatever's going to be happening as part of the lunch program, you know, it stated I think with -- it looked at looking at if you're on Medicaid, it would automatically be enrolled in free and reduced lunch. You wouldn't have to fill out the paperwork for that.

That same kind of thinking was hopefully going to be sort of lined up with the FAFSA people that don't want to --



that don't want to do it. Because a lot of times -- well, they don't know what they don't know.

And it's not as if they're going to go back three generations, you know, to the Hatfield and McCoy situation they got you in this current situation now.

It's -- it was more an education thing. But it didn't really -- but thank you for letting me know. I'll follow up on that.

KELLY CLARK: I see no further questions. Do you want to move to the Success Stories?

JOE DOIRON: Yeah. 2 -- sorry?

KELLY CLARK: 21.

JOE DOIRON: -- 21.

KELLY CLARK: Or i.

JOE DOIRON: i.

KELLY CLARK: i.

JOE DOIRON: Yeah. Little typo there. 2i, page 111. Again, the success stories are written. Again, you know, as Lisa mentions, you know, we have great performances data to



demonstrate that we're -- we're doing what the funds require.

Where it's due, we do them very well.

But I think it's important that you really really read these success stories to understand kind of what who we're helping and who we're serving to provide that narrative. It's more than just numbers, facts and figures.

We're hoping at the June 6 meeting to have several program participants. We did this, what, two years ago I think it was. And I think a few Board members -- I think a few folks were there. And, you know, I'll have tissues. Because, like, a few of -- like, they're -- they're pretty emotional.

So you'll be able to ask questions and interact with them. So, you know, that's what we're looking forward to to the June meeting, which -- you know, again, please never miss a meeting, but please don't miss that one.

But we're happy to answer -- I'm happy to entertain any questions you may have about the success stories that are provided in 2i.

KELLY CLARK: Any questions or observations for Joe?

RICK BARTLE: I'm just -- I'm curious, and it may be



in some of the stories, I haven't worked my way through all of them yet, but I'd love to know how -- how NH Works got connected with these folks. And that's sort of a -- you know, rhetorical I guess for later, for a later date perhaps.

LISA GERRARD: It really depends on which program you're referring to. So I can tell you historically youth programming, a lot of the youth -- especially the [01:00:28 indiscernible proper name OS] for out-of-school youth, they're referred back to the program from somebody else who's gone through it.

So they have a friend of a friend of a friend, "Hey, I went through MY TURN's microelectronics boot camp, I'm working on BAE and I'm making all this bank, you should go there too."

The Dislocated Worker Program, they really -- their kind of [01:00:51 indiscernible] because they're working with Dislocated Workers, are coming through the NEHS Program, especially unemployment.

So they're doing a ton of outreach through letters, flyers, all kinds of things that they're tapping into NEHS claims. With the Adult Program, they're coming from everywhere. So they're coming from the VIP referral. OO has been doing a



lot more outreach. We've been much more forward-facing. So anytime we have an opportunity to talk about the programs and what we're doing, we're out there.

So we have been really aligning the Adult Program, which is kind of where most people fit, but if they don't fit in the Youth or Dislocated Worker, they're going to fit in the Adult. So we've been doing a lot more outreach and they're coming that way.

The Adult works with NHEP. They work with DHHS. They're working with all kinds of different organizations. And sometimes it's just word of mouth. Sometimes it's walking into the New Hampshire Works office, and somebody will go to the front desk and be like, "I don't have a job. I need training." And then that person at that front desk kind of triages and can get them to the right individual. But that's kind of many of the ways that they enter.

RICK BARTLE: Thanks, Lisa.

LISA GERRARD: Sure.

SHANNON REID: Kind of a follow-up. Did we -- do you use these stories to kind of evangelize -- you know, in the locations where people are walking in or the other ways that you



do outreach?

I mean, it seems like these are real people and they are seen as peers, I think, by other real people in their circles of -- you mean word of mouth and "I know somebody who did this" -- it seems like amplifying that would be a really good strategy.

LISA GERRARD: Absolutely. So the subrecipients do utilize their success stories and outreach material. If you look at, like, NH JAG or MY TURN, they'll have a ton of photos about their participant. They have some, like, little blurbs. It's absolutely something that we want to do more marketing on a state level.

And that's in the works, hopefully, to be able to -- to really home in on what the program's about. And it's not just about going to a training, it's about a career pathway and change. And it's really about these individuals having a new -- these new opportunities to be self-sufficient. So I think it's something that we're working towards. We're not there yet with all of it. But we know what we have in these, and we definitely want to utilize them to the best ability.

KELLY CLARK: Thank you, Lisa. So we'll move on to



Board motions and discussions. And I don't believe, Joe -- am I correct, there's no formal motions that you have to put before the Board at this time?

JOE DOIRON: Correct, Madam Chair.

KELLY CLARK: So we'll accept that there are -- so we've accepted the topics from the Board?

JOE DOIRON: Yep.

KELLY CLARK: Anything else that anyone would like to bring up or consider? All right. So then we'll move to closing. So this will conclude our formal meeting of the Workforce Board, State Workforce Innovation Board.

The meeting has been recorded and run in accordance with RSA 91-A. And I really appreciate everyone's participation today and questions and look forward to seeing everyone on June 6, and really look forward to the success stories in person.

Thank you and enjoy the rest of your week.

COLLECTIVE: Thank you.

[End of Proceedings]



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2a. Participant Showcase

The Participant Showcase features the following individuals:

Hamodreza – WIOA Adult Program Participant

Kimberly – WIOA Dislocated Worker Program Participant

Gabrilla (Gabi) – WIOA Youth Program Participant at My-Turn

Carly – WIOA Youth Program Participant at NH-JAG

Ruslan – VIP Program Participant at International Institute of New England

Don Peter – VIP Program Participant at Southern NH Services

The participants were provided the following questions to help them prepare for the showcase.

1. Please tell the board a little about yourself and how you became involved in the workforce development program.
2. What types of services did you receive? For example, did you attend a training and if so what training and with whom. Did you utilize supportive services and if so what types of services did you receive. Did you meet virtually or in person with your career counselor?
3. Did you know what job you wanted or did your career counselor help you decide? Please explain this process.
4. What was the biggest benefit the program offered you and how did it help you achieve your goals?

Their individual success stories are below.



WIOA Participant Success Story

Program Year: 2022

Quarter: 2nd

Program enrolled in:

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

Participant First Name: Hamodreza

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

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

Success Story:

I first met with Hamodreza on 10/19/2017. He and his family had arrived in the U.S. from Iran on 2/4/2017. He was an Anesthesiologist in Iran and dreamed of being able to practice medicine in the U.S. which would involve applying to the medical board and go through much paperwork, testing and through residence again. He knew he had a long road ahead of him before becoming a Dr. in the U.S. but was committed to studying very hard to make his dream come true.

Since Persian was Hamodreza's first language, he needed to first improve his English language. He was involved with the IINE studying for the TOEFL (Test of English as a Foreign Language) Once that was complete WIOA paid for Hamodreza to attend Basic Skills, English as a 2nd Language classes in Advanced Academic Essay Writing & Vocabulary and Listening, Speaking & Pronunciation classes at Manchester Community College, which he successfully completed.

Next step was to register for the USMLE Step 1-Medical Licensing exam. After much studying seven days a week he took the Step 1 exam and passed. Next Step was the USMLE Step 2 Test.

Hamodreza had inquired if there were any possible assistance to help pay for the ECFMG Certification and the Step 2 CK examination test in the amount of \$1,100.00. It was approved and Hamodreza began studying 7 days a week for the Step 2 test. He took the Step 2 test on 5/18/2021 and found out he passed the step 2 exam on 6/8/21.

On 9/29/21 I received a request from Hamodreza asking if we would be able to assist him with his rent or part of it. As he has not worked since arriving in the U.S. and his savings from Iran are getting low. A support service request was submitted and approved for 1,000.00.

I received an email from Hamodreza on 10/2/22 that he was accepted into the pediatric anesthesiology program fellowship program in California, but first he has to pass the step 3 exam.



On 11/22/22 I received an email from Hamodreza asking if we could assist him once more for the cost of his final Step three exam. A request was sent in to cover the 915.00 and approved. Hamodreza began studying 7 days a week for his final exam. On 4/10/23 I received the following email from Hamodreza.

I received an email from Hamodreza stating he has good news. He got his exam result, and he passed it! Finally, all USMLEs and OET are done!

Hamodreza states now he is officially an MD (Medical Doctor) in the US and cannot hide his happiness. Dr. Jalili states he needs only one or two years (depending on the state) of training in an ACGME program. He will start on August first for one year and now, is doing the paperwork for the on boarding process. Dr. Jalili states " I appreciate all your help and support, and I will never forget all your kindness, encouragement, and inspiring words of you". I responded to Hamodreza's email and congratulated him on becoming a Dr. in the United States and wished him every success & happiness in his new position as a U.S. Medical Dr.

I requested the employment details and Dr, Jalili forwarded the information to me. He states he will be moving to California around mid-July and will start the fellowship on August 1st as a Dr. at the US Davis Children's Hospital located in Sacramento, CA. He will work roughly 55 hours per week at a salary of about 75,000.00.

My participant's dream came true of becoming a Dr. in the U.S. after endless studying for from 2018-2023.



WIOA Participant Success Story

Program Year: 22 Quarter: 3

Program enrolled in:

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

Participant First Name: Kimberley

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

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

Success Story: Kimberley R.

Kimberley had been an employee of Amoskeag Health in Manchester New Hampshire for thirty seven years, with her last role being the Manager, Community Health Services. Kim was also the sole caretaker of her elderly mother and had been on Family Medical Leave due to her mother’s health. When Kim sought to adjust her schedule upon return to Amoskeag Health due to her home and work responsibilities, she was told that she could not include remote work in her schedule and was laid off on April 22, 2022. Kimberley found herself in the job market for the first time in thirty-seven years, and quickly realized she lacked many of the skills needed find employment in the current job market.

Kim learned about the Dislocated Worker program when she filed for Unemployment benefits and entered the Dislocated Worker Program on August 18,2022. Working with one of our Manchester NH Works office Employment Counselor Specialist, Kimberley entered into training with ONLC Training Center for the Microsoft Office Associate Certification program to bring her computer skills up to date and make herself more marketable. Kim started her training on September 6, 2022, and was able to complete her training and receiver her credential in Microsoft Office Associate Program on October 4, 2022.

The Dislocated Worker program was able to offer Kimberley support services including getting her a remanufactured laptop and remove some of the barriers including assisting with transportation reimbursement for traveling to and from training and assistance with some of her monthly expenses. With Kim being the sole earner in her household, the Support Services provided removed barriers that allowed her to focus on her training.

Kim participated in several NHES Job Fairs as well as interviewing for several positions as case managers. Kim worked with her Employment Counselor Specialist on interview preparation and questions. Having not conducted a job search in a number of years, Kim took advantage of every opportunity to succeed in the interviews.



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One of the positions that Kim interviewed for was as an Employment Counselor Specialist with New Hampshire Employment Security. Given her extensive background in counseling and case management, Kim received an offer to become a counselor in the Concord NH Works office. After exiting the Dislocated Worker program, Kim was able to join our Dislocated Worker Counselor team, bringing her vast experience and transferable skills as a counselor to helping those entering the Dislocated Worker.



WIOA Participant Success Story

Program Year: 2022

Quarter: 3

Program enrolled in:

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

Participant First Name: Gabi

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

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

Success Story:

I was impressed with Gabi from her very first day in the program. She was a new mom on a mission to better herself and plan a better future for herself and her son. She was extremely motivated and had dreams of working in healthcare, but expressed her fears and anxieties that the poor choices she made while under the influence of alcohol would stop her from achieving that goal. After speaking with Gabi about the extent of her alcohol misuse and the treatment she sought out to get herself on solid ground – including a 30-day residential program, a short time in sober living, and participating in an Intensive Outpatient Program – I felt confident that with our assistance, Gabi could & would be able to secure employment in the healthcare field.

MY-TURN helped Gabi get a copy of her criminal background report, enrolled her in the Medical Assistant training program at Manchester Community College, and helped her update her resume and cover letter so she could apply for a position at CMC as a patient registration specialist. The HR specialist at CMC was impressed by Gabi’s interview and honesty while including the fact that she was enrolled in the MA program at MCC and immediately offered her a job. Gabi was excited, but nervous, as she knew that they might rescind the offer when they discovered she had a criminal history. The HR and hiring team at CMC was impressed by Gabi’s maturity and honesty and moved forward with her hire. Gabi had worked for CMC while going to school to be a Medical Assistant.

While working through the Medical Assistant Program Gabi was struck with misfortune and was shot in the leg while out with friends. Gabi was severely hurt and was immediately transported to CMC so she was able to receive treatment. Gabi’s injury was so serious the bullet went into her leg and played pinball breaking multiple bones and rupturing veins. There was a chance Gabi might not be able to walk again. This immediately put a halt to her work and the educational goals she had been working so hard toward completing.



Through these misfortunes, Gabi was determined to continue bettering herself with knowledge and education while she healed from this tragic accident. Gabi put her head down despite all the negativity surrounding her and got to work. Today Gabi has completed her Medical Assistant Certification, completed a Licensed Nursing Assistant Program, and has enrolled in college to further her education in the medical field. Despite all odds being against Gabi with her alcohol misuse in her past and the physical tragedy she endured, Gabi is making a tremendous change to give her and her son the life they deserve.



WIOA Participant Success Story

Program Year: 22 Quarter:4

Program enrolled in:

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

Participant First Name: Carly

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

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

Success Story:

Carly joined the NH JAG program in her junior year, and she has been an active member that has yielded amazing academic results and promising career pursuits. Now, she is a senior, who is looking to graduate from Manchester Memorial High School next month. With the aid of NH JAG, she will be launched into the next phase of her life.

Carly has been recruited by Anna Maria College to be given the max student - athlete scholarship, where she will play on the college field hockey team. This demonstrates her work ethic and determination to succeed in everything she participates in. Along with this, Carly is extremely intelligent, and she has grades that are in the top percentile of her graduating class. She will be pursuing a Bachelor of Science degree in the field of Health Sciences, with the intention to become an Anesthesiologist.

Carly has participated in numerous conferences, field trips, and opportunities that have been given to her through the NH JAG program. She has stated that her favorite conference thus far has been the HYPE conference, which she has been to twice. The HYPE conference takes place at the University of New Hampshire, and high school students from across the state come together to discuss engaging topics that are meant to bring about positive change. Carly has contributed in these conversations with others, while also learning life advice that will benefit her in the future.

NH JAG has elevated Carly's academic world and career aspirations by providing many opportunities that she did not have before. Her talents and hard work were skating by, but NH JAG has brought these to the light by celebrating her success. It is because of the benefit that she has received from NH JAG that she is marching forward into the near bright future!





WIOA Participant Success Story

Program Year: 2023 Quarter: 3

Program enrolled in:

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

Participant First Name: Ruslan

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

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

Success Story:

Ruslan was a successful electrician in the Ukraine before the Russian invasion. Ruslan and his family fled Ukraine when missile attacks began to intensify around their town. The family was grateful for the opportunity to come to America and for the warm welcome they received in Manchester NH through the International Institute of New England, the resettlement agency that helped the family find housing and connected employment.

Ruslan struggled to find work in his field of expertise because he did not hold any U.S. certification or electrical license. The VIP Grant which is designed to support non-English-speaking employees gain access to employment trainings and career advancement opportunities through the WIOA Program. The VIP Grant provides the power of partnership and together the IINE Employment Team and the Southern New Hampshire Services WIOA Career Navigators Team were able to connect Ruslan to skills trainings and educational opportunities that would help him become an Electrician once again. WIOA was even able to outfit him with his an electricians tool kit. The WIOA Team was in close communication with IINE and Ruslan and his family were well supported during the intake and assessment process.

Ruslan is currently attending credited Electrician courses at NH School of Mechanical Trades and is reported as doing very well in his studies. Ruslan is also interviewing for a position at Revision Energy where he hopes to work in the field while he completes his certification training.

Coming to a new country regardless of circumstances is never easy and having to start one’s career over from the very beginning would make anyone feel overwhelmed and defeated. The good news is that Ruslan does not have to go this process alone – through the WIOA Program and the supports and service provided by IINE this partnership will help Ruslan achieve his dreams and find his way back to a career that not only provides a good living for himself and his family but one that connects with his passion and skill set. To do what you love and make a living at it is the very definition of success.



WIOA Participant Success Story

Program Year: 2022

Quarter: 3

Program enrolled in:

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

Participant First Name: Don Peter

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

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

Success Story:

The backstreets of Haiti and the Dominican Republic are no place for a small boy growing up. Rife with violent crime and kidnapping--along with severe shortages of food, water, and fuel--human survival is nothing short of a miracle. According to relief agency statistics, nearly 5 million people in Haiti face acute hunger every day, and nearly 19 percent of those living in the Dominican Republic are undernourished. Life-threatening illnesses abound.

"I grew up very poor," said Don. "My family never had money to go to the doctor when we were sick." His family packed up and moved from Haiti to the Dominican Republic to improve things. In turn, Don Peter had blind determination to channel these early challenges into something worthwhile. Earning a scholarship in his native country, Don Peter worked in the healthcare field as a medical assistant. He was highly requested by his long-term patients, largely due to his kindness and professionalism.

During his schooling, he met his American-born wife, Maryah. The family decided to head to America in Fall 2022.

Being fluent in 3 languages--English, Spanish, and Haitian Creole--Don Peter assumed finding a job in the medical field in the U.S. would be simple. It wasn't. Forced to take a security guard position at a nearby prison to make ends meet, Don Peter didn't give up on his dream to work in healthcare again. Intrigued, he read about a Medical Assistant (MA) Apprenticeship program being offered with Core Physicians/Exeter Health Resources at a new facility in Hampton, NH. Sounded like a dream! He dashed off to an interview and was immediately accepted into Core's program. Not only would Don Peter be immediately employed full-time with high-end health insurance and employee benefits, but he was also professionally back on track to help others live longer, healthier lives through his direct hands-on care.



Now that his eight-week MA training is completed, Don Peter looks forward to serving patients at the Core Family Practice in Portsmouth. He'll start out at \$19.00 per hour, with steady salary increases as he assumes greater responsibility. Plus, he earned a \$2,000.00 bonus just for joining the Core team!

Don Peter expressed his enormous gratitude to the WIOA Program for underwriting his training. "Honestly, I could not have afforded this training without WIOA's help," he said. "I'm very thankful."

Always remembering his humble beginnings in the Caribbean, Don Peter attributes his success to two things. "I've found my authentic personality and honesty helped me overcome the most difficult of circumstances. I encourage those around me to do the same."





SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2c. Rapid Response Update

Transitioning into the third quarter of the current reporting year, (July 1, 2022, to Present) we saw a significant increase in Rapid Response requests from the previous year. From July 1, 2022, to present, we have documented thirty-five (35) Rapid Response Activities across New Hampshire, which is twenty-one (21) more than last year. These thirty-five (35) Rapid Response events affected 1090 workers and impacted logistics, retail, hospitality, manufacturing, environmental services, education, communications, childcare, technology, and healthcare.

Through ongoing engagement, partnerships, and relationship building activities with businesses and community partners, NH Works continues to assist many laid off workers identify new career opportunities. We meet these challenges by collaborating with the business, working individually with workers, identifying training opportunities (WIOA Dislocated Worker Program), and promoting job fairs in local areas impacted by the layoff or closure. When possible, we assist employers in managing reductions in force, which may include early identification of companies at risk of layoffs, assessment of their needs and the delivery of services to address these needs. Layoff Aversion activities for the current reporting year, has contributed to the reduction of layoffs by approximately 158 workers.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will continue to provide follow-up and best practice training to Rapid Response Facilitators as needed. Projects this year include updating our Rapid Response Program presentation, “Your Guide to Re-Employment Services” trifold, Rapid Response Standard Operating Procedures, and our Rapid Response Program webpage.

All Rapid Response Sessions are offered as “in person” sessions to all businesses announcing closures and/or substantial layoffs (25+ RR). We continue to use Zoom video conferencing and our [NH Rapid Response webpage](#) as resources when needed. To ensure we meet the needs of our employers and workers, we continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from NH Works and OWO staff.



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2d. Financial Summary

Background:

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

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

PY22Q3 WIOA Title I Financial Update:

PY19 WIOA Title I:

The PY19 grant runs from 7/1/2019 through 6/30/2022; however, OWO received an extension from US DOL to spend remaining discretionary funds until 6/30/2023. At the end of the 3rd quarter, all the funds have been expended and the grant is closed.

PY20 WIOA Title I:

The PY20 grant runs from 7/1/2020 through 6/30/2023. At the end of the 3rd quarter, the grant had \$5,460,739.54 (93%) expended with a remaining balance of \$398,824.46 and an obligation rate of 94% in the aggregate.

PY21 WIOA Title I:

The PY21 grant runs from 7/1/2021 through 6/30/2024. At the end of the 3rd quarter, the grant had \$5,695,382.14 (71%) expended with a remaining balance of \$2,354,528.86 and an obligation rate of 89% in the aggregate.

PY22 WIOA Title I:

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 3rd quarter, the grant had \$521,027.89 (7%) expended with a remaining balance of \$6,741,401.95 and an obligation rate of 85% in the aggregate.



PY19 WIOA SUMMARY -- as of December 31, 2022

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2022	Remaining Balance 12/31/2022	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,886,319.00	\$ 1,886,319.00	\$ -	100%	\$ 1,886,319.00	\$ -	\$ -	100%	100%
Local Program	\$ 1,487,336.89	\$ 1,487,336.89	\$ -	100%	\$ 1,487,336.89	\$ -	\$ -	100%	100%
Local Admin	\$ 130,945.11	\$ 130,945.11	\$ -	100%	\$ 130,945.11	\$ -	\$ -	100%	100%
System Costs	\$ 268,037.00	\$ 268,037.00	\$ -	100%	\$ 268,037.00	\$ -	\$ -	100%	100%
DISLOCATED WRK	\$ 1,514,245.25	\$ 1,514,245.25	\$ -	100%	\$ 1,514,245.25	\$ -	\$ -	100%	100%
Rapid Response	94,180.75	\$ 94,180.75	\$ -	100%	\$ 94,180.75	\$ -	\$ -	100%	100%
Local Program	1,064,875.91	\$ 1,064,875.91	\$ -	100%	\$ 1,064,875.91	\$ -	\$ -	100%	100%
Local Admin	55,188.59	\$ 55,188.59	\$ -	100%	\$ 55,188.59	\$ -	\$ -	100%	100%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 300,000.00	\$ -	\$ -	100%	100%
Transfer between Adult									
ADULT	\$ 1,792,314.00	\$ 1,792,314.00	\$ -	100%	\$ 1,792,314.00	\$ -	\$ -	100%	100%
Local Program	1,441,297.82	\$ 1,441,297.82	\$ -	100%	\$ 1,441,297.82	\$ -	\$ -	100%	100%
Local Admin	51,016.18	\$ 51,016.18	\$ -	100%	\$ 51,016.18	\$ -	\$ -	100%	100%
System Costs	300,000.00	\$ 300,000.00	\$ -	100%	\$ 300,000.00	\$ -	\$ -	0%	100%
Transfer between Dislocated Worker									
STATE 15%	\$ 916,389.75	\$ 916,389.75	\$ -	100%	\$ 916,389.75	\$ -	\$ -	100%	100%
OWO 5%	305,462.25	\$ 305,462.25	\$ -	100%	\$ 305,462.25	\$ -	\$ -	100%	100%
Discretionary 10%	610,927.50	\$ 610,927.50	\$ -	100%	\$ 610,927.50	\$ -	\$ -	100%	100%
TOTALS	\$ 6,109,268.00	\$ 6,109,268.00	\$0.00	100%	\$ 6,109,268.00	\$ -	\$ -	100%	100%



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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2022	Remaining Balance 12/31/2022	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,906,050.00	\$ 1,906,050.00	\$ -	100%	\$ 1,906,050.00	\$ -	\$ -	100%	100%
Local Program	\$ 1,754,146.00	\$ 1,754,146.00	\$ -	100%	\$ 1,754,146.00	\$ -	\$ -	100%	100%
Local Admin	\$ 78,757.58	\$ 78,757.58	\$ -	100%	\$ 78,757.58	\$ -	\$ -	100%	100%
System Costs	\$ 73,146.42	\$ 73,146.42	\$ -	100%	\$ 73,146.42	\$ -	\$ -	100%	100%
DISLOCATED WRK	\$ 918,364.00	\$ 918,364.00	\$ -	100%	\$ 1,186,182.92	\$ 32,181.08	\$ (267,818.92)	129%	129%
Rapid Response	251,723.00	\$ 251,723.00	\$ -	100%	\$ 251,723.00	\$ -	\$ -	100%	100%
Local Program	749,526.47	\$ 749,526.47	\$ -	100%	\$ 749,526.47	\$ -	\$ -	100%	100%
Local Admin	63,573.53	\$ 63,573.53	\$ -	100%	\$ 31,392.45	\$ 32,181.08	\$ 32,181.08	49%	49%
System Costs	153,541.00	\$ 153,541.00	\$ -	100%	\$ 153,541.00	\$ -	\$ -	100%	100%
Transfer to Adult	(300,000.00)	(300,000.00)			\$ -	(300,000.00)			
ADULT	\$ 2,111,220.00	\$ 2,111,220.00	\$ -	100%	\$ 1,811,220.00	\$ -	\$ 300,000.00	86%	86%
Local Program	1,617,835.71	\$ 1,617,835.71	\$ -	100%	\$ 1,617,835.71	\$ -	\$ -	100%	100%
Local Admin	8,885.18	\$ 8,885.18	\$ -	100%	\$ 8,885.18	\$ -	\$ -	100%	100%
System Costs	184,499.11	\$ 184,499.11	\$ -	100%	\$ 184,499.11	\$ -	\$ -	0%	100%
Transfer to Dislocated V	300,000.00	300,000.00			\$ -	300,000.00			
STATE 15%	\$ 923,930.00	\$ 557,286.62	\$ 366,643.38	60%	\$ 557,286.62	\$ 366,643.38	\$ -	100%	60%
OWO 5%	\$ 307,975.00	\$ 305,529.46	\$ 2,445.54	99%	\$ 305,529.46	\$ 2,445.54	\$ -	100%	99%
Discretionary 10%	615,955.00	\$ 251,757.16	\$ 364,197.84	41%	\$ 251,757.16	\$ 364,197.84	\$ -	100%	41%
TOTALS	\$ 5,859,564.00	\$ 5,492,920.62	\$366,643.38	94%	\$ 5,460,739.54	\$ 398,824.46	\$ 32,181.08	99%	93%



PY21 WIOA SUMMARY -- as of December 31, 2022

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2022	Remaining Balance 12/31/2022	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,493,257.00	\$ 2,493,257.00	\$ -	100%	\$ 2,214,148.16	\$ 279,108.84	\$ 279,108.84	89%	89%
Local Program	\$ 1,941,278.00	\$ 1,941,278.00	\$ -	100%	\$ 1,725,167.89	\$ 216,110.11	\$ 216,110.11	89%	89%
Local Admin	\$ 194,128.00	\$ 194,128.00	\$ -	100%	\$ 131,129.27	\$ 62,998.73	\$ 62,998.73	68%	68%
System Costs	\$ 242,851.00	\$ 242,851.00	\$ -	100%	\$ 242,851.00	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
DISLOCATED WRK	\$ 1,977,497.00	\$ 1,977,497.00	\$ -	100%	\$ 1,003,209.20	\$ 974,287.80	\$ 974,287.80	51%	51%
Rapid Response	348,970.00	\$ 348,970.00	\$ -	100%	\$ 91,763.90	\$ 257,206.10	257,206.10	26%	26%
Local Program	1,324,638.00	\$ 1,324,638.00	\$ -	100%	\$ 842,587.60	\$ 482,050.40	482,050.40	64%	64%
Local Admin	132,464.00	\$ 132,464.00	\$ -	100%	\$ -	\$ 132,464.00	132,464.00	0%	0%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 68,857.70	\$ 102,567.30	102,567.30	40%	40%
Transfer between Adult						-			
ADULT	\$ 2,371,671.00	\$ 2,371,671.00	\$ -	100%	\$ 2,116,527.17	\$ 255,143.83	\$ 255,143.83	89%	89%
Local Program	2,000,224.00	\$ 2,000,224.00	\$ -	100%	\$ 2,000,224.00	\$ -	-	100%	100%
Local Admin	200,022.00	\$ 200,022.00	\$ -	100%	\$ 5,843.01	\$ 194,178.99	194,178.99	3%	3%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 110,460.16	\$ 60,964.84	60,964.84	0%	64%
Transfer between Dislocated Worker						-			
STATE 15%	\$ 1,207,486.00	\$ 361,497.61	\$ 845,988.39	30%	\$ 361,497.61	\$ 845,988.39	\$ -	100%	30%
OWO 5%	\$ 402,494.00	\$ 361,497.61	\$ 40,996.39	90%	\$ 361,497.61	\$ 40,996.39	\$ -	100%	90%
Discretionary 10%	804,992.00	\$ -	\$ 804,992.00	0%	\$ -	\$ 804,992.00	\$ -	#DIV/0!	0%
TOTALS	\$ 8,049,911.00	\$ 7,203,922.61	\$ 845,988.39	89%	\$ 5,695,382.14	\$ 2,354,528.86	\$ 1,508,540.47	79%	71%



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2e. Performance Update

Background:

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peysers), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Below are the Title I, III, and IV performance outcomes for PY22Q3. (Adult Education are not required to report on a quarterly basis.)

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

PY22Q3 WIOA Title I Program Performance Updates:

Adult:

In PY22Q3, the WIOA Adult program met or exceeded median earnings, credential rate, 2nd quarter after exit, and 4th quarter after exit. However, it failed to meet the measurable skill gains with 36.8%.

Dislocated Worker:

In PY22Q3, the WIOA Dislocated Worker program met or exceeded median earnings, employment rate 2nd quarter after exit, and employment rate 4th quarter after exit. However, it failed to meet credential rate with 37.5% and the measurable skill gains with 14.8%.

Youth:

In PY22Q3, the WIOA Youth program met or exceeded median earnings, credential rate, and employment rate in the 2nd quarter 4th quarter after exit. However, it failed to meet the measurable skill gains with 11.5%.

PY22Q3 WIOA Title III (Wagner Peysers) Performance Updates

In PY22Q3, Wagner Peysers exceeded median earnings, employment rate in the 2nd quarter 4th quarter after exit. They do not have performance measures for Credential Attainment or Measurable Skill Gains.

PY22Q3 WIOA Title IV (Vocational Rehabilitation) Performance Updates

In PY22Q3, Vocational Rehabilitation exceeded median earnings, credential rate, and employment rate in the 2nd quarter 4th quarter after exit. They are on track for achieving Measurable Skill Gains

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

WIOA Quarterly Report: Program Year 2022, Quarter 3 (January 1, 2022 to March 31, 2022)

Performance Summary

Submitted: May 12, 2023

Cumulative Time Period	Performance Item	Program Group	Quarterly ^a		Rolling Four Quarters ^b		Program To Date ^c		PY 2022 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
October 1, 2020 - September 30, 2021	Employment Rate Second Quarter After Exit	Adults	85.4%	35/41	86.6%	142/164	83.7%	180/215	77.5%	62.0%
		Dislocated Workers	100.0%	13/13	75.9%	41/54	78.0%	71/91	83.5%	66.8%
		National Dislocated Worker Grants	50.0%	2/4	84.9%	62/73	86.4%	89/103	83.5%	66.8%
		Youth (Employment, Education or Training Placement Rate)	86.1%	31/36	89.4%	144/161	87.1%	175/201	70.0%	56.0%
October 1, 2020 - September 30, 2021	Median Earnings	Adults	\$10,915		\$8,107		\$8,021		\$6,800	\$5,440
		Dislocated Workers	\$15,755		\$10,397		\$10,774		\$9,000	\$7,200
		National Dislocated Worker Grants	\$3,846		\$8,320		\$7,487		\$9,000	\$7,200
		Youth	\$7,647		\$5,650		\$5,575		\$4,550	\$3,640
April 1, 2020 - March 31, 2021	Employment Rate Fourth Quarter After Exit	Adults	84.2%	32/38	85.9%	110/128	85.9%	110/128	72.0%	57.6%
		Dislocated Workers	69.2%	9/13	77.3%	51/66	77.3%	51/66	81.0%	64.8%
		National Dislocated Worker Grants	100.0%	2/2	80.2%	73/91	80.2%	73/91	81.0%	64.8%
		Youth (Employment, Education or Training Placement Rate)	85.7%	18/21	86.5%	122/141	86.5%	122/141	70.0%	56.0%
April 1, 2020 - March 31, 2021	Credential Rate	Adults	84.6%	22/26	75.8%	69/91	75.8%	69/91	68.0%	54.4%
		Dislocated Workers	37.5%	3/8	82.4%	42/51	82.4%	42/51	69.0%	55.2%
		National Dislocated Worker Grants	50.0%	1/2	72.7%	32/44	72.7%	32/44	69.0%	55.2%
		Youth	84.6%	11/13	85.6%	83/97	85.6%	83/97	70.0%	56.0%
October 1, 2021 - September 30, 2022	Measurable Skills Gains	Adults	36.8%	91/247	70.2%	321/457	79.5%	558/702	66.0%	52.8%
		Dislocated Workers	14.8%	13/88	36.3%	45/124	55.9%	105/188	76.0%	60.8%
		National Dislocated Worker Grants	0.0%	0/1	50.0%	1/2	89.7%	70/78	76.0%	60.8%
		Youth	11.5%	14/122	51.5%	117/227	67.4%	271/402	63.5%	50.8%

Notes:

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

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

^b Rolling Four Quarters:

- April 1, 2021 - March 31, 2022 for Employment Rate 2nd Quarter after Exit & Median Earnings.
- October 1, 2020 - September 30, 2021 for Employment Rate 4th Quarter after Exit and Credential Rate.
- April 1, 2022 - March 31, 2023 for Measurable Skill Gains.

^c Program To Date

- July 1, 2016 - March 31, 2022 for Employment Rate 2nd Qtr after Exit & Median Earnings.
- July 1, 2016 - September 30, 2021 for Employment Rate 4th Quarter after Exit and Credential Rate.
- July 1, 2016 - March 31, 2023 For Measurable Skill Gains.

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

* - indicates that there is no data available.

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

Legend
Exceeds
Meets
Does not meet



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2f. Education Training and Steering Subcommittee Report

The Education Training and Steering subcommittee has met several times and discussed ways to introduce students to career areas and pathways that they may not have been exposed too or may not fully understand.

Committee members zeroed in on manufacturing, hospitality, and aviation. All of these career fields can be full, satisfying careers and have a low barrier for entry. We also discussed the possibility of producing short videos, through the Community College System, that could highlight these career paths and provide a quick look that, if students are interested, could then evolve into a deeper dive into specific aspects of the career field. The Community Collège system of NH offers pathways in all these areas in different locations throughout the state. We are still working on the best way to get the word out but have considered possible “regional event evenings” that could focus on those specific courses offered locally. For example, Nashua could host one focused on aviation, Lakes Region could do one around manufacturing and culinary and other community colleges could offer their curriculum strengths in these or other related courses.

This is still very much under discussion but is partially based on a Manufacturing Night that was held in Franklin, pre-covid, in which LRCC and five local manufacturers participated and presented to a good sized crowd. We will continue to work on this initiative and look for many ways to provide insight to career fields that do not need a four-year degree but can offer significant career opportunities at a very reasonable cost.



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SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2f. Workforce Development Policy Subcommittee Reports

Workforce Development Policy Subcommittee: no report.



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 2f. Review Committee Contract Updates

Background:

The New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) must competitively bid for services that utilize Workforce Innovation and Opportunity Act funds. To achieve this, Requests for Proposals (RFP's) are released for funding opportunities. Potential vendors submit proposals which are reviewed and scored by members of the SWIB and/or OWO staff. Once a vendor is chosen, OWO staff work on drafting contracts with the chosen vendor which are submitted to the Governor and Council for final approval.

Contract Updates:

The following items were approved at the May 31, 2023 Governor and Council meeting.

Operation Able of Greater Boston: This single service provider will administer the Senior Community Service Employment Program (SCSEP). Operation Able of Greater Boston currently administers the NH National SCSEP and will now take over the administration of the State SCSEP program for NH.

Thomas P. Miller and Associates (TPMA) was chosen to as the vendor to develop the 2024 WIOA Combined Plan for NH. TPMA helped to develop NH's last WIOA Combined State Plan and is currently working on the Statewide Workforce Analysis for state.

Easter Seals New Hampshire Inc was one of the vendors choses to provide services through a Discretionary RFP that was released on February 7, 2023. Easter Seals will develop the All Youth Count program that will provide foster care youth and exited foster care youth with supportive employment, vocational mentorship, and individualized/person centered support to mitigate barriers to independence and stability.



SWIB MEETING DATE: 6/6/2023

AGENDA ITEM: 2g. Success Stories

WIOA Participant Success Story

Program Year:2022

Quarter: 2nd

Program enrolled in:

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

Participant First Name: Umi

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

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

Success Story:

Soon after arriving in the U.S., Umi, a newly resettled refugee from Burundi, joined IINE’s LNA for Success program hoping to learn some new skills that would allow her to get a good job and start off this new phase of her life on the right foot.

During module 1, the intensive ESOL portion of the program, Umi worked closely with her ESL instructor to learn how to create a resume, something she had never done before. In Module 2, the LNA training portion of the program at Manchester Community College, Umi was able to get a job as a home care worker. Each week she would learn skills at MCC and would not only practice them in lab and clinical but would apply them to the work that she did as a home health aide.

Umi was very dedicated to the program, persevering even when she or her family faced the challenges that come with being a newly arrived refugee. She balanced all her resettlement requirements and appointments, and her job, while still making sure to complete the program and study for her state test. Once she even joined a zoom class from the DMV to ensure she could get her ID and practice for the state test.

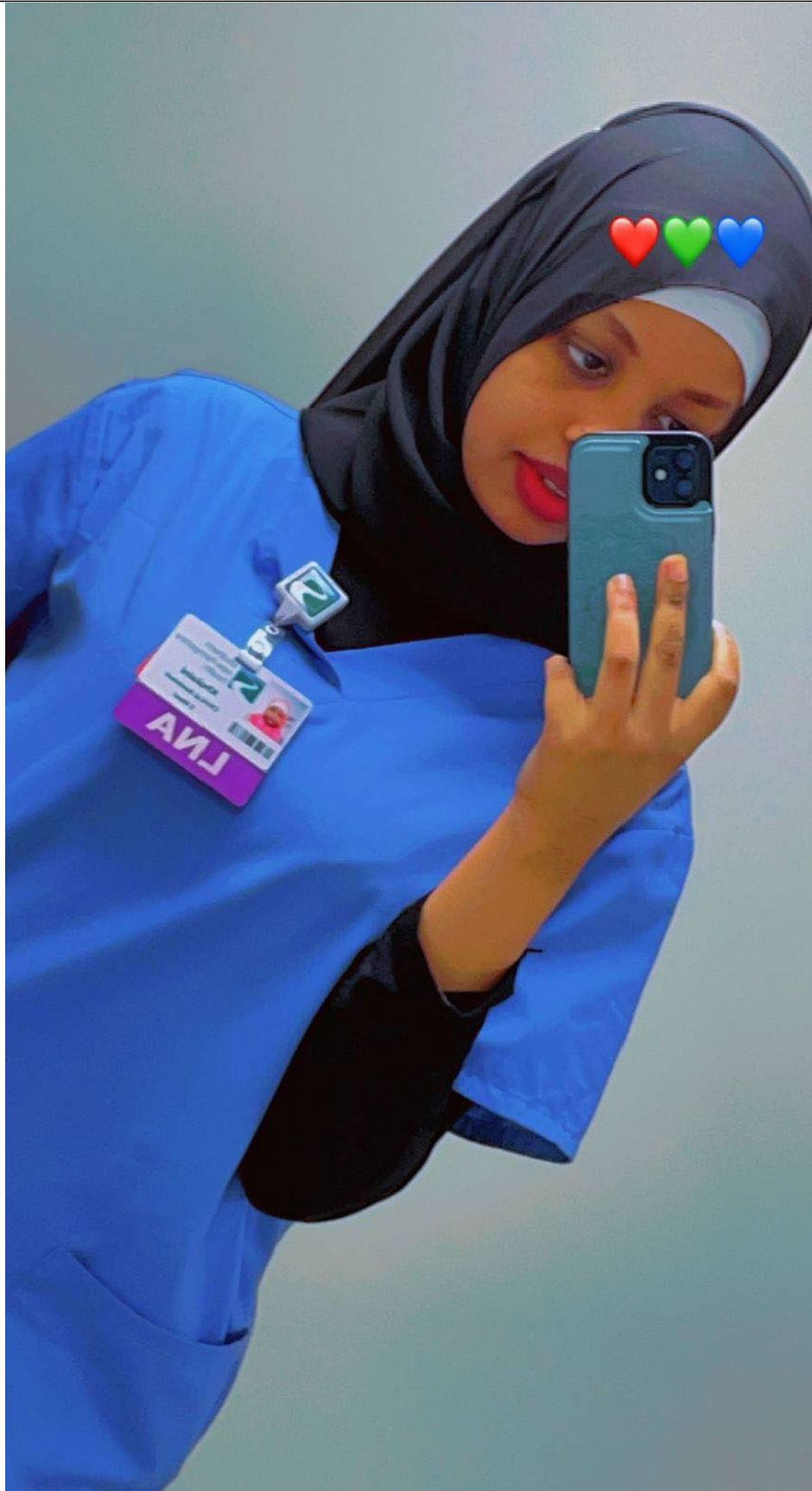
Since receiving her state LNA license, Umi continues to work as a home health aide and has also picked up a second job working in the Neuro/orthopedic surgery unit at Southern New Hampshire Health, helping to fill a critical gap in NH’s workforce. In addition to her new job, Umi has begun taking the next steps to receive her high school equivalency credential; she was only 1 year away from graduating in her home country. After she receives her high school credential, Umi hopes to continue her education and become a nurse.



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WIOA Participant Success Story

Program Year: 2022

Quarter: 3

Program enrolled in:

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

Participant First Name: Hani

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

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

Success Story:

Hani has made significant progress while being enrolled in the OSY program. His general demeanor has shifted noticeably, to include holding meaningful conversations; being more assertive and effective with his communication skills and using eye contact.

Hani is currently enrolled at Manchester Community College doing an online Business Management Essentials course. Hani is in the MYTURN office every day working on this course and has completed the first portion of modules with a final exam grade of 781%

Hani is making strides with his clothing brand, creating hats and sweatshirts currently. He has talked with MYTURN staff at length about his passion for fashion and people’s personal styles.

He faces several challenges regarding reinstating his license and is taking all appropriate steps to do so. Including making better decisions, making all payments on time and planning for anticipated costs.



WIOA Participant Success Story

Program Year: 2022

Quarter: 3

Program enrolled in:

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

Participant First Name: Zoe

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

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

Success Story: (Please provide a narrative of the participant’s story. Pictures can be attached.)

When Zoe joined the MY TURN Nashua In-School Youth program last year as a sophomore, she was shy and did not like to talk much. Despite her reservations, she got through the year and participated in the Summer Youth Program, working at the Boys and Girls Club of Greater Nashua.

Over time, Zoe started to break out of her shell a bit more. She worked at a salon that helped her to gain experience in communicating with people, while also allowing her to discover her passion for the Beauty industry.

At the beginning of this school year, Zoe decided to enroll in the 2-year Cosmetology program through the Nashua Technology Center at Nashua North High School. She loves the environment of the class and is enjoying the work so far. Once she completes her second year of the Cosmetology program, Zoe will have earned up to 360 hours toward her New Hampshire Cosmetology license education and training.

Zoe has come so far since she began the MY TURN program. She is an honors student who always gives her all and is an incredibly kind and dedicated individual. Currently Zoe is chipping away at her Cosmetology work, while being employed part-time at Dunkin Donuts. One she graduates high school, Zoe plans to attend Empire Beauty School and pursue her dream of opening her own salon one day that focused on nails and lashes.

We are confident that with her positive outlook on life and her newfound confidence, anything is possible for Zoe!



WIOA Participant Success Story

Program Year: 22

Quarter: 3

Program enrolled in:

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

Participant First Name: Jason

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

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

Success Story:

Jason came into the MY TURN office after seeing the change in his friend, Quin. Quin has told him about the program and at first Jason couldn't believe what he was hearing and why no one had told him about this sooner. Jason called for an appointment soon after, he was ready to make a change and stop working in warehouse jobs that didn't have much of a pathway to success.

When Jason first came in, he was very shy and would look at the floor when speaking, not wanting any direct eye contact. He explained he had social anxiety, and it was hard for him to open up. We started to build a relationship as we talked about outside interests, and I found others who shared those and brought them together. I watched his confidence grow and he was beginning to make new connections with students in his class. We explored careers and opportunities that were available to him and after touring the Microelectronics Bootcamp he found his path.

He started the Bootcamp nervous at first wondering if he would be able to do it and he did. He became more confident in his skills each day; would share how they were divided into teams and how he had the opportunity to be the team leader. He told me how prior to this he would have never volunteered to lead and would just sit back and let others take the lead. I watched a new and improved Jason emerge. It really showed when we practiced interviewing, and his answers were so fluid with the knowledge he had gained. As he met the employers that were recruiting him, he set his sights on working for L3HARRIS and made his dream become reality.

Jason started working at L3HARRIS a few weeks ago and could not be happier. He recently came into the office and was so thankful for the opportunities he had because of joining MY TURN. He said he would not have had the confidence to go through this experience if it was not for the support, he received that helped him believe in himself and gave him the tools that he needed to succeed. Can't wait to see what he does next.



WIOA Participant Success Story

Program Year: 2023

Quarter: 3rd

Program enrolled in:

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

Participant First Name: Keisha

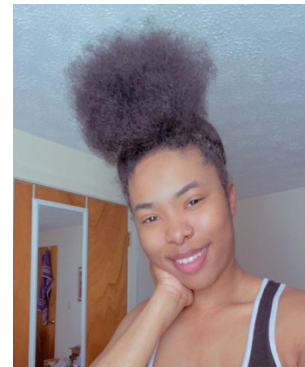
Age: 19-24

County: Hillsborough

Success Story:

Keisha migrated to the United States 4 Years ago. She learned about the program as many others did - through word of mouth. When she came into our office, she was a shy and timid girl, she had an idea of what she wanted to do but wasn't sure how to make it a reality. She would always say to me "Fran I had a dream about a dream." Every time she said this, she was referring to becoming a medical professional. Dreams mean a lot in the Caribbean.

Upon Keisha enrolling to MY TURN, Inc. she received her LNA certificate and landed full-time employment at Greenbrier Nursing Home in Nashua. She loved her job, the residents, and the feeling that she was making a difference in the lives of these folks. She wanted to keep the momentum going and amid a full-blown pandemic decided she wanted to go to Nursing school and help any way she could. She attended Harmony Health Care Institute, Inc. For her LPN. Upon completion Keisha decided that she wanted to enlist into the Navy and become a Medical Corpsman. Keisha was determined to receive her BSN. She went to MEPS and completed her background check unfortunately due to a childhood injury she was unable to enlist. Keisha was one of the healthcare heroes who worked through the pandemic, risking her own health and safety to aid others,



Despite all these obstacles Keisha practiced with MY TURN staff and became a licensed driver, she saved and purchased her very first car, she went back to school and became a Certified Phlebotomist and is working two full time jobs as a lab Tech. Yesterday I had the pleasure of helping Keisha complete her application for The BSN program at St. Josephs. I am so proud of the young lady she has become; she walks with confidence and a bit more swag in her step, when she enters a room, she doesn't go unnoticed, and has never lost her positive outlook. Again, the words "I had a dream about a dream "were spoken in my office and I absolutely see the vision!



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 3a. One-Stop Certification

Background:

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

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

OWO staff used the forms identified in the policy to conduct the site visits. NHES facility staff completed the ADA Checklist for Existing Facilities for each location. There were no accessibility issues identified at any of the locations. (Copies of the policy, review tool and each one-stop center review are on file at the OWO office and available upon request.)

Results

There was a consistent theme of strong partnerships that work well together, on-going communication, easy referral and access to services by both clients and staff. Many accolades were shared describing partner relationships and how field staff work in teams to address the needs of individuals. Staff present at these interviews spoke about the collaboration that occurs with both co-located and non-located programs. Staff present at these interviews felt that the ability to provide services virtually as well as in person allows customers to decide what works best for them. Most staff acknowledged that foot traffic at the NH Works offices is down compared to pre-Covid times. Staff would like to see more individuals utilize the one stop center offices as there are many benefits to the individual when they access services in-person.

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

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



American Job Center network” was not highly visible inside or outside of the facilities. It is recommended that exterior window clings and interior signs be added to all the centers. Staff at OWO and NHES operations have already spoken about this issue and plans are being worked on to add these elements to all of the one stop locations.

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

Quarterly Partnership Meetings:

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

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

Professional Development:

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

Throughout the certification process, professional development of the frontline staff was discussed. It is becoming increasingly difficult to onboard new staff with the knowledge that they need to assist customers. Basic trainings about the different partner agencies and services that are available would be an invaluable resource to all partner agencies. In addition, ongoing professional development in topic areas such as compassion fatigue, working with individuals with “invisible” disabilities and those with mental health concerns, as well as specific trainings geared towards workforce development professionals have been requested. Although there is a Professional Development Team (PDT) that is tasked with training initiatives for staff, there is no budget for staff development nor is there one single online learning system that is used by all NH Works partners.

OWO Staff Recommendation:

On behalf of the OWO reviewers, staff are recommending:

- Certification approval for the system’s implementation and compliance with both the NH Works Memorandum of Understanding and the One-Stop Certification policy for Programs Years 2023-2026.



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

Reviewers:

Joseph Doiron, Director of Workforce Development, Office of Workforce Opportunity
Lisa Gerrard, WIOA Program Administrator, Office of Workforce Opportunity
Melissa Salmon, Administrative Assistant, Office of Workforce Opportunity

Requested Action:

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

Draft Motion:

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



One Stop Certification Attendance

March 28, 2023

Conway

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

Berlin

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

April 3, 2023

Portsmouth

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

Somersworth

Name	Organization
Catherine Gordon	NHES
Michelle Hart	SNHS
Sarah Morrissey	NHES
Jenn Gould	DHHS



Lisa Gerrard	DBEA
Melissa Salmon	DBEA

April 4, 2023

Nashua

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

Salem

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

April 6, 2023

Manchester

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

April 10, 2023

Littleton

Name	Organization
Scott Koblich	NHES
Matt Russell	SNHS
Sarah Morrissey	NHES
Dan Lader	DHHS
Shauna Earnshaw	DHHS



Lisa Gerrard	DBEA
Melissa Salmon	DBEA

Laconia

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

April 12, 2023

Keene

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

Claremont

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

April 13, 2023

Concord

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



SWIB MEETING DATE: 6/6/2023

AGENDA ITEM: 3b. ETPL High Demand Occupation Exemption Process

Background:

The Workforce Innovation Opportunity Act requires that programs included on the Eligible Training Provider List and paid for using WIOA funds be in a high demand occupation (HDO). The high demand occupation list is approved every two years by the SWIB.

Currently, there is no process for an Eligible Training Provider to request an exemption for a program that does not lead to employment in a high demand occupation. Since the HDO list is approved every two years, it might be in the best interest of the state to add a training program to the list even if the occupation is not on the current HDO list.

A joint SWIB subcommittee meeting was held on May 16, 2023, where the ETPL HDO exemption process was presented. Both chairs endorsed the idea and recommended that the process be presented to the SWIB for a vote. Draft documents have been created, were reviewed during the joint subcommittee meeting, and are attached to this motion.

OWO Staff Recommendation:

It is the recommendation of the staff at OWO that the SWIB approve the Policy Subcommittee to work with OWO staff regarding the drafting of forms to allow an ETPL High Demand Occupation Exemption as well as changes to the ETPL policy to reflect this new exemption.

It is also the recommendation of staff to charge the Education and Training subcommittee as the entity to approve or deny requests for exemption.

Requested Action:

The SWIB to vote on moving the high demand occupation exemption process forward to subcommittee for further review and approval.

Draft Motion:

Approve moving the high demand occupation exemption process forward to the Policy subcommittee for further review and approval.



SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 3c. PY2023 Distribution of Funds

Background:

WIOA Title I State Formula Funding Detail Program Year (PY) 2023

HOW MUCH DO WE RECEIVE?

- The Workforce Innovation and Opportunity Act (WIOA) authorize three funding streams under Title I of the Act: **Youth, Adult, and Dislocated Worker**.
- Funds are received through a grant awarded by the **United States Department of Labor (USDOL)**
- Total funding for New Hampshire in PY23 as provided in Training and Employment Guidance Letter (TEGL) 15-22 is **\$6,702,267** (Youth \$2,440,587; Adult \$2,318,490; Dislocated Worker \$1,943,190)

WHEN DO WE RECEIVE THE FUNDS?

- WIOA **Dislocated Worker and Adult Programs** are funded on a **July-to-June** program year (PY) basis (i.e., Program Year 2023 is the one-year period beginning July 1, 2023 and ending on June 30, 2024).
- WIOA **Youth Funds** are funded on an **April-to-June** program year to allow for summer services.
- The WIOA Dislocated Worker and Adult program years overlap two Federal fiscal years - the program year begins on July 1 of each year and covers the last three months of one federal fiscal year, which began the previous October. The program year continues from October through June of the following federal fiscal year. That is, on the federal level, the WIOA Adult and Dislocated Worker programs are funded through two separate appropriations.
 - The first funding becomes available for obligation on July 1; this portion is commonly referred to as the "**base**" funds.
 - The second round of funding becomes available for obligation on October 1; this portion is commonly referred to as "**advance**" funds. They are called "advance funds" because they are provided in the appropriations act passed during the fiscal year preceding when the funds are available. For example, PY 2023 advance funds, which become available to the state on October 1, 2023 are funds appropriated during Federal Fiscal Year (FFY) 2022, but they are not made available until FFY 2023.
- Looking at the Master Award and Distribution Chart PY2023 - 2026 you will see the amount of funds allocated as of July 1, 2023 for which the state expects to receive a Notice of Award



(NOA); beneath that amount you will see the amount of funds “planned” for release on October 1, 2023. The “planned” funds are not available for use at the state level until the USDOL issues a NOA (typically by mid-September). As of May 22, 2023, we have not received the NOA for either the base or advance funds yet.

- However, even after a NOA has been awarded the federal government may reduce approved amounts through the process of “sequestration”, or simply “rescind” funds based on changes to the budget on the national level. Conversely, USDOL may add funds to the original allocation; when this happens it is typically toward the end of a program year.

HOW DOES USDOL DETERMINE HOW MUCH EACH STATE RECEIVES?

- WIOA funds are allocated to states based on formulas prescribed in the Act. These funds are called **State Allotment Formula Funds**, commonly referred to as “state formula funds”.
 - The federal formula used to calculate the funding level for each funding stream is explained in detail below.
 - State formula funds are **available for expenditure for a three-year period** beginning July 1st and ending June 30th of the third year, for the Adult and Dislocated Worker funds, and beginning April 1st and ending June 30th of the third year for WIOA Youth funds.
- Historically NH has been a “**Small State Minimum Allotment State**” – WIOA establishes a minimum threshold for funding a state will receive to ensure sufficient funds are available to maintain a statewide program without dramatic decreases in funds.
- However, PY2022 saw an increase in funding above the minimum threshold due to the impacts of the COVID-19 pandemic and its impact on workforce and unemployment.
 - For reference the PY2022 total award was \$7,319,728 vs. PY2023 total award of \$6,702,267.

WHAT ARE THE REQUIREMENTS FOR EXPENDING FUNDS?

- WIOA formula fund expenditures must be categorized as either **Program** (90%) or **Administration** (10% cap) consistent with the definitions contained in the Act, and in accordance with the *Office of Management and Budget (OMB) Uniform Guidance* for fiscal management of federal funds. In general, all activities directly tied to participant (program eligible) services are considered program, anything that is not is considered administration.
- **15%** of the total allocation from each of the three funding sources is “reserved” at the state level for the following purposes:
 - 5% (maximum) for State level grant administration.
 - 10% discretionary funds for the provision of statewide activities as defined in the Act (i.e., local incentive grants, technical assistance, management information



systems, evaluation, and NH Works system building, additional staff support and/or “discretionary” activities such as exemplary programs, research and demonstration efforts, innovative incumbent worker programs, and special projects to assist local areas in carrying out local employment and training activities).

- **Up to 25% of Dislocated Worker** funds from the grant award may be reserved at the state level for the provision of Rapid Response services as defined in the law. In PY2022 17% was reserved for Rapid Response services. In **PY2023**, this is being increased to **20%** due to prior year carryforward and a greater need for the funding for the Dislocated Worker program.
- The remaining **85% Adult, 85% Youth, and no less than 60% of Dislocated Worker funds** (i.e., the total award less 15% for all three funding streams, plus Rapid Response set aside from the Dislocated Worker funds) **must be allocated to the local level for the provision of WIOA specific services statewide** - see document labeled Master Award and Distribution Chart PY2022 -2025 for funding details.
- For all three funding sources **80%** of all funds received must be **obligated within the first year** of the grant period – by June 30th.
- States are strongly encouraged to expend **70% of Dislocated Worker funds** (i.e., percent of “total available” which includes prior year carryover plus annual award) in any given year. This calculation of “on hand funds” can be a factor in the decision-making process when a state applies for additional grant assistance through the national Dislocated Worker Reserve grant program.
- The Board is responsible for managing program expenditures to ensure funds are fully expended prior to the end of the third year of the award. When more than one service provider for a funding stream is operational within the state, the Board may **recapture funds** from an underperforming provider and **reallocate** those funds to a provider meeting performance to ensure funds do not expire.
- The Board, with final approval from the Governor, may **transfer up to 100% of funds** between the adult and dislocated worker programs. However, the Board/Governor does **not** have authority to transfer funds to or from the Youth program.
- Locally, the allocation of training funds is developed by the service provider based on a formula similar to the federal formula described below – number of unemployed and number of TANF recipients in an area. This planning is a **guide to ensure equitable access throughout the state for limited training funds**; however funds may be moved to areas of need after a mid-year review of actual expenditures to ensure full expenditure of funds.
- Local contract provisions identify a goal of **no less than 50% of funds awarded on the local level be set aside to support training costs** for program participants.
- WIOA requires that **75% of youth grant funds be expended on Out of School youth** programs.



- WIOA also requires that a minimum of **20%** youth grant funds (minus administration funds) **be expended on Work Based Learning activities.**

STATE ALLOTMENTS METHODOLOGY PURSUANT TO TEGL 15-22 —

Youth Funds:

- The Department has allotted the PY 2023 Youth Activities program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period, July 2021 through June 2022, as prepared by the States under the direction of the Bureau of Labor Statistics (BLS);
 2. The number of excess unemployed individuals or the ASU excess (depending on which is higher) averages for the same 12-month period, July 2021 through June 2022; and
 3. The number of disadvantaged youth (age 16 to 21), excluding college students in the workforce and military) from special tabulations of data from the American Community Survey (ACS). The data used in the special tabulations for disadvantaged youth were collected between January 1, 2016, and December 31, 2020.
- Since the total amount available for States in PY 2023 is below the required \$1 billion threshold specified in WIOA sec. 127(b)(1)(C)(iv)(IV), which was also the case in PY 2022, the Department did not apply the WIOA additional minimum provisions. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. WIOA also maintains that no state may receive an allotment that is more than 130 percent of the allotment percentage for the state for the previous year.

Adult Funds:

- The three formula data factors that the Department uses to distribute WIOA Adult Activities funds among the States are the same as those used for the Youth Activities formula, except that data is used for the number of disadvantaged adults (age 22 to 72, excluding college students in the workforce and military), rather than the number of disadvantaged youth. Since the total amount available for the Adult Activities program for States in PY 2023 is below the required \$960 million threshold specified in WIOA sec. 132(b)(1)(B)(iv)(IV), as was also the case in PY 2022, the WIOA additional minimum provisions are not applicable. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment



percentage and 0.25 percent State minimum floor apply. Like for the Youth program, WIOA also provides that no state may receive an allotment that is more than 130 percent of the previous year allotment percentage for the state.

Dislocated Worker Funds:

- WIOA prescribes different data factors for the federal allotment of Dislocated Worker funds by the Department to the States. The Department has allotted the PY 2023 Dislocated Worker State program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The relative number of unemployed individuals in each State, compared to the total number of unemployed individuals in all States. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022.
 2. The relative number of individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022. No comparison to ASU excess is required for this data factor.
 3. The relative number of individuals in each State who have been unemployed for 15 weeks or more, compared to the total number of individuals in all States who have been unemployed for 15 weeks or more. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022.
- WIOA sec. 132(b)(2)(B)(iii)(I) requires the Dislocated Worker formula to adopt a 90 percent minimum of the prior year allotment percentage. WIOA also provides that no State may receive an allotment that is more than 130 percent of the allotment percentage for the State for the previous year under section 132(b)(2)(B)(iii)(II).

OWO Staff Recommendation:

Approval of the proposed WIOA Title I PY 2023 budget.

Requested Action:

Approval of the proposed WIOA Title I PY 2023 budget.

Draft Motion:

Approve the proposed WIOA Title I PY 2023 budget as submitted by staff.

Workforce Innovation and Opportunity Act (WIOA) State Formula Funds PY 2023 - 2026
 (Program Year is July 1 - June 30)

STATE LEVEL [\(Grant Recipient\)](#)

Total WIOA Formula Funding From USDOL (4/1/2023 - 6/30/2026)

\$ 6,702,267

Office of Workforce Opportunity
TEGL 15-22

		15% Reserve			15% Reserve			15% Reserve	25% Max RR Funds																
Youth Program	2,440,587	366,088	Adult Program	2,318,490	347,773	Dislocated Worker Program	1,943,190	291,478	485,798																
Awarded April 1st	2,440,587		July 1st Award	455,988	68,398	July 1st Award	419,060	62,859	Only 20% for PY23																
			October 1st Award	1,862,502	279,375	October 1st Award	1,524,130	228,619	388,638.00																
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%;">Governor's Reserve</td> <td style="width:33%;">State Administration</td> <td style="width:33%;">Statewide Activities</td> <td style="width:10%;"></td> </tr> <tr> <td></td> <td>5% Administration: Office of Workforce Opportunity Operations</td> <td></td> <td>1,005,340</td> </tr> <tr> <td></td> <td>10% Statewide Activities (i.e., Discretionary Funds, Set Aside)</td> <td></td> <td>335,113</td> </tr> <tr> <td></td> <td></td> <td></td> <td>670,227</td> </tr> </table>										Governor's Reserve	State Administration	Statewide Activities			5% Administration: Office of Workforce Opportunity Operations		1,005,340		10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		335,113				670,227
Governor's Reserve	State Administration	Statewide Activities																							
	5% Administration: Office of Workforce Opportunity Operations		1,005,340																						
	10% Statewide Activities (i.e., Discretionary Funds, Set Aside)		335,113																						
			670,227																						

80% Obligation 1st year
70% Expenditure of DW Funds

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

Youth Program		85%	Adult Program		85%	Dislocated Worker Program		75%
System Costs (program funds)	228,240			216,227			180,189	
Youth Program Manager	126,500							
NH JAG / MY TURN			NHES MOU			NHES MOU		
Annual Budget	1,719,759		Annual Budget	1,754,490		Annual Budget	1,082,885	
	Program	Admin (10%)		Program	Admin (10%)		Program	Admin (10%)
	1,563,418	156,342		1,594,991	159,499		984,441	98,444
75% OSY Expenditures	1,172,563		1st Quarter	243,814	24,381	1st Quarter	212,300	21,230
20% Work Experience	312,684		3 Quarters	1,351,177	135,118	3 Quarters	772,140	77,214



State
Workforce
Innovation
Board



New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 3d. Topics for October 17th Meeting

Item 3c. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable. Please note the next meeting is October 17, 2023.



State
Workforce
Innovation
Board



New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

SWIB MEETING DATE: 6/6/2023
AGENDA ITEM: 3e. Board Motions and General Discussion

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

Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
CBO	Community Based Organization	NGA	National Governor's Association
CCSNH	Community College System of New Hampshire	NHDOL	NH Department of Labor
CEO	Chief Elected Official or Chief Executive Officer	NHEP	NH Employment Program
CSBG	Community Service Block Grant	NHES	NH Employment Security
CTES	Career Technical Education Schools	NOO/NOA	Notice of Obligation/Notice of Award
DED	Division of Economic Development	O*NET	The Nation's Occupational Information System
DHHS	Department of Health and Human Services	OIG	Office of Inspector General
DOE	Department of Education	OJT	On the Job Training
DOL	Department of Labor (USDOL) (NHDOL)	OMB	Office of Management & Budget
DVOP	Disabled Veterans Outreach Program	OSY	Out-of-School Youth
EEO	Equal Employment Opportunity	OWO	Office of Workforce Opportunity
ELMI	Economic & Labor Market Information Bureau	PACIA	Performance Accountability & Customer Information Agency
ES	Employment Services	PIRL	Participant Information Record Layout (WIOA)
ESL	English as a Second Language	RFP	Request for Proposals
ETA	Employment & Training Administration US DOL	SCSEP	Senior Community Services Employment Program
ETP (L)	Eligible Training Provider (List)	SDA	Service Delivery Area
FOA	Funding Opportunity Announcement	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
FUTA	Federal Unemployment Taxes	SNHS	Southern New Hampshire Services
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc.Rehab.)
ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth

State Workforce Innovation Board (SWIB) Members

Last Name	First Name	Organization	Industry/Agency	Email Address
Alberts	Mike	New England Wire Company	Business	mike.alberts@newenglandwire.com
Alden	Jim	Chutters	Business	jhalden@yahoo.com
Alexander	Joseph	State Representative	Legislator State House	Joe.Alexander@leg.state.nh.us
Avard	Kevin	Senator	Senator NH Senate	Kevin.Avard@leg.state.nh.us
Bartle	Rick	Stratus Business Development Inc	Business	rbartle@stratusbd.com
Brennan	Christine	NH Department of Education	State Partner	Christine.Brennan@doe.nh.gov
Brown	Jo	Mayor of Franklin	LEO-Mayor	mayor@franklinnh.org
Burzynski	Anya	Aerodynamics Metal Finishing	Business	anya@aerodynamicsmetalfinishing.com
Caswell	Taylor	Business and Economic Affairs	State Partner	Taylor.Caswell@livefree.nh.gov
Clark	Kelly	AARP	Community Partner	kclark@aarp.org
Clinton	Kenneth	Meridian Land Services	Business	KCClinton@meridianlandservices.com
Copadis	George	NH Dept. of Employment Security	State Partner	George.N.Copadis@nhes.nh.gov
Crochetiere	Bruce	Focused Technology Solutions	Business	Bcrochetiere@focustsi.com
Crowley	Mary	CP Management	Business	maryc@newfranklinapts.com
Eaton	Tiler	IBEW 104	Union Rep	tiler_eaton@ibew.org
Fall	Patrick	UA 131 Pipefitters	Union Rep	fatpall00@gmail.com
Hansel	George	Mayor City of Keene	LEO-mayor	mayor@ci.keene.nh.us
Hennessey	John	Littleton Coin Co.	Business	jhennessey@littletoncoin.com
Harrington	Cynthia	Business and Economic Affairs	State partner	cynthia.j.harrington@livefree.nh.gov
Kane	Michael	The Kane Company	B. Business - Chair	mkane@netkane.com
Kantar	Justin	Firefighters Union	Union Rep	justinkantar@gmail.com
Hyde	Candice	Job Corps	Community Partner	hyde.candice@jobcorps.org
Long	Shane	Aldworth Manor	Business	aldworthmanor@gmail.com
Lozeau	Donnalee	Southern New Hampshire Services	Community Partner	dlozeau@snhs.org
Lundgren	Lori Ann	Steadfast Spirits	Business	Loriann.lundergan@outlook.com
Major	Larry	Pike Industries	Business	lmajor@pikeindustries.com
Crepeau	Adam	Office of the Governor	A - CEO - Governor	Adam.j.crepeau@nh.gov
Patel	Ashok	Jamsan Hotel Management	Business	apatel@jamsan.us
Proulx	James	Proulx Oil and Propane, Co.	Business	jimproulx@proulxoilandpropane.com
Reid	Shannon	Community College Systems	Community Partner	sreid@ccsnh.edu
Sink	Tim	Concord Chamber of Commerce	Business (Assoc.)	tsink@concordnhchamber.com
Thomas	Gary	NorthPoint Construction	Business	gary@northpointcm.com
Board Proxies				

Board Staff				
Doiron	Joseph	Director, OWO	Board Staff	joseph.a.doiron@livefree.nh.gov
Hinson	Jimmie	Community Outreach	Board Staff	jimmie.r.hinson@livefree.nh.gov
Gerrard	Lisa	WIOA Program Administrator	Board Staff	lisa.d.gerrard@livefree.nh.gov
Shea	Barbara	OWO Fiscal Administrator	Board Staff	barbara.s.shea@livefree.nh.gov
Salmon	Melissa	Administrative Assistant	Board Staff	melissa.m.salmon@livefree.nh.gov