NEW HAMPSHIRE PYS 2026-2027 (MOD)

CONTENTS

New Hampshire PYs 2026-2027 (Mod) 1
Overview 4
Options for Submitting a State Plan 4
How State Plan Requirements Are Organized 5
I. WIOA State Plan Type and Executive Summary 6
a. WIOA State Plan Type 6
Combined Plan Partner Program(s) 7
b. Plan Introduction or Executive Summary 8
II. Strategic Elements 8
a. Economic, Workforce, and Workforce Development Activities Analysis 8
b. State Strategic Vision and Goals 48
c. State Strategy 54
III. Operational Planning Elements 58
a. State Strategy Implementation 58
b. State Operating Systems and Policies 81
IV. Coordination with State Plan Programs 125
V. Common Assurances (For All Core Programs) 126
VI. Program-Specific Requirements for Core Programs 129
Program-specific Requirements for Adult, Dislocated Worker, and Youth Activities under Title I-B 129
Program-Specific Requirements for Wagner-Peyser Program (Employment Services) 188
Program-specific Requirements for Adult Education and Family Literacy Act Programs 210
Program-Specific Requirements for State Vocational Rehabilitation (Combined or General) 227
VII. Program-Specific Requirements for Combined State Plan Partner Programs 288
Trade Adjustment Assistance (TAA) 289
Jobs for Veterans' State Grants 289
Unemployment Insurance (UI) 298
Senior Community Service Employment Program (SCSEP) 310
Performance Indicator Appendix 330

All WIOA Core Programs 330
Additional Indicators of Performance 337
Other Appendices 338

OVERVIEW

Under the Workforce Innovation and Opportunity Act (WIOA), the Governor of each State must submit a Unified or Combined State Plan to the Secretary of the U.S. Department of Labor that outlines a four-year strategy for the State's workforce development system. The publicly-funded workforce development system is a national network of Federal, State, regional, and local agencies and organizations that provide a range of employment, education, training, and related services and supports to help all job-seekers secure good jobs while providing businesses with the skilled workers they need to compete in the global economy. States must have approved Unified or Combined State Plans in place to receive funding for core programs. WIOA reforms planning requirements, previously governed by the Workforce Investment Act of 1998 (WIA), to foster better alignment of Federal investments in job training, to integrate service delivery across programs and improve efficiency in service delivery, and to ensure that the workforce system is job-driven and matches employers with skilled individuals. One of WIOA's principal areas of reform is to require States to plan across core programs and include this planning process in the Unified or Combined State Plans. This reform promotes a shared understanding of the workforce needs within each State and fosters development of more comprehensive and integrated approaches, such as career pathways and sector strategies, for addressing the needs of businesses and workers. Successful implementation of many of these approaches called for within WIOA requires robust relationships across programs. WIOA requires States and local areas to enhance coordination and partnerships with local entities and supportive service agencies for strengthened service delivery, including through Unified or Combined State Plans.

OPTIONS FOR SUBMITTING A STATE PLAN

A State has two options for submitting a State Plan— a Unified State Plan or a Combined State Plan. At a minimum, a State must submit a Unified State Plan that meets the requirements described in this document and outlines a four-year strategy for the core programs. The six core programs are—

- the Adult program (Title I of WIOA),
- the Dislocated Worker program (Title I),
- the Youth program (Title I),
- the Adult Education and Family Literacy Act program (Title II), and
- the Wagner-Peyser Act Employment Service program (authorized under the Wagner-Peyser Act, as amended by title III),
- the Vocational Rehabilitation program (authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV).

Alternatively, a State may submit a Combined State Plan that meets the requirements described in this document and outlines a four-year strategy for WIOA's core programs plus one or more of the Combined State Plan partner programs. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program. If included, Combined State Plan partner programs are subject to the "common planning elements" (Sections II-IV of this document) where specified, as well as

the program-specific requirements for that program where such planning requirements exist separately for the program. The Combined State Plan partner programs are—

- Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.)
- Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)
- Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))
- Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))
- Trade Adjustment Assistance for Workers programs (Activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))
- Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.)
- Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law)
- Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
- Employment and training activities carried out by the Department of Housing and Urban Development
- Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.)) [1]

[1] States that elect to include employment and training activities carried out under the Community Services Block Grant (CSBG) Act (42 U.S.C. 9901 et seq.) under a Combined State Plan would submit all other required elements of a complete CSBG State Plan directly to the Federal agency that administers the program. Similarly, States that elect to include employment and training activities carried out by the Department of Housing and Urban Development that are included would submit all other required elements of a complete State Plan for those programs directly to the Federal agency that administers the program.

HOW STATE PLAN REQUIREMENTS ARE ORGANIZED

The major content areas of the Unified or Combined State Plan include strategic and operational planning elements. WIOA separates the strategic and operational elements to facilitate cross-program strategic planning.

- The **Strategic Planning Elements** section includes analyses of the State's economic conditions, workforce characteristics, and workforce development activities. These analyses drive the required vision and goals for the State's workforce development

system and alignment strategies for workforce development programs to support economic growth.

- The **Operational Planning Elements** section identifies the State's efforts to support the State's strategic vision and goals as identified in the Strategic Planning Elements section. This section ensures that the State has the necessary infrastructure, policies, and activities to meet its strategic goals, implement its alignment strategy, and support ongoing program development and coordination. Operational planning elements include:
    - State Strategy Implementation,
    - State Operating Systems and Policies,
    - Assurances,
    - Program-Specific Requirements for the Core Programs, and
    - Program-Specific Requirements for the Combined State Plan partner programs. (These requirements are available in a separate supplemental document, Supplement to the Workforce Innovation and Opportunity Act (WIOA) Unified and Combined State Plan Requirements. The Departments are not seeking comments on these particular requirements).

When responding to Unified or Combined State Plan requirements, States must identify specific strategies for coordinating programs and services for State-identified populations. Use of links to external websites and documents is permitted within the State Plan narrative submission if such links remain active and adhere to Section 508 accessibility requirements.

Paperwork Reduction Act: The Paperwork Reduction Act of 1995 (PRA) provides that an agency may not conduct, and no person is required to respond to, a collection of information unless it displays a valid OMB control number. Public reporting burden for this information collection is estimated to be 86 hours per state; including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection is required to obtain or retain the Federal grant benefit. In addition, responses to this information collection are public, and the agencies offer no assurances of confidentiality. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Workforce Investment, and reference OMB control number 1205-0522. Note: Please do not return the completed plan to this address.

I. WIOA STATE PLAN TYPE AND EXECUTIVE SUMMARY

A. WIOA STATE PLAN TYPE

Unified or Combined State Plan. Select whether the State is submitting a Unified or Combined State Plan. At a minimum, a State must submit a Unified State Plan that covers the six core programs.

Unified State Plan. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs.

Combined State Plan. This plan includes the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and Vocational Rehabilitation programs, as well as one or more of the optional Combined State Plan partner programs identified below.

This is a combined plan

COMBINED PLAN PARTNER PROGRAM(S)

Indicate which Combined Plan partner program(s) the state is electing to include in the plan.

Career and technical education programs authorized under the Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.)

No

Temporary Assistance for Needy Families program (42 U.S.C. 601 et seq.)

No

Employment and Training programs under the Supplemental Nutrition Assistance Program (programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4)))

No

Work programs authorized under section 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(o))

No

Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))

Yes

Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.)

Yes

Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law)

Yes

Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))

Yes

Employment and training activities carried out by the Department of Housing and Urban Development

No

Community Services Block Grant (Employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.))

No

B. PLAN INTRODUCTION OR EXECUTIVE SUMMARY

The Unified or Combined State Plan may include an introduction or executive summary. This element is optional.

The New Hampshire Core Partners, in collaboration with various stakeholders and the public, worked together to formulate the 2024-2027 Combined State Plan. This involved conducting focus groups across the state, organizing statewide public hearings, and engaging with the State Workforce Investment Board. The objective was to create a comprehensive plan that enhances the implementation of the Workforce Innovation and Opportunity Act (WIOA) by continuously improving the delivery of system services and outcomes. The development of the Combined State Plan achieved through a strategic planning process outlines the coordinated efforts and outcomes among all involved partners.

II. STRATEGIC ELEMENTS

The Unified or Combined State Plan must include a Strategic Planning Elements section that analyzes the State's current economic environment and identifies the State's overall vision for its workforce development system. The required elements in this section allow the State to develop data-driven goals for preparing an educated and skilled workforce and to identify successful strategies for aligning workforce development programs to support economic growth. Unless otherwise noted, all Strategic Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs. Where requirements identify the term "populations", these must include individuals with barriers to employment as defined at WIOA Section 3. This includes displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers; individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families program; single parents (including single pregnant women); and long-term unemployed individuals. Additional populations include veterans, unemployed workers, and youth, and others that the State may identify.

A. ECONOMIC, WORKFORCE, AND WORKFORCE DEVELOPMENT ACTIVITIES ANALYSIS

The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.

1. ECONOMIC AND WORKFORCE ANALYSIS

A. ECONOMIC ANALYSIS

The Unified or Combined State Plan must include an analysis of the economic conditions and trends in the State, including sub-State regions and any specific economic areas identified by the State. This must include—

I. EXISTING DEMAND INDUSTRY SECTORS AND OCCUPATIONS

Provide an analysis of the industries and occupations for which there is existing demand.

II. EMERGING DEMAND INDUSTRY SECTORS AND OCCUPATIONS

Provide an analysis of the industries and occupations for which demand is emerging.

III. EMPLOYERS' EMPLOYMENT NEEDS

With regard to the industry sectors and occupations identified in (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

(A) Economic Analysis. The Unified or Combined State Plan must include an analysis of the economic conditions and trends in the State, including sub-
state regions and any specific economic areas identified by the State.

(i)
Existing Demand Industry Sectors and Occupations. Provide an analysis of the industries and oc cupations for which there is existing demand.

Current long-term employment projections available
suggest that the number of jobs in the state will increase by approximately five
percent between 2024 and 2034. It is important to note that these projections are not economic forecasts and are not prepared to be an indicator of the long-term strength of New Hampshire's labor market. Rather, their purpose is to gauge the relative changes in the mix of demand for labor among occupations and industries. Although the number of available jobs will increase in New Hampshire, demographic and labor force projections indicate there will likely be a slowdown in the rate of employment growth. Demographic
factors including an aging population leaving the workforce and the state's low birth rate combine to produce slower population and labor force growth in the state. Still, the needs of the state's
economy are likely to outpace the available labor pool, with many industries facing a high numb er of openings but with a slower growing and possibly declining labor force.

At the highly aggregated 2-digit NAICs code level, New Hampshire's largest industry sectors by employment include healthcare and social assistance, retail trade, government, and manufacturing, each employing between 70,000 and 100,000 workers. Table A presents employment estimates at the more detailed three- digit NAICs code level, including self-employed individuals.

Table A: Top Industry Sectors by Employment in New Hampshire 2025		
NAICS Code	Industry	Emp. Including Self-Employed

Table A: Top Industry Sectors by Employment in New Hampshire 2025		
541	Prof., Scientific, & Tech. Services	59,424
722	Food Services and Drinking Places	55,263
903	Local Government	54,517
561	Administrative and Support Services	44,746
621	Ambulatory Health Care Services	41,119
611	Educational Services	32,262
238	Specialty Trade Contractors	31,125
622	Hospitals	29,912
902	State Government	22,554
445	Food and Beverage Stores	21,937
624	Social Assistance	18,433
423	Merchant Wholesalers, Durable Goods	17,505
623	Nursing and Residential Care Facilities	15,761
334	Computer and Electronic Product Manufacturing	15,602
455	General Merchandise Retailers	15,188
713	Amusement, Gambling, and Recreation Industries	14,306
901	Federal Government	13,712
524	Insurance Carriers and Related Activities	13,594
441	Motor Vehicle and Parts Dealers	12,764
812	Personal and Laundry Services	12,228
Source: Lightcast ™, NH Economic and Labor Market Information Bureau		

The largest occupations in the state are office and administrative support, sales and related, management, food preparation and serving, transportation and material moving occupations, each employing between 50,000 and 100,000 workers. Table B presents occupations with the largest number of jobs in the state, including self-employed workers.

Table B: Occupations With the Highest Number of Jobs in New Hampshire		
SOC Code	Occupation	Jobs, Including Self-Employed
11-1021	General and Operations Managers	22,066
41-2031	Retail Salespersons	20,917
41-2011	Cashiers	19,001
29-1141	Registered Nurses	17,288
53-7065	Stockers and Order Fillers	15,243
43-9061	Office Clerks, General	14,587
35-3023	Fast Food and Counter Workers	13,164
43-4051	Customer Service Representatives	12,916
35-3031	Waiters and Waitresses	11,313
43-6014	Secretaries& Admin. Assistants, Except Legal, Medical, and Executive	10,793
31-1128	Home Health and Personal Care Aides	10,500
37-2011	Janitors & Cleaners, Except Maids & Housekeeping Cleaners	10,457
15-1252	Software Developers	8,907
13-2011	Accountants and Auditors	8,786
53-7062	Laborers & Freight, Stock, & Material Movers, Hand	8,400
37-3011	Landscaping & Groundskeeping Workers	8,289
43-3031	Bookkeeping, Accounting, & Auditing Clerks	8,273

Table B: Occupations With the Highest Number of Jobs in New Hampshire		
25-1099	Postsecondary Teachers	8,037
35-2014	Cooks, Restaurant	7,556
53-3032	Heavy and Tractor-Trailer Truck Drivers	7,646

Many of these industries and occupations are also among the fastest growing in the state, including the healthcare sector, which employs nearly 100,00 individuals in the state and is expected to grow by at least 10% between 2024 and 2034. The sections that follow explore the future needs of the state to better inform strategic planning for workforce support and education. Projections for growth in the state's industrial sectors and occupational clusters for the 2024-2034 time period are presented, as well as recent occupational demand from employers in the state.

1. Emerging Demand Industry Sectors and Occupations. Provide an analysis of the industri es and occupations for which demand is emerging.

Emerging Industry Demand (2- and 3-digit NAICS)

- Professional, scientific, and technical services is projected to see the fastest growth between 2024 and 2034, with management of companies and enterprises also growing by more than 20%. Both industries have a high educational attainment mix among primary occupations and high average wages across the industry sectors.
    - The healthcare industry is projected to remain the largest in the state in terms of employment, employing more than 100,000 individuals by 2034. As the state's population age s and mortality rates decline, employment in this industry will continue to grow regardless of economic conditions.
        - A significant deviation from New Hampshire's previous industry and wor kforce assessment is the projection for the "accommodation and food services" industry cluster. While the 2020-2030 projections showed an increase of over 11,000 jobs, 2024-2034 projections anticipate just under 3,000.
            - Retail trade is projected to continue to decline, losing over 3,500 jobs or 4 percent of the industry's 2024 employment. This is largely a result of changing consumer preferences for online retailing and increased automation in retail stores. Some retail occupations are expected to shift to other industries, such as Tra nsportation and Warehousing. Notably, these transformations will alter the skill and certification needs of employers.
            - Manufacturing is projected to grow by 2,204 or 3%. However, the number of anticipated job openings in the industry will likely be high, as the industry has a high percentage

(34.2%) of older workers nearing retirement as well as changing technologies and a deepening of technology use in the industry.

Table C: Industry Sectors by Employment in New Hampshire, 2022-2032, 2-digit NAICS					
NAICS	Sector	2024 Employment	2034 Employment	Change	% Change
11	Agriculture, Forestry, Fishing and Hunting	4,300	4,578	278	6%
21	Mining, Quarrying, and Oil and Gas Extraction	523	539	16	3%
22	Utilities	2,206	2,088	-118	-5%
23	Construction	45,223	47,181	1,957	4%
31	Manufacturing	70,895	73,099	2,204	3%
42	Wholesale Trade	30,903	33,271	2,368	8%
44	Retail Trade	94,139	90,577	-3,562	-4%
48	Transportation and Warehousing	18,431	19,428	996	5%
51	Information	12,352	12,728	377	3%
52	Finance and Insurance	28,570	28,728	158	1%
53	Real Estate and Rental and Leasing	10,096	10,268	172	2%
54	Professional, Scientific, and Technical Services	55,973	65,948	9,975	18%
55	Management of Companies and Enterprises	10,890	12,349	1,460	13%
56	Administrative & Support &	45,107	51,061	5,955	13%

Table C: Industry Sectors by Employment in New Hampshire, 2022-2032, 2-digit NAICS					
	Waste Management & Remediation Services				
61	Educational Services	31,622	33,242	1,620	5%
62	Health Care and Social Assistance	102,677	109,640	6,963	7%
71	Arts, Entertainment, and Recreation	17,780	20,164	2,384	13%
72	Accommodation and Food Services	62,456	65,292	2,837	5%
81	Other Services (except Public Administration)	35,794	37,536	1,742	5%
90	Government	91,018	89,901	-1,117	-1%
99	Unclassified Industry	2,448	4,232	1,784	73%
Source: Lightcast™, NH Economic and Labor Market Information Bureau					

Emerging Occupation Demand

Table D presents projected occupational growth and openings for the projection period from 20 24 to 2034. These projections do not consider recent developments in the adoption of artificial intelligence which has the potential to alter occupation and skill demand in the national and New Hampshire economy. Projections due in mid-2026 may better incorporate the potential impacts of artificial intelligence.

Table D: Occupations by Employment in New Hampshire, 2024-2034, 2-Digit SOC				
SOC	Occupation	2024 Employment	2034 Employment	Average Annual Openings
11-0000	Management Occupations	63,824	5,800	70,002

Table D: Occupations by Employment in New Hampshire, 2024-2034, 2-Digit SOC				
13-0000	Business and Financial Operations Occupations	46,825	4,453	51,817
15-0000	Computer and Mathematical Occupations	24,726	1,984	28,924
17-0000	Architecture and Engineering Occupations	15,310	1,267	17,174
19-0000	Life, Physical, and Social Science Occupations	7,240	743	8,112
21-0000	Community and Social Service Occupations	14,202	1,456	15,545
23-0000	Legal Occupations	4,876	318	4,864
25-0000	Educational Instruction and Library Occupations	45,760	4,250	45,300
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	12,303	1,389	13,781
29-0000	Healthcare Practitioners and Technical Occupations	49,094	3,188	52,672
31-0000	Healthcare Support Occupations	26,199	4,177	28,766
33-0000	Protective Service Occupations	13,235	1,427	13,621
35-0000	Food Preparation and Serving	59,900	11,946	63,612

Table D: Occupations by Employment in New Hampshire, 2024-2034, 2-Digit SOC				
	Related Occupations			
37-0000	Building and Grounds Cleaning and Maintenance Occupations	27,196	3,874	28,231
39-0000	Personal Care and Service Occupations	22,857	4,251	24,341
41-0000	Sales and Related Occupations	76,806	10,266	75,808
43-0000	Office and Administrative Support Occupations	93,638	10,856	92,701
45-0000	Farming, Fishing, and Forestry Occupations	2,463	407	2,581
47-0000	Construction and Extraction Occupations	35,495	3,244	36,964
49-0000	Installation, Maintenance, and Repair Occupations	30,332	2,944	32,296
51-0000	Production Occupations	42,871	4,893	43,726
53-0000	Transportation and Material Moving Occupations	56,161	7,799	58,987
55-0000	Military-only occupations	2,089	222	2,025
Source: Lightcast™, NH Economic and Labor Market Information Bureau				

(i) Employers' Employment Needs. With regard to the industry sectors and occupations identified i n (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

Table E shows the projected net new job growth by the usual entry-level education required, as well as annual job openings. Occupations requiring a bachelor's degree are projected to have the greatest net new job growth between 2024 and 2034 (18,704), while those requiring a master's degree are expected to have the greatest net growth on a percentage basis (10.7%). Job openings represent both net increases in an occupation, as well as the need to replace workers who move on to other occupations as well as those who leave the workforce via retirement or for other reasons. Occupations requiring a high school diploma or equivalent (34,130) or with no formal educational requirement (27,428) are projected to have the largest numbers of annual job openings, but each is projected to have below average net new job growth. Jobs that require a high school diploma or equivalent have had the highest average annual job openings, largely due to the high turnover rate among associated occupations. As is further discussed in the workforce analysis section, jobs for those with higher levels of educational attainment are both more resilient in times of economic downturn, and generally pay higher wages, leading to lower turnover and fewer annual job openings.

Table E: Projected Job Growth by Usual Entry-Level Education, 2024-2034

Usual Education Required for Entry-Level Employment	2024 Employment Estimate	2034 Employment Estimate	2024-2034 Change	2024-2034 % Change	Average Annual Job Openings
No formaleducation required	164,976	168,623	3,647	2.2%	27,428
High school diploma or equivalent	284,505	293,798	9,293	3.3%	34,130
Postsecondary non-degree award	48,273	50,872	2,599	5.4%	5,497
Some college, no degree	20,384	20,318	(66)	-0.3%	2,237
Associate's degree	17,261	18,478	1,217	7.1%	1,744

Table E: Projected Job Growth by Usual Entry-Level Education, 2024-2034					
Bachelor's degree	199,142	217,846	18,704	9.4%	17,320
Master's degree	15,598	17,272	1,674	10.7%	1,275
Doctoral or professional degree	21,120	22,551	1,431	6.8%	1,299
Total, All Occupations	771,260	809,759	38,499	5.0%	90,931
Source: Lightcast™, NH Economic and Labor Market Information Bureau					

The following tables use the Lightcast™ labor insight tool to examine job postings for New Hampshire during the 12 months from January through December of 2025. These data provide insight into the real-time needs of employers in the state and are broken down by usual entry-level educational attainment, industry, and occupational demand.

Table F shows job postings by industry sector. The sectors with the largest number of job postings in 2025 include administrative & support & waste management & remediation services, which is largely composed of posting by temporary help and staffing agencies and reflects the difficulty that employers have experienced in finding qualified workers. The healthcare and social assistance sector had the second largest number of job postings, over 52,000, but it should be noted that a high percentage of administrative and support postings were for occupations in healthcare industries. Retail trade, manufacturing and professional, scientific and technical services each had a large number of postings during the year. Healthcare and social assistance is one of the largest and fastest-growing sectors in the state and across the nation. Manufacturing, with the fourth-highest job postings, is not growing rapidly but has one of the highest percentages of older workers. As the manufacturing labor force begins to retire, and as new technologies replace older ones, postings will continue to be higher than net growth in the sector.

Table F: Top Job Postings in New Hampshire in 2025 by Industry Sector		
Industry (NAICs) Code	Industry Sector	Job Postings (Jan-Dec 2025)
56	Administrative & Support & Waste Management & Remediation Services	56,014
62	Health Care and Social Assistance	52,503

Table F: Top Job Postings in New Hampshire in 2025 by Industry Sector		
44	Retail Trade	29,065
31	Manufacturing	20,903
54	Prof., Scientific, & Technical Services	17,313
61	Educational Services	12,076
72	Accommodation and Food Services	10,251
52	Finance and Insurance	9,040
42	Wholesale Trade	8,597
51	Information	6,114
48	Transportation and Warehousing	5,162
81	Other Services (except Public Admin.)	4,810
23	Construction	4,393
53	Real Estate and Rental and Leasing	3,116
71	Arts, Entertainment, and Recreation	2,171
22	Utilities	1,137
55	Management of Companies and Enterprises	661
11	Agriculture, Forestry, Fishing and Hunting	463
21	Mining, Quarrying, & Oil and Gas Extraction	93
Source: Lightcast™, NH Economic and Labor Market Information Bureau		

Table G presents the 25 occupations with the highest number of job postings in 2025. Many of these occupations fall in line with the largest industry postings, especially those within healthcare and retail sectors. The healthcare industry dominated both job postings and net job growth in New Hampshire in 2025.

Table G: Top Job Postings in New Hampshire in 2025 by Occupation	
Occupation (SOC)	Postings (Jan-Dec 2025)
Registered Nurses	33,605
Retail Salespersons	8,898
Home Health and Personal Care Aides	5,681
First-Line Supervisors of Retail Sales Workers	5,514
Customer Service Representatives	4,435
Physical Therapists	4,321
Radiologic Technologists and Technicians	4,201
Heavy and Tractor-Trailer Truck Drivers	4,193
Licensed Practical and Licensed Vocational Nurses	4,050
Production Workers, All Other	3,738
Medical and Health Services Managers	3,542
Merchandise Displayers and Window Trimmers	3,085
Software Developers	2,985
Health Technologists and Technicians, All Other	2,937
Nursing Assistants	2,855
Laborers and Freight, Stock, and Material Movers, Hand	2,728
Teaching Assistants, Except Postsecondary	2,696
Maintenance and Repair Workers, General	2,673
Fast Food and Counter Workers	2,439
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	2,417
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	2,413

Table G: Top Job Postings in New Hampshire in 2025 by Occupation	
First-Line Supervisors of Office and Administrative Support Workers	2,395
Stockers and Order Fillers	2,360
General and Operations Managers	2,187
Computer Occupations, All Other	2,171
Magnetic Resonance Imaging Technologists	2,166
Automotive Service Technicians and Mechanics	2,144
Speech-Language Pathologists	2,116
Driver/Sales Workers	2,112
Food Service Managers	2,088

Although occupations require specific skill sets, knowledge, or expertise, there are also specific s kills that span a wide variety of occupations, and which can increase the range of occupations for which an individual is
qualified. Table H displays the 25 most requested skills in job postings in 2025. The table shows that among all job postings in New Hampshire in 2025, “communications,” “customer service,” and “management” skills
were the most cited. Many of the most cited skills are what are often referred to as “soft skills,” t hose that are
often more difficult to teach directly in workforce training but are vitally important to most emp loyers.
Emphasizing these skills to job seekers and supporting job training that stresses them can impr ove job seeker’s ability to succeed in the state’s labor market.

Table H: Most Requested Skills in 2025Job Postings	
Skill	Job Postings 2025
Communication	97,340
Customer Service	65,098
Management	50,612
Sales	41,839
Operations	41,689
Leadership	41,110
Detail Oriented	33,866
Problem Solving	29,096

Table H: Most Requested Skills in 2025Job Postings	
Interpersonal Communications	23,380
Planning	21,610
Organizational Skills	19,418
Writing	18,494
Scheduling	18,408
Microsoft Office	16,978
Coordinating	16,346
Teamwork	15,872
Multitasking	15,827
Professionalism	15,637
Time Management	15,549
Computer Literacy	15,439
Cleanliness	15,045
Microsoft Excel	14,320
Troubleshooting (Problem Solving)	13,808
English Language	13,745
Verbal Communication Skills	12,883
Source: Lightcast™, NH Economic and Labor market Information Bureau	

B. WORKFORCE ANALYSIS

The Unified or Combined State Plan must include an analysis of the current workforce in the State and within various state regions, including for populations with barriers to employment described in the first paragraph of Section II. Analysis must include—

I. EMPLOYMENT AND UNEMPLOYMENT

Provide an analysis of current employment and unemployment data, including labor force participation rates, and trends in the State.

II. LABOR MARKET TRENDS

Provide an analysis of key labor market trends, including across existing industries and occupations.

III. EDUCATION AND SKILL LEVELS OF THE WORKFORCE

Provide an analysis of the educational and skill levels of the workforce.

IV. COMPARISON OF ECONOMIC AND WORKFORCE ANALYTICAL CONCLUSION. DESCRIBE AREAS OF OPPORTUNITY FOR MEETING HIRING, EDUCATION, AND SKILLS NEEDS IDENTIFIED IN THE ECONOMY COMPARED TO THE ASSETS AVAILABLE IN THE LABOR FORCE IN THE STATE.

Describe areas of opportunity for meeting hiring, education, and skills needs identified in the economy compared to the assets available in the labor force in the state.

The federal government shutdown late in 2025 delayed the release of economic data, and as of the writing of this document, data for the last three months of 2025 had not been reported, making annual data for 2025 unavailable. In 2024, New Hampshire's unemployment rate averaged 2.6 percent, rising from the 2023 rate of 2.3
percent. The state's labor force grew by 9,987 or 1.3 percent but remains below its peak in 2019. The state's labor force participation rate increased from 65.2 percent to 65.6 percent but also is well below its pre-pandemic level of 69.1
percent. Table I presents key labor force metrics from the U.S. Census Bureau's Current Populations Survey(CPS). The number of employed New Hampshire residents increased by 7,182 in 2024, while the number unemployed increased by 2,805.

Table I: Key Annual Labor Force Metrics

Year	Civilian Non-Institutionalized Population	Civilian Labor Force	Employed	Unemployed	Labor Force Participation Rate	Unemployment Rate
2024	1,176,508	771,587	751,640	19,947	65.6%	2.6%
2023	1,167,313	761,600	744,458	17,142	65.2%	2.3%
2022	1,159,452	766,672	747,339	19,333	66.1%	2.5%
2021	1,150,014	756,858	731,117	25,741	65.8%	3.4%
2020	1,140,447	764,137	713,144	50,993	67.0%	6.7%
2019	1,129,954	780,540	760,516	20,024	69.1%	2.6%
2018	1,120,839	770,469	750,285	20,184	68.7%	2.6%
2017	1,112,624	758,133	736,918	21,215	68.1%	2.8%
2016	1,097,720	752,478	731,002	21,476	68.5%	2.9%
2015	1,089,562	746,317	720,832	25,485	68.5%	3.4%
2014	1,083,434	743,756	711,740	32,016	68.6%	4.3%
2013	1,075,451	743,036	704,023	39,013	69.1%	5.3%

Source: US Census Bureau, Current Populations Survey

Demographics of the Labor Force

Table J presents labor force participation and unemployment by age group, according to the New Hampshire Economic and Labor Market Bureau's analysis of U.S. Census Bureau's and Bureau of Labor Statistics' Current Population Survey data. Unemployment rates vary within a narrow range apart from the youngest members of New Hampshire labor force. Teenagers (7.2%) and recent graduates (5.7%) had the highest rates of unemployment in the state in 2024.. Unemployment rates were the lowest among residents aged 35-59.

Labor force participation remains highest among residents in the "prime working age" groups between 25 and 54. Labor force participation among older residents declined since the decade leading up to the pandemic, as many left the labor force during that time due to health concerns. In addition, many older residents saw their retirement accounts rise substantially in the decade prior to the pandemic. Along with a sharp rise in home values, many residents may have felt secure enough in their financial situation to exit the labor force. A demographic analysis of the decline in participation among older New Hampshire residents suggests that the decline in participation was greatest among second wage earners in New Hampshire households.

Table J: Labor ForceParticipation and Unemployment Rate by Age 2024		
Age	Labor Force Participation Rate	Unemployment Rate
Age 16 and over	65.6%	2.6%
Ages 16 to 19	46.2%	7.2%
Age 20 to 24	71.1%	5.7%
Age 25 to 29	89.7%	2.9%
Age 30 to 34	87.4%	3.1%
Age 35 to 44	87.1%	2.0%
Age 45 to 54	86.0%	1.4%
Age 55 to 59	81.9%	2.2%
Age 60 to 64	70.0%	3.3%
Age 65 to 69	41.5%	2.7%
Age 70 to 74	22.7%	2.1%
Age 75 and over	7.9%	2.1%
Source: NH Economic and Labor Market Information Bureau analysis of Current Population Survey data		

Among groups likely to face the
greatest barriers in the workforce are veterans and individuals with disabilities. For the most recent months available, CPS data indicate that unemployment among veterans is approximately twice the overall state unemployment rate. Examining data from the Census Bureaus' American Community Survey indicates that among residents ages 18-64, veterans had a higher rate of labor force participation than the population overall ages 18 to 64 (Table K).

The higher labor force participation rate among veterans is likely because 90 percent of veterans in the state are male, and males generally have higher rates of participation than females. Residents with disabilities continue to see much lower labor force participation rates and higher unemployment, especially among those with cognitive, self-care, and independent living difficulties. Table K
shows the labor force participation and unemployment rates for veterans and residents with dis abilities. It's important to note that this data shows those who are eligible to participate in the workforce, meaning it doesn't consider institutionalized individuals or others not in the eligible labor pool. Just 57 percent of all disabled residents were active in the workforce in 2024.

Table K: LaborForce and Employment for Veterans andIndividuals with Disabilities Ages 18-64			
Population Description	Labor Force Participation Rate	Worked Full-Time	Worked Less Than Full-Time
Veterans	79.7%	33.0%	24.0%
With a Disability	57.0%	54.6%	16.4%
With Hearing Difficulty	71.0%	48.1%	17.1%
With a Vision Difficulty	65.3%	23.6%	29.4%
With a Cognitive Difficulty	53.0%	24.5%	18.1%
With an Ambulatory Difficulty	42.6%	13.3%	17.4%
With a Self-Care Difficulty	30.6%	12.1%	23.8%
With an Independent Living Difficulty	35.9%	33.0%	24.0%
Source: American Community Survey 20241-Year Estimates, NH ELMI			

Long Term Unemployment

Long-term unemployment is defined as a period lasting 27 weeks or more. Examining data from the most recent 12 months available from the Current Population Survey shows that 18.9 percent of unemployed individuals in the state were classified as long-term unemployed. Table L shows the share of long-term unemployment by age and sex. The data in Table L should be viewed with caution, however, as the sample size and response rate to the CPS have both declined in recent years, making demographic breakdowns of a subset of responses(those from unemployed individuals by age) prone to large error margins. Nevertheless, the table shows that males represent 59 percent of the long-term unemployed and females just 41 percent. Individuals between the ages of 35 and 44 represent the largest portion of the long-term unemployed in New Hampshire at 23.8 percent, with between the ages of 45 to 54 second

at 18.3 percent. As the workforce of New Hampshire has aged, the percentage of long-term unemployment also increased among mid-career individuals ages 35-54 in recent years.

Table L: 2024/25 Share of Long-Term Unemployed by Age and Sex

Age	Total	% of Total	Male	% of Total	Female	% of Total
Age 16 and over	4,430	100%	2,621	59.2%	1,809	40.8%
Ages 16 to 19	249	5.6%	128	2.9%	121	2.7%
Age 20 to 24	712	16.1%	358	8.1%	354	8.0%
Age 25 to 34	751	17.0%	256	5.8%	495	11.2%
Age 35 to 44	1,055	23.8%	644	14.5%	411	9.3%
Age 45 to 54	811	18.3%	703	15.9%	107	2.4%
Age 55 to 64	633	14.3%	446	10.1%	187	4.2%
Age 65 and over	219	4.9%	85	1.9%	134	3.0%

Source: NH Economic and Labor Market Information Bureau analysis of Current Population Survey data

Older Workers

The percentage of workers aged 55 and above continues to increase in New Hampshire, as the number of younger workers entering the workforce slows. Many industries are seeing a consistently aging workforce, though some are affected more heavily than others. Table M shows the percentage of workers age 55 and older by industry sector in 2024. A majority of industries have almost 30 percent or more of their workforce aged 55 and above.
The largest of these industries is the manufacturing sector, employing nearly 25,000 workers aged 55 and over, who make up 34.4 percent of the workforce. Although the share of workers falls below 30 percent in the health care and social assistance sector, that industry has the largest number of workers aged 55 and over at over 29,000. As the industry sector continues to grow, it may be another sector to monitor, as many occupations in t he sector also require significant training and certification.

Table M: Percentage of Workers Age55+ by Industry Sector

NAICS Code	Industry Sector	Workers Age 55+	% Workers Age 55+
21	Mining, Quarrying, and Oil and Gas Extraction	233	44.6%
53	Real Estate and Rental and Leasing	3,954	39.2%

Table M: Percentage of Workers Age55+ by Industry Sector			
11	Agriculture, Forestry, Fishing and Hunting	1,648	38.3%
31	Manufacturing	24,398	34.4%
48	Transportation and Warehousing	6,186	33.6%
42	Wholesale Trade	10,257	33.2%
90	Government	27,723	30.5%
54	Professional, Scientific, and Technical Services	16,953	30.3%
51	Information	3,692	29.9%
81	Other Services	10,652	29.8%
71	Arts, Entertainment, and Recreation	5,261	29.6%
61	Educational Services	9,194	29.1%
23	Construction	13,100	29.0%
62	Health Care and Social Assistance	29,279	28.5%
52	Finance and Insurance	8,117	28.4%
44	Retail Trade	26,641	28.3%
55	Management of Companies and Enterprises	3,022	27.8%
22	Utilities	605	27.4%
56	Administrative and Support and Waste Management and Remediation Services	11,843	26.3%
72	Accommodation and Food Services	9,810	15.7%
Source: Lightcast™, NH Economic and Labor market Information Bureau			

1. *Labor Market Trends. Provide an analysis of key labor market trends, including across exis ting industries and occupations.*

New Hampshire's labor demand continues to evolve as industries' composition adjusts to changing
technology and demographics. Both the occupational mix and the demographic makeup of the w orkforce are diversifying within industries and across the greater economy. The combined effects of these changes make planning efforts especially challenging for education and training providers, workforce development organizations, and others addressing the labor market needs of individuals, businesses, and geographic regions.

Beyond the difficulties associated with predicting industrial and occupational shifts in a changin g state
economy, in New Hampshire, a majority of the state's population is part of a larger, New Englan d regional
labor market. Access to a broader regional labor market allows New Hampshire residents to tak e advantage of employment opportunities in industries or occupations in neighboring states that may not exist, or which have fewer opportunities, within New Hampshire. The education and training community is charged with
preparing a workforce to meet the needs of New Hampshire employers and, at the same time, pr eparing individuals to find well-paying, quality jobs wherever they are located.

2. *Education and Skill Levels of the Workforce. Provide an analysis of the educational and skil l levels of the workforce.*

Education and Skill Levels of the Workforce

Table
N shows educational attainment levels for New Hampshire's population ages 25 and over by gen der, and Table O shows educational attainment levels for the state by age group.

New Hampshire continues to see high educational attainment levels for those 25 and above, with females showing somewhat higher levels of
attainment. Nearly 95% of the state's population has at least a high school degree or equivalenc y, and 41% of the state's population has a bachelor's degree or higher. Attainment
is relatively consistent across age groups, those between the ages of 25 and 44 are the most likely to have a bachelor's degree or higher.

Table N: Educational Attainment, Population Age 25+			
	Total	Male	Female
Less Than9th Grade	1.4%	1.7%	1.1%
9th to 12th Gra de,No Diploma	3.6%	4.1%	3.0%
High SchoolGra duate or Equiva lency	26.3%	28.7%	24.0%

Table N: Educational Attainment, Population Age 25+			
Some College, No Degree	17.5%	17.6%	17.4%
Associate's Degree	9.7%	8.1%	11.4%
Bachelor's Degree	24.9%	24.9%	24.9%
Graduate or Professional Degree	16.6%	15.0%	18.2%
High School Graduate or Higher	95.0%	94.2%	95.9%
Bachelor's Degree or Higher	41.5%	39.9%	43.1%
Source: American Community Survey 2024 1-Year Estimates			

Table O: Educational Attainment by Age					
	Age 18-24	Age 25-34	Age 35-44	Age 45-64	Age 65+
High SchoolGraduate or Higher	91.2%	95.3%	95.5%	94.9%	94.8%
Bachelor's Degreeor Higher	13.9%	43.8%	49.0%	40.1%	37.5%
Source: American Community Survey 20241-Year Estimates					

Table P shows New Hampshire's labor force and unemployment rates by educational attainment and highlights the reality that employment status is largely affected by educational attainment. Individuals without a high school diploma are much less likely to be in the labor force, and among those who are, they are much more likely to be unemployed than are individuals with higher levels of attainment. Data also shows that increased educational attainment impacts the length of unemployment, higher educational attainment correlating with a lower share of the residents experiencing long-term unemployment (27 weeks or greater).

Table P: Employment Status byEducational Attainment, 2024		
	Labor Force Participation Rate	Unemployment Rate
Less than high school graduate	44.5%%	6.3%

Table P: Employment Status byEducational Attainment, 2024		
High school graduate or equivalency	61.6%	3.4%
Some college or Associate Degree	62.5%	1.9%
Bachelor's degree or higher	73.2%	2.6%
Source: NH Economic and Labor Market Information Bureau's analysis of CPS Data		

3. *Comparison of Economic and Workforce Analytical Conclusion*

New Hampshire has a population that has a high level of educational attainment along with a solid network of educational institutions across the state. Still, demographic forces led by one of the nation's lowest birth rates contribute to an older and slower growing population and labor force than a majority of states. Although New Hampshire's population is highly educated, changes in the composition of industry growth, along with changing technologies within industries, result in skills gaps between occupations in demand by employers and the existing skills of the state's workforce. This is most evidenced by the large number of advertised job postings in the state and among many industries despite relatively slow net job growth. For the New Hampshire economy to continue to grow and prosper, the state must achieve very high levels of labor force participation as well as maximize the skills and abilities of its workers and match them to the occupational and skill demands of employers.

2. WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ACTIVITIES ANALYSIS

The Unified or Combined State Plan must include an analysis of the workforce development activities, including education and training in the State, to address the education and skill needs of the workforce, as identified in (a)(1)(B)(iii) above, and the employment needs of employers, as identified in (a)(1)(A)(iii) above. This must include an analysis of—

A. THE STATE'S WORKFORCE DEVELOPMENT ACTIVITIES

Provide an analysis of the State's workforce development activities, including education and training activities of the core programs, Combined State Plan partner programs included in this plan, and required [6] and optional one-stop delivery system partners.[7]

[6] Required one-stop partners: In addition to the core programs, the following partner programs are required to provide access through the one-stops: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American programs, HUD Employment and Training programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs program, Senior Community Service Employment program, Temporary Assistance for Needy Families (TANF) (unless the Governor determines TANF will not be a required partner), Trade Adjustment Assistance programs, Unemployment Compensation programs, and YouthBuild.

[7] Workforce development activities may include a wide variety of programs and partners, including educational institutions, faith- and community-based organizations, and human services.

B. THE STRENGTHS AND WEAKNESSES OF WORKFORCE DEVELOPMENT ACTIVITIES

Provide an analysis of the strengths and weaknesses of the workforce development activities identified in (A), directly above.

C. STATE WORKFORCE DEVELOPMENT CAPACITY

Provide an analysis of the capacity of State entities to provide the workforce development activities identified in (A), above.

Workforce development activities in New Hampshire are executed by the NH Department of Business and Economic Affairs (BEA) through the Office of Workforce Opportunity (OWO), NH Employment Security (NHES), the New
Hampshire Department of Education (NHED), and the NH Community College System (CCSNH) along with an extensive network of contracted service providers and additional partners. There is also a direct connection to the NH Department of Health and Human Services (DHHS) New Hampshire Employment Program (NHEP) that serves individuals receiving TANF Cash and have a 20- or 30-hour work requirement and the SNAP Employment and Training Program (SNAP E&T) that serves individuals receiving SNAP but not receiving TANF Cash on a voluntary basis. To ensure seamless service delivery for participants, there has been close collaboration both within and across these partner agencies.

When our partners at the DHHS Claremont District Office were displaced due to a natural disaster, the NH Works system stepped up to help, showcasing the strength of the partnerships that exist in New Hampshire. NHES and DHHS administration arranged for a number of DHHS staff to be stationed at the Claremont NH Works Office for the duration of their displacement. This co-location effort has proven to be so successful that the DHHS staff from the NHEP and SNAP E&T programs are still located at the Claremont office, and plan to stay for the foreseeable future. Leadership at both NHES and DHHS are not only committed to maintaining this co-location of staff, but they are exploring other locations where this collaboration can be replicated. This collaboration has seen success in eliminating redundancy, more efficiently using resources, and improving customer experience over the past several years.
This collaboration has seen success in eliminating redundancy, more efficiently using resources, and improving customer experience over the past several years.

To ensure alignment with Governor Ayotte's vision for job growth and stability in the state, activities, including education and training,
highlights New Hampshire's commitment to delivering programming that meets the needs of both jobseekers and employers.

New Hampshire Works- The New Hampshire Works Consortium plays a pivotal role in delivering one-stop operator services and overseeing 12 American Job Career Centers across the state. NH Works offers a comprehensive suite of services catering to the needs of both job seekers and employers. As the statewide One-Stop Operator for the NH Works System, the Consortium integrates the expertise of various agencies to

effectively address the workforce development goals of the state, serving as the primary custom er-facing job search and employment resource center.

Guided by the State Workforce Innovation Board (SWIB) and its committees, the NH Works Consortium functions as the One-Stop Operator. Members of the Consortium include the Commissioner of NHES, State Workforce Director of OWO, and other executive-level staff from state agencies, are responsible for the six WIOA core programs and actively contribute to overseeing system-wide workforce development strategies and goals. The Consortium's primary focus is on the design and implementation of resources, policies, and procedures to continually enhance the quality of operations at NH Works Centers, aligning them with SWIB visions and objectives for the overall betterment of the state's workforce development initiatives. Other committees include:

- The Consortium – comprised of commissioner and director-level staff from each of the WIOA core programs as well as other partners to provide a connection between the workforce system and policymakers and create a communication network among partner agencies.
- Performance subcommittee – comprised of individuals who have WIOA performance reporting responsibilities for their agencies. This group is tasked with the development and implementation of processes to share key performance data across the core WIOA programs.
- Interagency Business Team (IBT) – comprised of individuals who have day-to-day contact with the business community; facilitates communication between partner agencies' employer services functions.
- Professional Development Team (PDT) – exists to promote capacity building and professional development among workforce system staff members.

NH Works One-Stop Centers provide co-located services under the Workforce Innovation and Opportunity Act (WIOA), including NH Employment Security (the WIOA Dislocated Worker Service Provider), Vocational Rehabilitation, and the WIOA Adult Service Provider (Community Action Partnership Hillsborough and Rockingham Counties, Inc.). Eligible adults, including those receiving TANF and SNAP, can benefit from the New Hampshire Employment Pr ogram (NHEP) or the SNAP Employment and Training Program (SNAP E&T) through the Department of Health and Human Services, which offers workforce assessment, training, and education. Adult Education (AE) services are also accessible within the one-stop career center through provided links. Additionally, the NH Works Center offers various partner services, either online or on an itinerant basis, ensuring comprehensive support for individuals.

The co-location of workforce services has significantly contributed to a seamless and customer-focused service delivery model at NH Works Centers. For job seekers, a clear and effective process is est ablished upon entering a one-stop center, starting with a front-end intake process. Job seekers can readily access education and training resources, career information, labor market information, skill and interest assessments, job search assistance, workshops, counseling, and

more. Co-enrollment in workforce programs is a common and streamlined practice, providing individuals with comprehensive support.

On the back end, interagency and inter-program referral processes facilitate regular information sharing among case managers and program staff, whether in-person or through technology. In specific cases
involving adults, youth, or business clients, case managers from different programs or service pr oviders may jointly attend meetings to ensure a smooth transition between our co-enrollment in programs.

A notable aspect of success lies in the general misunderstanding by the public regarding the specific
workforce services they receive. The terms NH Works, Employment Security, WIOA, and specific services like Job Training Fund or Unemployment Insurance are used interchangeably by both job seekers and business customers. The effective branding of NH Works and the co-location of services have proven successful in blending resources. This ensures that customers recognize NH Works as the go-to place for any workforce development need, fostering a unified and accessible approach to services.

Workforce activities that are conducted through the NH Works office, for both jobseekers and b usiness customers, include:

- Unemployment insurance claim processing support
    - Labor Market Information –
      information and statistics regarding occupations, wages, community-specific data, high-demand, and high-growth sectors
    - On-the-Job-Training to provide specific occupational skill training
    - Job Training Fund [1] opportunities for businesses focused on upskilling incumbe nt workers.
    - Return to Work opportunities, focusing on unemployed individuals.
    - SCSEP employment programs for older individuals with barriers to unsubsidized employment
    - Veteran's services
    - Migrant worker services
    - Reemployment Services and Eligibility Assessment
    - Granite State Jobs Act programs (WorkNowNH, WorkInvestNH, Reentry Progra m)
    - Job fairs are
      held by Employment Security and promoted to all agency clients and employers.
    - Boot camps and job-
      seeking workshops, as well as Pathway to Work for those interested in self-employment.

- Training program information, including sector initiatives, Registered Apprenticeships, and employer-driven programs.
- Resource center and computer labs, providing access to job listings, upcoming jo b fairs, free job- seeker resource materials, and more.

[1] The Job Training Fund is a state-funded program in New Hampshire.

NH Works Center staff undergo specialized training to effectively cater to the diverse needs of customers.
This includes Job Placement Specialists and Employment Counselor Specialists for job seekers, a nd Employer Representatives or Veteran Employer Representatives for business customers. Despite being based at the same NH Works Center, these professionals target specific customer segments, ensuring a more personalized approach. Open lines of communication and a referral process have been implemented to reduce redundancy and enhance customer service. Agency leadership actively promotes cross-training and information sharing on various programs and services. While NH Works Center staff specialize in workforce system knowledge and skills, they also possess sufficient understanding of other programs and services to make effective referrals. Core and non-core WIOA program staff consistently promote programs to all customers.

To serve business customers, program staff regularly engage directly with employers, conducting site visits
to identify current training needs or available job opportunities. This approach not only support s employers but also provides real-time employment information for job seekers.
The Interagency Business Team works to streamline access to services offered by each workforce program. A partnership with the Division of Economic Development housed within BEA has led to the establishment of a Business Resource Center, promoting programs in finance, international trade, state and federal procurement contracts, and tax credit programs. Rapid Response and Layoff Aversion programs, managed by OWO, are coordinated with the Division of Economic Development, leveraging existing ties to
the business community. Business Resource Specialists collaborate with NH Works partner staff to assist employees affected by layoffs or business closures, discussing benefits, programs, and opportunities for dislocated workers. This includes job training or retraining programs, unemployment insurance, counseling, workshops, and other resources available to all job seekers. Regular meetings in communities around the state provide real-time information on employer needs, which is then matched to the individual needs of NH Works and partner agency customers.

NH Department of Business and Economic Affairs (BEA) through the Office of Workforce Opportunity (OWO) contracts with the Community Action Partnership Hillsborough and Rockingham Counties, Inc. (CAPHR) to serve as the primary service provider for WIOA Adult employment and training services. This relationship grants participants access to a range of services through the Community Action Programs Association, including energy assistance, heal th and wellness programs, food and nutrition assistance, housing, and homeless prevention programs, TANF work programs, and various supportive and volunteer services. NHES provides direct service delivery for WIOA Dislocated Worker programs. Since NHES provides unemployment assistance, the provision of Dislocated Worker services as part of the array of services provided under this agency allows individuals to obtain the services needed.

The partnership between America's Youth Teenage Unemployment Reduction Network, Inc. (MY TURN) and Jobs for America's Graduates- New Hampshire (JAG NH) focuses on providing core-WIOA employment and
training services to economically disadvantaged youth. This includes both in-school and out-of-school youth, with services tailored to enhance career awareness, work-ready skills, and increased academic skills leading to academic and/or employment credentials/outcomes. Referrals and release forms within the NH Works system facilitate information sharing to best serve the unique needs and barriers of the youth population.

New Hampshire Department of Education (NHED)- The NHED administers core and non-core WIOA services, including Adult Education and Family Literacy (AEFLA)programs, Vocational Rehabilitation (VR), and Perkins Career and Technical Education (CTE) programs.

The Bureau of Career Development within NHED authorizes the development and implementation of long-range, statewide policies, procedures and plans for the administration of Career, Technical, and Adult Education programs including adult education and literacy programs, technical preparation programs, extended learning opportunities, apprenticeship programs and work-based learning opportunities. The BCD oversees NHED's Office of Adult Education and Office of Career and Technical Education.

The Office of Adult Education (OAE)

administers state and federal funding for programs that help adults improve their basic educational skills and earn a high school credential. Federal funding is provided under the Adult Education and Family Literacy Act (AEFLA), which is authorized by Title II of the Workforce Innovation and Opportunity Act (WIOA). The Office also supports statewide High School Equivalency (HSE) testing and coordinates with approved HSE providers, including GED® and HiSET®.

Adult Education (AE) programs form the foundation of adult workforce development services, as strong literacy and numeracy skills are essential for success in today's labor market. This need is particularly evident when addressing the gap between the skills required for high-demand occupations and those traditionally associated with entry-level jobs.

AE program staff actively participate in WIOA workforce partner meetings, and NH Works counselors collaborate with students in adult education classrooms. These counselors introduce career assessments, explore career pathways, and connect students to resources available through NH Works. Adult learners also receive individualized support from counselors who help them set goals, address challenges, and adjust employment expectations as needed.

Additionally, AE programs build partnerships with local community colleges, Career and Technical Education (CTE) centers, and certificate programs to facilitate transitions into postsecondary education after completion of adult education coursework. Workforce partner agencies also refer individuals who lack a high school diploma or demonstrate basic skills deficiencies to adult education programs.

The Bureau of Adult Education provides funding for programs serving adults who are improving
their basic educational skills leading to a high school credential. The Bureau also administers th e statewide High School Equivalency Test

(HiSet). Adult Education programs serve as the foundation and basic building blocks of all workforce development services, as the importance of individuals having foundational skills in math and reading continues to grow. This holds particularly true when looking at past entry-level jobs for job-seeker customers and closing the gap with high-demand skills and occupations.

Adult education staff participate in workforce agency partner meetings and NH Works counselors work with students on-
site in adult education classes to introduce career inventories, and career pathways, and promote resources available through NH Works. Adult students also work with counselors present in the classroom, who meet with students to discuss goals, challenges, and recalibrate employment expectations. This coordination also builds bridges with local community colleges, CTE centers, and certificate programs to further facilitate adult students to continue into post-secondary education after completing adult education coursework. Adult education staff also receive referrals from workforce partner agencies for customers who do not have a high school diploma or are basic skills deficient.

The Bureau of Vocational Rehabilitation (VR) provides assistance to eligible persons with disabilities throughout the state to gain and retain employment outcomes through the provision of direct vocational rehabilitation services, as funded under the Rehabilitation Act of 1973, as amended. VR is a joint State/Federal program that seeks to empower people to make informed choices, build viable careers, and
live more independently in the community. To that end, VR supports the following programs an d priorities:

- Disability Determination Services
- Independent Living
- Rehabilitation Services
- Services for the Blind and Visually Impaired
- Services for the Deaf and Hard of Hearing
- Transition Services

VR operates under the awareness that collaboration with other agencies, community groups, and employers is what makes their services most meaningful for their customers. There has been continued outreach to the business community on the benefits of hiring individuals with disabilities. VR staff also work to ensure other public workforce system resources are fully accessible and closely align the personal interests of clients with the current job market, using the labor market information that is available. Currently there are strong relationships with local employers, regional workforce coalitions,
community organizations such as Goodwill, and co-enrollment for customers. Students are able to gain real world work experience through the Extended Learning Opportunity (ELO) program. The NH Department of Education supports and encourages local school districts to adopt policies that encourage 'extended learning'. Extended learning refers to the primary acquisition of knowledge and skills through instruction or study outside of the traditional classroom methodology, including, but not limited, to:

- Apprenticeships
- Community service
- Independent study
- Online courses
- Internships
- Performing groups
- Private instruction

Several vendors provide direct services for those with disabilities throughout the state. A close collaboration between VR, the state legislature, families, the governor's commission, Developmental Disability Council, and other stakeholders resulted in the passing of State Bill 47 to eliminate subminimum wage for individuals with disabilities in New Hampshire – a great success in closing the unemployment gap for this demographic.

On the national level, there is a trend that individuals with disabilities become isolated after leaving the secondary education system and lose access to many of the resources that are available, resulting in high unemployment for this segment of the population. VR staff are committed to closing this gap for New Hampshire residents and leveraging many national resources in addition to the local and state level workforce services. A data system has been developed specifically for individuals with disabilities, called the Talent Acquisition Portal. Project Search, a national partnership for people with significant developmental disabilities, teaches work behavior, job skills, soft skills, communication, and other fundamental tools for success. Pepnet2 is a national partnership dedicated to increasing education and career choices for individuals who are deaf or hard of hearing.

The Office of Career and Technical Education (OCTE)

within the New Hampshire Department of Education (NHED) provides leadership and oversight for the state's Career and Technical Education (CTE) system. OCTE administers federal Perkins V (Strengthening Career and Technical Education for the 21st Century Act) funds to support the state's 26 regional secondary CTE centers and the Community College System of New Hampshire (CCSNH). It also administers state tuition and transportation aid to support secondary student participation in CTE programs. OCTE ensures compliance through program monitoring and civil rights reviews, supports career pathway development, and promotes alignment between secondary and post-secondary education to expand access to high-quality CTE opportunities.

OCTE collaborates with work-based learning coordinators, Extended Learning Opportunity (ELO) coordinators, and school counselors to strengthen career pathways and student support statewide. It also partners with CCSNH and workforce development entities to align CTE programs with labor market needs. CTE programs follow the National Career Cluster Framework, integrate work-based learning experiences such as internships and apprenticeships, and maintain strong industry connections through advisory boards and

instructor externships. Students benefit from career readiness activities, dual enrollment, and articulation agreements that provide early college credit at little or no cost.

In addition to programmatic responsibilities, OCTE plays a critical role in CTE facility construction and renovation projects under Ed 1300 rules and RSA 188-E. OCTE supports NHED's evaluation and prioritization of proposals for renovation, expansion, or new construction of regional CTE centers, ensuring projects meet labor market demand, enrollment trends, and technical standards.

Through these combined efforts, program oversight, infrastructure investment, and financial support, OCTE advances New Hampshire's vision for a strong CTE system that prepares students for success in both college and careers while meeting the state's workforce needs.

Apprenticeships - The Workforce Training Program of The Community College System of NH-ApprenticeshipNH is a robust
initiative funded through Federal Grants from the U.S. Department of Labor. Launched in 2017, t he program has significantly expanded Registered Apprenticeships and Pre-apprenticeships in non-traditional sectors.

The impact is evident with the establishment of over 216 new Registered Apprenticeship Programs and more than 77 Pre-Apprenticeship Programs. The program has provided crucial support to over 1500 apprentices and pre-apprentices, aiming to build a sustainable infrastructure for Pre-Apprenticeship to Registered Apprenticeship pathways. The initiative fosters collaboration, connecting industry leaders, employers, state and community organizations, education providers, and career seekers to collectively develop New Hampshire's workforce.

With an industry-led approach, paid jobs, structured on-the-job learning, mentorship, supplemental education, and a commitment to quality, and safety, the program emphasizes the importance of credentials. Support services, including a scholarship and funds to remove barriers to participation in an apprenticeship or pre-apprenticeship program, and referrals to state and local resources, aim to alleviate financial barriers for apprentices. The program's four fully staffed Regional Hubs (Northern, East-
Central, Southern, and Western) feature apprenticeship coordinators, developers, apprenticeship
navigators, and specialists providing technical assistance, support for employers and apprentice s, assistance in program development and registration, and connections for career seekers with tailored programs and support services. The holistic support structure ensures apprentices receive assistance throughout the program, reducing barriers to success and fostering a thriving workforce in New Hampshire.

Community College System of New Hampshire (CCSNH) - The Community College System of Ne w Hampshire is deeply integrated into the NH workforce system, working closely with the NHED Bureau of Career Development services, and providing post-secondary training programs fulfilling WIOA, CTE Perkins, and employer-directed skill training needs. There are seven campuses across the state, plus satellite locations and programs offered for local employers, which speaks to their dedication to serving the communities and supporting local employers and the regional industries. Programs are designed to prepare students for
today's job market and/or successful transfer to higher-level degrees at four-year colleges.

The Community College System is invested in supporting programs that are driven by local industry needs and aligns its work with New Hampshire's top priority. CCSNH continues to keep an increased focus on identifying employment trends in the most in-demand sectors and working directly with employers to build programs around specific skills that are seeing shortages. CCSNH programs prepare NH residents for all of the sectors noted in the report, with particular strength in healthcare, technicians across multiple industries, hospitality, IT, business professions, skilled trades such as HVAC, welding, electrical systems technology, electrical line workers and many other training programs.

CCSNH has a long track record creating accelerated pathways to in-demand careers helping to meet workforce needs across the state. In FY25, CCSNH served more than 3,000 students in short-term workforce training courses, programs and bootcamps. Many courses were created in collaboration with employers to meet specific industry sector needs and support economic expansion.

The Community College System of New Hampshire's WorkReadyNH is another initiative, developed through both state funding from the UI Trust Fund and administered by New Hampshire Employment Security (NHES) and previous funding supported by a U.S. Department of Labor, Employment & Training
Administration TAACCCT Grant. WorkReadyNH is an employability skills training program desi gned to meet the needs of New Hampshire businesses.

It is a joint endeavor by the Community College System of NH, Office of the Governor, BEA, Employment Security, and NH Works, and funded by the State of New Hampshire's Unemployment Insurance Fund and
contracted with NHES. This program provides training, at no cost for the participant, in skills em ployers have identified as essential in the workplace. The program is delivered through the community colleges where participants engage in applied math, workplace documents, and graphic literacy assessments. They are then exposed to over 60 hours of job seeking and soft skills curriculum that includes:

• Skills Showcasing	• Employer Expectations
• Business Ethics	• Building Better Teams
• Workplace Sensitivity	• Critical Thinking
• Effective Communication	• Conflict Resolution

In addition to these skills, participants have the ability to earn a nationally recognized credential
.

- National Career Readiness Certificate (NCRC). The NCRC gauges an individual's proficiency in three primary areas essential for workplace success in applied math, drafting workplace documents and graphic literacy. This multi- agency program is another example of how New Hampshire is working with partners across the workforce system. Participants from NHEP, VR, TANF, WIOA, SNAP, ABE,
  SCSEP and others are often co-enrolled to coordinate career services and resources. New Hampshire is dedicated to continuing this model of collaboration
  through the WorkReadyNH program.

Community College System staff also serve on workforce partner agency committees (e.g., SWIB, NH Works Consortium, etc.) and have established strong relationships at both the local and state level.

Department of Health and Human Services - As part of NH's workforce development system, the New Hampshire Department of Health and Human Services (NH DHHS) provides services to eligible families, such as the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), cash assistance,
medical assistance, childcare, and medical savings. Once eligible, families or individuals may have access to Workforce Development (WFD) Services through the NH Employment Program (NHEP) or the SNAP Employment & Training Program (SNAP E&T).

Trained NHEP Career Counselors and SNAP E&T staff assist participants with the development of a comprehensive Employability Plan which outlines goals in the following workforce areas:

- High School Credential Attainment
- Career Exploration, including job readiness and job searching assistance.
- Industry Sector Training & Credentialing Attainment
- Employability Skills, including the development of a comprehensive portfolio (Resume, Cover letter, References etc.
- Work Experience and Unpaid Internships to gain the necessary skills to become employ ed.
- Career Ladder Employment, including direct placement, apprenticeships, and On-the Job- Training

Limited financial support services related to employment needs may be available,
such as vehicle repair,
mileage reimbursement, tuition & training fees, assistance with obtaining tools for the trade (co mputers, uniforms, work attire, etc.).

DHHS collaborates with all of the NH Workforce partners in order to provide and facilitate quali ty services and opportunities geared toward preparing NH citizens to enter into high wages, career ladder employment in high demand industries.

The Financial Assistance to Needy Families Program (TANF) provides cash assistance to families with dependent children through the following programs of assistance which include, New Hampshire
Employment Program (NHEP); Family Assistance Program (FAP); Interim Disabled Parent (IDP) program; or Families with Older Children (FWOC):

- The New Hampshire Employment Program (NHEP) is the mandatory work program that provides
  parents with job preparation, work, and support services to enable them to permanently attach to
  gainful employment while providing financial assistance that allows children to be cared for in their own homes.

- The Family Assistance Program (FAP) provides financial assistance for families in which the children are deprived of the care of both parents due to continued absence or disability. The children may be cared for by the disabled parent (or parents) or by a caretaker relative. The relative is the designated guardian for a child/children deprived of the support of both parents. The relative caretaker may or may not be included in the case. There is no mandatory work requirement for the Family Assistance Program. In a relative caregiver case, if the relative chooses to be included in the assistance group for financial assistance, the relative would be mandatory for the work program, and case would be considered an NHEP case.

- The Interim Disabled Parent (IDP) program provides assistance to families in which a parent is temporarily unable to participate in work programs due to their own medical condition. The IDP program has a mandatory work requirement only for the able-bodied adults in the household, and provides the same employment and training supports as the mandatory work program for able-bodied adults.

- The Families with Older Children (FWOC) program helps families that include a child who is over age 18, and under age 20, but still a full-time student in high school or the equivalent. These children meet the definition of a dependent child under State of New Hampshire law, but not under federal regulations. The FWOC program has a mandatory work requirement for the able-bodied parent.

All TANF programs have the same cash eligibility requirements, and the same benefit limits. To qualify, the dependent children must lack parental support or care due to death, continued absence or because at least one parent in a two-parent home is disabled. TANF cash assistance is available for a maximum of 60 months (about 5 years). There is no limit on receipt of assistance for the children in families headed by a relative who does not receive TANF assistance for him/herself.

Parents of families eligible for TANF cash assistance are also eligible for Medicaid; children of TANF eligible families are eligible for Children's Medicaid (CM). Employment and Training Programs and Support Services assist adults receiving cash benefits through the TANF program. Employment and training services are provided by the Bureau of Family Assistance (BFA) and other inter-agency staff located in your local District Office.

Childcare Assistance assists parents engaged in work, training, or educational activities. Payments to childcare providers are coordinated by BFA in cooperation with the Child Development Bureau. Emergency Assistance assists families with dependent children who may qualify for TANF in obtaining and keeping safe and healthy permanent housing.

New Hampshire's SNAP Employment & Training Program (SNAP E&T) is a voluntary workforce program for SNAP recipients that aims to improve individuals' economic mobility by providing high-quality job training, education, and support services.

New Hampshire operates a voluntary SNAP E&T program for individuals, 18 years of age or older, who
receive SNAP but do not receive TANF cash assistance. Participation in the SNAP E&T program d oes not affect any other benefits individuals may be receiving.

SNAP E&T participants receive comprehensive case management, personal assessments, and individualized employment plans. Individuals are also eligible for reimbursement of expenses th at are reasonable, necessary, and directly related to participation in the SNAP E&T program.

SNAP E&T participants can receive the following services.

- Supervised Job Search - Assistance with targeted job search to find new employment or seek a position of greater responsibility.
- Job Search Training – Assistance with resume development, career exploration, intervie w preparation, etc.
- Job Retention – Case management, job coaching, and support services geared towards ke eping a job once obtained rather than finding new employment.
- Education and Training Support- Assistance with securing short-term non-credit bearing industry-recognized credential or certification programs through referrals to partner organizations such as WorkNowNH or WIOA.

Cross-agency Collaboration - To effectively address the education and skill needs of the workforce and meet the employment requirements of employers, the New Hampshire workforce system emphasizes close collaboration and coordination among all partner agencies. By pooling resources and braiding
funding, the workforce system enhances its ability to serve both job seekers and business custo mers. In addition to the collaborative efforts mentioned earlier, core and non-core WIOA partners engage in various collaborative initiatives:

1. **Consortium and Commissioner-Level Meetings:**
    a. Regular meetings are held to leverage opportunities, share best practices, align policies, and make operational decisions. These interactions enhance communication and coordination at both policy and operational levels.
    b. **Local NH Works Partner Meetings:**
        i. Quarterly meetings take place in six different regions, bringing together i ndividuals from various agencies involved in workforce services. This includes representatives from Employment Security, WIOA Adult and Youth contractors, TANF, Adult Education, Vocational Rehabilitation, resettlement agencies, and more. These meetings facilitate information sharing and improve communication among agencies.
    c. **Regional Roundtable Discussions:**

i. Community partners engage in roundtable discussions in regions like the North Country and Keene, fostering collaboration and partnerships with local employers.

d. **Job Fairs and Events:**

i. All partners, including employers, education/training programs, and age ncy programs, are invited to job fairs and events for job seekers. This promotes a holistic approach to workforce development.

e. **Business Outreach within the One-Stop System:**

i. Collaboration is effective when conducting business outreach within the one-stop system. Partner agencies share case notes and information on business customers, ensuring coordinated support.

f. **Collaboration Between Community College System (CCS) and Career and Te chnical Education (CTE):**

i. CCS and CTE work closely together, offering dual credit opportunities, sharing funding streams, recruiting at education and job fairs, and promoting career pathways.

g. **Collaboration Between Adult Education (ABE) and Vocational Rehabilitatio n (VR):**

i. Successful collaboration, especially when programs are co-located, allows ABE to teach remedial English and math courses at Great Bay Community College. This partnership optimizes resources and better serves students by reserving financial aid for college-level coursework.

h. **Workforce Development Staff Professional Development Opportunities**:

- As part of its ongoing commitment to workforce system alignment, professional development, and continuous improvement, OWO convened the inaugural NHWorks Conference in 2018 and successfully held the conference again in 2019. The conference took a brief hiatus due to the COVID Pandemic and came back better than ever. The state has held back-to-back conferences in the Fall of 2024 and 2025. This conference brings together NHWorks front-line staff and partners from across the systems to participate in coordinated training and technical assistance aligned with WIOA priorities. Offered at no cost to participants, the NHWorks Conference supports skill development, promotes consistency in service delivery, and fosters cross-program collaboration. The conference also provides valuable opportunities for networking, peer learning, and information sharing among workforce professionals. Building on the success of the 2024 and 2025 conferences, the State intends to continue the NHWorks Conference as an annual training and technical assistance event
- OWO offers a monthly virtual Lunch and Learn series for NHWorks partners, including front-line staff. This series provides short, focused professional development and enrichment opportunities designed to support continuous learning and timely

dissemination of information. Delivered virtually, the Lunch and Learn sessions are easily accessible statewide, minimize disruption to daily operations, and allow staff to engage in regular training within a manageable time frame.

Together, the annual conference and monthly Lunch and Learn series ensure ongoing, no-cost training and technical assistance while promoting collaboration, knowledge sharing, and system alignment across NHWorks partners.

The Granite State Jobs Act of 2019 was enacted to enhance access to job-training programs, incorporating various components such as structured onsite lab or classroom training, basic skills development, quality improvement, safety training, management and supervision, and English as a second language. This legislation introduced two key economic and workforce development initiatives – WorkInvestNH and WorkNowNH – aiming to strengthen partnerships and resources like WorkReadyNH, focusing o n soft skills and job readiness.

WorkInvestNH Program:

- Available to businesses in New Hampshire and those intending to locate within the state, contributing quarterly taxes to the NH Unemployment Trust Fund.
- Allows businesses to upgrade workers' skills through the fund.
- Workers, residents of New Hampshire or employed by entities within the state, can recei ve training.
- Training provided by the vendor of the entities' choice, with consultation from the Colle ge System of New Hampshire (CCSNH) for quality and cost effectiveness.
- Customized training at each campus to meet specific company needs.

WorkNowNH Program:

- Funded through the Job Training Fund, this program is designed to provide intensive case management services to eligible New Hampshire residents at no cost who are enrolled in one or more of the following public assistance programs: Granite Advantage (Expanded Medicaid), Traditional Medicaid, SNAP and/or TANF.
- Connects job-ready participants with available job opportunities and offers support for those individuals who are not yet work-ready through additional referrals to community services, education, training, and skill development resources.
- WorkNowNH also supports employers by providing referrals to help them train and retain new employees. Businesses that hire WorkNowNH participants through On-the-Job Training (OJT) programs may qualify for wage reimbursement during the training period.

WorkNowNH Services Include:

- Intensive one-on-one case management
- Job search and job readiness assistance

- Referral services to education, training, and apprenticeship programs
- Referral to community services for those not work-ready.
- On-The-Job employment opportunities
- Direct referrals to employers

Enrolled participants are eligible to receive the following Employment Support Services, up to the maximum allowable amounts:

- $6,500 in tuition payments.
- $1,500 for books, fees and supplies
- $160 for travel reimbursement per month up to six months
- $100 for childcare registration fees
- On-the-job training (OJT) opportunities covering up to 50% of the participant's wages, up to a maximum of $5,000.00 or six months, whichever comes first

These programs serve as valuable resources for both businesses addressing workforce challenges and
individuals seeking employment, fostering skill development, and promoting economic growth i n the state.

Fiscal Year	Enrolled	Transportation	Tuition	Books,fees, supplies	Childcare Reg Fees
2023	478	42	301	169	0
2024	524	56	225	176	0

NH Employment Security developed a program that provides services to those currently in fede ral, state or county correctional facilities who are soon to be released. Prior to being released, participants that are within 6 -12 months of release will be eligible to receive employment services to include:

- Workshops on resume writing, interviewing, job search, and how to network within a jo b fair.
    - One-on-one assistance with resumes and barrier resolution
    - Mock interviews with employers
    - Recruiting events
    - Job Fairs
    - Soft handoff to American Job Center (AJC) staff

Upon release the majority of the participants will be eligible for Expanded Medicaid or Tradition al Medicaid, making them eligible for WorkNowNH services and support.

<u>Sector-Based Initiatives</u>

Building on New Hampshire's commitment to a demand-driven workforce system, sector strategies serve as a cornerstone of how the state connects employers, educators, and workforce partners to strengthen the talent pipeline. New Hampshire's sector strategies approach is built on strong collaboration between business, education, and the public workforce system to address shared workforce challenges and align training with real industry needs. Rather than taking a one-size-fits-all approach, sector partnerships bring together employers within key industries—such as manufacturing, healthcare, construction, hospitality and technology—to identify skill gaps, shape curriculum, and inform workforce programs. These partnerships create a direct line of communication between employers and workforce partners, ensuring that education and training initiatives reflect the skills and credentials that businesses need to grow and compete.

Through these collaborative efforts, New Hampshire's workforce system is able to respond more effectively to changing market conditions and support both workers and employers. Businesses benefit from a more prepared and reliable talent pipeline, while job seekers gain access to high-quality training and career pathways that lead to good jobs in high-demand fields. This ongoing collaboration continues to strengthen New Hampshire's economy and reinforces the state's commitment to a demand-driven, industry-informed approach to workforce development.

(B)The Strengths and Weaknesses of Workforce Development Activities. Provide an analysis of the strengths and weaknesses of the workforce development activities identified in (A), directly above.

Strengths

The strength of the New Hampshire workforce development system lies in its robust emphasis o n cross- agency collaboration, a cornerstone that has resulted in several notable strengths:

1. **Collaboration and Partnership:** The system brings crucial workforce stakeholders to the table,
   fostering a collaborative environment where individual partners and programs function as a cohesive team. This collaborative approach extends to sharing services, information, and funding. Given the state's size and limited budget for workforce development, this collaboration is essential, allowing partners to stretch resources, blend, and braid funds strategically to maximize outcomes.
    a. **State Leadership Vision:** New Hampshire's workforce development system ben efits from the
       visionary leadership of the Governor. The Governor has spearheaded initiatives t hat significantly impact talent attraction, retention, and development.
2. **Availability of Services:** The state allocates substantial resources to provide comprehe nsive services
   for residents who are unemployed or underemployed, actively engaging in workforce pr ograms and
   services. These efforts align with the current workforce needs of the state, exemplified b y programs created under the Granite State Jobs Act.
    a. **Alignment with Business Needs:** Employment and training activities are metic ulously aligned with the needs of employers. Sector-

based strategies and labor market intelligence play a pivotal role in shaping the development of education and training initiatives. This alignment ensures that workforce development efforts are responsive to the dynamic needs of the business community.

Overall, the New Hampshire workforce development system's strengths underscore a commitment to collaboration, adaptability to business needs, and a visionary approach to leadership, ensuring that workforce programs effectively contribute to the state's economic growth and resilience.

Weaknesses

In the face of rapid growth and advancement in the state, the New Hampshire workforce system recognizes the opportunity to enhance its effectiveness in meeting the evolving needs of businesses and job seekers. However, several challenges persist, and the state continues to identify solutions for the following key issues:

1. **Economic and Social Uncertainty:**
    a. *Talent Pool and Population Demographics:* The declining population and available talent pool pose significant workforce challenges. Finding skilled individuals to meet the demands of businesses, particularly for small enterprises, remains a struggle, hindering growth opportunities.
2. **Workforce Housing:**
    a. *Limited Affordable Housing:* Affordable housing scarcity, especially in certain areas, hampers talent attraction efforts. The difficulty in welcoming new residents and workers is exacerbated by the limited availability of places to live, even when cost is not a primary consideration.
3. **Employment Barriers:**
    a. *Transportation, Childcare, Substance Abuse, Soft Skills, and Language Barriers:* Barriers to entering the workforce, including transportation issues, childcare availability, substance abuse concerns, soft skills development, and language barriers, persist. Stakeholders work on innovative solutions within resource constraints.
4. **Communication and Information Sharing:**
    a. *Cross-Agency Collaboration:* While cross-agency collaboration is a strength, effective communication across all levels of each agency remains a challenge. System leaders aim to institutionalize processes that ensure seamless communication throughout organizations, fostering continued collaborative efforts.
5. **High Cost of Post-Secondary Education:**
    a. *Affordability of Education:* The high cost of post-secondary education in the state, coupled with lower wages and societal pressure to pursue traditional four-

year institutions, presents a weakness. Mitigation efforts involve supporting alternate pathways to education.

6. **Outreach and Awareness:**

    a. *Public Awareness of Services:* Generating awareness of the services offered by the workforce development system is a persistent challenge. Partners strive to ident ify effective marketing strategies and improve outreach to potential business and individual customers.

7. **Board Development:**

    a. *Continuous Improvement:* Emphasis on continuous improvement for board mem bers and operations is crucial. Efforts focus on reengaging board members and establishing better board structures through well-defined bylaws.

8. **Lack of Funding:**

- New Hampshire continues to face funding challenges, as WIOA allocations from the U.S. Department of Labor have steadily decreased even as program costs and service demands have risen. Many of the core WIOA programs receive only federal funding with no state funding allocated while others have limited state funding.

Addressing these challenges requires a collaborative and innovative approach, leveraging resources
effectively to implement sustainable solutions. As the workforce system adapts to the dynamic l andscape, ongoing efforts aim to strengthen its ability to support businesses and job seekers in New Hampshire.

(C)
State Workforce Development Capacity. Provide an analysis of the capacity of State entities to prov ide the workforce development activities identified in (A), above.

Under the guidance of a visionary Governor, strong leadership, and the support of the State Wor kforce Innovation Board, the state continues to demonstrate its capacity to sustain and maintain a system focused on customer-centric principles and innovation. Through the development and continued implementation of the WIOA Combined State Plan, partners and stakeholders from numerous state agencies successfully deliver services in a cohesive manner that benefits job seekers and business customers alike.

Due in part to the small size of the state, partner agencies have been able to form strong, collaborative relationships even when not able or required to be co-located. The mechanisms that have been put in
place for coordination and collaboration have allowed the State to expand its capacity through t he use of networks as much as possible. Workforce development activities and funding streams are being aligned efficiently and leveraged where appropriate and increasing support from local business partners and other community groups. The capability of the State will only improve as these strategies continue to grow, and partners can utilize new resources and address new challenges.

B. STATE STRATEGIC VISION AND GOALS

The Unified or Combined State Plan must include the State's strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency. This must include—

1. VISION

Describe the State's strategic vision for its workforce development system.

2. GOALS

Describe the goals for achieving this vision based on the analysis in (a) above of the State's economic conditions, workforce, and workforce development activities. This must include—

(A) Goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers to employment[8] and other populations.[9]

(B) Goals for meeting the skilled workforce needs of employers.

[8] Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families Program; single parents (including single pregnant women); and long-term unemployed individuals.

[9] Veterans, unemployed workers, and youth and any other populations identified by the State.

3. PERFORMANCE GOALS

Using the tables provided within each Core Program section, include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. (This Strategic Planning element only applies to core programs.)

4. ASSESSMENT

Describe how the State will assess the overall effectiveness of the workforce development system in the State in relation to the strategic vision and goals stated above in sections (b)(1), (2), and (3) and how it will use the results of this assessment, which may include evaluation findings, and other feedback to make continuous or quality improvements.

1. Vision. Describe the State's strategic vision for its workforce development system.

In our vision for the New Hampshire Workforce System, we aspire to cultivate an integrated and effective workforce system that provides a continuum of high-quality education, training, and career pathways. With a commitment to meeting the needs of individuals and employers, we envision a system that aligns workforce, education, and

economic development investments, streamlining resources for optimal efficiency. This forward-looking system leverages technology and data to enhance outcomes, ensuring user-friendly platforms and data-driven insights. By executing an industry-led strategy and fostering collaborations, our vision sees businesses actively shaping talent needs, helping the workforce system to establish a responsive pipeline of skilled workers. This approach creates a resilient and adaptable workforce system that not only meets current demands but anticipates and addresses the evolving needs of businesses and workers, fostering economic prosperity for the state of New Hampshire.

Alignment of Workforce Services

Strategic alignment among service providers is foundational for integrated service providers such as the community college, career and technical education centers, and other eligible training providers. This enables resource pooling and coordinated efforts, ensuring comprehensive services for job seekers and businesses.
This approach optimizes resource utilization and results in enhanced employment outcomes for individuals.

A critical aspect of this initiative will involve strategically dismantling silos among workforce partners to facilitate more coordinated efforts addressing the multifaceted needs of job seekers. Siloed approaches lead to fragmented services and inefficiencies, which make the public workforce system ineffective and difficult to navigate. By fostering collaboration, service providers can align goals and strategies, working cohesively to meet the diverse needs of job seekers.

Moreover, the alignment of service providers and the dissolution of silos not only enhance outcomes but also lead to a more efficient utilization of resources. Collaborative synergy among service providers allows the leverage of collective resources and expertise, ensuring more effective services. This approach ensures sensible resource use, providing better value for money invested in workforce services.

Worker Prioritization

The overarching objective of this prioritization strategy is to enhance workers' skills and competitiveness, empowering them to access improved employment opportunities, command higher wages, and contribute significantly to the economy. This strategic focus not only fosters individual empowerment but also plays a pivotal role in mitigating unemployment and underemployment rates.

The BEA is positioned to implement prioritized systems for workers, strategically designed to structure services for both securing, retaining, and advancing employment. This strategic shift involves transitioning from generic training programs to outcome-driven measures that closely align with the intended purpose of WIOA services, by leveraging modern data sources. Acknowledging the distinct needs of workers, the prioritization effort necessitates a nuanced understanding and targeted addressing of distinctive

requirements. This spans specific skills training, job placement assistance, and addressing barri ers to employment.

Furthermore, the BEA will ensure fair delivery of WIOA services, aiming to ensure uniform acce ss for all workers, irrespective of background or circumstances. This commitment is particularly directed towards workers from underserved communities and backgrounds.

Modern Training

The rapid evolution of technology and automation necessitates modern training programs that f ocus on emerging industries. Such programs are essential for equipping workers with the skills required to adapt to technological shifts and maintain competitiveness in the job market. The st rategic alignment of training with evolving industry demands will position New Hampshire as a proactive force, ensuring better employment outcomes for job seekers amidst technological transformations.

In a strategic role, the BEA will cater to the workforce needs of employers actively seeking skille d workers in growing and emerging industries. The provision of training in these areas not only addresses the skilled workforce requirements of employers but also enhances job placement outcomes for job seekers.

Acknowledging the challenges faced by individuals in meeting the qualifications for traditional training programs, the implementation of additional supports and "on-ramp" programs will be imperative. These targeted initiatives will serve as conduits for disadvantaged workers to acces s training in rapidly evolving industries, mitigating barriers they often encounter in traditional training programs and significantly contributing to improved employment outcomes.

2. Goals. Describe the goals for achieving this vision based on the analysis in (a) above of th e State's economic conditions, workforce, and workforce development activities. This must include—(A)
   Goals for preparing an educated and skilled workforce, including preparing youth and indi viduals with barriers to employment and other populations(B)
   Goals for meeting the skilled workforce needs of employers.

    a. Goal 1: Develop and implement a comprehensive workforce system by aligning workforce, education, and economic development investments.

The purpose of this goal is to ensure a coordinated and strategic approach to workforce develop ment that complements planning and investments that are already underway in education and economic development. By fostering alignment across workforce development, education, and economic development, the state seeks to streamline resources, build efficiencies, and ensure a unified focus on a shared set of goals. This approach seeks to not only optimize the effectiveness of individual investments
but also promote a comprehensive and integrated workforce system that addresses the evolving needs of businesses and workers.

- Goal 2: Enhance availability and outcomes of the workforce system by leveraging techno logy and data.

Stakeholders throughout the State of New Hampshire recognize the power of technology and envision a workforce system where technology is used to enhance the experiences of businesses

, workers, and stakeholders. By investing in user-friendly platforms, this goal aims to make essential information, resources, and services easily accessible to a broader audience. Moreover, improved systems can allow the state to harness the potential of data to inform decision-making processes
within the workforce system. This entails utilizing data analytics to gain insights into trends, ga ps, and areas of improvement, enabling the state to make informed policy decisions and allocate resources more effectively.

- Goal 3: Provide access to a continuum of high-
  quality education, training, and career pathway opportunities that will attract and retain businesses and employees.

To enhance its workforce system, New Hampshire will look to expand the depth and breadth of services available to jobseekers, with a particular focus on tailoring training solutions to meet th e evolving needs of both businesses and workers. While the current system offers a range of services, this goal acknowledges the imperative to further enrich the available resources and opportunities.
This includes customized workforce training programs to meet the needs of business, earn and l earn opportunities and wrap around supports for workers, as well as short term training credentials. By providing a continuum of high-
quality education and training, the aim is to offer diverse pathways for skill development and career advancement regardless of where a worker is on their current career pathway.

- Goal 4: Expand Outreach and Marketing of WIOA Programs to Ensure Awareness, Access, and Engagement Across New Hampshire

To maximize the impact of New Hampshire's workforce development system, we will strengthen outreach and marketing strategies to increase awareness and understanding of WIOA-funded programs and services among jobseekers, employers, partners, and communities. This will include developing consistent, accessible messaging across multiple platforms; leveraging statewide and local partnerships to reach diverse populations; and tailoring communications to highlight the value and outcomes of WIOA programs. By broadening visibility and engagement, we aim to reduce barriers to access, ensure that all granite staters are informed of opportunities, and foster stronger connections between businesses, jobseekers, and training providers. This coordinated approach will support access to services and help New Hampshire build a more resilient and skilled workforce.

- Goal 5: Execute an industry led strategy to meet employer needs and establish a pipeline of skilled workers for future demand.

While New Hampshire has strong relationships with the business community, this goal aims to f urther fortify those relationships by executing an industry-led strategy that actively involves businesses in shaping talent needs and responding to evolving trends. Recognizing that businesses are at the forefront of driving economic demand, this goal emphasizes the necessity of formal and informal
collaboration between the workforce system and industry stakeholders. Through mechanisms s uch as sector partnerships, the goal seeks to establish a direct line of communication where businesses can inform the workforce system about their current and future talent requirements. This proactive

engagement not only ensures that the workforce is equipped with the skills essential for the ind ustry but also establishes a responsive pipeline of skilled workers to meet anticipated demands.

(3)Performance Goals. Using the table provided in Appendix 1, include the State's expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. (This Strategic Planning element only applies to core programs.)

Please see Performance Indicator Appendix

(4) Assessment. Describe how the State will assess the overall effectiveness of the workforce development
system in the State in relation to the strategic vision and goals stated above in sections (b)(1), (2), and (3) and how it will use the results of this assessment, which may include evaluation findings, and other feedback to make continuous or quality improvements.

The ongoing evaluation of the workforce development system in New Hampshire is integral to maintaining quality services that align with state and federal requirements. System partners regularly convene to assess program effectiveness, promote efficiencies, coordinate services, and discuss key monitoring findings. These evaluations also include the review of best practices from other states, examining performance outcomes for
core WIOA programs, and sharing customer satisfaction results. The aim is to inform continuous improvement within the system.

In Program Year
2022, the State of New Hampshire, through a competitive procurement process, awarded a contract for a Statewide Workforce Needs Assessment. This comprehensive assessment, using both
qualitative and quantitative data collection, focused on ensuring that workforce services operat e in alignment with the vision outlined in the Workforce Innovation and Opportunity Act (WIOA). The assessment utilized a
secret shopping experience, gathered feedback from stakeholders, and evaluated the successes of existing programs and strategies to provide insights into the system's strengths and areas for improvement.

The recommendations derived from the assessment cover topics such as digital modernization, employer engagement, and service delivery. Looking ahead, these efforts will continue to drive the evolution and
enhancement of the workforce development system. The commitment to regular evaluations, co llaboration
among system partners, and the incorporation of assessment findings into strategic planning un derscore the
state's dedication to delivering effective and responsive workforce services. Future initiatives w ill build upon the recommendations provided in the assessment, ensuring a dynamic and adaptive system that meets the
evolving needs of the workforce and maximizes outcomes for all stakeholders. Program Monitor ing activities, including federal reviews, will persist, reinforcing the state's commitment to compliance, accountability, and ongoing improvement. Resolving challenges identified in

monitoring activities will remain a priority, contributing to the system's resilience and its ability to provide high-quality services to the residents of New Hampshire.

C. STATE STRATEGY

The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and goals. These strategies must take into account the State's economic, workforce, and workforce development, education and training activities and analysis provided in Section (a) above. Include discussion of specific strategies to address the needs of populations provided in Section (a).

1. DESCRIBE THE STRATEGIES THE STATE WILL IMPLEMENT, INCLUDING INDUSTRY OR SECTOR PARTNERSHIPS RELATED TO IN-DEMAND INDUSTRY SECTORS AND OCCUPATIONS AND CAREER PATHWAYS, AS REQUIRED BY WIOA SECTION 101(D)(3)(B), (D). "CAREER PATHWAY" IS DEFINED AT WIOA SECTION 3(7) AND INCLUDES REGISTERED APPRENTICESHIP. "IN-DEMAND INDUSTRY SECTOR OR OCCUPATION" IS DEFINED AT WIOA SECTION 3(23)

2. DESCRIBE THE STRATEGIES THE STATE WILL USE TO ALIGN THE CORE PROGRAMS, ANY COMBINED STATE PLAN PARTNER PROGRAMS INCLUDED IN THIS PLAN, REQUIRED AND OPTIONAL ONE-STOP PARTNER PROGRAMS, AND ANY OTHER RESOURCES AVAILABLE TO THE STATE TO ACHIEVE FULLY INTEGRATED CUSTOMER SERVICES CONSISTENT WITH THE STRATEGIC VISION AND GOALS DESCRIBED ABOVE. ALSO DESCRIBE STRATEGIES TO STRENGTHEN WORKFORCE DEVELOPMENT ACTIVITIES IN REGARD TO WEAKNESSES IDENTIFIED IN SECTION II(A)(2)

The Unified or Combined State Plan must include the State's strategies to achieve its strategic vision and
goals. These strategies must take into account the State's economic, workforce, and workforce deve lopment, education and training activities and analysis provided in Section (a) above.

Include discussion of specific strategies to address the needs of populations provided in Section (a).

1. *Describe the strategies the State will implement, including industry or sector partnerships related to in-demand industry sectors and occupations and career pathways, as required by WIOA section 101(d)(3)(B), (D). "Career pathway" is defined at WIOA section 3(7) and includes registered apprenticeship. "In-demand industry sector or occupation" is defined at WIOA section 3(23).*

2. *Describe the strategies the State will use to align the core programs, any Combined State Pl an partner programs included in this Plan, required and optional one-stop partner programs, and any other resources available to the State to achieve fully integrated customer services consistent with the*
strategic vision and goals described above. Also describe strategies to strengthen workforc e development activities in regard to weaknesses identified in section II(a)(2).

Goal 1: Develop and implement a comprehensive workforce system by aligning workforce, educ ation, and economic development investments.

- Strategy 1.1: In-demand occupations awareness campaign that complements the existing BEA Workforce Attraction campaign

The BEA's Workforce Attraction campaign elevates five strategic goals to facilitate collaborative economic development and strengthen New Hampshire's economy:

- Retain and Recruit a Modern Workforce
    - Connect New Hampshire's World Class Tourism Assets to Talent Recruitment
        - Focus on Building Resiliency in High-Growth Sectors
        - Build on New Hampshire's Entrepreneurial Legacy to Fuel Innovation
        - Recognize the Role of Infrastructure in Driving the Economy

To accomplish these goals, it will be imperative for the State to identify in-demand occupations and create systems to fill these occupations with qualified and well-trained workers.

- Strategy 1.2: Coordinate with the education system including K-12 education, career technical education, adult education, and post-secondary education to develop career pathways for in- demand occupations and industries.

Career pathways for in-demand occupations and industries are instrumental in bolstering the economy by strategically developing the skills needed in specific sectors. Aligned with labor market demands, these pathways address talent shortages, enhance workforce productivity, and contribute to overall economic output. Additionally, career pathways support economic mobility, offering individuals opportunities for upward progression and improved earning potential. Effective career pathways require intentional coordination with businesses, and education providers

- Strategy 1.3: Leverage BEA connection to economic development to ensure New Hamps hire's talent development system is informed by economic development practitioners and businesses.

States with robust economic development systems have cultivated ecosystems designed not only to attract external talent but also to cultivate talent from within. The BEA maintains a strong collaboration with statewide economic development initiatives, bolstered by partnerships with talent development entities such as the community college, K-12 educational institutions, adult education providers, and more. These partnerships serve as conduits for seamless information sharing, empowering economic and workforce development practitioners throughout the state with valuable insights and knowledge.

Goal 2: Enhance accessibility and outcomes of the workforce system by leveraging technology a nd data.

- Strategy 2.1 Modernize Virtual Services and Web Presence: Launch a comprehensive init iative to modernize virtual services and elevate the web presence of the workforce system.

As workforce services continue to transition to online and virtual service provisions, it will be important for the State of New Hampshire to have comprehensive modern and accessible services. This strategy will focus on revamping online platforms to enhance user-friendliness and ensuring continuous updates to keep information current. Job seekers and employers will be able to effectively and efficiently find resources to support their distinctive needs.

- Strategy 2.2 Data-Driven Decision Making: Drive a culture of data-driven decision making among workforce professionals by providing training in data analysis tools and methodologies.

Modern data systems allow decision makers to gain insights into trends, patterns, and correlations that enable them to understand local and regional context and execute strategies effectively. By creating a culture of data-driven decision making, professionals will be equipped with the skills to gather insights into workforce trends, evaluate program effectiveness, and inform policy development. This will lead to better outcomes for job seekers and employers.

- Strategy 2.3 Enhance business and jobseeker outreach through technology: Utilize digital
  platforms to connect businesses more directly with the workforce system, raising aware ness for the services available and to encourage ongoing engagement.

By strategically employing technology, New Hampshire will create heightened awareness about the array of services offered by the workforce system and facilitate more direct and personalized interactions between businesses and potential employees, such as virtual career guidance and tailored resources. The integration of technology in outreach efforts will not only optimize efficiency but also ensure a more individualized and responsive approach, aligning the workforce system more closely with the specific needs of businesses and jobseekers alike. This strategy will serve as a catalyst for a modern, user-friendly, and results-oriented engagement model that significantly elevates the impact and effectiveness of outreach initiatives.

Goal 3: Provide access to a continuum of high-quality education, training, and career pathway opportunities that will attract and retain businesses and employees.

- Strategy 3.1: Expand wrap around and supportive services available to workers particip ating in training

Wraparound services are instrumental in overcoming barriers to learning and reskilling, addressing issues like confidence, interest, and age-related concerns. Particularly beneficial for vulnerable groups, these services offer financial coaching and mental health counseling to facilitate career transitions. They also contribute to workforce stability by providing unconventional benefits, enhancing employee well-being and job satisfaction.

- Strategy 3.2: Expand customized training solutions to meet the needs of business needs

Expanding customized training solutions will provide opportunities for the New Hampshire workforce to address skill gaps, enhance worker learning experiences, and create qualified workers by equipping workers with the necessary skills to acquire knowledge to adapt to

emerging skills required by the modern worker. This will be accomplished by collaboration with regional businesses, the community college system, and other eligible training providers.

- Strategy 3.3: Deploy uniform and consistent professional development

To effectively execute WIOA services, it is important that New Hampshire has knowledgeable, well trained staff members that can assist businesses with their various needs and connect them to resources across the state. The BEA will carry out a formalized training process to all members of the business services team that focuses on what resources exist and which resources are best used in specific situations and will drive high impact outcomes.

Goal 4: Expand Outreach and Marketing of WIOA Programs to Ensure Awareness, Access, and Engagement Across New Hampshire

- Strategy 4.1: Develop a Statewide Outreach FrameworkCreate a unified messaging strategy that highlights the benefits of WIOA programs for jobseekers, employers, and communities. Provide partners with standardized templates, brochures, social media content, and talking points to ensure consistent communication across the state.
- Strategy 4.2: Leverage Digital Platforms and TechnologyExpand the use of social media, email campaigns, and the state's workforce websites to increase visibility and provide up-to-date information on services, events, and success stories. Explore online tools such as chatbots or interactive service maps to guide individuals to the right WIOA partner or program.
- Strategy 4.3: Strengthen Employer and Community PartnershipsCollaborate with chambers of commerce, industry, labor, educational institutions, and community-based organizations to broaden outreach channels. Highlight employer success stories and workforce outcomes to demonstrate program value.
- Strategy 4.4: Showcase Success Stories and ImpactRegularly share participant and employer success stories that illustrate the value of WIOA services. Use data dashboards, infographics, and testimonials to highlight outcomes and promote transparency.

Goal 5: Execute an industry led strategy to meet employer needs and establish a pipeline of skill ed workers for future demand.

- Strategy 5.1: Develop industry led, customized training programs that prioritize not only new workers, but also upskilling of incumbent workers

In addressing the workforce demands of employers, it is crucial to ensure that both new and incumbent workers have access to robust training options. An important aspect of this approach involves crafting these training opportunities in close collaboration with employers and industry partners to guarantee their relevance and effectiveness.

- Strategy 5.2: Data informed and proactive talent forecasting and planning

As industries continue to evolve, it will be important to leverage data to forecast growth and develop comprehensive strategies, such as training and education programs, to meet this growth. This will allow the BEA to connect job seekers to in demand jobs that pay sustainable wages.

- Strategy 5.3: Create a strategic vision for the Interagency Business Team

Developing a strategic vision for the Interagency Business Team (IBT) in the New Hampshire Workforce system aims to optimize collaboration among diverse partners. By aligning individual organizational goals, clarifying roles, and fostering open communication, the plan seeks to unify efforts towards a shared vision. Ultimately, this strategic approach intends to enhance collaboration, promote knowledge sharing, and maximize the collective impact of the IBT.

- Strategy 5.4: Invest in NHWorks Employee training and professional development

In our commitment to continuous improvement, the BEA will invest in training and professional development initiatives to
keep staff members abreast of industry trends, technological advancements, and evolving best practices. This will allow the frontline workforce development staff to better serve employers and keep them informed on evolving trends to develop and retain workers. Additionally, state employees play a critical role in New Hampshire's workforce system, serving as the backbone that connects jobseekers, employers, and partners to the resources, guidance, and support that drive economic growth and opportunity. Additionally, we commit to providing state employees providing workforce development services with varied opportunities for professional development and training.

III. OPERATIONAL PLANNING ELEMENTS

The Unified or Combined State Plan must include an Operational Planning Elements section that supports the State's strategy and the system-wide vision described in Section II(c) above. Unless otherwise noted, all Operational Planning Elements apply to Combined State Plan partner programs included in the plan as well as to core programs. This section must include—

A. STATE STRATEGY IMPLEMENTATION

The Unified or Combined State Plan must include–

1. STATE BOARD FUNCTIONS

Describe how the State board will implement its functions under section 101(d) of WIOA (i.e., provide a description of Board operational structures and decision making processes to ensure such functions are carried out).

Overview of New Hampshire's Workforce Development Structure:

The New Hampshire Office of Workforce Opportunity (OWO) plays a key role as the state-level administrative
entity for the administration of Workforce Innovation and Opportunity Act (WIOA) funds design ated for Adult, Dislocated Worker, and Youth programs. This financial support is provided by the U.S. Department of Labor (USDOL). The Department of Business and Economic Affairs (BEA) serves as the state entity fiscal agent and the official recipient of WIOA Title
I funds. Oversight and technical assistance from USDOL's Region I Boston office ensures federal compliance and support for OWO.

Designation as a "Single State Local Area": New Hampshire, under the directive of the Govern or and in accordance with section 106(d) of WIOA, has been designated as a "Single State Local

Area." This distinctive status has led to the establishment of a highly integrated governance and administrative structure. This
structure is designed to provide policy direction, establish performance goals, and ensure effecti ve oversight, holding the entire workforce development system accountable.

Role of State Workforce Innovation Board (SWIB): The State Workforce Innovation Board (S WIB) serves as the advisory body, guiding the development,
the updating and evaluation of the planning process. This strategic oversight ensures that workforce development programs in New Hampshire remain responsive to the dynamic economic development and labor market needs of the state. SWIB collaborates with the New Hampshire Works Consortium (The Consortium) and the NH Works American Job Centers to ex ecute the functions of a state workforce board as outlined in section 101(d) of WIOA.

Coordination between State and Local Agencies: State agencies work in a cohesive manner t o oversee the implementation of various workforce development programs. Local agencies or community-based administrative arms of state agencies are entrusted with
the management of workforce programs and the direct provision of services to customers.

Collaborative Workforce
Development System: The New Hampshire workforce development system, illustrated in subs equent pages, facilitates collaboration among SWIB, the New Hampshire Works Consortium, and NH Works American Job Centers. This collaborative effort ensures the effective execution of state workforce board functions, with a nuanced approach considering New Hampshire's status as a Single State Local Area.

Functions of a State Workforce Board under WIOA:

1. **Development and Updating of the State Plan:**
    a. SWIB plays a central role in shaping and revising the State Plan.
        i. **Review of Statewide Policies and Programs:**
            1. SWIB conducts a thorough review and offers recommendations f or aligning workforce development programs.
        ii. **Continuous Improvement of the Workforce Development System:**
            1. SWIB focuses on identifying barriers, developing strategies for ca reer pathways, ensuring effective outreach, and improving the one-stop delivery system.
        iii. **Identification and Dissemination of Best Practices:**
            1. SWIB oversees the effective operation of one-stop centers and facilitates the development of impactful training programs.
        iv. **Development of Statewide Policies Affecting One-Stop Delivery:**
            1. SWIB formulates policies for effective one-stop center operation, allocation of infrastructure funds, and roles of entities within the one-stop delivery system.

v. **Technological Improvements and Data System Alignment:**

1. SWIB strategizes for technological advancements, digital literacy, and aligning data systems across one-stop partner programs.

vi. **Allocation Formulas for Fund Distribution:**

1. SWIB designs allocation formulas for the equitable distribution of funds for employment and training activities.

vii. **Preparation of Annual Reports:**

1. SWIB compiles comprehensive annual reports, presenting the pr ogress and outcomes of workforce development programs.

viii. **Development of Statewide Workforce and Labor Market Informatio n System:**

1. SWIB takes the lead in establishing a robust statewide system for workforce and labor market information.

ix. **Promotion of Statewide Objectives:**

1. SWIB develops policies to enhance workforce development syste m performance and align with statewide objectives.

The collaborative efforts of OWO, BEA, SWIB, and local agencies create a dynamic and responsiv e workforce development system in New Hampshire, ensuring the alignment of programs with the evolving economic landscape and labor market needs.

The State Workforce Innovation Board (SWIB) shoulders significant responsibilities mandated by the
Workforce Innovation and Opportunity Act (WIOA). These responsibilities encompass the devel opment, implementation, and modification of the State Plan, ensuring its adaptability to dynamic economic landscapes. SWIB engages in a thorough review of statewide policies and programs, offering
recommendations to align and enhance the coherence of workforce development initiatives. Mo reover, SWIB
provides guidance on strategic actions to align workforce development programs, reviewing an d commenting on State plans for one-stop partners' programs outside the core, fostering a comprehensive and streamlined workforce development system. In essence, SWIB's diligent efforts contribute substantially to shaping a responsive and cohesive workforce development framework aligned with the broader economic needs of New Hampshire.

The State Workforce Innovation Board (SWIB) is actively engaged in the continuous enhanceme nt of the workforce development system in New Hampshire. This includes:

- Identifying and addressing barriers within the system to enhance coordination, alignme nt, and prevent duplication of programs and activities.
- Developing strategies to facilitate the use of career pathways, providing workforce inves tment activities, education, and supportive services for individuals, including low-

skilled adults, youth, and those with barriers to employment, including individuals with disabilities, to enter or retain employment.

- Creating strategies for effective outreach and improved access for individuals and emplo yers who could benefit from services provided through the workforce development system.
- Expanding strategies to meet the needs of employers, workers, and jobseekers, particula rly through industry or sector partnerships related to in-demand industry sectors and occupations.
- Identifying regions, including planning regions, and designating local areas, taking into a ccount New Hampshire's status as a Single State Local Area.
- Continuously improving the one-stop delivery system in local areas, with a focus on providing technical assistance to the statewide one-stop delivery system, given the absence of local boards in New Hampshire.
- Developing strategies to support staff training and awareness across programs supporte d under the workforce development system.
- Updating comprehensive State performance accountability measures, including State-adjusted levels of performance, to assess the effectiveness of core programs in the State, considering New Hampshire's Single State Local Area status.
- Identifying and disseminating information on best practices, including effective operatio n of one-stop centers, business outreach, partnerships, and service delivery strategies, especially for individuals with barriers to employment.
- Focusing on factors that contribute to enabling to the WIOA programs to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measures of effectiveness. The SWIB will emphasize the development of an effective state board and its subcommittees and contractors, enabling the state to surpass negotiated levels of perfor mance.
- Implementing training programs responsive to real-time labor market analysis, utilizing direct assessment and prior learning assessment to measure an individual’s prior knowledge, skills, competencies, and experiences. These programs evaluate such skills and competencies for adaptability, supporting efficient placement into employment or career pathways.

The SWIB is actively involved in the development and review of statewide policies governing the coordinated provision of services through the State's one-stop delivery system, as outlined in section 121(e). This involves:

- Establishing objective criteria and procedures for use in assessing the effectiveness and promoting continuous improvement of one-stop centers, ensuring that the State utilizes these criteria and procedures universally for the assessment of all one-stop centers.

- Providing guidance for the allocation of one-stop center infrastructure funds under section 121(h), ensuring equitable distribution and effective utilization of resources to enhance the overall functionality of one-stop centers.

- Defining policies concerning the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system. This includes developing approaches to facilitate equitable and efficient cost allocation within the system, ensuring transparenc y and fairness in resource distribution among partner programs.

The SWIB is engaged in developing comprehensive strategies for technological enhancements w ithin the one-stop delivery system to ensure improved access and quality of services and activities. These stra tegies include:

- Enhancing digital literacy skills, as defined in section 202 of the Museum and Library Ser vices Act (20 U.S.C. 9101), referred to in this context as 'digital literacy skills.' This involves initiatives to empower individuals with the necessary skills to navigate and utilize digital technologies effectively.

- Accelerating the acquisition of skills and recognized postsecondary credentials by participants, fostering a learning environment that supports the attainment of relevant skills and cre dentials for career advancement.

- Strengthening the professional development of providers and workforce professionals, e nsuring that those involved in delivering services through the one-stop delivery system have access to continuous training and resources to enhance their expertise.

- Ensuring that technology is accessible to individuals with disabilities and those residing in remote areas, promoting access to services for all.

Additionally, the SWIB is focusing on the development of strategies to align technology and data systems across one-stop partner programs. This involves enhancing service delivery and improving efficiencies in reporting on performance accountability measures through:

- Designing and implementing common intake processes, data collection mechanisms, cas e management information systems, and performance accountability measurement and reporting processes.

- Incorporating local input into the design and implementation of these systems, fostering collaboration and coordination of services across one-stop partner programs.

The development of allocation formulas for the distribution of funds for employment and training activities for adults, and youth workforce investment activities, to local areas as permitted under sections 128(b)(3) and 133(b)(3).

The preparation of the annual reports described in paragraphs (1) and (2) of section 116(d).

The development of the statewide workforce and labor market information system described in section 15(e) of the Wagner-Peyser Act (29 U.S.C. 49l–2(e)); and

The development of such other policies as may promote statewide objectives for, and enhance t he performance of, the workforce development system in the State.

The following describes the relationship between the board's operational structure, including sub-groups
within the workforce development system, and the implementation of the state board functions described in points 1 through 10 above. The table below provides an outline of each group's function(s) but is not meant to be all inclusive as many groups overlap within the collaborative system. Several of the functions of a state board also take a different form in New Hampshire due to the state's status as a single state workforce area.

Group	Function
State Workforce Innovation Board	1-10
Executive Committee	1-10
Performance and Evaluation Committee	4, 8, 10
Strategic Planning Committee	1, 2
One-Stop Operators Consortium	2,3,5,6,8, 10
Interagency Business Team	3
Professional Development Team	3, 4

State Workforce Innovation Board
The State Workforce Innovation Board (SWIB) is chaired by a businessperson and 51% of all me mbers are
business representatives. The Board is charged with implementing WIOA in New Hampshire in a way that meets the demands of a 21st-century workforce including the following priorities:

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

The SWIB mission is to promote and advocate for talent development by partnering with busine sses,
agencies, educational institutions, and organizations to support a unified workforce developme nt system that meets the needs of industry. The Board's vision is that healthy and vibrant

communities provide a workforce to meet industry needs and creates a competitive economic advantage for New Hampshire.

The SWIB and the workforce ecosystem stakeholders in New Hampshire have collaboratively identified the
following goals to continue efforts that will give the state competitive advantage in workforce d evelopment:

- Promote services available through the talent development system to support businesse s and individuals.
- Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.
- Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.
- Create a talent development system that leverages talent attraction, retention, and development strategies.
- Provide and improve access to work-and-
  learn opportunities that are aligned with business and industry needs including the development of career pathways.

Executive Committee

The Executive Committee is chaired by the Chairperson of the Board and is comprised of current SWIB
members. The Executive Committee has the authority to exercise all powers of the Board. Each member of the Executive Committee serves a 2-
year term, or until his or her successor is duly elected and takes office.
Membership consists of the Chair, Vice Chair, and the chairpersons of the three standing commit tees of the SWIB. The Chairperson has general charge and supervision over the OWO affairs, in conjunction with the
State Board and Executive Committee, and works as a microcosm of the board. The Executive Co mmittee allows the board to be flexible and proactive in the needs of the workforce development system.

Performance and Evaluation Committee

The Performance and Evaluation sub-
committee consists of representatives from business and core and non-core program agencies. The group provides leadership and direction for the development, implementation,
and oversight of WIOA performance measures. The team is also tasked with establishing standa rds for the NH Works System to improve statewide uniformity for customer services and delivery. The group oversees the
Eligible Training provider list system. By including business representation, the team ensures th at these activities align with industry demands and assist in the overall customer-
centric focus of the workforce development system.

Strategic Planning Committee (ad hoc)

The Strategic Planning sub-committee consists of representatives from the Board leading the development,
maintenance, and implementation of the SWIB strategic plan. The group provides input into the development of the Board's vision, mission, goals, and strategies, and is tasked with providing guidance and direction throughout the life of the strategic plan.

One-Stop Operator Consortium (NH Works Consortium)

The NH Works Consortium is a standing committee of the SWIB and serves as the One-Stop Operator in New
Hampshire. Membership is assigned by the OWO on behalf of the Board, and is comprised of the Commissioner of NHES, Deputy Commissioner, the State Workforce Director for OWO and/or other executive level staff from the state agencies responsible for the 6 WIOA core programs and other workforce system partners (i.e., NH Employment Security (NHES),
New Hampshire Department of Education (NHED), NH Community College System (CCSNH), NH Department of Business & Economic Affairs (BEA), NH Department of Health and Human Services (DHHS) and the WIOA Adult Service provider (currently Community Action Partnership Hillsborough and Rockingham Counties). The Commissioner of NHES serves as the Chair of the Consortium. Decisions at the Consortium level are reached by consensus, or in consultation with the SWIB and/or the Governor, as appropriate. The Consortium guides the work of the Interagency Business Team (IBT) and Professional Development Team (PDT), which in turn works with management staff within each partner agency, creating a flexible system that can respond to the needs of the State. The
Consortium also oversees the implementation of system-
wide workforce development strategies and goals at the service delivery level, consistent with the vision and goals set forth by the SWIB. The Consortium is the
primary committee charged with designing and implementing continuous improvement tools a nd processes for the day-to-day operations at the NH Works Centers.

Interagency Business Team

The Interagency Business Team (IBT) is a system improvement team established by the SWIB in collaboration with the NH Works Consortium. Members are assigned by the OWO in consultation with the NH Works Consortium. Like the other groups, the IBT includes core and non-core partners of this plan, as well as
additional agencies outside of the plan. IBT members must currently have a position within thei r agency that allows for them to have day-to-day contact with the business community and therefore have a working knowledge of their local NH Works service delivery system and the direct needs of the businesses in their respective areas.

The IBT functions as a collaborative mechanism to facilitate communication between partner agencies involved with current and ongoing employer services offered through the NH Works Centers. The IBT is a
strategic alliance of the system partners, providing a streamlined employer service structure. Th is helps to eliminate duplicated services and promotes information sharing among agencies. The goal of the team is to
identify strategies for better coordination of business services and provide a frontline voice to p olicy makers.
Recommendations identified by the IBT for continuous improvement, and/or replication of best

practices for
working with employers at the local level, are submitted to the IDG for comment prior to being s ubmitted to the NH Works Consortium for further discussion and/or final approval.

Professional Development Team

The Professional Development Team (PDT) is an interagency team established by the Consortiu m in collaboration with the NH Works Consortium. The team serves as a state-
level capacity building and planning team whose mission is to "Build the Capacity of NH Works Staff to Enhance Customer Service" within the workforce development system. The PDT's primary customers are NH Works Center staff and WIOA Youth providers. Team members coordinate partner agency training opportunities to reduce duplication, leverage existing training resources (e.g., trainers, training funds, training rooms, etc.) from within the system and/or the region to affect system efficiencies, as well as plan, develop and implement staff training opportunities. The PDT approach fosters continuous improvement throughout the system by sharing information and skill development among the partners. All decisions at the PDT level are submitted as recommendations to the
Consortium for further discussion. Training plans and/or other staff training recommendations are submitted to the NH Works Consortium for final approval.

Performance Subcommittee:

The performance subcommittee is comprised of individuals who have WIOA performance reporting responsibilities for their agencies. This group is tasked with the development and implementation of processes to share key performance data across the core WIOA programs.

2. IMPLEMENTATION OF STATE STRATEGY

Describe how the lead State agency with responsibility for the administration of each core program or a Combined Plan partner program included in this plan will implement the State's Strategies identified in Section II(c). above. This must include a description of—

A. CORE PROGRAM ACTIVITIES TO IMPLEMENT THE STATE'S STRATEGY

Describe the activities the entities carrying out the respective core programs will fund to implement the State's strategies. Also, describe how such activities will be aligned across the core programs and Combined State Plan partner programs included in this plan and among the entities administering the programs, including using co-enrollment and other strategies, as appropriate.

The lead State agencies responsible for WIOA core programs and non-core programs included in the
combined plan are the Department of Business and Economic Affairs (BEA), New Hampshire Em ployment
Security (NHES), and New Hampshire Department of Education (NHED). Program responsibility is detailed in the table below.

State Agency ProgramResponsibility	Core Program	Non-Core Program
Business and Economic Affairs	Adult (TitleI) Dislocated Worker (Title I) Youth (Title I)	Senior Community Service Employment Program (TitleV Older Americans Act)
NH Employment Security	Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)	Trade Adjustment Assistance for Worker Program (Chapter 2, Title II TractAct)
Jobs for Veterans StateGrants (Title 38, Chapter 41)		
Unemployment Insurance		
Re-employment Services and Eligibility Assessment Program (RESEA)		
Migrant and Seasonal Farmworker Program		
Granite StateJobs Act (WorkNowNH, WorkInvestNH, Reentry Program)		
NH Department of Education	Adult Education and Family Literacy Act (WIOA TitleII) Vocational Rehabilitation (Title I Rehabilitation, as amended by	

State Agency ProgramResponsibility	Core Program	Non-Core Program
	Title IV)	

The NH Department of Business and Economic Affairs, New Hampshire Employment Security (NHES), and
New Hampshire Department of Education (NHED) will work in partnership to carry out the goal s of the SWIB
through the network of collaboration described in Section III(a)(1). The workforce development system core and non-core partners will execute the following goals and strategies.

Goal 1: Develop and implement a comprehensive workforce system by aligning workforce, educ ation, and economic development investments.

Strategies:

- Strategy 1.1: In-demand occupations awareness campaign that complements existing BEA Workforce Attraction campaign.
- Strategy 1.2: Coordinate with the education system including K-12 education, career technical education, adult education, and post-secondary education to develop career pathways for in-demand occupations and industries.
- Strategy 1.3: Leverage BEA connection to economic development to ensure New Hamps hire's talent development system is informed by economic development practitioners and businesses.

Goal 2: Enhance accessibility and outcomes of the workforce system by leveraging technology a nd data.

Strategies:

- Strategy 2.1 Modernize Virtual Services and Web Presence: Launch a comprehensive init iative to modernize virtual services and elevate the web presence of the workforce system.
- Strategy 2.2 Data-Driven Decision Making: Drive a culture of data-driven decision making among workforce professionals by providing training in data analysis tools and methodologies.
- Strategy 2.3 Enhance business and jobseeker outreach through technology.

Goal 3: Provide access to a continuum of high-quality education, training, and career pathway opportunities that will attract and retain businesses and employees.

Strategies:

- Strategy 3.1: Expand wrap around and supportive services available to workers particip ating in training.
- Strategy 3.2: Expand customized training solutions to meet the needs of business needs.
- Strategy 3.3: Deploy uniform and consistent professional development.

Goal 4: Expand Outreach and Marketing of WIOA Programs to Ensure Awareness, Access, and Engagement Across New Hampshire

Strategies:

- Strategy 4.1: Develop a Statewide Outreach FrameworkCreate a unified messaging strategy that highlights the benefits of WIOA programs for jobseekers, employers, and communities. Provide partners with standardized templates, brochures, social media content, and talking points to ensure consistent communication across the state.
- Strategy 4.2: Leverage Digital Platforms and TechnologyExpand the use of social media, email campaigns, and the state's workforce websites to increase visibility and provide up-to-date information on services, events, and success stories. Explore online tools such as chatbots or interactive service maps to guide individuals to the right WIOA partner or program.
- Strategy 4.3: Strengthen Employer and Community PartnershipsCollaborate with chambers of commerce, industry, labor, educational institutions, and community-based organizations to broaden outreach channels. Highlight employer success stories and workforce outcomes to demonstrate program value.
- Strategy 4.4: Showcase Success Stories and ImpactRegularly share participant and employer success stories that illustrate the value of WIOA services. Use data dashboards, infographics, and testimonials to highlight outcomes and promote transparency.

Goal 5: Execute an industry led strategy to meet employer needs and establish a pipeline of skill ed workers for future demand.

- Strategy 5.1: Develop industry led, customized training programs that prioritize not only new workers, but also upskilling of incumbent workers

In addressing the workforce demands of employers, it is crucial to ensure that both new and incumbent workers have access to robust training options. An important aspect of this approach involves crafting these training opportunities in close collaboration with employers and industry partners to guarantee their relevance and effectiveness.

- Strategy 5.2: Data informed and proactive talent forecasting and planning

As industries continue to evolve, it will be important to leverage data to forecast growth and develop comprehensive strategies, such as training and education programs, to meet this growth. This will allow the BEA to connect job seekers to in demand jobs that pay sustainable wages.

- Strategy 5.3: Create a strategic vision for the Interagency Business Team

Developing a strategic vision for the Interagency Business Team (IBT) in the New Hampshire Workforce system aims to optimize collaboration among diverse partners. By aligning individual organizational goals, clarifying roles, and fostering open communication, the plan seeks to unify efforts towards a shared vision. Ultimately, this strategic approach intends to enhance collaboration, promote knowledge sharing, and maximize the collective impact of the IBT.

- Strategy 5.4: Invest in NHWorks Employee training and professional development

In our commitment to continuous improvement, the BEA will invest in training and professional development initiatives to
keep staff members abreast of industry trends, technological advancements, and evolving best practices. This will allow the frontline workforce development staff to better serve employers and keep them informed on evolving trends to develop and retain workers. Additionally, state employees play a critical role in New Hampshire's workforce system, serving as the backbone that connects jobseekers, employers, and partners to the resources, guidance, and support that drive economic growth and opportunity. Additionally, we commit to providing state employees providing workforce development services with varied opportunities for professional development and training.

B. ALIGNMENT WITH ACTIVITIES OUTSIDE THE PLAN

Describe how the activities identified in (A) will be aligned with programs and activities provided by required one-stop partners and other optional one-stop partners and activities provided under employment, training (including Registered Apprenticeships), education (including career and technical education), human services and other programs not covered by the plan, as appropriate, assuring coordination of, and avoiding duplication among these activities.

New Hampshire understands that in order to implement a functional and effective workforce de velopment system, partnerships outside of the non-core programs must be developed and maintained. These
partnerships cover a wide array of programs and services to assist jobseekers in overcoming ba rriers and/or increasing their employability skills, and thereby creating a pipeline of talent that businesses need for success. These partners and programs include:

New Hampshire Department of Health and Human Services (DHHS)

- Temporary Assistance for Needy Families (TANF)
    - Supplemental Nutrition Assistance Program Employment and Training (SNAP)
    - Division for Children, Youth and Families (Juvenile Justice and Child and Family Services)

New Hampshire Department of Business and Economic Affairs (BEA)

- Rapid Response Services
    - Business Resource Center for Economic Development
    - Collaborative Economic Development Regions (CEDRs)

- Talen Attraction and Tourism

New Hampshire Employment Security

- Unemployment Security
    - Migrant and Seasonal Farm Workers
    - Trade Adjustment Assistance Program(TAA)
    - WIOA Dislocated Worker
    - WorkNowNH

Community College System of New Hampshire (CCSNH)

- Post-Secondary Education Services
    - Short-term accelerated training programs and bootcamps
    - Carl Perkins Funds
    - Apprenticeship (DOL Grants)

NH Department of Education

- K-12 Education

US Department of Labor

- Registered Apprenticeships

The emphasis on work-based learning opportunities and industry-driven initiatives in New Hampshire signifies the success of collaborative efforts among stakeholders, involving both core and non-core partners as identified in the workforce development plan. A key objective of the State Workforce Innovation Board (SWIB) is to enrich access to work-and-learn opportunities aligned with business and industry needs, with a special focus on crafting career pathways. The federal Office of Apprenticeships plays a pivotal role in achieving this objective through its apprenticeship program, providing tailored training for businesses, establishing career pathways, and fostering collaboration between core partner staff and the Office of Apprenticeship.

Key Initiatives and Collaborations:

1. Apprenticeship Program:
    a. Facilitation of customized training for businesses through apprenticeship programs, aligning training with identified business needs.
    b. Close collaboration between core partner staff and the Office of Apprenticeship, addressing specific requirements of businesses.
    c. Activities encompass needs identification, participant recruitment and placement, and provision of wraparound supportive services for positive outcomes.

2. Community College System of NH:
    a. Operation of multiple Department of Labor (DOL) grants dedicated to implement ing and expanding apprenticeship opportunities in the state.
    b. Partnerships with DOL contributing to the growth of apprenticeships and work-based learning experiences.
3. Promotion of Apprenticeship Opportunities:
    a. Active promotion of apprenticeship opportunities to unemployed and underemp loyed job seekers by partners, including WorkNowNH, WIOA Title programs, and WorkReady.
    b. WorkNowNH's on-the-job training program supports targeted populations seeking work-based learning opportunities for workforce reintegration.
4. Collaboration with TANF Program:
    a. Strong collaboration with the Temporary Assistance for Needy Families (TANF) program to provide on-the-job training dollars.
    b. Focus on individuals not necessarily seeking apprenticeships but who would ben efit from work-based learning experiences.
5. SNAP Education & Training Collaboration:
    a. Collaboration between SNAP Education & Training and WIOA programs to incre ase referrals, fostering credential building for enhanced employment potential.
6. Transportation Coordination:
    a. Recognition of transportation as a barrier, leading to engagement with the State Coordinating Council for Community Transportation.
    b. Discussions aimed at coordinating transportation services to minimize duplicati on, enhance availability, and optimize resources.
    c. Participation in the Governor's Advisory Commission on Intermodal Transportat ion's 10- year plan, ensuring customer voices are considered.
7. Broad Collaboration Beyond the Combined Plan:
    a. Acknowledgment that many workforce development activities extend beyond th e scope of the Combined Plan.
    b. Close collaboration with partners outside the plan, demonstrating a comprehens ive and integrated approach to workforce development.

These collaborative efforts underscore the commitment to addressing workforce challenges thr ough
strategic partnerships and initiatives, promoting a holistic and effective approach to workforce development in New Hampshire.

C. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO INDIVIDUALS

Describe how the entities carrying out the respective core programs, Combined State Plan partner programs included in this plan, and required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality, customer-centered services, including supportive services (e.g. transportation), to individuals, including those populations identified in section II(a)(1)(B), and individuals in remote areas. The activities described shall conform to the statutory requirements of each program.

The NH State Workforce Innovation Board, in collaboration with its subcommittee, the NH Works
Consortium, assumes responsibility for overseeing the operations of the twelve (12) NH Works American Job Centers, as detailed earlier. These NH Works one-stop centers serve as the primary interface for individuals within the workforce development system. The Office of Workforce Opportunity contracts its Title I Adult services with the Community Action Partnership Hillsborough and Rockingham Counties
(CAPHR). Title I Dislocated Worker services are contracted to NH Employment Security. Title I Youth services are contracted to Jobs for America's Graduates NH and MY TURN. To ensure a cohesive and customer-
centric service, staff from the Community Action Association, NH Employment Security, and NH Department of Education - Vocational Rehabilitation are co-located.

For individual job seekers, a well-defined and efficient process is in place upon entering a one-stop center,
commencing with a comprehensive intake process. This process ensures that job seekers have a ccess to a diverse range of services and activities, including but not limited to:

NH Works Center Services	Determination of Eligibility
	Assessments
	Labor Exchange Information
	Labor Market Information
	Unemployment Insurance Information
	FAFSA Assistance
	Development of Individual Employment Plan
	Group Counseling
	Individual Counseling
	Career Planning
	Internships
	Short-Term Per-Vocational Services (soft skills such as communication, punctuality, and perso nal

NH Works Center Services	Determination of Eligibility
	maintenance skills)
	Workforce Preparation Activities (i.e., MS office , keyboarding, and Internet)
	Financial Literacy
	Determination of Eligibility
	Follow-up Services
Training Services – WIOA 134(c)(3) and 122(a)(3)	Occupational Skills Training
	Registered Apprenticeships
	Adult Education and Literacy
	Customized Training – Employer-Driven
Supportive Services – WIOA 134(d)(2)	To Support Career and Training Services

Co-enrollment in both core and non-core programs is a common practice, facilitated by the utilization of a universal referral form for interagency service delivery. In instances where co-enrollment proves beneficial to the individual, a comprehensive multi-agency case management team meeting is conducted. During this meeting, a services strategy is formulated, and a designated "lead" case manager is assigned to coordinate
services, ensuring the elimination of service duplication.

In addition to the WIOA services detailed earlier, individuals have the opportunity to access a ra nge of additional services through NH Works centers, including energy assistance, health services, food and
nutrition assistance, Hispanic/Latino community services, housing and homeless prevention programs, as well as various supportive and volunteer services. All activities adhere to the statutory requirements of each program and are accessible to individuals without discrimination.

The New Hampshire Job Match System (JMS) serves as a collaborative platform for the agencies providing services under the WIOA Title I and Title III programs. This system facilitates cooperation among partners when providing various forms of job search assistance.

Memorandums of Understanding and Formal Data sharing agreements are in place among the following partners (as also detailed in Section II (a)(2)):

NH Department of Employment Security and the Department of Business and Economic A ffairs, Office of Workforce Opportunity to apportion and coordinate administration of the Unemployment Insurance
Reemployment Service and Eligibility Assessment (RESEA) Grant with Title I of Workforc

e Innovation and Opportunity Act – This non-financial agreement between NHES and BEA was created in order to carry out the provisions of the RESEA program and the provisions of the Subchapters and to assure that services provided within the One-Stop Delivery System under these two programs do not overlap resulting in duplication of services.

NH Rapid Response (Non-Financial Memorandum of Understanding) – The purpose of the Rapid Response Memorandum of Understanding is to provide an understanding of the NH Rapid Response Process and to outline joint partner's roles in providing important NH Works Rapid Response Activities to affec ted dislocated workers. These procedures incorporate elements of flexibility and accountability into the New Hampshire Rapid Response Process so that an effective and timely early intervention response can be offered to affected workers, and responsibility for delivery of these services can be assigned.

NH Works One-Stop Operator Consortium for operation of the NH Works One-Stop Centers – The Workforce Innovation Board and the NH Department of Business and Economic Affairs (BEA), NH Department of Education (DOE), NH Health and Human Services Division of Family Assistance (DHHS), NH Employment Security (NHES), Community College System of NH (CCSNH), the Community Action Partnership Hillsborough and Rockingham Counties (CAPHR) on behalf of the Community Action Association of NH (CAP) have an MOU for the purpose of continuing the NH Works One Stop partnership as a "single service delivery system" or "One- Stop Delivery System" under WIOA, to engage in a joint planni ng process, and to establish the general terms and conditions under which the partnership will operate.

NH Employment Security and NH Dept. of Business and Economic Affairs, Office of Workfo rce Opportunity, to apportion and coordinate administration for the Trade Act of 1974 as amended by the Trade

Adjustment Assistance Reform Act of 2002 – This agreement ensures the program does not o verlap nor duplicate programs and activities and agrees on joint activities.

NH Works One-Stop Operator Consortium and Adams and Associates – Manchester Job Corps Center – This agreement constitutes a memorandum of understanding between the Adams and Associates - Manchester Job Corps Operator and the NH Works One-Stop Operator Consortium (NH Works Consortium), for implementation upon federal award by US Dept. of Labor. The NH Works Consortium is an established subcommittee of the State Workforce Innovation Board. New Hampshire is a single state service delivery area, and as such has one state level board responsible for the State's WIOA one-stop delivery system known as NH Works.

Services to Veterans – Memorandum of Understanding among NH Department of Business and Economic Affairs, NH Employment Security, Community Action Partnership Hillsborough Rockingham Counties (CAPHR), NH Department of Education, NH Health and Human Services, and Community College System of NH is to establish a non-financial agreement among the above mentioned NH Works partners concerning their respective roles and responsibilities to "ensure

maximum effectiveness and efficiency are achieved in providing services and assistance to eligib le veterans"
in accordance with funding agencies' statutes and participation in Capstone activities and other outreach to transitioning service members.

Copies of these MOUs may be found on the NH Works website, nhworks.org. Formal data sharin g agreements exist across the following partners:

- NH Employment Security and the Office of Workforce Opportunity (Adult, Dislocated Worker, and Youth Programs)
- NH Employment Security and Vocational Rehabilitation

Interagency partner referrals for clients are made using the Release of Information Form, both E nglish and Spanish versions, which can be found in Appendix 2.

Information sharing is key to the collaboration, coordination, and alignment of services to indivi duals in New Hampshire. As described above the SWIB and the NH Works Consortium, lead the effort at the state level.

On the local level NH Works partners hold quarterly meetings. These meetings are held in six (6) different regions across the state, which includes representatives from Employment Security, WIOA, Office of Workforce Opportunity (OWO), Vocational Rehabilitation, Adult Education, TANF, resettlement agencies, contractors, and others involved with workforce services or wraparound supportive services. These quarterly meetings ensure open communication and system alignment.

As part of its ongoing commitment to workforce system alignment, professional development, and continuous improvement, OWO convened the inaugural NHWorks Conference in 2018 and successfully held the conference again in 2019. These conferences brought together NHWorks front-line staff and partners from across the system to participate in coordinated training and technical assistance aligned with WIOA priorities. Offered at no cost to participants, the NHWorks Conference supports skill development, promotes consistency in service delivery, and fosters cross-program collaboration. The conference also provides valuable opportunities for networking, peer learning, and information sharing among workforce professionals. Building on the success of the 2018 and 2019 conferences, the State intends to continue the NHWorks Conference as an annual training and technical assistance event.

In addition to the annual NHWorks Conference, OWO offers a monthly virtual Lunch and Learn series for NHWorks partners, including front-line staff. This series provides short, focused professional development and enrichment opportunities designed to support continuous learning and timely dissemination of information. Delivered virtually, the Lunch and Learn sessions are easily accessible statewide, minimize disruption to daily operations, and allow staff to engage in regular training within a manageable time frame. Together, the annual conference and monthly Lunch and Learn series ensure ongoing, no-cost training and technical assistance while promoting collaboration, knowledge sharing, and system alignment across NHWorks partners.

D. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO EMPLOYERS

Describe how the entities carrying out the respective core programs, any Combined State Plan partner program included in this plan, required and optional one-stop partner programs will coordinate activities and resources to provide comprehensive, high-quality services to employers to meet their current and projected workforce needs and to achieve the goals of industry or sector partners in the state. The activities described shall conform to the statutory requirements of each program.

The Interagency Business Team (IBT) serves as a crucial collaborative mechanism in New Hampshire's
workforce development system, focusing on coordinating and aligning services to employers at both state and community levels. It acts as a strategic alliance involving partners from core, non-core, and external programs, working together to streamline employer services, eliminate duplication, and enhance information sharing among agencies.

1. **Communication Facilitation:**
    a. Facilitates communication among partner agencies, specifically addressing servi ces to employers.
    b. Aims to create a streamlined employer service structure, avoiding duplicated eff orts and promoting information sharing.
2. **Sector Strategies and Demand-Driven Initiatives:**
    a. Focuses on sector strategies and demand-
    driven initiatives to align workforce development efforts with industry needs.
    b. Spearheads the implementation of Neoserra, a business intelligence tool for acce ssing and updating business information.
3. **Business Resource Specialists (BRS):**

- A team of NH Works partner staff, known as Business Resource Specialists (BRS), delive r a range of services to
  businesses.employer applications, recruitment events), HR consultation, and labor mark et information.
    - Services include labor exchange information, customized services (screening, ref errals,
- **Alignment with Statutory Requirements:**
    - Ensures that all activities and services conform to the statutory requirements of each program, making them accessible to all employers.

Current Efforts and Future Collaboration Goals:

1. **Career Pathways and Talent Pipeline:**
    a. Utilizes career pathways to develop a talent pipeline aligned with business need s across education levels (K-12, CTE, adult education, post-secondary).
    b. Incorporates information on in-
    demand pathways to guide educational and workforce development initiatives.

2. **Representation at Job Fairs:**
    a. Ensures representation of core partner programs, including adult education and vocational rehabilitation, at all job fairs organized by Employer Services.
3. **Work-and-Learn Opportunities:**
    a. Develops more opportunities for work-and-learn experiences with employers, focusing on increased referrals among youth and adult education programs.
4. **Interaction with Adult Education Directors:**
    a. Facilitates increased interaction between local Adult Education Directors and bu sinesses to better understand local needs and align services accordingly.
5. **Community-Level Coordination:**
    a. Conducts regular BRS team meetings at the community level, involving NH Work s staff and partners.
    b. Allows for discussions on employer needs and matching them to individual need s of NH Works and partner agency customers, fostering a customer-centric workforce system.
6. **Professional Development and Cross-Training:**
    a. Through the Professional Development and Training (PDT) subgroup, conducts ongoing professional development for staff across agencies.
    b. Aims to facilitate cross-training, information sharing, and resource maximization among various agency staff.
7. **Employer Engagement and Development:**
    a. The IBT's collaborative efforts highlight a commitment to enhancing employer services,
    fostering partnerships, and creating a responsive and efficient workforce develo pment system in New Hampshire.

E. PARTNER ENGAGEMENT WITH EDUCATIONAL INSTITUTIONS AND OTHER EDUCATION AND TRAINING PROVIDERS.

Describe how the State's Strategies will engage the State's community colleges, adult education providers, area career and technical education schools, providers on the State's eligible training provider list, and other education and training providers, as partners in the workforce development system to create a job-driven education and training system. WIOA section 102(b)(2)(B)(iv). Include how the State's strategies will enable the State to leverage other Federal, State, and local investments to enhance access to workforce development programs at these institutions.

The State Workforce Innovation Board (SWIB) in New Hampshire recognizes the significance of fostering

strong partnerships with educational institutions, particularly focusing on the state's network of community colleges and other post-secondary education institutions, to provide and improve access to work-and-learn opportunities aligned with business and industry needs. The key strategy involves leadership by the New Hampshire Department of Education (NHED), serving as a core and non-core program partner. NHED represents the K-12 education system, Adult Education, Vocational Rehabilitation, and Career and Technical Education (CTE), actively participating in key committees and groups, including the SWIB, Interagency Business Team (IBT), and the NH Works Consortium.

The representation from the Community College System of NH (CCSNH) on various committees ensures alignment between workforce initiatives and post-secondary education, strengthening collaboration between workforce development efforts and community college programs. This deep-rooted partnership with NHED and CCSNH representatives across various committees ensures sustained collaboration and coordination between workforce development and educational systems.

This collaborative effort acknowledges the crucial role of education in meeting the demands of businesses and maintaining a skilled workforce, preparing a future workforce through a pipeline of skilled workers.
Recognizing that engagement with education needs to exist at every level, from strategic committees to service-level staff, it aims to establish true demand-driven education and training systems.

The engagement with educational institutions initiates through the functions of key committees and sub-groups, including the SWIB, IBT, and the NH Works Consortium, ensuring that collaboration is strategically aligned with workforce development goals and industry needs. The focus of these collaborative efforts is on creating a responsive and skilled workforce that can meet the evolving demands of businesses in New Hampshire.

A key strategy of the State Workforce Innovation Board (SWIB) is to enhance the infrastructure for both employers and individuals to pursue a spectrum of work-based learning opportunities, including internships, apprenticeships, and other work experiences. These opportunities play a critical role in bridging education and training options with the needs of New Hampshire's businesses.

To engage all training providers offering opportunities leading to in-demand careers, the state leverages the eligible training provider list (ETPL). Inclusion on the ETPL requires that training programs align with occupations in industry sectors that are in demand and result in the completion of industry-recognized credentials, national or state certificates, or degrees, encompassing all relevant competencies, licensing, and certification requirements.

Recognizing Registered Apprenticeship as a vital strategy, New Hampshire values these programs for providing a broader range of work-based and demand-driven training opportunities for jobseekers.
Apprenticeship programs registered under the National Apprenticeship Act (NAA) are exempt f

rom initial
eligibility procedures to be listed on the ETPL, but they must annually verify their program statu s to remain included.

As the state continues to foster the development and expansion of sector partnerships, it will act ively solicit participation from various education and training providers to contribute to the design, development, and delivery of occupation-
specific training. Ongoing engagement with these providers is crucial for the creation of robust community-based career pathways that align with the evolving demands of the workforce.

F. IMPROVING ACCESS TO POSTSECONDARY CREDENTIALS

Describe how the State's strategies will improve access to activities leading to recognized postsecondary credentials, including Registered Apprenticeship certificates. This includes credentials that are industry-recognized certificates, licenses or certifications, and that are portable and stackable.

With support from initiatives from
Employment Security and NHED, efforts will be made to enhance access to postsecondary credentials, starting with a focus on high school diploma or equivalency
attainment. This involves ensuring that NH Works participants lacking a high school diploma ar e referred to Adult Education for necessary services. Commitment to work-readiness programs, such as WorkReadyNH, will facilitate participants' introduction to or reconnection with the education system.

These initiatives, coupled with the state strategies outlined in Goals 3 and 5 of the combined pla n, aim to significantly improve access to postsecondary credentials. New Hampshire will adopt a demand-driven
system to pinpoint essential training leading to credentials based on business needs. This infor mation will
guide the development of comprehensive career pathways, ranging from high school diploma at tainment to advanced degrees. These career pathways will establish a robust pipeline of skilled and credentialed
workers, meeting the present and future demands of businesses in New Hampshire.

G. COORDINATING WITH ECONOMIC DEVELOPMENT STRATEGIES

Describe how the activities identified in (A) will be coordinated with economic development entities, strategies, and activities in the State.

At the state level, the Office of Workforce Opportunity is a unit within the
NH Department of Business and
Economic Affairs (BEA). BEA was established by an act of the New Hampshire State Legislature i n July 2017. The department is comprised of the Division of Economic Development, Division of Planning & Community Development, and the Division of Travel and Tourism Development. Within these divisions are programs that support BEA's mission to keep the state's economy strong and competitive, from international trade and government procurement to workforce development and municipal planning. In its authorizing legislation, RSA 12-O:24 required the Department, with input and assistance from the Council of Partner Agencies (CPA) established under RSA 12-O:7 and other public and private organizations with whom it chooses to work, to

develop a rolling 10-
year economic development strategy and operating plan. OWO and SWIB staff will work to ensu re that the work of the Board is in alignment with the State's economic development priorities on a rolling basis as
implementation occurs. Further, OWO assisted in the drafting of the Economic Recovery and Ex pansion
Strategy (ERES). The ERES plan serves as a framework for the State of New Hampshire's long te rm economic recovery from the COVID-19 pandemic and an opportunity to improve the economic ecosystem within the state.

Through joint staff meetings with Economic Development as well as representation on IBT, the Consortium, and Workforce Innovation Board, ensures coordination with economic development strategies.
Furthermore, OWO coordinates Rapid Response responsibilities with the Division of Economic Development (DED), and DED is actively involved in the state's sector development effort. One of the strategies outlined
under Goal 3 of the combined plan is to ensure increased communication with local economic d evelopment agencies in addition to at the state level. This will increase collaboration by engaging more community economic development partners to identify the needs of businesses, allowing for further consistent
messaging and information. By coordinating at a state and community level, New Hampshire wil l establish an industry-driven system focused on the needs of both jobseekers and businesses.

B. STATE OPERATING SYSTEMS AND POLICIES

The Unified or Combined State Plan must include a description of the State operating systems and policies that will support the implementation of the State strategy described in section **II Strategic Elements**. This includes—

1. THE STATE OPERATING SYSTEMS THAT WILL SUPPORT COORDINATED IMPLEMENTATION OF STATE STRATEGIES (E.G., LABOR MARKET INFORMATION SYSTEMS, DATA SYSTEMS, COMMUNICATION SYSTEMS, CASE MANAGEMENT SYSTEMS, JOB BANKS, ETC.).

Effective communication is integral to the functionality of New Hampshire's workforce system. Open lines of communication are established through various channels, including Commissioner-level agency representatives on the State Board, the Governor's direct relationship with the State Board Chair, partner
agency representation on the State Board subcommittees, and staff providing committee suppor t. Meeting minutes and products are shared with stakeholders, and sub-committee Chairs present updates to the full board on their work, activities, and recommendations during quarterly meetings.

To disseminate information, the system employs several standard mechanisms of communicatio n, such as

- State Board meeting announcements are regularly posted on the NH Work's website. Th e yearly meeting calendar is publicly discussed and voted upon, with additional announcements made during public presentations and meetings with partner agencies.

- State Board minutes, meeting audio recordings, and transcriptions of the audio a re consistently made available on the NH Work's website for public access.
    - Committee minutes are included in State Board packets during each mee ting, ensuring comprehensive documentation of committee activities.
    - Committee Chairs provide updates on committee activities at each meeti ng, offering insight into ongoing efforts and progress.
    - Board and committee members are kept informed about federal and stat e initiatives, with relevant directives forwarded to them and communicated during committee meetings as appropriate.
    - Written policies, procedures, and agreements are distributed via the internet to relevant
      stakeholders, including board members, committee members, managem ent staff, program operators, and local one-stop teams, ensuring widespread accessibility.

The Economic Labor Market Information Bureau (ELMI) serves as the State's primary agency fo r furnishing labor market information to relevant agencies and partners. ELMI, recognized with awards, has tailored numerous reports and publications to meet the specific needs of NH Works Center staff. Additionally, they provide training to local staff, simplifying labor market information and making it a practical tool for
employment counselors and customers alike. ELMI staff actively engages at both the state and lo cal levels,
offering training, technical assistance, presentations, workshops, products, and various services to the State Board, partners, community agencies, employers, and local One-
Stop Center staff, thereby contributing to a coordinated understanding of the labor market and available data.

The New Hampshire Job Match System (JMS) is accessible via the internet for all customers and partners, as well as at One-Stop Centers. Encouraging customer registration in the JMS, irrespective of services
received or program participation, is a standard practice across all programs. Employers are dir ected to the JMS, where they are able to post open positions and review potential candidates who have registered in JMS.

While not all partner programs use a common case management system due to varying legal req uirements, New Hampshire has successfully consolidated the WIOA Title I (Adult, Dislocated Worker, and Youth) case management system with the Title III Wagner-Peyser tracking system. Additionally, collaborative efforts are implemented on individual cases where a customer is receiving or is eligible for services from multiple programs.

NH Works partners, including VR, WIOA Title I, Community College System of NH, and the TANF agency, utilize the Performance Accountability and Customer Information Agency (PACIA) unit at NH Employment Security for processing wage data necessary for calculating WIOA-
required performance measures.

The data collection and reporting processes for WIOA Title I Adult, Dislocated Worker, and Yout h programs transitioned to the case management system administered by Geographic Solutions.

This shift,
managed through a contract overseen by NH Employment Security, mandates the utilization of t his system for all entities receiving Title I WIOA funds. The Economic Labor Market Information Bureau (ELMI),
designated as the Performance Accountability and Customer Information Agency (PACIA) by the Governor of New Hampshire, is entrusted with performance analysis and reporting functions under WIOA.

ELMI generates performance-related items for submission to the U.S. Department of Labor (DOL) as part of the WIOA Quarterly Summaries and Annual Report. This process involves integrating the Participant
Individual Record Layout (PIRL) with UI wage records and program cost data from various sour ces, including
the New Hampshire Department of Education, NH Employment Security, the Community Colleg e System of NH, the Department of Business and Economic Affairs, and WIOA Eligible Training Providers. Additionally, ELMI conducts program evaluation tasks, responding to partner requests and analyzing WIOA participant data based on various characteristics.

System integration is actively promoted, encouraging the use of a single client record for program
participants served under WIOA. The Geographic Solutions case management system has the ca pability to record and report partner services. New Hampshire has implemented Workforce Connect to streamline data collection and customer tracking, enhancing user experience through a Single Sign On (SSO)
Registration and Integrated Registration, eliminating the need for multiple User IDs, Passwords, and Portals. The three-
module Workforce Connect software suite includes Single Sign On (SSO), Integrated Registratio n, and a Dashboard providing users with personalized information.

In an ongoing effort to further connect and integrate participant data, the Office of Adult Education (formerly the Bureau of Adult Education)
initiated the collection of social security numbers starting on July 1, 2019. This implementation i s a work in progress. Performance management occurs at various levels within the system, involving the State Workforce Innovation Board, the Performance and Evaluation Committee, and the One-Stop Operator Consortium. Financial performance management is overseen by the Executive Committee of the State Board, with reports and recommendations shared across all levels of system management.

2. THE STATE POLICIES THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES (FOR EXAMPLE. CO-ENROLLMENT POLICIES AND UNIVERSAL INTAKE PROCESSES WHERE APPROPRIATE). IN ADDITION, PROVIDE THE STATE'S GUIDELINES FOR STATE-ADMINISTERED ONE-STOP PARTNER PROGRAMS' CONTRIBUTIONS TO A ONE-STOP DELIVERY SYSTEM AND ANY ADDITIONAL GUIDANCE FOR ONE-STOP PARTNER CONTRIBUTIONS.

New Hampshire has developed a variety of policies to govern the workforce system, ensure high quality services, promote collaboration among system partners, and outline legislative, regulatory, and quality
requirements for the workforce system. The NH Works Memorandum of Understanding governs

one-stop partner programs' contributions to the one-stop delivery system. Each partner/program that is physically located in the one-stop center(s) contributes to the NH Works One-Stop Center operations using a square footage allocation based on FTE. In addition to the core programs, the following partner programs (not currently physically co-located) are required to provide access through the one-stops:

- Adult Education and Family Literacy Act
- Job Corps
- Senior Community Service Employment Program (SCSEP)
- Temporary Assistance for Needy Families (TANF)

These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co- located, partner staff that can provide information and referrals.

Adult Education, as a required partner, must contribute to the cost of infrastructure and certain additional services. The TANF agency is strongly encouraged, but may opt out per the Governor, to contribute to the cost of infrastructure and certain additional services. In the spirit of collaboration and inclusion, the TANF agency is contributing its fair share. Even if not physically co-located within the Job Centers, a significant number of Adult Education, TANF, and a smaller number of SCSEP and Job Corps customers use the NH Works American Job Center network to access services such as:

- Individualized services,
- Using resource room computers to research information, complete assessments, conduct work searches, and communicate with off-site program staff,
- Using resource room staff assistance for the above services and for general information,
- Using other resource room equipment such as copiers, scanners, fax machines, or assistive technology for individuals with disabilities,
- Obtaining labor market information,
- Attendingreemployment workshops,
- File grievances or appeals, etc.

These services are utilized in direct benefit of the additional partners and programs identified and in support thereof and will, therefore, be proportionately paid for.

The SWIB selected two different allocation bases – as outlined in the Allocation Bases per Cost Item section below – to determine overall Partner contributions. This was done in an effort:

- To remedy the imbalance of non-physically represented Partners, and
- To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

Partner financial contributions to the one-stop delivery system.

Partner Contribution Amount: By Allocation Base

Partner Program	Agency	FTECost	Customers Served	Total	Capped Total
Employment Services (ES)	Employment Security	1,092,013	16,000	1,092,013	1,092,013
Reemployment Services (RESEA)	Employment Security	963,541	1,074	963,541	963,541
Trade Adjustment Assistance (TAA)	Employment Security	128,472	75	128,472	128,472
Local Veterans Employment Rep. (LVER)	Employment Security	128,472	115	128,472	128,472
Disabled Veterans Outreach Prog. (DVOP)	Employment Security	385,416	100	385,416	385,416
Unemployment Insurance (UI)	Employment Security	1,284,721	22,621	1,284,721	1,284,721
Tax Operations (TAX)	Employment Security	513,888	40,000	513,888	513,888
Pathway To Work (PTW)	Employment Security	64,236	7	64,236	64,236
WorkNow NH	Employment Security	642,360	487	642,360	642,360
Dislocated Worker(WIOA DW)	Employment Security	513,888	105	513,888	513,888
Vocational Rehabilitation (VR)	Education	355,241	203	355,241	159,904
WIOA Adult(WIOA Adult)	Community Action	532,862	478	532,862	239,856
New DHHS staff	Health &Human Svcs	222,026		222,026	99,940

Partner Program	Agency	FTECost	Customers Served	Total	Capped Total
SCSEP State	Community Action	260	32	260	260
SCSEP National	Operation Able	911	134	911	911
Adult Education	Education/Second St	23,826	2,373	23,826	23,826
TANF/SNAP	Health &Human Svcs	4,947	500	4,947	4,947
Job Corps	NH Job Corps	1,302	203	1,302	1,302
Farm Workers**	Education	-		-	-
Career &Technical Education	Education	65,097	9,630	65,097	65,097
Housing and Urban Dev*	HUD	-		-	-
CDBG*	DHHS	-		-	-
WIOA Youth	Education	1,302	277	1,302	1,302
Apprenticeship Grants	CCSNH	260	31	260	260

Highlighted programs are collocated partners contributing to the Operational Budget. Grants are time-limited programs and may not be available from year-to year

* Noncontributing programs (not operational in NH)

** Customers are minors not served by NHWORKS centers

By Cost Category

Partner Program	Agency	Infrastructure Costs	Shared Services	Career Services	Total	Capped Total
Employment Services (ES)	Employment Security	221,331	717,836	152,846	1,092,013	1,092,013
Reemployment Services (RESEA)	Employment Security	195,292	633,384	134,865	963,541	963,541

Partner Program	Agency	Infrastructure Costs	Shared Services	Career Services	Total	Capped Total
Trade Adjustment Assistance (TAA)	Employment Security	26,039	84,451	17,982	128,472	128,472
Local Veterans Employment Rep. (LVER)	Employment Security	26,039	84,451	17,982	128,472	128,472
Disabled Veterans Outreach Prog. (DVOP)	Employment Security	78,117	253,354	53,946	385,416	385,416
Unemployment Insurance (UI)	Employment Security	260,389	844,512	179,819	1,284,721	1,284,721
Tax Operations (TAX)	Employment Security	104,156	337,805	71,928	513,888	513,888
Pathway To Work (PTW)	Employment Security	13,019	42,226	8,991	64,236	64,236
WorkNow NH	Employment Security	130,195	422,256	89,910	642,360	642,360
Dislocated Worker(WIOA DW)	Employment Security	104,156	337,805	71,928	513,888	513,888
Vocational Rehabilitation (VR)	Education	104,156	179,158	71,928	355,241	159,904
WIOA Adult(WIOA Adult)	Community Action	156,233	268,737	107,892	532,862	239,856
New DHHS staff	Health &Human Svcs	65,097	111,974	44,955	222,026	99,940
SCSEP State	Community Action	260	-	-	260	260

Partner Program	Agency	Infrastructure Costs	Shared Services	Career Services	Total	Capped Total
SCSEP National	Operation Able	911	-	-	911	911
Adult Education	Education/Second St	23,826	-	-	23,826	23,826
TANF/SNAP	Health &Human Svcs	4,947	-	-	4,947	4,947
Job Corps	NH JobCorps	1,302	-	-	1,302	1,302
Farm Workers*	Education	-	-	-	-	-
Career &Technical Education	Education	65,097	-	-	65,097	65,097
Housing and Urban Dev**	HUD	-	-	-	-	-
CDBG***	DHHS	-	-	-	-	-
WIOA Youth	Education	1,302	-	-	1,302	1,302
Apprenticeship Grants	CCSNH	260	-	-	260	260

Required Partners per WIOA regulations, not contributing to the NH Works System infrastructure costs:

The Migrant and Seasonal Farmworkers Program, administered through the National Farmworker's
Council, the program is a nationally directed, locally administered program of services for migrant and seasonal farmworkers (MSFWs). NFWC offers Employment and Training grants. The NFJP program in
NH does not serve sufficient numbers of individuals to leverage costs associated with benefit from the NH Works centers based on program participation. In New Hampshire, the farmworker population is dwindling each year.. Funds leveraged would be miniscule and further reduced compared to the time and effort needed to affect pennies on the dollar.

- The National Farm Workers Education program administered by the New Hampshire Department of
  Education (NHED) served approximately 125 students each year; however, the students are primarily young students not in the labor market.

- Housing Urban Development (HUD) Funds for Employment and Training Activities – HUD has reviewed NH's request for contributions to the IFA and determined that the programing in NH does not fit the criteria for participation. The NH Works Consortium

and USDOL are in receipt of HUD's
response that stipulates that no funds qualify and/or are available to support NH's one-stop IFA costs. The NH Works Consortium will review HUD's funding status prior to the renewal of this MOU.

- The NH Department of Health and Human Services (DHHS) is the administrative entity f or Community Development Block Grant funds. DHHS has verified that the CDBG annual report filed with the State does not show funds expended for employment and training purposes. The Community Action Association, as recipients of GDBG funds locally, further supports this assessment. The NH Works Consortium will review the use of CDBG funds in NH, prior to the next MOU update.
- NH does not currently operate a Youth Build grant.

For additions and updates, the NH Works Consortium will lead the development of state policies and their communication and implementation, including guidelines for state-administered one-stop programs' contributions to the one-stop delivery system. Policies and procedures will comply with all requirements outlined by WIOA and respective federal and state legislation.

They will be disseminated to all partner agencies and used to provide guidance to the workforce system and implement the State Plan. In addition to coordination among core partners, the NH Works Consortium will continue to encourage coordination with non-core partner agencies to strengthen the alignment between
the Governor's vision and the goals and strategies that are outlined in this plan to meet that visi on.

Copies of policies that support the implementation of the State's strategies may be found at

https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-plan under State Plan Policies. https://www.nhworks.org/

3. STATE PROGRAM AND STATE BOARD OVERVIEW

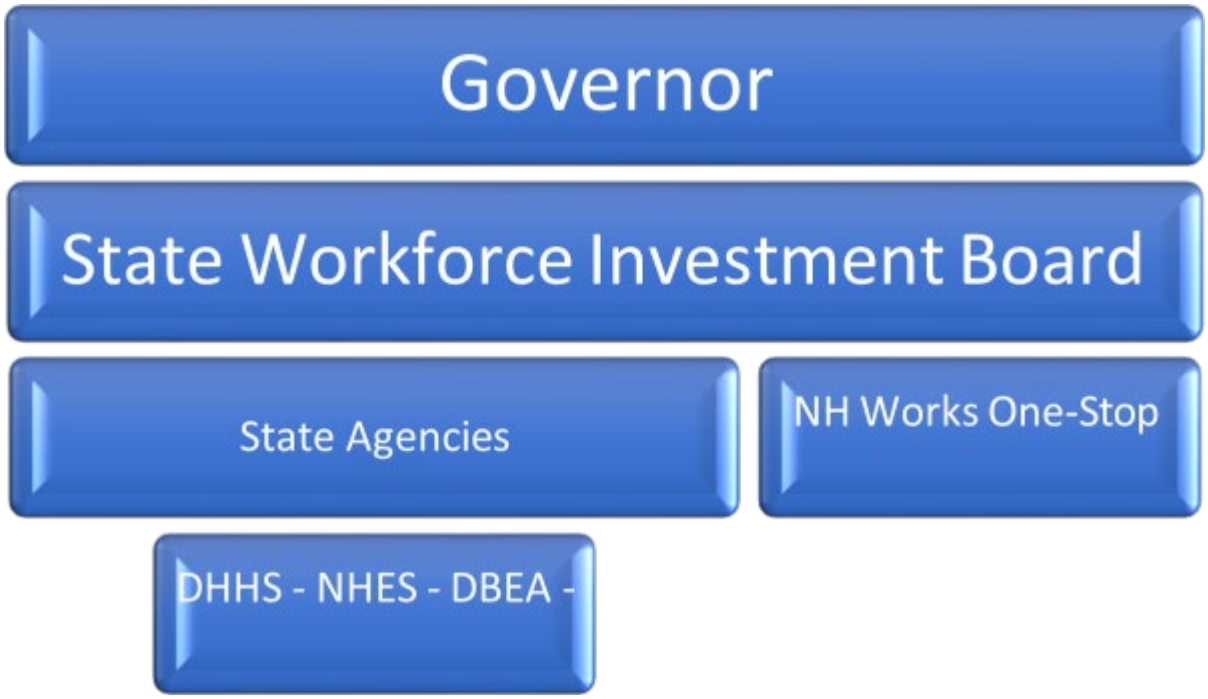
A. STATE AGENCY ORGANIZATION

Describe the organization and delivery systems at the State and local levels for the programs covered in the plan, including the organizational structure. Include an organizational chart.

State Agency Organization

Describe the organization and delivery systems at the State and local levels for the programs covered in the plan, including the organizational structure. Include an organizational chart.

This structure represents a top-down hierarchy where the Governor oversees the State Workforce Innovation Board, which, in turn, collaborates with various State Agencies, and the NH Works One-Stop Operator Consortium. Each State Agency is presented as a separate branch under SWIB, indicating their connection to the overall governance structure.



The Governor appoints Commissioners for each state agency. The Chancellor for the Community College System of New Hampshire is appointed by the CCSNH Board of Trustees. The Governor also appoints the Chair of the State Workforce Innovation Board and all other board members consistent with WIOA procedures. With the exception of DHHS—due to the size of the agency-the heads of each entity listed in the chart above are appointed members of the SWIB. In addition, the Governor holds monthly Commissioner meetings which allows for further cross-communication and information sharing specific to workforce development efforts related to the services and programs listed in the table below.

State Agency	Program
New Hampshire Department of Education	• CTE Programs • Vocational Rehabilitation • Adult Education • NH Department of Business and Economic Affairs
	• Office of Workforce Opportunity • Administrative entity for WIOA Adult, Dislocated • Worker & Youth • Workforce board staff charged with leading the

State Agency	Program
	• State's strategic planning for workforce issues and system policy making guidance • Agreement with NHES to serve as primary • operator for WIOA Dislocated Worker funds and WIOA Adult is contracted with Community Action • Association. • Administers the WIOA Youth program • Administrative entity for State SCSEP program • MSHA – State Mine Safety Training grants
NH Employment Security	• Wagner-Peyser • Migrant and Seasonal Farm Workers • Unemployment Insurance • Jobs for Veterans' Service Grant • Performance Accountability and Customer • Satisfaction (via contract with BEA) • Foreign Labor Certification • WOTC/WTW Tax Credits • Labor Market Information Services • Trade Assistance Program • Re-employment Services and Eligibility Assessment Program • Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry program) • WIOA Dislocated Worker and WIOA Adult (through a contract with Community Action Association)

State Agency	Program
NH Health & Human Services	• TANF Programs – NHEP work program • Division for Children, Youth, and Families (Juvenile Justice and Family Services) • Service Link/Agency on Aging • SNAP programs
Community College System of New Hampshire	• Post-secondary education services (eligible training provider for WIOA) • Carl Perkins Funds • WorkReady NH (via contract with NHES) • DOL Apprenticeship Grants
NH Department of Labor	• WARN ACT (state and federal enforcement) • Labor laws/enforcement

The Office of Workforce Opportunity (OWO) operates as the central administrative entity overseeing the allocation and utilization of WIOA Title I Adult, Dislocated Worker, and Youth funds in New Hampshire, with the Department of Business and Economic Affairs (BEA) serving as the state's fiscal agent and official grant recipient of WIOA Title I funds. The USDOL Region I Philadelphia/Boston office provides federal oversight and technical assistance.

As a single-state service delivery area, New Hampshire has strategically crafted a well-aligned governance and administrative framework, establishing policies, setting performance goals, and ensuring robust oversight to maintain the accountability of the workforce development system. The State Workforce Innovation Board (SWIB) functions as the advisory body, actively contributing to the development, updating, and evaluation of the planning process. This ensures that workforce development programs remain highly responsive to the evolving economic and labor market needs of New Hampshire.

The coordinated efforts of state agencies play a pivotal role in overseeing the effective implementation of various workforce development programs. Meanwhile, local agencies, including the local administrative arms of state agencies, are entrusted with the responsibility of program management and the provision of services to the end customers.

The organizational structure described above focuses on primary state-level program operators. However, it is important to note that the broader workforce development system encompasses numerous programs and services aimed at preparing individuals for employment and training. New Hampshire's established infrastructure facilitates comprehensive planning, policymaking, and accountability across a spectrum of workforce programs.

A range of committees, such as the One-Stop Operator Consortium (the Consortium), Interagency Business Team, Professional Development Team, Sector Strategy Team, Sector Partnership Initiative Committee, Strategic Planning Committee, and the Performance and Evaluation Committee of the SWIB, play integral roles in developing cohesive policies, strategies, and managing performance across diverse programs. The functions and roles of these committees were detailed in Section III (a)(1) State Board Functions.

B. STATE BOARD

Provide a description of the State Board activities that will assist State Board members and staff in carrying out State Board functions effectively. Also, provide a membership roster for the State Board consistent with 20 CFR 679.110-120, including members' organizational affiliations and position titles.

The Office of Workforce Opportunity will continue to work with the Governor's office to fulfill th is requirement. As changes occur, the Governor of the State of NH will be notified as she will need to make an appointment for any vacant seats as well as any other appointments to maintain the correct ratio of the board. This appointment process is lengthy and takes the state some time to complete.

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
The Governor (WIOA Section 101(b)(1)(A))	The Governor	1. James Gerry (Proxy)	Director	State of NH Office of the Governor	Statewide
Representatives of State Legislature (WIOA Section 101(b)(1)(B))	One member of each chamber of the State legislature (to the extent consistent with State law), appointed by the appropriate presiding officers of such chamber.	2. Kevin Avard	State Senator	State of NH House of Sensate	Statewide
3. Joseph Alexander	State Representative	State of NH House of Representatives	Statewide		

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	Board Chair – selected by the Governor	1. Michael Kane	CEO	The Kane Company	Seacoast
Representatives of Business (WIOA Section 101(b)(1)(C)(i))	The majority (51%) of the board must consist of representatives of business who: • are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policy-making or hiring authority,	2. Mike Alberts	Director	New England Wire Company	North

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	• represent businesses (including at least one representative of small business), or organizations representing businesses and provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industr				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	y sectors or occupations in the State; and • are appointed from among individuals nominated by State business organizations and business trade associations				
3. Jim Alden	Owner	Chutters	North		
4. Rick Bartle	Owner	Stratus Business Development Inc	West		
5. Anya Burzynski	Operations Manager	Aerodynamics Metal Finishing	Seacoast		
6. Kenneth Clinton	Land Surveyor	Arago Land Consultants, LLC	West		

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
7. Alan Beaulieu	Principal	ITR Economics	Central		
8. Mary Crowley	Manager	CP Management	Seacoast		
9. Tracey Pelton	Vice President	PROCON	West		
10. Shane Long	Owner	Aldworth manor	West		
11. Lori Ann Lundergan	Owner	Steadfast Spirits Distilling Co.	Central		
12. Larry Major	Manager	Pike Industries	Central		
13. Ashok Patel	Chief Development Officer	Jamsan Hotel Mgmt	South		
14. Jim Proulx	CEO/ President	Proulx Oil and Heating	Central		
15. Wayne Lesperance	President	New England College	Central		
16. Gary Thomas	CEO/ President	NorthPoint Construction	South		
Representatives of Workforce (WIOA Section 101(b)(1)(C)(ii))	Not less than 20 percent shall be representatives of the workforce within the State, who must include:	1. Tiler Eaton	Business Development Rep	IBEW 104 (Power Lineman from RSA) Electrical Workers Union	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	• Two or more representatives of labor organizations, who have been nominated by State labor federations; One or more representative, who must be a member of a labor organization or a training director, from a joint labor- management registered apprenticeship program, or if no such joint program exists in the State, such arepresentative of a registered apprenticeship program in the State;				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
2. Cullen Tiernan	Political Director	SEA/SEIU Local 1984			
3. Patrick Fall	Foreman (Pipefitter from RSA)	UA 131 Pipefitters Union (Apprenticeship)			
	In addition to the representatives enumerated above, the Governor may appoint one or more representatives of the following organizations to contribute to the 20 percent requirement representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations t	1. James Key-Wallace	Executive Director	New Hampshire Business Finance Authority (NHBFA)	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	hat serve veterans or that provide or support competitive, integrated employment for individuals with disabilities; and training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth				
2. Ryan Clouthier	CEO	Southern NH Services dba Community Action Partnership Hillsborough Rockingham Counties (CAPHR)			
3. Stephanie Ashworth	Region 1 Center Director	Job Corps			
Representatives of	The balance of State Board membership				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
Government (WIOA	must include:				
Section101(b)(1)(C)(iii))	• the lead State officials with primary responsibility for the core programs; and • two or more chief elected officials (collectively representing both cities and counties, where appropriate).	1. Christine Brennan (Educ.) Title II	Deputy Commissioner	NH Department of Education (NHDOE)	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
2. Cynthia Harrington	Deputy Director	Business and Economic Affairs (BEA)			
3. Richard Lavers	Commissioner	New Hampshire Employment Service (NHES)			
4. Jay Ruais	Mayor	City of Manchester			
5. Paul Callaghan	Mayor	City of Rochester			
	In addition to the representatives enumerated above, the Governor may appoint such other representatives such as:				
	• the State agency officials from agencies that are one-stop partners (includi	1. Kristine Dudley (Educ.)	Director	Community College System of NH (CCSNH)	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	ng additional one-stop partners whose programs are covered by the State plan, if any);				
2. Richard Sala (Educ.) Title IV	Director	NH Dept of Ed-Voc Rehab (NHDOE-VR)			
	• State agency officials responsible for economic development or juvenile justice programs in the State; organization, as such terms are defined in section				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	166(b); and				
	• State agency officials responsible for education programs in the State, including chief executive officers of community colleges and other institutions of higher education.				

4. ASSESSMENT AND EVALUATION OF PROGRAMS AND ONE-STOP PROGRAM PARTNERS

A. ASSESSMENT OF CORE AND ONE-STOP PROGRAM PARTNER PROGRAMS.

Describe how the core programs will be assessed each year based on State performance accountability measures described in section 116(b) of WIOA. Describe how other one-stop delivery system partner program services and Combined State Plan partner programs included in the plan will be assessed each year. This State assessment must include the quality,

effectiveness, and improvement of programs broken down by local area or provider. Such state assessments should take into account local and regional planning goals.

New Hampshire, as a single workforce area, will assess its core programs through the oversight activities conducted by the interagency management teams described throughout this plan and implement on-going continuous improvement strategies including but not limited to the following:

- Program Monitoring of WIOA Title I and SCSEP programs.
- NH Works Customer Satisfaction Surveys – participants, employers, and staff.
- On-
  going assessment of performance conducted by the Performance and Evaluation Commi ttee (e.g., recommend performance standards, review partner performance, and make recommendations for
- improvement).
- Vocational Rehabilitation Agency/State Rehabilitation Council (SRC) will conduct a Com prehensive Statewide Needs Assessment (CSNA).
- Annual state level third party program monitoring and audits.
- Third-party evaluations, as needed.
- Professional Development Team activities that focus on providing training to improve se rvices.
- Comprehensive One-
  Stop Center Certification and ADA Compliance, no less than once every three years.

B. PREVIOUS ASSESSMENT RESULTS

For each four-year state plan and state plan modification, provide the results of assessments of the effectiveness of the core programs and other one-stop partner programs and Combined State Plan partner programs included in the Unified or Combined State plan during the preceding 2-year period (i.e. the 2-year period of the plan modification cycle), in accordance with methods described in 4(A). Describe how the State is adapting its strategies based on these assessments.

The Workforce Innovation Board (SWIB) maintains a consistent and effective approach to monitoring the
performance of WIOA Title I programs on a quarterly basis. This regular assessment ensures tha t programs are meeting established objectives and making progress toward their goals.

As part of its commitment to ongoing oversight and enhancement of performance outcomes, the SWIB's Workforce Development Policy Committee dedicates its focus to assessing the performance of NH Works partners and eligible training providers. This committee not only establishes and monitors partner
performance metrics but also engages in the proactive identification of continuous improvemen

t strategies. These strategies encompass areas such as credentials, skills gains, and business performance.

Furthermore, the committee collaborates closely with the Consortium, working in tandem to im plement and manage improved processes. This collaborative effort ensures that the workforce development system
remains dynamic, responsive, and aligned with the evolving needs of both individuals seeking e mployment and the businesses driving economic growth in New Hampshire. SWIB's dedication to performance
monitoring and enhancement reflects its commitment to achieving optimal outcomes and foster ing a resilient and effective workforce development ecosystem.

OWO Title I Monitoring Activities

PY23	PY24
10 individual program/fiscal desk reviews	11 individual program/fiscal desk reviews
14 annual onsite program/fiscal reviews	13 annual onsite program/fiscal reviews
6 WIOA Section 188 Equal Opportunity Reviews	5 WIOA Section 188 Equal Opportunity Reviews
12 data validation reports	12 data validation reports
PY20 & PY21 ETPL Performance Analysis	PY21 & PY22 ETPL Performance Analysis
4 Equal Opportunity Analysis reports	4 Equal Opportunity Analysis reports

The commitment to thorough monitoring reflects OWO's dedication to ensuring the integrity an d success of the workforce development initiatives.

Any corrective action items identified through the monitoring process at either the state or local level have
been fully resolved. Monitoring reports are reviewed and approved by a member of the State Workforce Innovation Board annually.

Another tool used to assess the effectiveness of Core programs is a
Customer Satisfaction Survey for WIOA Adult, Dislocated Worker, and Youth customers. The survey is sent out at the end of each quarter to all individuals who have exited from one of the Title I programs. Since COVID, New Hampshire has experienced a steady decline in the return rate of surveys so, in PY24 the entire process including questions and the delivery method were changed.

For PY24, the programs sent out 589 customer satisfaction survey requests and although most of the surveys were opened, only 160 were received back. This resulted in a 27.16% return rate when the goal is to obtain an 80% return rate. Although the return rate was low, it was significantly higher than in previous years. More importantly, even though the return rate was low, individuals were generally satisfied with the WIOA programs and the services provided. Participants were asked to rate their experience in response to the following questions:

The questions with key survey metrics are:

- How would you rate the quality of Services received from Career Specialist – 4.69 out of 5 with 5 being extremely helpful
- Would you use WIOA services again if they were needed – 4.68 out of 5 with 5 being extremely likely
- Would you refer family and friends to the WIOA program – 4.70 out of 5 with 5 being 100% Yes

In addition to the key metrics above, we provide space for clients to provide comments. These comments, along with the ratings on the key metrics, are reviewed at the local and state level as yet another tool in our ongoing efforts for continuous improvement.

Following the pandemic, NH Employment Security (NHES) expanded its virtual recruitment options to provide consistent, accessible opportunities for both job seekers and employers. While we maintained a robust schedule of virtual events, we have also reintroduced a diverse range of in-person fairs. Today, NHES offers a comprehensive mix of virtual and face-to-face resources to meet the evolving needs of our community. This allows us to reach a multitude of job seekers and employers throughout the State. In program years 2023, 2024, and 2025, a total of One Hundred ninety-five (195) Job Fairs took place, engaging 3,577 employers, 705 resources, and 22,957 job seekers. Collectively, employers reported 173,277 job openings.

Of these 195 Job Fairs, 25 were traditional in-person events (seven in 2023, six in 2024 and twelve in 2025). This resulted in six hundred and eighteen (618) interviews conducted as an outcome of the In-Person Fairs, highlighting the tangible impact of these events in facilitating connections between employers and job seekers.

NH SWIB, along with the respective NH Works partner teams, will continue to monitor the quarterly and annually established performance outcomes of the core NH Works partners. To accomplish this, the Consortium tasked the Performance Workgroup to develop procedures. The group is comprised of a representative from each of the Core programs as seen in the chart below.

Performance Subcommittee

Name	Title	Agency	WIOA Title Program
Lisa Gerrard	WIOA Program Administrator	Department of Business and Economic Affairs, Office of Workforce Opportunity	WIOA Title I Adult Dislocated Worker Youth
Melinda Antonowicz	Program Specialist III	New Hampshire Employment Security	WIOA Title III Wagner Peyser

Name	Title	Agency	WIOA Title Program
Courtney Frederick	Program Specialist IV	Department of Education, Adult Education	WIOA II Adult Education and Family Literacy Act
Christopher Semonelii Jr.	Business Systems Analyst	Department of Education, Vocational Rehabilitation	WIOA Title IV Vocational Rehabilitation

Because performance outcomes from all WIOA Core Programs contribute to the State's overall performance score, it is essential that programs work collaboratively to meet or exceed established performance levels. To promote transparency, accountability, and consistent communication, the performance work group will collect, review, and share performance data on a quarterly basis.

Each performance workgroup representative is responsible for submitting their program's quarterly performance data to the Office of Workforce Opportunity (OWO) representative no later than 60 days following the end of each quarter. The OWO performance representative will compile and review the submitted data and distribute the consolidated information to performance workgroup members. These members will, in turn, share the information with their respective program directors.

Additionally, the OWO performance representative will provide performance updates to the Consortium and the State Workforce Innovation Board (SWIB), as appropriate, to ensure stakeholders remain informed of progress and outcomes.

In addition, the New Hampshire Department of Education (NHED), Office of Adult Education conducted reviews of all local program providers that included local program report cards, which compare local enrollment, measurable skill gain and outcomes to statewide results; desk reviews to identify ar eas of strength and areas needing improvement; and a self-assessment checklist to guide local directors through a thorough examination of their performance data and creation of an action plan to improve. Technical assistance was provided to individual programs as needed. As part of the high-quality professional development system, provided using Adult Education and Family Literacy Act (AEFLA) funding, an evaluation of each professional development activity was conducted at completion of the training and again at 60 and 90-day intervals to assess the application of new skills in the classroom. The Office of Adult Education does not currently conduct a statewide customer satisfaction survey of students.

NHED, Bureau of Vocational Rehabilitation (VRNH) monitoring activities included the following activities:

- Federal Monitoring and Corrective Action Plans:VRNH has continued to participate in federal oversight and monitoring activities conducted by the U.S. Department of Education, Rehabilitation Services Administration (RSA). During the most recent two-year period, VRNH completed three (3) RSA-monitored Corrective Action Plans addressing:(1) compliance with the statutory requirement to reserve and expend at

least fifteen percent (15%) of the federal vocational rehabilitation grant for Pre-Employment Transition Services (Pre-ETS);(2) federal timeliness requirements for eligibility determinations; and(3) federal timeliness requirements for the development of Individualized Plans for Employment (IPEs).All corrective actions were implemented, monitored by RSA, and have been formally remedied and closed by RSA.

- Quality Assurance and Business Process Improvements:As part of these corrective actions, VRNH instituted a dedicated Quality Assurance (QA) function and revamped key business and administrative processes to strengthen compliance, consistency, and accountability. The QA unit actively monitors high-risk program areas, supports timely case progression, and promotes continuous improvement. The effectiveness of these efforts is evidenced by the successful remediation and closure of all three Corrective Action Plans by RSA.

- Comprehensive Statewide Assessment of Needs:In addition, VRNH recently completed a Comprehensive Statewide Needs Assessment (CSNA) to evaluate service delivery, identify emerging priorities, and inform ongoing program and workforce development planning for individuals with disabilities across New Hampshire.

Copies of prior partner performance measures are on file with their respective federal partner o r by request.

C. EVALUATION

Describe how the State will conduct evaluations and research projects of activities carried out in the State under WIOA core programs; how such projects will be coordinated with, and designed in conjunction with, State and local boards and with State agencies responsible for the administration of all respective core programs; and, further, how the projects will be coordinated with the evaluations provided for by the Secretary of Labor and the Secretary of Education under WIOA (WIOA Section 116(e)).

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

The WIOA system in New Hampshire includes 4 partner programs that are administered by thre e State Agencies:

- WIOA Workforce Services (Title I) – NH Department of Business and Economic Affairs
- Adult Education (Title II) New Hampshire Department of Education
- Wagner-Peyser (Title III) NH Employment Security
- Vocational Rehabilitation (Title IV) New Hampshire Department of Education

NH Employment Security is the current subrecipient of the WIOA Title I Dislocated Worker prog ram. NHES is also the state agency which administers unemployment benefits for the

state. Evaluations include:
Program Monitoring, including federal reviews, are an important component of system evaluati on for compliance with WIOA regulations, as well as State policy and procedures for program and financial management.

OWO Title I Monitoring Activities

PY23	PY24
10 individual program/fiscal desk reviews	11 individual program/fiscal desk reviews
14 annual onsite program/fiscal reviews	13 annual onsite program/fiscal reviews
6 WIOA Section 188 Equal Opportunity Reviews	5 WIOA Section 188 Equal Opportunity Reviews
12 data validation reports	12 data validation reports
PY20 & PY21 ETPL Performance Analysis	PY21 & PY22 ETPL Performance Analysis
4 Equal Opportunity Analysis reports	4 Equal Opportunity Analysis reports

NHES, as a part of the grant process with US DOL ETA, is required to conduct an RESEA Evaluation Project. New Hampshire is monitoring and evaluating the re-
employment of RESEA claimants using the following criteria: occupations / career paths / industries that claimants are entering upon re- employment; wages for claimants upon re-employment; returning to the same occupation or entering into a position in another industry; Demand occupations v. non-
demand; Higher level positions. We will use Labor Market Information including but not limited to the Job Locator, Average Wage, OES, and a High Demand Occupations (HDO) report developed based on Office of Workforce Opportunity (WIOA) thresholds. The HDO report is also linked to Work Keys. This project will determine to what level we are also meeting employers' needs. Working with our Labor
Market Information Bureau, with their knowledge of the state of New Hampshire and the suppo rting data, we
will determine how best to meet the needs of the employers as well as the job seekers to build t he workforce for New Hampshire. This evaluation will also support the state Sector Partnerships data and work.

The Interagency Work Groups (Consortium and IBT) will work with the Board and other partne rs to integrate evaluation and research projects that impact the workforce system in New Hampshire.

5. DISTRIBUTION OF FUNDS FOR CORE PROGRAMS

Describe the methods and factors the State will use in distributing funds under the core programs in accordance with the provisions authorizing such distributions.

A. FOR TITLE I PROGRAMS

Provide a description of the written policies that establish the State's methods and factors used to distribute funds to local areas for—

I. YOUTH ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 128(B)(2) OR (B)(3)

New Hampshire's WIOA Allotment policy can be found at https://www.nheconomy.com/office-of-workforce- opportunity/about-us/state-plan (Allocation-Policy.pdf (nheconomy.com), under the "State Plan Policies Section". New Hampshire as a single workforce area that receives minimum federal funds employs a basic methodology consistent with the federal requirements for distribution of funds by funding sour ce. two statewide contractors for Youth funding. Contractors are required to ensure an equitable distribution of fu nds and services statewide.

For youth programs, a minimum of 75% of all funds must be expended for Out-of-School Youth; and a minimum of 20% of youth subrecipient funds for work-based learning.

Subrecipients are required to offer summer youth employment opportunities that link academic and occupational learning as part of the menu of services required by WIOA. The summer youth em ployment activity is not a stand-alone program. WIOA Youth subrecipients must integrate a youth's participation in summer employment into a comprehensive strategy for adding to the youth's employment and training needs. Youth participating in any WIOA-funded element must be provided with a minimum of twelve months of follow-up.

When a youth is enrolled as an out-of-school youth, he/she maintains that designation regardless of any new enrollment in education, until the youth is exited from the WIOA participation.

In addition, state and local contractors are required to develop annual enrollment plans, line- ite m budgets, staffing plans, and use the required WIOA policy and procedures provided by OWO as an operation manual. All documents are submitted to the OWO for final approval to ensure locally distributed funds are being expended in accordance with WIOA and Board parameters.

II. ADULT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) OR (B)(3)

As stated in the previous section New Hampshire's WIOA Allotment policy can be found at https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-plan (Allocation-Policy.pdf (nheconomy.com), under the "State Plan Policies Section". New Hampshire as a single workforce area that receives minimum federal funds and employs a basic methodology consistent with the federal requirements for distribution of funds by funding source. There is one statewide contractor for WIOA Adult and one for Dislocated Worker funds. Contractors are required to ensure an equitable distribution of funds and services statewide. In determining distribution of local area allocations for WIOA Adult and Dislocated Worker programs, contractors use the same three eq ually weighted formula factors that are used to determine the state allocations.

These factors are:

- Relative number of unemployed individuals in areas of substantial unemployment
- Relative excess number of unemployed individuals
- Relative number of economically disadvantaged.

When fully funded, WIOA Dislocated Worker grant funds are distributed as follows:

- 60% to local workforce areas (no less)
- 25% for Rapid Response activities (up to)
- 15% for statewide activities

In addition, state and local contractors are required to develop annual enrollment plans, line- ite m budgets, staffing plans and use the required WIOA policy and procedures provided by OWO as an operation manual. All documents
are submitted to the OWO for final approval to ensure locally distributed funds are being expen ded in accordance with WIOA and Board parameters.

III. DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) AND BASED ON DATA AND WEIGHTS ASSIGNED

See previous section.

B. FOR TITLE II

I. DESCRIBE THE METHODS AND FACTORS THE ELIGIBLE AGENCY WILL USE TO DISTRIBUTE TITLE II FUNDS.

The New Hampshire Department of Education (NHED) awards multi-year grants and contracts through a competitive process to eligible providers statewide to support adult education and literacy services under the Adult Education and Family Literacy Act (AEFLA), Title II of the Workforce Innovation and Opportunity Act (WIOA). In accordance with Section 222(a)(1) of AEFLA (29 U.S.C. § 3242(a)(1)) and 34 CFR § 463.20, at least 82.5% of the state's AEFLA allotment—designated for local adult education programs—must be awarded through a competitive process. Applicants for funds under Section 222(a)(1) must demonstrate how they will ensure program quality through data-driven decision-making. This includes describing processes for collecting, reviewing, and analyzing performance data to inform program improvements and support continuous quality enhancement.

WIOA promotes coordination between the State Workforce Innovation Board (SWIB) and AEFLA-funded programs. Under Section 107(d)(11)(B)(i) of WIOA
(29 U.S.C. § 3122(d)(11)(B)(i)) and 34 CFR § 463.21, SWIB is required to review applications submitted by providers seeking to operate adult education programs. The SWIB evaluates NHED program applications to determine whether proposed activities align with the State Workforce Plan and assesses each applicant's organizational capacity to achieve successful outcomes.

Historically, NHED has used a Request for Proposals (RFP) to distribute competitive funds. Beginning in 2026, NHED will transition to a Request for Applications (RFA) process for awarding AEFLA section 222(a)(1) funds, ensuring transparency and equitable access for

eligible providers. This change aligns with federal requirements for competitive procurement and strengthens consistency in the grant process.

For distribution and utilization of AEFLA funds under Sections 222(a)(2) and (a)(3), which cover state leadership and administrative functions, grants and contracts are awarded on a competitive basis except where a sole source process is warranted in a manner that is consistent with WIOA, Office of Management and Budget (OMB), and state procurement guidelines.

Competitive award amounts for adult education and literacy grants are based on a combination four components:

1. Census data – identifying the number of individuals in the region who are most in need of adult education services including the number without a high school credential, the number living in poverty, the number who are unemployed, and the number with Limited English.

2. Rural areas – additional funding is provided to areas of the state meeting the definition of rural designation under the US Department of Agriculture.

3. Enrollment/Instructional hours – based on the number of full-time equivalents served in the region during the preceding three-year period.

4. Base funding – a set amount is awarded to each region of the state to ensure sufficient funding to operate a high-quality program.

II. DESCRIBE HOW THE ELIGIBLE AGENCY WILL ENSURE DIRECT AND EQUITABLE ACCESS TO ALL ELIGIBLE PROVIDERS TO APPLY AND COMPETE FOR FUNDS AND HOW THE ELIGIBLE AGENCY WILL ENSURE THAT IT IS USING THE SAME GRANT OR CONTRACT ANNOUNCEMENT AND APPLICATION PROCEDURE FOR ALL ELIGIBLE PROVIDERS [(WIOA TITLE II SECTION 231(C)(1)-(2)].

NHED ensures that all eligible providers have 1) direct and equitable
access to apply and compete for grants or contracts and 2) the same grant or contract announce ment process and application process is used for all eligible providers. Adult programs have been awarded in response to an RFP, which is solicited once every three to four years. RFP announcements are posted on the State Procurement Website and shared with all partner agencies to post on their websites as well. Going forward, this will be a Request for Application process for multi-year competitive grant awards which will be announced on the State Procurement Site, NHED's Grant Opportunities Site, and shared with all partner agencies to post on their websites as well.

C. VOCATIONAL REHABILITATION PROGRAM

In the case of a State that, under section 101(a)(2)(A)(i) of the Rehabilitation Act designates a State agency to administer the part of the Vocational Rehabilitation (VR) services portion of the Unified or Combined State Plan under which VR services are provided for individuals who are blind, describe the process and the factors used by the State to determine the distribution of funds among the two VR agencies in the State.

New Hampshire designates one state agency to administer all Vocational Rehabilitation services , including those for individuals who are blind, thus does not need to split the distribution of funds.

6. PROGRAM DATA

A. DATA ALIGNMENT AND INTEGRATION

Describe the plans of the lead State agencies with responsibility for the administration of the core programs, along with the State Board, to align and integrate available workforce and education data systems for the core programs, unemployment insurance programs, and education through postsecondary education, and to the extent possible, the Combined State Plan partner programs included in this plan. The description of the State's plan for integrating data systems should include the State's goals for achieving integration and any progress to date.

Describe data-collection and reporting processes used for all programs and activities, including the State's process to collect and report data on co-enrollment, and for those present in the one-stop centers.

I. DESCRIBE THE STATE'S PLANS TO MAKE THE MANAGEMENT INFORMATION SYSTEMS FOR THE CORE PROGRAMS INTEROPERABLE TO MAXIMIZE THE EFFICIENT EXCHANGE OF COMMON DATA ELEMENTS TO SUPPORT ASSESSMENT AND EVALUATION

Currently, all partner programs except Adult Education use the NH Employment Security Unemployment
Insurance Data for calculation of performance measures related to employment, retention, and wage gain through a data exchange. Furthermore, Wagner-Peyser and WIOA Title I funded programs transmit their
reporting data for calculation of performance measures for all its funds. Financial agreements ex ist between
the NH Employment Security and the respective partner for these services. It is our vision to con tinue these
relationships and provision of management information data sharing systems for determining v arious partner performances.

II. DESCRIBE THE STATE'S PLANS TO INTEGRATE DATA SYSTEMS TO FACILITATE STREAMLINED INTAKE AND SERVICE DELIVERY TO TRACK PARTICIPATION ACROSS ALL PROGRAMS INCLUDED IN THIS PLAN

The NH Works Partners continue to explore methods for integration of data systems beyond performance
reporting. NHES and WIOA Title I share the same case management system effective September 2020, and the Workforce Connect system helps to coordinate upfront services for shared customers. Many of the partners receive no state funds and as a minimum-funded state for federal funds, limited resources exist. As explained earlier, recent efforts to streamline the process between WIOA Title I and Wagner-Peyser services
will significantly improve the integration of data for those programs. Other partners have a com puterized case management system that meets their funding stream's specific requirements with several million dollars

invested in each system. To integrate a partner case management system for a streamlined intak e and service delivery system will require additional funding targeted for this purpose.

III. EXPLAIN HOW THE STATE BOARD WILL ASSIST THE GOVERNOR IN ALIGNING TECHNOLOGY AND DATA SYSTEMS ACROSS REQUIRED ONE-STOP PARTNER PROGRAMS (INCLUDING DESIGN AND IMPLEMENTATION OF COMMON INTAKE, DATA COLLECTION, ETC.) AND HOW SUCH ALIGNMENT WILL IMPROVE SERVICE DELIVERY TO INDIVIDUALS, INCLUDING UNEMPLOYED INDIVIDUALS

New Hampshire's Board recognizes the value of aligning partner's technology and data systems for common intake, data collection, eliminating duplication of services and more effective management of the system.
However, with limited resources, the Board will continue to explore new methodologies and fun ding sources to help us achieve these goals. To address this issue, utilizing grant funds from the US Department of Labor
received by NH Employment Security, the Workforce Connect system, which provides a commo n entry portal and registration for NH Work customers, was launched on January 28, 2020.

IV. DESCRIBE THE STATE'S DATA SYSTEMS AND PROCEDURES TO PRODUCE THE REPORTS REQUIRED UNDER SECTION 116, PERFORMANCE ACCOUNTABILITY SYSTEM. (WIOA SECTION 116(D)(2)).

New Hampshire utilizes coordinated data systems and standardized reporting procedures to produce the performance reports required under section 116 of the Workforce Innovation and Opportunity Act (WIOA). Core programs, including WIOA Titles I, II, III, and IV, collect and maintain participant-level data using program-specific case management systems aligned with federal data definitions and reporting requirements.

Data is entered by trained staff following uniform policies and timelines and are subject to validation checks to ensure accuracy, completeness, and consistency. The State coordinates across partner agencies to ensure consistent interpretation of performance measures, including employment, earnings, credential attainment, measurable skill gains, and effectiveness in serving employers.

Employment and earnings outcomes are primarily obtained through matching participant records with New Hampshire Unemployment Insurance wage data and approved interstate data exchange processes, as applicable. These matches improve data reliability while reducing participant reporting burden.

The State has established interagency data-sharing agreements and confidentiality protocols to protect personally identifiable information and ensure compliance with federal and State privacy requirements. Ongoing data quality monitoring, quarterly performance reviews, and annual data validation activities are conducted prior to submission of required reports through federal reporting systems.

Performance data is used to meet federal accountability requirements and to support program oversight, continuous improvement, and data-driven decision-making across New Hampshire's workforce development system.

B. ASSESSMENT OF PARTICIPANTS' POST-PROGRAM SUCCESS

Describe how lead State agencies will use the workforce development system to assess the progress of participants who are exiting from core programs in entering, persisting in, and completing postsecondary education, or entering or remaining in employment. States may choose to set additional indicators of performance.

New Hampshire Workforce partners will utilize WIOA performance standards for determining effectiveness for individuals served within these programs, both within the program as well as post-program outcomes.
WIOA Title I will provide a year of post training follow-up services. In addition, customer satisfaction surveys are administered to NH Works customers. The Performance and Evaluation Committee will monitor the quarterly outcomes of the programs using the federal standards. As time and need permits, additional state standards may be established.

C. USE OF UNEMPLOYMENT INSURANCE (UI) WAGE RECORD DATA

Explain how the State will meet the requirements to utilize quarterly UI wage records for performance accountability, evaluations, and as a source for workforce and labor market information, consistent with Federal and State law. (This Operational Planning element applies to core programs.)

With the exception of Adult Education, New Hampshire Workforce Partners have existing agreements and relationships with NH Employment Security to utilize quarterly UI wage records for performance accountability, evaluation, and a source for workforce and labor market information consistent with Federal and State Law. NH Employment Security will be working with Adult Education to expand their services to include Adult Education to the extent allowable in the law.

D. PRIVACY SAFEGUARDS

Describe the privacy safeguards incorporated in the State's workforce development system, including safeguards required by section 444 of the General Education Provisions Act (20 U.S.C. 1232g) and other applicable Federal laws.

All partners maintain participant confidentiality at all times.

- Confidentiality requirements include any information regarding project applications or participants and their immediate families that may be obtained through application forms, interviews, test, reports from public agencies or counselors, or any other source.
- Reasonable steps are taken to ensure the physical security of all data gathered and inform each of its employees, contractors and subrecipients having any involvement with personal data or other confidential information of the laws and regulations related to confidentiality.

7. PRIORITY OF SERVICE FOR VETERANS.

A. DESCRIBE HOW THE STATE WILL IMPLEMENT THE PRIORITY OF SERVICE PROVISIONS FOR COVERED PERSONS IN ACCORDANCE WITH THE REQUIREMENTS OF THE JOBS FOR VETERANS ACT, CODIFIED AT SECTION 4215 OF 38 U.S.C., WHICH APPLIES TO ALL

EMPLOYMENT AND TRAINING PROGRAMS FUNDED IN WHOLE OR IN PART BY THE DEPARTMENT OF LABOR.

B. DESCRIBE HOW THE STATE WILL MONITOR PRIORITY OF SERVICE PROVISIONS FOR VETERANS.

C. DESCRIBE THE TRIAGE AND REFERRAL PROCESS FOR ELIGIBLE VETERANS AND OTHER POPULATIONS DETERMINED ELIGIBLE TO RECEIVE SERVICES FROM THE JOBS FOR VETERANS STATE GRANTS (JVSG) PROGRAM'S DISABLED VETERANS' OUTREACH PROGRAM (DVOP) SPECIALIST/CONSOLIDATED POSITION.

Priority of Service

The State of New Hampshire is committed to implementing the priority of service provisions for covered persons in compliance with the Jobs for Veterans Act, as outlined in section 4215 of 38 U.S.C. This commitment extends to all employment and training programs funded, either wholly or partially, by the Department of Labor. The priority of service provisions ensures that covered persons, particularly veterans, receive precedence in accessing these programs and related services.

Program operators are required to provide priority of service to veterans and eligible spouses for all WIOA and Wagner-Peyser funded activities, including technology–assisted activities. Priority of service means that veterans and eligible spouses are entitled to take precedence over non-covered persons in obtaining employment, training, and placement services. More specifically, a veteran or an eligible spouse receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

In implementing priority of service, program operators must ensure veterans and others eligible receive basic career services and individualized career services before other non-covered individuals. Additionally, they must ensure veterans and others eligible receive first priority on waiting lists for training slots and are enrolled in training prior to non-covered persons. However, once a non-covered participant is enrolled in a workshop or training class, priority of service is not intended to allow veterans and others eligible to bump the non-covered participant from that class or service. Program operators must ensure that priority of service is applied by all subrecipients of DOL funds and pertinent language is included in contracts, sub grants, solicitations for proposals, memorandums of understanding, and other service provision agreements.

New Hampshire ensures that with respect to any qualified job-training program, a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law. Priority includes giving access to such services to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead of a non-covered person. To accomplish this, staff in New Hampshire American Job Centers ask customers a series of questions that are

designed to identify potential covered persons, who are then provided with an intake form to complete, and efficiently direct customers to the appropriate services. Veterans and others eligible are notified of their entitlement to priority of service at this time by AJC staff. Information on priority of service is also displayed on signage in the NH Works offices as well as on our website and is also represented in our labor exchange system.
Priority is given to veterans for all new job listings posted on the NHWorks Job Match System by placing new job orders on a twenty-four-hour veteran hold during which time the job order is only viewable by staff for the referral of veterans, and on-line the job order can only be viewed by registrants that are identified as veterans.

Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the particular program. There are four basic categories of DOL-funded programs: universal access programs, programs that require participants to meet specified eligibility criteria, programs with statutory priorities, and programs with discretionary priorities. The following describes how priority of service applies to these basic types of programs.

Universal Access Programs

For workforce programs that operate or deliver services to the public as a whole without targeting specific groups (e.g., WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants.

Programs with Eligibility Criteria

Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all of the eligibility criteria in order to be considered eligible for participation in the program.

Once determined eligible for participation, the veteran or eligible spouse receives priority for participation in the program and receipt of services.

Programs with Statutory Priorities

In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants (e.g., the WIOA priority for adult funds to serve recipients of public assistance, other low- income individuals, and individuals who are basic skills deficient). While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services. Program ope

rators must
determine the status of each individual veteran or eligible spouse and apply priority of service i n the following order:

1. Veterans and eligible spouses who meet the program's statutory priority requirement (e.g., veterans and eligible spouses who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient).
2. Non-covered persons who meet the program's statutory priority requirement (e.g., non-covered persons who are recipients of public assistance, other low- income individuals, or individuals who are basic skills deficient).
3. Veterans and eligible spouses who do not meet the program's statutory priority requirement.
4. Priority populations established by the Governor and/or Local Workforce Development Board.
5. Non-covered persons outside the program's statutory priority requirement.

Programs with Discretionary Priorities

Programs with discretionary priorities may make an effort to provide a certain level of service to a particular group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from
universal access programs is the additional application of the discretionary targeting criterion t o non-covered persons. Therefore, program operators must apply priority of service in the order below:

1. Veterans and eligible spouses.
2. Non-covered persons within the discretionary targeting group.
3. Non-covered persons outside the discretionary targeting group.

Income Eligibility Requirements

When determining eligibility for programs that have a statutory requirement to serve low-income individuals, many types of military service-
related income are exempt. Specifically, the following pay, financial allowances, and financial benefits must be disregarded for veterans, transitioning service members, or any other individuals for whom these amounts would normally be applied in making an eligibility determination.

- Military pay or allowances paid while on active duty.
- Military pay or allowances paid by the VA for vocational rehabilitation, disability payme nts, or related VA-funded programs (including the VA work study allowance), and including any financial benefits received under the following chapters of Title 38 U.S.C.:
    - Chapter 11 - Compensation for service-connected disability or death.

- Chapter 13 - Dependency and indemnity compensation for service-connected deaths.
- Chapter 30 - All-volunteer force educational assistance program.
- Chapter 31 - Training and rehabilitation for veterans with service-connected disabilities.
- Chapter 33 – Post-9/11 educational assistance.
- Chapter 35 - Survivors and dependents' educational assistance.
- Chapter 36 - Administration of educational benefits.

- Any benefits received under Title 10 U.S.C. Chapter 106 - Educational assistance for members of the selected reserve.

In contrast, the following types of military-related income are included in low-income calculations:

- Pension payments authorized by Title 10 U.S.C., such as those received by military retirees, whether or not their retirement was based on disability.
- Pension benefits paid under Title 38 U.S.C. Chapter 15 – Pensions for low-income, wartime veterans who are disabled for reasons not connected or related to their military service.

It is also important to note that VA benefits for education and training services do not constitute "other grant assistance" under WIOA's eligibility requirements. Therefore, veterans or eligible spouses who are eligible for the GI Bill or other forms of VA-funded education or training are not required to coordinate their entitlement to those benefits with their eligibility for WIOA-funded training, as stipulated under 20 CFR Section 680.230. Specifically, program operators may not require veterans or eligible spouses to exhaust their entitlement to VA-funded training prior to enrolling them in WIOA-funded training.

Identifying Veterans and Eligible Spouses

Program operators must put processes into place to ensure that veteran and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. The point of entry includes physical locations such as NH Works Centers, as well as websites such as NHES Job Match System, and other virtual service delivery resources. These processes should ensure that veterans and eligible spouses are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest NH Works Office.

Documenting Eligibility for Priority of Service

It is not necessary for staff to verify the status of a veteran or eligible spouse until the individual undergoes eligibility determination and is enrolled in a WIOA individualized career service or training service. Until the point at which the participant receives an individualized career service or training service, an individual who states they meet the veterans' priority eligibility criteria must be accorded veterans' priority of service on the basis of self-attestation.

In those instances in which eligibility determination and enrollment in a WIOA individualized career service occur at the point of entry, a covered person must be enrolled, provided immediate priority, and permitted to follow-up subsequently with any required verification of his or her status as a covered person.

Local Policy and Procedures

Program Operators must establish policy and procedures for implementing priority of service for veterans and eligible spouses within existing service delivery strategies. Local policies must ensure that veteran and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. These policies must ensure that veterans and eligible spouses are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/or services. Additionally, program operators must ensure that written copies of local priority of service policies are maintained at all service delivery points and, to the extent practicable, posted in a way that makes it possible for members of the general public to easily access them.

Describe how the State will monitor priority of service provisions for veterans.

NH Works is currently monitoring the priority of service through the review of the State's Performance Outcome Data, quarterly Manager's Report on Service to Veterans, and observation. Additionally, the WIOA adult and dislocated worker program is tracking veteran enrollments quarterly, monitoring access and outcomes to ensure veterans receive priority services. The veteran priority process is outlined in local subrecipient policy and process manuals, specifying the procedures to be followed.

Describe the triage and referral process for eligible veterans and other populations determined eligible to receive services from the Jobs for Veterans State Grants (JVSG) program's Disabled Veterans' Outreach Program (DVOP) specialist/Consolidated Position

A series of questions are asked to identify potential covered persons, who are then provided with an intake form to complete, and efficiently direct customers to the appropriate services. Veterans and others eligible are notified of their entitlement to priority of service at this time by AJC staff. Information on priority of

service is also displayed on signage in the NH Works offices as well as on our website and is also represented in our labor exchange system.

Covered Person – a veteran or eligible spouse. A veteran who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a conditional classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

Eligible Spouse – the spouse (including a same-sex spouse) of any of the following:

1. Any veteran who died of a service-connected disability.
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
    a. Missing in action.
    b. Captured in the line of duty by a hostile force.
3. Forcibly detained or interned in the line of duty by a foreign government or power.
4. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs (VA).
5. Any veteran who died while a disability, as indicated in category c. of this definition, was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level), or upon divorce from the veteran or service member.

Note: A surviving spouse who is a widow or widower AND remarries on or after December 16, 2003, AND on or after attaining age 57, is entitled to continue to receive Dependency and Indemnity Compensation.

Non-covered Person – any individual who meets neither the definition of veteran nor the definition of eligible spouse.

Point of Entry – the point at which a veteran or eligible spouse expresses an interest in receiving employment, training, and placement services. It may be in-person or online, and can include physical locations such as reception areas, resource areas, and self-services in a NH Works Center, as well as websites such as NHES Job Match System, and other virtual service delivery resources.

Priority of Service – with respect to any qualified job-training program, a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law. Priority includes giving access to such services

to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead of a non-covered person.

Program Operator – a recipient or subrecipient of DOL funds for a qualified job training program .

Qualified Job Training Program – any program or service for workforce preparation, developme nt, or delivery that is directly funded, in whole or in part by the DOL.

Recipient – an entity that is awarded federal financial assistance, in whole or in part, directly fro m the DOL or through a sub award for any qualified job training program.

Subrecipient – an entity that is awarded federal financial assistance through a subaward funded by the DOL for any qualified job training program.

Veteran – a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes. Active service does not include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.

The term "veteran" is defined in WIOA Section 3(63).

The term "eligible spouse" is defined in Section 101 of title 38, United States Code. The term "priority of service" is defined in WIOA Section 133(b) and 134(c)(3)(E).

The State Veteran Services plan defines the veteran priority of service for Wagner-Peyser pursuant to the Jobs for Veterans Act. Priority is given to veterans for all new job listings posted on the NHWorks Job Match System by placing new job orders on a twenty-four-hour veteran hold during which time the job order is only viewable by staff for the referral of veterans, and on-line the job order can only be viewed by registrants that are identified as veterans.

8. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WITH DISABILITIES

Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria.

The collaborative partnerships that exist with collocation of partner agency staff from Employm ent Security (Wagner-Peyser, WIOA services for dislocated workers, Veterans Services, Farm Workers, Trade Act, Re-employment Services and Eligibility Assessment, Granite State Jobs Act – (WorkNowNH, WorkIn vestNH,

Reentry program); Adult Education; Vocational Rehabilitation (people with disabilities); Comm unity Action Agency (WIOA services , displaced homemakers, low-income individuals and connection to CAP services such as Head Start, Fuel Assistance, and other support programs); Older Worker Program (employment and support programs); and coordination with nonprofits such as Granite State Independent Living (benefit specialists for the disabled) ensures that the full range of employment and training programs are accessible in one location to meet the needs of specific target populations.

In addition, although no longer co-located, a close relationship and co-enrollment exists with the NH Employment Program (TANF recipients). In fact, when our partners at the DHHS Claremont District Office were displaced due to a natural disaster, the NH Works system stepped up to help, showcasing the strength of the partnerships that exist in New Hampshire. NHES and DHHS administration arranged for a number of DHHS staff to be stationed at the Claremont NH Works Office for the duration of their displacement. This co-location effort has proven to be so successful that the DHHS staff from the NHEP and SNAP E&T programs are still located at the Claremont office, and plan to stay for the foreseeable future. Leadership at both NHES and DHHS are not only committed to maintaining this co-location of staff, but they are exploring other locations where this collaboration can be replicated. This collaboration has seen success in eliminating redundancy, more efficiently using resources, and improving customer experience over the past several years.

This collaboration has seen success in eliminating redundancy, more efficiently using resources, and improving customer experience over the past several years.

Collectively, these partner agencies form a network of internal and external resources and servi ces accessible to individuals in need of specific and/or specialized assistance in overcoming barriers to employment. In addition, One-Stop Career Centers are fully accessible and offer a variety of specialized equipment and resources to address the needs of people with disabilities, and through the “language line” and access to interpreter services, people with limited English-speaking proficiency are able to access information and services.

The State will continue to support enhanced services to those with significant barriers to emplo yment through a variety of new and ongoing strategies. Accessibility and quality of service provision w ill continue to be evaluated, affecting greater access to employment opportunities for people with disabilities and will continue to be addressed through the collaborative partnership established through the Governor’s Task Force on People with Disabilities, which is directly linked to One-Stop center activities, and continuous improvement strategies that include staff development and adopting new approaches to service delivery will be planned for and implemented to achieve improved services and outcomes.

As referenced earlier, all partners provide employment and training services in response to the needs of individuals with disabilities. One of the NH Works Partners, New Hampshire Department of Edu cation, Bureau of Vocational Rehabilitation (VR) focuses on individuals with significant disabilities. They are co-located at each of the twelve NH Works offices. VR has productive relationships with all of the NH Works partners.

Together they assist those mutual customers with disabilities in obtaining necessary services to improve their ability to obtain and maintain employment. The long-term strategy to improve services to and employment outcomes of individuals with disabilities includes plans for promotion and development of employment opportunities, job counseling, and job placement. This is achieved through individual and partner resources, as appropriate. Joint services to employers have included those listed below and similar events are anticipated for the future:

- Yearly employment leadership awards to highlight employers with inclusive hiring pract ices for people with disabilities.
- Business to business expos
- Business summits
- Chamber of Commerce events
- Partnering for staff capacity at large job fairs (i.e. Merrimack Premium Outlets, etc.)

VR personnel also provides partner placement staff with the Association of Community RehabilitationEducators (ACRE) model: This training program improved the job placement and coaching skills of youth staff assisting people with disabilities in obtaining and maintaining employment.

The Professional Development Team has included programs pertaining to serving individuals w ith disabilities. In addition, on-
going trainings pertaining to serving individuals with disabilities will occur as the need is determined by the Professional Development Team.

The State's one-
stop certification process for its comprehensive center includes a review of the Center using the Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal. Furtherm ore, all of the partner programs require accessibility in both rented and state-owned properties.

9. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WHO ARE ENGLISH LANGUAGE LEARNERS

Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners) will ensure that each one-stop center is able to meet the needs of English language learners, such as through established procedures, staff training, resources, and other materials. Describe how English language learners will be made aware of the opportunity to enroll and/or co-enroll in all the core programs for which they are eligible.

New Hampshire’s One Stop Career Centers are each equipped with tools and staff to support the needs of individuals with limited English proficiency. Computer labs at One-Stop Career Centers offer extensive computer-
based learning tools and are the state’s main effort to provide basic skills, literacy, and English a s Second Language training to WIOA customers on a drop-
in, open- access basis. If a customer is determined in need of these services, they are referred directly to WIOA Title II Adult Education services for remedial basic skills, English as a Second/Other Language and related services.

IV. COORDINATION WITH STATE PLAN PROGRAMS

Describe the methods used for joint planning and coordination among the core programs, and with the required one-stop partner programs and other programs and activities included in the Unified or Combined State Plan.

The joint planning and coordination among the core programs, required one-stop partner programs, and other activities outlined in the Unified or Combined State Plan for New Hampshire's workforce system are facilitated through various mechanisms. The collaborative foundation among partners has streamlined the combined planning process. Key methods include:

- **Guidance from State Workforce Innovation Board (SWIB):** The SWIB provides strategic direction, overseeing the integration of service delivery strategies within NH Works centers.
- **One Stop Consortium:** The New Hampshire One Stop Consortium, consisting of executive representation from state agencies responsible for the six WIOA core programs and other partners, sets the direction for coordination among program partners.
- **Involvement in Planning Process:** Throughout the planning process, the SWIB actively participated in identifying goals and strategies for the next four years.
- **Methods Utilized in Plan Development:**
    - **Labor Market and Economic Analysis:** Informed decision-making through an analysis of labor market and economic trends.
    - **Stakeholder Engagement:** Engaged stakeholders through preliminary meetings, regional input sessions, interviews with agency directors, community college and university leadership, area community leaders, business owners, Sector Partnership Conveners, and surveys of various partners.
    - **Planning Meetings and Input Sessions:** Included sessions with the SWIB, and Interagency Business Team.
    - **Visioning Session:** Conducted a Visioning Session with the SWIB.
- **Data-Informed Approach:** Joint planning and coordination maintain a data-informed and inclusive approach to decision-making. This approach ensures sound decision-making for updates and modifications to the plan.
- **Public Involvement:** Formal public hearings for the original 4-year plan were held in August 2023 and again for the revisions in May and June 2025. These hearings provided an opportunity to inform and solicit feedback for inclusion in the State Plan, ensuring a comprehensive and inclusive approach to joint planning and coordination.

V. COMMON ASSURANCES (FOR ALL CORE PROGRAMS)

The Unified or Combined State Plan must include assurances that:

The State Plan must include	Include
1. The State has established a policy identifying circumstances that may present a conflict of interest for a State Board or local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts;	Yes
2. The State has established a policy to provide to the public (including individuals with disabilities) access to meetings of State Boards and local boards, and information regarding activities of State Boards and local boards, such as data on board membership and minutes;	Yes
3. The lead State agencies with optimal policy-making authority and responsibility for the administration of core programs reviewed and commented on the appropriate operational planning elements of the Unified or Combined State Plan, and approved the elements as serving the needs of the populations served by such programs;	Yes
4. (a) The State obtained input into the development of the Unified or Combined State Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administrating the core programs, required one-stop partners and the other Combined Plan programs (if included in the State Plan), other primary stakeholders, including other organizations that provide services to individuals with barriers to employment, and the general public, and that the Unified or Combined State Plan is available and accessible to the general public; (b) The State provided an opportunity for review and comment on the plan by the State Board, including State agency official(s) for the Unemployment Insurance Agency if such official(s) is a member of the State Board;	Yes

The State Plan must include	Include
5. The State has established, in accordance with WIOA section 116(i), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through allotments made for the core programs to carry out workforce development activities;	Yes
6. The State has taken appropriate action to secure compliance with uniform administrative requirements in this Act, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the uniform administrative requirements under WIOA section 184(a)(3);	Yes
7. The State has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;	Yes
8. The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program;	Yes
9. The State will pay an appropriate share (as defined by the State board) of the costs of carrying out section 116, from funds made available through each of the core programs;	Yes
10. The State has a one-stop certification policy that ensures the physical and programmatic accessibility of all one-stop centers with the Americans with Disabilities Act of 1990 (ADA);	Yes
11. Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate; and	Yes
12. Priority of service for veterans and eligible spouses is provided in accordance with 38 USC 4215 in all workforce preparation, development or delivery of programs or	Yes

The State Plan must include	Include
services funded directly, in whole or in part, by the Department of Labor.	

VI. PROGRAM-SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

The State must address all program-specific requirements in this section for the WIOA core programs regardless of whether the State submits either a Unified or Combined State Plan.

PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES UNDER TITLE I-B

The Unified or Combined State Plan must include the following with respect to activities carried out under subtitle B—

A. GENERAL REQUIREMENTS

1. REGIONS AND LOCAL WORKFORCE DEVELOPMENT AREAS

A. IDENTIFY THE REGIONS AND THE LOCAL WORKFORCE DEVELOPMENT AREAS DESIGNATED IN THE STATE

New Hampshire is a single workforce area and therefore does not designate regions or local workforce
development areas. Infrastructure funding is negotiated at the state level with individual partne r entities through the One-
Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary.

B. DESCRIBE THE PROCESS AND POLICY USED FOR DESIGNATING LOCAL AREAS, INCLUDING PROCEDURES FOR DETERMINING WHETHER THE LOCAL AREA MET THE CRITERIA FOR "PERFORMED SUCCESSFULLY" AND "SUSTAINED FISCAL INTEGRITY" IN ACCORDANCE WITH 106(B)(2) AND (3) OF WIOA. DESCRIBE THE PROCESS USED FOR IDENTIFYING REGIONS AND PLANNING REGIONS UNDER SECTION 106(A) OF WIOA. THIS MUST INCLUDE A DESCRIPTION OF HOW THE STATE CONSULTED WITH THE LOCAL BOARDS AND CHIEF ELECTED OFFICIALS IN IDENTIFYING THE REGIONS

New Hampshire is a single workforce area, and therefore does not designate regions or local workforce
development areas. Infrastructure funding is negotiated at the state level with individual partne r entities through the One-
Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary.

C. PROVIDE THE APPEALS PROCESS AND POLICY REFERRED TO IN SECTION 106(B)(5) OF WIOA RELATING TO DESIGNATION OF LOCAL AREAS

New Hampshire is a single workforce area, and therefore does not designate regions or local workforce
development areas. Infrastructure funding is negotiated at the state level with individual partne r entities through the One-

Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary.

D. PROVIDE THE APPEALS PROCESS AND POLICY REFERRED TO IN SECTION 121(H)(2)(E) OF WIOA RELATING TO DETERMINATIONS FOR INFRASTRUCTURE FUNDING

New Hampshire is a single workforce area, and therefore does not designate regions or local workforce development areas. Infrastructure funding is negotiated at the state level with individual partner entities through the One-Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary.

The dispute resolution process is for use by the Partners when one or more parties to the agreement are unable to reach agreement necessary to execute the MOU. A disagreement reaches the level of dispute resolution when an issue arises out of the development and negotiation of a disagreement is not easily coming to a point of resolution. It is the responsibility of the SWIB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately.

Any party that has agreed to the MOU may seek resolution under this process. All Parties shall actively participate in negotiations in a good faith effort to reach agreement. Disputes should be resolved informally to the extent possible. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the SWIB Chair (or designee) and all Parties to the MOU regarding the conflict. The SWIB Chair (or designee) shall place the dispute on the agenda of a special meeting of the SWIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies. The right of appeal no longer exists when a decision is final.

Additionally, final decisions will not be precedent setting or binding on future conflict resolutions unless they are officially stated in this procedure. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU. The SWIB Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

2. STATEWIDE ACTIVITIES

A. PROVIDE STATE POLICIES OR GUIDANCE FOR THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM AND FOR USE OF STATE FUNDS FOR WORKFORCE INVESTMENT ACTIVITIES

Policies and MOUs governing the workforce development system may be found at the NH Works website at https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-plan under the "NH WIOA Policy Handbook"

All State partner agencies are following NH State Laws and Accounting principles found in the NH Manual of Procedures. In addition, the Department of Education Bureau of Federal Compliance has information available related to federal fund related fiscal requirements. This information can be found here: Bureau of Federal Compliance | Department of Education (nh.gov)

As a single workforce area, funds are distributed as outlined in the federal statue. The State does not currently provide the Office of Workforce Opportunity with any state funds to assist with Adult, Dislocated Worker, or Youth funding.

B. DESCRIBE HOW THE STATE INTENDS TO USE GOVERNOR'S SET ASIDE FUNDING FOR MANDATORY AND DISCRETIONARY ACTIVITIES, INCLUDING HOW THE STATE WILL CONDUCT EVALUATIONS OF TITLE I ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES.

The Governor's Set aside funding may be used for system costs including operation of the One-Stop delivery system, disseminating the state list of eligible training providers, conducting evaluation of programs or activities, technical assistance, capacity development, and activities for hard to serve populations. In the past, the Governor released the use of discretionary funds to support state sector development efforts and the Recovery Friendly Workplace Initiative, as recommended and approved by the Board.

Governor Reserve Funds were designated to enlist the services of Thomas P. Miller and Associates (TPMA) for the completion of a comprehensive workforce needs assessment. The initiation of this assessment occurred late in Program Year 2021 and concluded in Program Year 2022. The assessment unfolded through distinct stages, involving best practice research, a secret shopper experience, and engagement with stakeholders. TPMA collaborated closely with the Office of Workforce Opportunity staff to execute the assessment. The findings and recommendations of the assessment have been categorized into three key areas: digital modernization, employer engagement, and service delivery.

On October 17, 2023, the State Workforce Innovation Board (SWIB) received the comprehensive report. The SWIB, along with workforce development staff, leveraged this report in the formulation of the 2024-2028 WIOA Combined State Plan for New Hampshire.

Additionally, Governor Reserve Funds were allocated to commission The Public Consulting Group (PCG) for the execution of a Return to Community Strategic Partner Engagement and Study. PCG undertook engagement with various stakeholders and conducted a feasibility study to identify employment barriers associated with successful re-entry post-incarceration and involvement with the criminal justice system. The study also assessed existing programs and services in New Hampshire that support re-entry, with a focus on employment, and identified geographical and programmatic gaps in re-entry services.

The results and recommendations presented in this report will be instrumental for the Office of Workforce Opportunity (OWO) and the New Hampshire State Workforce Innovation Board

(SWIB) in determining the necessity of a Return to Community program. If deemed essential, insights from this study will be utilized to design a program tailored to address the workforce needs of this specific population.

C. DESCRIBE HOW THE STATE WILL UTILIZE RAPID RESPONSE FUNDS TO RESPOND TO LAYOFFS AND PLANT CLOSINGS AND COORDINATE SERVICES TO QUICKLY AID COMPANIES AND THEIR AFFECTED WORKERS. STATES ALSO SHOULD DESCRIBE ANY LAYOFF AVERSION STRATEGIES THEY HAVE IMPLEMENTED TO ADDRESS AT RISK COMPANIES AND WORKERS.

Rapid Response is a complex, challenging, and invaluable service. The extensive collaboration between
multiple, separate state and federal agencies, private entities, and community support has prove n invaluable to NH companies and their workers. Rapid Response customers have benefited immensely from the
partnerships with economic development activities, apprenticeships and incumbent worker pro grams, Trade Act programs, and numerous reemployment programs. Partner assistance has also provided vocational,
health, financial, and educational resources and support to workers and their families. The expe rience and dedication of the Rapid Response Partners, State and Local Teams, and Federal support has consistently
allowed for the highest level of quality and service delivery to participants throughout NH.

In addition to the on-
site services provided through response for layoff and closure events, Rapid Response provides an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs, and preventing or minimizing their impacts wherever possible. To ensure high quality and maximu m effectiveness, successful rapid Response strategies include at least the following:

- Informational and direct reemployment services for workers;
- Solutions for businesses in transition (growth and decline);
- Convening, facilitating, and brokering connections, networks, and partners; and,
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic transition.
- Aligning sector strategies to support layoff aversion activities.

Rapid Response activities are defined as those activities that include initial contact with the affe cted company
including all state and federal Worker Adjustment and Retraining Notification Act (WARN) activ ities, company fact-finding activities, lay-off aversion activities, and contact with and coordination of the local Rapid
Response Team for the purpose of planning and implementing Rapid Response information sess ions.

Employee Retention Activities:

Employee Retention activities are generally defined as those which include contact with a comp any when the company is faced with issues that could impact their workforce. Causal issues and possible solutions are
assessed, alternatives to layoffs are discussed and guidance is offered regarding working and co mmunication with the workforce during difficult times.

Employee Retention is an integral element of Rapid Response activities. Also, included are secto r partner
activities that address preventative measures designed to mitigate and/or avert layoffs in indus try sectors based on labor market indicators of potential economic downturns and/or business/industry input.

State Dislocated Worker Unit Administrator (DWUA)

The State Dislocated Worker Unit Administrator (DWUA) within BEA oversees the operations of Rapid
Response activities. The DWUA works directly with the Division of Economic Development (DE D) Regional Business Resource Specialists to compile timely and relevant reports to the Commissioner of BEA; is responsible for the design and production of reports, Dislocated Worker packets, and other public and
internal documents and reports; and notification to employers regarding state and federal WAR N Act laws and related information.

Division of Economic Development (DED) Regional Business Resource Specialist(s)

The DED Regional Business Resource Specialist(s) is the primary liaison with affected employers experiencing a layoff(s) during the initial development and deployment of rapid response informational sessions. The DED
Regional Business Resource Specialists, working with the DWUA, are responsible for making the initial contact
with any company facing a major layoff, plant closing or other similar mass job dislocation for th e purposes of:

- Soliciting employer buy-
  in and timely commitment to helping affected dislocated workers,
- Working with a local Rapid Response team from NH Works partners to arrange a meetin g(s) of affected employees for the purpose of describing available services,
- Facilitating the Rapid Response meeting and introducing partner presenters,
- Collecting/updating the information needed to complete a “Fact Finding Report” and RR follow-up report.

If applicable, this should be done at an on-site meeting with company officials. The Regional Business Resource Specialists are also responsible for ensuring that results of the fact-
finding research will be sent via email to members of local Rapid Response Team, the Office of Workforce Opportunity State Director, the NHES Operations Director and others as deemed appropriate.

Any layoffs, plant closing, or mass job dislocation due to natural or other disasters shall be repor ted by staff from all participating agencies to the DWUA as soon as possible. The quickness and conciseness of
information is paramount in providing initial Rapid Response Services to displaced workers.

Local Rapid Response Team (Local Dislocated Worker Unit)

Local Rapid Response teams are comprised of partner agency personnel in the affected NH Wor ks Center as well as other agencies and organizations as necessary. Required partners include:

- The DED Regional Business Resource Specialist
- Local NHES Manager
- WIOA Workforce Development Coordinator

When appropriate, other partners such as those listed below, may be included:

- Department of Education: Bureau of Vocational Rehabilitation, Office of Adult Education
- NHES Trade Act staff
- Labor union representative (if a collective bargaining unit is affected)
- Managers or designated representatives of other partner agencies (e.g., Health and Hum an Services)
- Affected companyrepresentative
- Local officials
- NH or US Department of Labor
- NHES LMI staff (economic data input)
- Community College representation

The responsibilities of the Local Rapid Response Team(s) include the delivery of services at the l ocal level. Among the activities they will undertake are:

State Rapid Response Team (State Dislocated Worker Unit)

In the event of major layoffs and/or closures impacting a community or region's economy and w orkforce, the Dislocated Worker Unit Administrator will convene a partners meeting comprised of policy level decision makers, including but not limited to:

- The Governor's Office
- Chair, Statewide Workforce Board
- Department of Business & Economic Affairs
- NH Employment Security
- NH Department of Labor
- NH Department of Health & Human Services

- NH Department of Education: Bureau of Vocational Rehabilitation, Office of Adult Education
- Area elected officials
- Labor-Management Committee (if applicable)

The responsibility of the State Rapid Response Team is to develop strategy and identify resources to determine needed services and the most efficient delivery of services.

The Statewide Rapid Response lead is the Dislocated Worker Unit Administrator (DWUA). The DWUA oversees the operations and implementation of the initial NH Works Rapid Response services and activities described in the Non-Financial Memorandum of Understanding (MOU).

Working with local NH Works partners as well as appropriate federal, state and local officials and agencies, the DWUA will supervise development of prospective strategies for addressing dislocation events and ensuring rapid access to the best range of allowable assistance.

Rapid Response Procedures

A minimum of twenty-five (25) displaced workers must be affected for full services (i.e. formal rapid response information sessions) to be implemented under the Rapid Response procedure, with consideration given to available resources in the local NH Works center. When the number of layoffs is less than twenty-five (25), the affected dislocated workers will be provided with an information packet and will be referred to NH Works offices for assistance.

Worker participation is critical to the success of the readjustment process and is ensured when employer cooperation is an early and collaborative part of the process. To achieve the highest level of worker participation, the DED Regional Business Resource Specialist will contact company officials to confirm the information regarding layoff or closure activity, describe NH Rapid Response services and request a list of dislocated workers with contact, occupational, and profile information, as available. In the event of a twenty-five-person or more layoff/closure, the DED Regional Business Resource Specialist will request input from the company to complete a Rapid Response Fact Finding Report and cooperation with arranging a Rapid Response Information Session. Smaller groups of affected workers will be provided with Rapid Response Packets.

Receipt of a state or federal WARN Act by any personnel shall immediately be forwarded to the NH Commissioner of Labor, with copies to the Commissioner of BEA; the DWUA; and the Commissioner of Employment Security. The NH Department of Labor shall maintain a list of all state and federal WARN Act notices received.

A Rapid Response Information Session will be offered to the dislocated workers in a timely manner, preferably on site at the company. The main purpose of the Rapid Response

Informational Session with affected workers is to inform them of the availability of re-employment services. The meeting also helps workers cope with the emotional, financial, and job-hunting stresses that accompany unemployment. A Rapid Response informational meeting is facilitated by the DED Regional Business Resource Specialist.

D. DESCRIBE THE STATE POLICIES AND PROCEDURES TO PROVIDE RAPID RESPONSES IN CASES OF NATURAL DISASTERS INCLUDING COORDINATION WITH FEMA AND OTHER ENTITIES.

In the event of a Natural Disaster, the Dislocated Worker Unit (DWU) shall convene partners immediately to
coordinate a comprehensive response specific to the emergency situation. The work of the DWU shall include activities necessary to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following a natural or other disaster resulting in a mass job dislocation.

Appropriate to the level and/or nature of a dislocation, the Dislocated Worker Unit Administrat or will convene a partners meeting comprised of policy-level decision makers from core partners and others as needed. This meeting may include, but not be limited to:

- The Governor's Office staff
- Chair, Statewide Workforce Board
- Department of Resources & Economic Development
- NH Employment Security
- NH Dept. of Labor
- NH Dept. of Health & Human Services
- NH Department of Education: Bureau of Vocational Rehabilitation, Office of Adult Education
- Area elected officials
- Labor-Management Committee (if applicable)

The responsibility of the State Rapid Response Team is to develop strategy and identify resourc es to
determine needed services and the most efficient delivery of services. This may include the inclu sion of FEMA, if appropriate and necessary for the situation.

As appropriate, the DWUA will follow guidance provided in the NHES Unemployment Insurance (UI)
Information Technology (IT) Continuity of Operations Plan, which details procedures for prepar ing alternate sites and associated activity-
specific plans and procedures to help ensure the safety of personnel and to allow essential staff to continue mission critical operations in the event of an emergency; and/or follow the guidance provided in the State Disaster Preparedness Plan as needed.

E. DESCRIBE HOW THE STATE PROVIDES EARLY INTERVENTION (E.G., RAPID RESPONSE) AND ENSURES THE PROVISION OF APPROPRIATE CAREER SERVICES TO WORKER GROUPS ON WHOSE BEHALF A TRADE ADJUSTMENT ASSISTANCE (TAA) PETITION HAS BEEN FILED. (SECTION 134(A)(2)(A) AND TAA SECTION 221(A)(2)(A) .) THIS DESCRIPTION MUST INCLUDE HOW THE STATE DISSEMINATES BENEFIT INFORMATION TO PROVIDE WORKERS IN THE GROUPS IDENTIFIED IN THE TAA PETITIONS WITH AN ACCURATE UNDERSTANDING OF THE PROVISION OF TAA BENEFITS AND SERVICES IN SUCH A WAY THAT THEY ARE TRANSPARENT TO THE DISLOCATED WORKER APPLYING FOR THEM (TRADE ACT SEC. 221(A)(2)(A) AND SEC. 225; GOVERNOR-SECRETARY AGREEMENT). DESCRIBE HOW THE STATE WILL USE FUNDS THAT HAVE BEEN RESERVED FOR RAPID RESPONSE TO PROVIDE SERVICES FOR EVERY WORKER GROUP THAT FILES A TAA PETITION AND HOW THE STATE WILL ENSURE THE PROVISION OF APPROPRIATE CAREER SERVICE TO WORKERS IN THE GROUPS IDENTIFIED IN THE PETITION (TAA SEC. 221(A)(2)(A)).NOTE: UNTIL THE TAA PROGRAM IS REAUTHORIZED, THE REQUIREMENTS TO PROVIDE RAPID RESPONSE AND APPROPRIATE CAREER SERVICES TO WORKER GROUPS ON WHOSE BEHALF A PETITION HAS BEEN FILED IS NOT APPLICABLE.

Rapid Response services are utilized for every worker group that files a TAA provision through t he NH Works/American Job Centers staff.

The Rapid Response specialist will pull together a team of experts to provide information about and access to services, such as the following, in a centralized and convenient location before the layoff or closure occurs:

- Unemployment Insurance;
- Health and pension benefits;
- Job search activities;
- Educationservices;
- Training Program;
- Trade Adjustment Assistance (TAA) and NAFTA/TAA programs;
- Social Services programs;
- Community and economic development activities;
- Emergency assistance; and
- Crisis counseling.

In addition to the on-
site services provided through response for layoff and closure events, Rapid Response provides an ongoing, comprehensive approach to identifying, planning for and responding to layoffs, and preventing or minimizing their impacts whenever possible. To ensure high quality and maximum effectiveness, successful Rapid Response strategies include at least the following:

- Informational and direct reemployment services for workers;
- Solutions for businesses in transition (growth and decline);

- Convening, facilitating, and brokering connections, networks, and partners; and
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage is faced with issues economic transition.

As the company is being processed as a Trade Act Company, the client may receive dislocated w orker services including eligibility certification, assessment, training, and/or placement services. Once the company is
certified eligible for the Trade Act, the individual will be dually enrolled.

B. ADULT AND DISLOCATED WORKERS PROGRAM REQUIREMENTS

1. WORK-BASED TRAINING MODELS

If the State is utilizing work-based training models (e.g. on-the-job training, incumbent worker training, transitional jobs, and customized training) as part of its training strategy and these strategies are not already discussed in other sections of the plan, describe the State's strategies for how these models ensure high quality training for both the participant and the employer.

The Return-to-Work program is one part of the Governor's NH Working Initiatives. The Return-to-Work
program is an opportunity for a trainee to get their foot in the door and learn new skills and an opportunity for a New Hampshire employer to train without the accompanying costs for full-time or part-time job
openings that they have. The training must be authorized through the Department of Employme nt Security prior to the beginning of the training. The training program may be up to six weeks, and a maximum of 24 hours per week per benefit year.

Claimants are required to submit weekly
paper claims for benefits in a timely manner and meet all other unemployment compensation eligibility requirements. Claimants will continue to receive their weekly unemployment compensation benefits during the training program. A Return-to-Work claimant trainee must be able and available to seek and accept work during this period. A non-claimant trainee is required to
complete a weekly status form to NHES. The trainee is covered under a state provided Workers Compensation program.

In addition, adults, dislocated workers, DWG, and youth may be enrolled in On-the-Job Training programs. The term "On-the-Job Training" (OJT) means training by an employer that is provided to a participant paid while engaged in productive work in a job that –

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides reimbursement to the employer of up to 50% of the participant wage rate for t he cost of providing the training and additional supervision related to the training; and
- Is limited in duration as appropriate to the occupation for which the participant is being trained, not exceeding 6 months, and considering the content of the training, the prior work experience of the participant, the skills gap between the participant's education and experience level and the skills required for the job, and the service strategy of the participant, as appropriate.

The State of New Hampshire supports on-the-job training (OJT) as an important training service for WIOA clients to receive the skills necessary to transition into meaningful employment. Prior to the establishment of
an OJT contract, employers are screened to ensure the job provides a wage that meets the partic ipant's needs and to ensure the employer meets all regulatory aspects to be eligible for OJT funds. The length of OJT
training is determined through research of the O*Net system to identify the complexity of the sp ecific job in conjunction with the participant's current level of skill in that occupation.

The State of New Hampshire uses work-based training models including on-the-
job training, internships, and registered apprenticeships. Each of these work-based training models provides participants with the opportunity to quickly develop occupational skills and expertise in their area of training. Additionally, while they are acquiring new skills and/or improving their existing skills, they may be earning a wage as well. Job
Developers reach out to employers to connect interested participants with appropriate opportu nities. WIOA career navigators monitor work-based learning to ensure the participant is progressing and meeting their goals as well as the needs of the employer.

Work-
based learning programs allow employers to have an active role in the development of the parti cipants'
training plan. In close collaboration with the job developer and career navigator, employers tail or the training plan to meet both their business needs and the participant's occupational and professional development interests. Additionally, if an employer participates in an on-the-job-training or a Youth internship opportunity, they are eligible to receive wage reimbursements while the participants are in training.

WorkInvestNH, which is funded with state unemployment insurance trust fund, and requires a d ollar-for- dollar match, is managed on the state level, and provides training assistance for incumbent workers to
employers. Businesses may apply for assistance by completing an application at www.nhjobtrai ningfund.org. Although no customized training programs currently exist, we may pursue this training strategy if circumstances warrant.

2. REGISTERED APPRENTICESHIP

Describe how the State will incorporate Registered Apprenticeship into its strategy for service design and delivery (e.g., outreach to sponsors and prospective sponsors, identifying potential participants and connecting them to apprenticeship opportunities).

Local one-
stop staff maintain communication with Office of Apprenticeship representatives for the purpos e of sharing information on apprenticeship opportunities. Direct access to Apprenticeship information for Region I can be found on the NH Works website. USDOL apprenticeship staff are available to answer any
questions that staff may have about apprenticeship in general, or a particular training program.

In addition, the Community College System of New Hampshire, a NHWorks Consortium member, through their Department of Labor State grants (Apprenticeship Building America (ABA), State Apprenticeship Expansion Formula – Base (SAEF Base), and State Apprenticeship

Expansion Formula Competitive (SAEF Comp) grants, have worked to strengthen ties between key partners. Staff and partners continue to receive training and information about apprenticeship
opportunities being developed by CCSNH and collaborate around leveraging funds through WIO A for apprenticeship programs as well as working to build a pipeline to apprenticeship for dislocated & disadvantaged workers across the state.

3. TRAINING PROVIDER ELIGIBILITY PROCEDURE

Provide the procedure, eligibility criteria, and information requirements for determining training provider initial and continued eligibility, including Registered Apprenticeship programs (WIOA Section 122).

ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES

The following are the policy and procedures governing the operation of the statewide Eligible Training Provider List (ETPL) in New Hampshire. They address the activities of the Governor, State Workforce Innovation Board (SWIB) and their NH Works locations, and those training providers who wish to offer services to individuals whose training is funded by the Workforce Innovation and Opportunity Act (WIOA). This directive establishes the minimum performance standards for initial and subsequent eligibility for training providers who list training programs on the ETPL. New Hampshire is a single state entity, with the State serving as the state and local board, with a single ETPL system. WIOA Section 122 requires states to establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under WIOA section 133(b) for the provision of training services in the State.

Role of the Office of Workforce Opportunity

The Office of Workforce Opportunity (OWO) is the entity responsible for publishing and maintaining the comprehensive New Hampshire ETPL with performance and cost information. In alignment with WIOA, publishing the ETPL promotes customer choice and enables job seekers to compare offerings on the ETPL and select, with the assistance of WIOA Career Specialists (WCS), the most appropriate training program. In addition, as the designated State agency for WIOA administration, OWO must establish criteria and procedures for initial determination and renewals of eligibility for training providers and training programs to receive funds under WIOA Title I. As such, OWO is responsible for the following:

- Establish eligibility procedures and criteria
- Establish a mechanism for adding Registered Apprenticeship programs to the list and verifying registered status at least every two years
- Consult with the State Workforce Innovation Board when establishing these procedures
- Determine whether the provider submitted accurate information, and take enforcement actions as needed
- Notify training providers of the denial of programs
- Disseminate information concerning the ETPL and maintain the State ETPL

- Evaluate the performance data of all training providers during the subsequent eligibility review
- Monitor training providers for compliance and performance
- Determine if State-established minimum performance levels for eligibility are met
- Remove programs and/or providers that do not meet State-established program criteria, performance levels for eligibility, and/or are out of compliance with the provisions of WIOA law
- Develop and implement a complaint and appeals procedure.

Registered Apprenticeships

Unlike other training programs that must apply for eligible training provider status and placement on the statewide ETPL, National Program Registered Apprenticeship programs (RAPs) and other RAPs are automatically eligible for placement if they "opt in" for such placement, consistent with the WIOA regulations and federal policy. There are other distinctions and exceptions that apply uniquely to RAPs.

Pursuant to Section 122(a)(3) of WIOA, apprenticeship programs registered with the U.S. Department of Labor (US DOL), Apprenticeship and Training Division are automatically eligible to be included on the ETPL. US DOL and the State of New Hampshire are committed to developing apprenticeship opportunities for the citizens of New Hampshire. RAPs are a proven model of apprenticeship that has been validated by the US DOL or a State Apprenticeship Agency. RAPs enable and energize more employers to participate and provides them access to larger talent pools that have been trained for entry-level to management positions, thereby meeting industry demands and reducing unemployment rates across the country.

This rigorous vetting process on the national level allows the RAPs to bypass the initial or continued eligibility applications under these procedures and can automatically be added to the ETPL with their consent. To notify RAPs of their ability to join the ETPL, OWO will receive contact information from the US Department of Labor's Office of Apprenticeship in NH. At the end of each quarter, the apprenticeship office will email OWO staff a list of all new RAP's approved that quarter. OWO staff will email all new registered apprenticeship sponsors within 30 days of receiving the list. An informational letter about the ETPL, the benefits of being include on the list, as well as the instructions and information required to register the apprenticeship program will be attached to the email.

RAPs that request to be on the ETPL are required to provide the following information to OWO.

- Occupations included within the registered apprenticeship program
- The name and address of the registered apprenticeship program sponsor
- The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor's address
- The method and length of instruction
- The number of active apprentices

Once an apprenticeship program is registered on the ETPL, the program will remain on the ETPL until the program is no longer registered with the US Department of Labor's Office of Apprenticeship or until the provider notifies OWO, in writing, of their intention to be removed from the list. In addition, OWO, in coordination with the Office of Apprenticeship, will verify the status of RAPs at least every two years to ensure that they remain registered by US DOL. OWO will remove any apprenticeship program from the ETPL that is no longer registered with US DOL.

As stated above, RAP sponsors interested in being on the ETPL will not be subject to the same application and performance information requirements as other providers. RAPs are, however, required to comply with all laws and rules regarding apprenticeship programs including but not limited to CFR29, Part 29 and Part 30 and applicable labor laws in the State of New Hampshire.

All RAP occupations for which registered apprenticeship programs are accepting applications or actively conducting apprenticeship training are considered an in-demand occupation for the purposes of ETPL eligibility.

Unlike RAPs, pre-apprenticeship programs do not have automatic eligibility for the ETPL. Pre-apprenticeship programs are subject to the same eligibility process and performance requirements as other eligible training providers.

Eligible Training Providers and Programs of Study:

The WIOA statute and the Final Rule distinguish between eligible training providers (ETPs) and programs of study, as one ETP may provide multiple programs of study for a variety of occupations. Determining ETP eligibility is therefore a two-tier approach. First, the training provider must be an eligible entity to provide training, as listed in the Training Provider Criteria section later in this policy. Second, the training program(s) offered by an approved training provider must meet eligibility and performance criteria also delineated later in this policy. For a training provider to receive WIOA Title I funds for adults, dislocated workers, and out-of-school youth aged 18-24, the programs of study must be listed on the ETPL.

Eligible Training Providers

The following types of training providers are eligible to receive WIOA Title I funds to provide training services to eligible adult, dislocated workers, and out-of-school youth through Individual Training Accounts (ITA).

1. Institutions of higher education that provide a program of training that leads to a recognized postsecondary credential
2. Apprenticeship programs, including Registered Apprenticeship Programs (RAP), National Program RAPs, and Industry Recognized Apprenticeship Programs (IRAPs) (see the registered apprenticeship section of this policy for additional information)
3. Public or private training providers, including joint labor-management organizations, and occupational/technical training
4. Providers of adult education and literacy activities provided in combination with occupational skills

Training Provider Criteria

- All new and current ETPL providers will be required to register in the Job Match System (JMS) and submit their request for approval to have programs listed on the ETPL.
- Provide the required data elements in JMS as directed. This includes but is not limited to items such as reasonable accommodations, business partnerships, credential offerings, and debarment status.
- Training providers must agree to securely collect and report required information for all programs listed on the ETPL. This includes collecting Social Security Numbers (SSNs) for all students (WIOA and non-WIOA students) in the programs listed on the ETPL
- Training providers must be in good standing with the Secretary of State in NH.
- Training providers must be licensed or accredited by the State of NH or a similar entity.
- Training providers must provide a current refund policy specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies must be written and published so that students are aware of how to request a refund.
- Training providers must have a current grievance policy which provides for due process for students to file complaints with an organization against faculty, staff, or other institution employees. Grievance policies must be written and published so that students are aware of how to file a complaint.
- Training providers must assure their ability to provide training programs that are architecturally and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.
- Every training provider that applies to be listed on the ETPL must sign a WIOA Training Provider

Assurances acknowledging adherence to WIOA requirements before receiving final approval to be added to the ETPL. The WIOA TPA form indicates the training provider will comply with nondiscrimination and equal opportunity provisions of all applicable federal and state laws. If a training provider does not assure compliance with all applicable federal and state laws, they will not be able to complete the application for inclusion on the ETPL.

- Training providers must comply with non-discrimination and equal opportunity provisions of all federal and state applicable laws including, but not limited to:
- Section 188 of the Workforce Innovation and Opportunity Act
- Title VI of the Civil Rights Act of 1964
- Age Discrimination Claims Assistance Act of 1988
- Sections 504 and 508 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title IX of the Education Amendments of 1972

Out of State Providers

New Hampshire has reciprocal agreements with Massachusetts, Vermont, and Maine that allow training providers who are listed on the ETPL in those states, to be added to NH's ETPL. This allows WIOA participants in New Hampshire to use ITAs to enroll in a program of training identified on those states' ETPL. The training provider must be active and in good standing in the state of the provider's physical address, complete the necessary documentation for inclusion on NH's ETPL, and comply with the rules and policies contained in this directive. Only programs listed on the other state's ETPL will be eligible for inclusion. Final approval for using a New Hampshire funded ITA at a Massachusetts, Vermont, or Maine training provider rests with New Hampshire WIOA service providers.

Other out-of-state training providers that are not operating within New Hampshire and with which New Hampshire does not have a reciprocal agreement must apply to be on New Hampshire's ETPL. In general, training providers should have a permanent location in NH to be included on the ETPL. NH will consider a program as ETP eligible if it is on the ETPL in the state in which it is located. Out-of-state providers (aside from those in NH's bordering states) must meet the following criteria for consideration of inclusion on NH's ETPL:

- Meet the eligibility requirements established in this policy
- Meet the licensing requirements of its home state
- Be active and in good standing on its home state's ETPL

Distance Learning

Training programs in which the majority of training is delivered via distance or online learning must meet all of the eligibility requirements listed in this policy as well as the following additional requirements:

- Providers must have a mechanism for student interaction with an instructor or instructors
- Providers must have a process in place that ensures periodic assessment of each student.
- The providers' policy must describe the responsibilities of each party (training provider, participant) to the distance or online learning experience
- Providers must have procedures in place for tracking students' participation in the training program

Eligible Training Programs

As stated previously, both training providers and their individual programs must meet eligibility criteria. A *program of training* is defined as one or more courses or classes, or a structured regimen that directly leads to employment in an in-demand occupation. The training must lead to the following:

- An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State involved or the Federal government, an associate or baccalaureate degree

- Employmentor
- Measurable skill gains toward a credential described in the first bullet of this section or employment.

Note: The US DOL Employment and Training Administration (ETA) defines a measurable skill gain as one of the following types of gains:

- Educational Functioning Level (EFL) gain
- Attainment of Secondary School Diploma
- Secondary Transcript/Report Card
- Training Milestone
- Skills Progression

Training programs may be delivered in person, online (virtual), or through a blended approach.

However, the training provider must provide physical facilities and/or tools and equipment to provide a high-quality experience in meeting instructional and skills assessment needs.

OWO, and its subrecipients, **may choose not to approve or fund** specific training programs based on, but not limited to, the following reasons:

- Lack of high occupational demand
- High tuition costs compared to similar programs
- Doesn't lead to a self-sufficient wage
- Doesn't lead to a WIOA – defined "recognized post-secondary credential"

Training Program Criteria

- The training program leads to an in-demand occupation that is listed on the NH High Demand Occupation List. The list can be found within JMS, is updated at least every two years, and is approved by the State Workforce Innovation Board. (also see high demand occupation exception)
- The training program provides a high-quality experience, including a recognized postsecondary credential or demonstrated measurable skills gain toward such a credential or employment.

Note: WIOA participants will be encouraged to select high quality training that leads to an industry-recognized postsecondary credential.

- A high-quality training experience is identified by:
    - Physical or virtual facilities with the appropriate tools or equipment to meet instructional and skills assessment needs
    - Reportable skills gain measured by assessments
    - Industry endorsement

    - Regional or national accreditation, if applicable
    - Not having a high dropout rate and/or high student loan default rate and/or poor job placement rate
    - The training program is published in the provider's catalog of courses/programs and is available to all students (WIOA and Non-WIOA)
- The training program meets or exceeds a factor related to established WIOA performance outcomes:
    - Employment in the 2nd quarter after exit
    - Employment in the 4th quarter after exit
    - Median earnings in the 2nd quarter after exit
    - Credential attainment

Note: If the eligible training provider has not previously collected program data on the WIOA performance measures listed above, the state has identified alternative criteria that may be used to satisfy the initial performance requirement. Any of the following may be used:

- The training provider's general student retention, placement, or completion rates
- The number of students who obtained employment
- The number of students who obtained a credential or degree
- A narrative that describes and quantifies how the training program improves students' employability and/or earning potential

Occupational Skills Training

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training must:

- Be outcome oriented and focused on an occupational goal specified in an ISS or IEP
- Be of sufficient duration to impart the skills needed to meet the occupational goal
- Lead to the attainment of a recognized postsecondary credential per WIOA
- Meet the quality standards in WIOA Section 123

Individual Training Accounts

Except in specific circumstances, occupational skills training is provided for WIOA Title I Adults, Dislocated Workers, and Out-of-School Youth through an individual training account (ITA) that is used to purchase training from an ETP. ETPs must be approved by the State before they may receive funding through ITAs. Only ITAs require the use of an eligible training provider. Other training services required by contracts are not required to be certified as an ETP.

Note: The Eligible Training Provider List only provides occupational skills training services. Basic skills training, "soft" skills training, or other workforce preparation activities do not train individuals for a particular occupation.

Additionally, the following are not considered occupational skills training:

- Intensive review courses as instruction for test preparation
- Continuing education courses for those with existing occupational skills
- Short term certificates that are only one component of the typical requirements for a job, such as CPR, OSHA, WorkKeys, Food Handler Certificates, and basic computer training.

As part of a WIOA participant's individualized employment plan, NH's WIOA programs may pay for these activities as career services separate from or in addition to occupational skills training.

Training Exceptions

Under WIOA Section 134(c)(3)(G), limited exceptions allow states to provide training through a contract for services rather than ITAs in order to maintain consumer choice. These programs are not included on the ETPL. These exceptions include:

1. On the Job Training
2. Customized training
3. Incumbent worker training
4. Transitional employment
5. Instances where the Board determines there are insufficient numbers of eligible providers of training services in the local area
6. Where the Board determines an exception is necessary to meet the needs of individuals with barriers to employment (including assisting individuals with disabilities or adults in need of adult education and literacy services)
7. Where the Board determines that it would be most appropriate to award a contract to an institution of higher education or other eligible provider to facilitate the training of multiple individuals in in-demand industry sectors or occupations (where the contract does not limit customer choice)
8. Pay-for-performance contracts

Eligibility

WIOA provides for *Initial Eligibility* and *Continued Eligibility*. Initial eligibility refers to new providers and/or programs that, upon approval, receive eligibility for one year. Continued eligibility refers to a biennial review and renewal of programs that have completed initial eligibility.

Initial Eligibility

Initial eligibility procedures apply to all training providers except for Registered Apprenticeships. RAPs complete an in-depth application and vetting process which satisfies the eligibility criteria for inclusion on the ETPL.

Prospective training providers may apply at any time on a year-round basis; eligibility will be open and rolling. All applications must be submitted through the Job Match System (JMS). Providers must submit separate applications for each individual program. If multiple training delivery formats (in-person only, online only, hybrid) are available, an application must be submitted for each delivery format.

The initial eligibility period is good for one year after which the provider must apply for continued eligibility on a biennial basis, except for RAPs (see registered apprenticeship section of this policy).

Initial Eligibility Procedures

As stated previously, both training providers and their individual programs must meet eligibility standards. To be considered for inclusion on the ETPL, a training provider must first create a training provider account in JMS. The account information includes but is not limited to:

- Provider FEIN
- Name and address of institution
- Type of institution
- Years in business
- Description of the institution
- Certification that the institution is accessible to those with disabilities
- Certification that the institution is ADA compliant
- Whether the institution is eligible to administer Pell Grants

In addition, providers must upload proof of current licensing/accreditation, certificate of good standing from the NH Secretary of State, and proof of current liability insurance. For providers that are licensed by the Department of Safety, the Division of Public Health Services or the Board of Barbering, Cosmetology and Esthetics, the additional documentation listed below must also be uploaded:

- documentation of surety bond insurance in the amount of 10% of last year's annual gross income or a minimum of $10,000
- most recent audit or audited financial statement

Provider initial and continued eligibility is based on but is not limited to the following:

- Training programs must be for occupations in industry sectors that are in-demand5 (unless approved for a high demand occupation exception)

- Training programs must result in completion of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements
- Providers must provide evidence of accreditation and/or licensure with the appropriate state or other governing entity
- Providers must be in good standing with the NH Secretary of State
- Providers must have liability insurance
- Providers must have a student grievance policy and procedure
- Providers must have a refund policy and procedure
- Cost information, including tuition and fees must be available to all students
- A statement should be provided if the provider is in partnership with a business or multiple businesses
- Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible
- All providers, except Registered Apprenticeships, must meet the minimum established performance criteria. Information must be provided for all students (includes every student enrolled in a WIOA approved training program) based on performance measures set forth under WIOA
- Unsubsidized Employment During the Second Quarter after Exit
- Unsubsidized Employment During the Fourth Quarter after Exit
- Median Earnings at the Second Quarter After Exit
- Credential Attainment Rate

Once the provider account and required documentation has been submitted, staff will review the provider account for approval. If the application is not complete, documentation is not uploaded, or documentation indicates that a provider is not eligible for the list, the training provider contact will be notified within 30 days via email that their account is not approved with the reason(s) why.

Providers whose accounts have been approved will be able to complete an application for each training program they wish to have included on the ETPL by accessing their account on JMS. All required information is marked with an asterisk and must be completed to proceed with the application. Some of the information needed for the application includes:

- Name and description of the program
- Attainment of credential
- CIP code that best fits the program
- Program prerequisites

- Minimum entry requirements
- Class size, frequency, number of hours, class schedule
- Costs of program to include tuition, books, fees, materials, etc.

Continued Eligibility

After the initial eligibility period, providers can apply for continued eligibility on the ETPL. Continued eligibility will be granted for two (2) years for providers who continue to meet the eligibility requirements described throughout this policy. For the provider and training programs to be considered for continued eligibility, the training provider must review and update the provider and program information in JMS. All providers information should be reviewed and updated to include:

- Accurate provider information including contacts and users
- Accurate program cost information (including tuition & fees)
- Accurate consumer information in JMS

Upon receipt of completed information and student data, OWO will review all provider and program information to make a determination as to continued eligibility. OWO's determination of continued eligibility will be based upon the information supplied by the provider, as well as:

- consideration of the provider's continued ability to offer high quality programs resulting in industry recognized certificates and recognized post-secondary credentials in in-demand industry sectors and occupations.
- the timeliness and accuracy of submitted performance reports
- whether performance measures were met
- whether the program has had WIOA participants enrolled during the previous two years OWO staff will send the determination to the providers contact via email within 30 days of receiving the application. Should the provider and/or program be denied continued eligibility, the provider may appeal the decision.

Reporting and Performance Requirements

Program Performance

All providers must meet reporting and performance requirements for continued eligibility. Data collected in the ETP performance will be made accessible to the public via the WIOA Annual Report and shared by U.S. DOL at trainingproviderresults.gov. This information will also be available to job seekers through JMS.

Training Provider Reporting Period

Each approved training provider must submit program performance reports on an annual basis, based on the Program Year (July 1 to June 30) for each approved program using the data template supplied in JMS. Data must be **submitted no later than July 31** after the end of each program year for the 12-month period beginning July 1 of the previous year. This 12-month period is the "reporting period."

Should the training provider fail to submit the program performance for each program listed, for all students enrolled in the program, or failed to provide the required information including SSNs, the provider and its programs will be deactivated and removed from the ETPL. OWO staff will inform the providers of deactivation via email. The email will consist of the cause of deactivation, their right to an appeal and the date the written notice of appeal should be received by the ETP Coordinator. Providers who fail to provide performance data will be removed for a period of at least one full program year before they can re-apply for inclusion.

Required Reporting Elements

1. Total Number of Individuals Served – The **total number** of students (WIOA and non-WIOA) in the program of study in the reporting period.

2. Total Number of Individuals Exited – The total number of students (WIOA and non-WIOA) who **completed, withdrew, or transferred** from this program of study in the reporting period.

3. Total Number of Individuals Completed – The total number of students (WIOA and non-WIOA) who **completed (did not withdraw or transfer out)** from this program of study in the reporting period.

4. Credential Attainment Rate – The total number of students (WIOA and non-WIOA) who completed the training program **AND** attained a credential associated with the program of study within one year after exit. This includes all students who attained a recognized postsecondary credential during the program or within one year after exit **OR** attained a secondary school diploma or its equivalent, and who were also employed or enrolled in an education or training program leading to a postsecondary credential within one year after training program exit.

5. Social Security Number - Include the social security numbers of students (WIOA and non-WIOA) for the purpose of direct UI wage record match or supplemental wage information conducted by New Hampshire Employment Security (NHES). (A Memorandum of Understanding (MOU) between NHES and OWO exists to provide this information.)

- Employment Rate 2nd and 4th Quarter After Exit – The total number of students (WIOA and non-WIOA) from the training program who are found to be employed.
- Median Earnings 2nd Quarter After Exit – Total quarterly earnings, for the total number of students (WIOA and non-WIOA) who are employed in the second quarter after exit.
- Average Earnings 2nd and 4th Quarters After Exit – Average earnings of students (WIOA and non-WIOA) in the training program who are in unsubsidized employment during the second and fourth quarters after exit.

Minimum Performance Requirements

Program performance is collected for OWO to evaluate program effectiveness and monitor compliance. OWO has established the minimum performance standards to meet the State's lowest negotiated performance rate of the Adult, Dislocated Worker, or Youth program established with US DOL for the program year. Registered Apprenticeship Programs are not required to submit performance information and are not held to minimum performance requirements.

Program performance is based on **all student** outcomes for the **Employment Rate 2nd Quarter After Exit, Employment Rate 4th Quarter After Exit, Median Earnings 2nd Quarter After Exit, and Credential Attainment Rate.**

Programs that **fail the same performance measure for two consecutive years** must be removed from the ETPL. Training programs with less than ten total students enrolled will not be included in performance data due to insufficient performance information. Providers removed for failing performance measures may reapply, after one year, for initial eligibility. The program must demonstrate, in a written statement to OWO, how it intends to meet program performance and demonstrate compliance with all requirements under WIOA law and this policy.

PERSONAL IDENTIFIABLE INFORMATION & CONFIDENTIALITY

To comply with federal reporting requirements, the collection of Personally Identifiable Information (PII) (e.g., Social Security Numbers on WIOA and non-WIOA program participants) is required to derive performance outcomes such as employment and earnings. PII and other sensitive information must be protected. OWO, NHES, and training providers must take the steps necessary to ensure all PII obtained from participants and/or other individuals in the ITA invoicing process is secure to protect such information from unauthorized disclosure. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal, or any other means.

The Federal Educational Rights and Privacy Act

The Federal Educational Rights and Privacy Act (FERPA) generally applies to post-secondary institutions that are eligible training providers. Most postsecondary institutions are also recipients of federal funds under a program administered by the U.S. Department of Education. However, some private providers of training services may not be recipients of funds administered by the U.S. Department of Education, including Pell Grants or student loans funded under Title IV of the Higher Education Act of 1965. Those providers would generally be excluded from FERPA requirements.

Compliance with ETPL reporting requirements does not violate the privacy requirement set forth in FERPA. Per TEGL 7-16, joint guidance issued by the U.S. Departments of Labor and Education, the FERPA audit or evaluation exception permits PII disclosure from education records for WIOA performance accountability purposes.

Publication of ETPL

OWO will post the ETPL on JMS so that individuals, WIOA Career Specialists (WCS), WIOA Program Managers, NH Works partners, providers, and the public will have immediate access. Training providers will appear on the statewide ETPL after verification of eligibility by the State. As new programs, and providers, are verified and approved, the statewide list will be updated on an ongoing basis. If a program is removed from the list, the State will cease to approve additional ITAs for that program and the ineligible program will be removed from the statewide list.

The State ETPL must be accompanied by appropriate information to assist participants in choosing employment and training activities. Such information must include the following, as applicable:

- Recognized post-secondary credential(s) offered
- Provider information supplied to meet the State's eligibility procedure
- Performance and cost information aligned with the time periods; and,
- Additional information as determined by the State as follows:
    - Program length including number of units such as credits, hours, weeks, or semesters needed to earn the credential(s) offered.
    - Program Service/Location and type
    - Class/Faculty size
    - Program prerequisites
    - Target occupations
    - Program description
    - Additional information as deemed necessary

Training providers are responsible for providing updated information about their programs in JMS. OWO will accept any changes to data displayed for providers and programs listed on the ETPL and will update the list as necessary.

Denial, Delisting, and Appeals Policy and Procedures

A training provider and/or its program may be denied inclusion in or removed from the state ETPL for the following reasons:

- The initial and/or renewal application was not completed, was not completed by the established due date, or was missing required information
- Performance data was not submitted or was not submitted by established due date
- The training provider does not meet the WIOA definition of an eligible training entity
- The training program does not meet the WIOA definition of an eligible training service
- The training program does not result in a WIOA recognized credential
- The training provider intentionally supplied inaccurate information
- The training provider substantially violated any requirement under WIOA, state or local laws and policy
- Failure to abide by the equal opportunity and nondiscrimination requirements under WIOA Section 188
- The training provider loses its license or accreditation of its accrediting body

- Upon setting minimum levels of performance, a provider or program that fails to meet such levels will be removed
- Failure to comply with all applicable provisions in the ETPL contract and/or policy **OR**
- Other just cause

If OWO denies eligibility for listing a provider's program on the ETPL, the provider will be notified via email within 10 business days after the decision. The notice shall be emailed to the training provider using the information listed in JMS. The notice shall include:

- Display the "date emailed"
- Identify the program that was denied or terminated
- State specific reason(s) for the action **AND**
- State the training provider has the right to appeal within 30 calendar days of the date the notice is emailed. with the reason(s) for denial and information on the appeal process.

If a training provider chooses to appeal, the training program that is subject to removal shall remain on the ETPL until the appeal has concluded and a final determination is made. If WIOA students are currently enrolled in a program that is subject to removal or has been removed, those students will be allowed to complete the program.

A provider choosing to appeal a decision must submit a written appeal to the Director of OWO within 30 calendar days of the issuance of the denial notice. The written appeal must include:

- a statement of the desire to appeal
- specification of the program in question
- Specifically, and in detail, the grounds and the reasons upon which it claims that the denial is invalid
- OWO will not consider any factual or legal grounds for relief that are not set forth in the appeal.

OWO will determine whether a hearing for the purpose of fact-finding is necessary and will issue a decision not later than 30 calendar days from either the date a hearing is held, or the date the appeal request is received by OWO.

Providers and Programs that have been removed from or denied listing on the ETPL may be reinstated after two years by applying through the initial application process. A provider who has been removed from the list for noncompliance is liable to repay all WIOA training funds received during the period of noncompliance.

High Demand Occupation (HDO) Exception

Providers who have training programs that meet all other eligibility requirements but whose program does not lead to an occupation on the current NH high demand occupation list, can request an exception. This exception only applies to whether the program should be exempt from the high demand occupation requirement. All other eligibility requirements must be met.

Providers need to request this exception by completing a request form. Only providers that have one or more programs that are on the current HDO list are allowed to request an exception for additional programs.

Providers who wish to request this exception must complete all information on the HDO exception form (Appendix 4) for consideration. Incomplete requests will be returned to the provider without consideration. Upon receipt of a completed HDO Exception Form, OWO will review the request for accuracy and forward the request to the State Workforce Innovation Board (SWIB) – Education and Training subcommittee. The subcommittee will vote to approve or deny the request.

• If the request is approved, the program will receive initial eligibility for one program year. After the initial eligibility expires, the program will be subject to the application procedures for continued eligibility.

• If the request is denied, the program will not be added to the ETPL and the program will need to wait one calendar year to request another exception.

[1] *The term ''customized training'' means training—*

1. *that is designed to meet the specific requirements of an employer (including a group of em ployers);*
2. *that is conducted with a commitment by the employer to employ an individual upon succes sful completion of the training; and*
3. *for which the employer pays—*
   (i) a significant portion of the cost of training, as determined by the local board involved, taking into account the size of the employer and such other factors as the local board determines to be appropriate, which may include the number of employees participating in training, wage and benefit levels of those employees (at present and anticipated upon completion of the
   training), relation of the training to the competitiveness of a participant, and other employ er-provided training and advancement opportunities.

[2] *Incumbent worker training is defined as training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or*
avert the need to lay off employees by assisting workers in obtaining the skills necessary to retain employment and conducted with a commitment by the employer to retain or avert laying off incumbent worker(s) that are trained in order to increase the competitiveness of the employee and/or employer.

[3] *Transitional employment is defined as time-*
limited subsidized work experiences that help individuals who are chronically unemployed and have barriers to employment establish a work history and develop skills to access unsubsidized employment and progress in the workplace.

[4] *The law defines pay-for-performance contract strategies as contracts that specify a fixed amount that will be paid to an eligible service provider (which may include a local or national community-based organization or intermediary, community college, or other training provider, that is eligible) based on the achievement of*

specified levels of performance on the primary indicators of performance for target populations as identified by the local board (including individuals with barriers to employment), within a defined timetable, and which may provide for bonus payments to such service provider to expand capacity to provide effective training.

[5]NH Senate Bill 148 exempts private, post-secondary career schools with adjusted gross income of less than $100,000 per year from regulations. While an ETP may be exempt under this regulation, all ETP's on the WIOA ETPL must be accredited by an agency that verifies accreditation and issues licenses to training providers.

[6] For the purpose of this policy, all approved Registered Apprenticeship programs meet the in-demand criteria.

[7]Student data for calculation of performance information: Disclosure of personally identifiable information from an education record must be carried out in accordance with the Family Education Rights and Privacy Act (FERPA). This includes obtaining prior written consent and the secure transmission of student data information.

4. DESCRIBE HOW THE STATE WILL IMPLEMENT AND MONITOR FOR THE ADULT PRIORITY OF SERVICE REQUIREMENT IN WIOA SECTION 134 (C)(3)(E) THAT REQUIRES AMERICAN JOB CENTER STAFF, WHEN USING WIOA ADULT PROGRAM FUNDS TO PROVIDE INDIVIDUALIZED CAREER SERVICES AND TRAINING SERVICES, TO GIVE PRIORITY OF SERVICE TO RECIPIENTS OF PUBLIC ASSISTANCE, LOW-INCOME INDIVIDUALS, AND INDIVIDUALS WHO ARE BASIC SKILLS DEFICIENT (INCLUDING ENGLISH LANGUAGE LEARNERS).

Priority of Service is managed through policy and procedure established to ensure services and funds are focused on addressing the employment needs of target populations. Monitoring the priority for public assistance recipients, other low-income individuals, or individuals who are basic skills deficient in accordance with the requirements of WIOA sec. 134(c)(3)(E) within each of the state's NH Works Centers is managed by tracking plan versus actual enrollment plans developed for target populations annually and monitored monthly. In addition, a review of quarterly federal performance reports, which track participant, exit and performance outcomes by target population, is used to assess compliance.

New Hampshire's Priority of Service Policy requirements for Workforce Innovation and Opportunity Act (WIOA) Title I Adults for Career and Training Services is outlined below.

Priority applies for low-income individuals, participants on public assistance, and individuals who are basic skills deficient. Priority must also be given to Veterans and Eligible Spouses for access to all federally funded training programs. See the SWIB Veterans and Eligible Spouses Priority of Service Policy for additional details.

1. WIOA Title I Adult Priority of Service

WIOA increases access to and opportunities for employment, education, training, and support services that individuals need, "particularly those with barriers to employment." To ensure access, WIOA Title I Section 134(c)(3)(E) requires that priority of service be given to recipients of public assistance, other low-income

individuals, and individuals who are basic skills deficient, for receipt of career and training servi ces. Priority for service applies regardless of federal funding levels.

The order for priority is as follows:

1. Recipients of public assistance.
2. Other low-income individuals. The term "low-income individual," defined in WIOA Section 3(36), means an individual who:
    a. Receives, or in the past 6 months has received or is a member of a family that is r eceiving or has received in the past six months, assistance through the supplemental nutriti on program (SNAP), TANF, supplemental security income under title XVI of the Social Security Act, or a state or local income-based public assistance program; or
    b. Is in a family with total family income that does not exceed the higher of:
        i. The poverty line or
        ii. 70% of the lower living standard income level or
    c. Is a homeless individual or
    d. Is an individual with a disability whose own income meets the income requirem ents above but is a member of family whose income does not meet the income requirement.
3. Individuals who are basic skills deficient. The term "basic skills deficient" is defined in W IOA Section 3(5) to mean a youth or adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

The definition of Basic Skills Deficient is further defined by the State as an individual who meets any one of the following criteria:

- Lacks a high school diploma or equivalency and is not enrolled in secondary education; or
- Scores 8.9 or below on an approved assessment test; or
- Is enrolled in Title II Adult Education (including enrolled for ESL); or
- Has poor English language skills (and would be appropriate for ESL even if the individua l isn't enrolled at the time of WIOA entry in an ESL program); or
- The WIOA case manager makes observations of deficient functioning and records those observations as justification in a case note.

4. Priority of services does not apply to WIOA dislocated worker program and/or participa nts served as incumbent workers, with the exception of veteran's priority for service as described in the WIOA Policy: Priority of Service for Veterans and Eligible Spouses.

5. WIOA Service providers must put processes into place to ensure that priority populations, including
veteran and eligible spouses, are identified at the point of entry and given an opportunit y to take full advantage of priority of service. The point of entry includes physical locations such as NH Works Centers, as well as websites such as NHES Job Match System, and other virtual service delivery resources. These processes should ensure that priority groups are aware of their entitlement to
priority of service, the full array of employment, training, and placement services availa ble under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest NH Works Office.
6. WIOA "Priority of service" status is established at the time of eligibility determination. It does not change during the period of participation.
7. WIOA Service providers must ensure proper identification and documentation of priorit y status in the WIOA JMS case management
system.Additional Priority of Service Participants

The State may identify Additional Priority of Service categories for individuals with barriers to employment
provided additional categories are consistent with the intent of the priority provisions of WIOA, and that such an enrollment does not result in limitation of access for any individual who meets Adult Priority of Service, including Veterans and Eligible Spouses.

The State defines eligibility under the Additional Priority of Service category as follows:

- Adults who meet the WIOA general program requirements:
    - 18 years of age,
    - legally authorized to live and work in the United States,
    - registered for selective service (when applicable) and
    - a resident of the State of New Hampshire), and
- Are not income eligible for the WIOA Title I Adult program services, but are documented as having one or more of the following barriers to employment:
    - Displaced Homemaker
    - Indians, Alaska Natives, Native Hawaiians
    - Older individuals (55+)
    - Individuals with disabilities
    - Ex-Offenders
    - Youth who have aged out of the foster care system
    - Eligible migrant and seasonal farm workers
    - Single parents

- Long-term unemployed individuals
- Individuals who have been directly or indirectly impacted by substance use disorder
- Individuals who have none or very limited post-secondary training

Training and Employment Guidance Letter (TEGL) No. 7-20 clarifies that recipients of public assistance, individuals who are basic skills deficient or those identified as low income are the three priority groups that WIOA specifically mandates are entitled to priority of service (including veterans and eligible spouses) under the WIOA Adult program. It also says that a state should ensure that at least 75% of a state's participants receiving individualized career and training services in the adult program are from at least one of these three priority groups and expects the rate to be no lower than 50.1%. Therefore, New Hampshire WIOA Adult Service providers must put processes in place to ensure that no more than 25% of all Adults enrolled annually are served under the Additional Priority of Services category

5. DESCRIBE THE STATE'S CRITERIA REGARDING LOCAL AREA TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS

New Hampshire is a single area state and therefore transfer decisions are made on the state leve l. The process for transferring funds is initiated after careful consideration of current and potential impact to priority target
populations, impact on the local economy and/or in response to state strategies implemented to address labor
market needs for additional service and/or training needs. Requests are initiated by NH BEA/O WO via a formal request to the SWIB.

6. DESCRIBE THE STATE'S POLICY ON WIOA AND TAA CO-ENROLLMENT AND WHETHER AND HOW OFTEN THIS POLICY IS DISSEMINATED TO THE LOCAL WORKFORCE DEVELOPMENT BOARDS AND REQUIRED ONE-STOP PARTNERS. TRADE ACT SEC. 239(F), SEC. 235, 20 CFR 618.325, 20 CFR 618.824(A)(3)(I).

Upon notification that a company has been certified by the Trade Act, an orientation is scheduled within two
weeks. NHES works with the Rapid Response Program to identify a Trade certified company. A WIOA staff are welcome to attend so that they may explain the benefits and services available under their program. Rapid Response services are provided to all workers whether the company is certified or not. The orientation provides claimants with information on all the services available under the Trade Act. The focus of the Trade
Act is to assist claimants in becoming reemployed in suitable employment as quickly as possible .

The services provided under the Trade Act program are:

- All ES Services including reemployment workshops.
- Training if there is no suitable employment.
- Job Search Allowances
- Relocation Allowances

- Reemployment Trade AdjustmentAssistance (RTAA)
- Referrals to partner agencies as appropriate

Appointments for the initial assessment interview are made with the employment counselor at t he completion
of the orientation. The initial assessment consists of review of labor market information, custom er registration in the Job Match System, resume, skills, transferability of the skills, educational background, and a review of
the six criteria. The initial assessment interview is utilized to determine what benefits and/or se rvices would be appropriate for the individual. The individual's skills and labor market information are reviewed to determine
the availability of suitable jobs in their area. For those individuals who need to update their skill s or learn new
skills due to the unavailability of suitable employment, training is researched. When appropriat e, a referral to WIOA for additional supportive services is made. Additional referrals are also considered through the
Department of Education / Vocational Rehabilitation and other partner agencies for those with i dentified barriers to employment.

For those companies that have filed petitions, but are not yet certified,
the Rapid Response teams inform the
workers that the petition has been filed and that if and/or when the company is certified, they w ill be notified right away and invited in for a benefits information session.

NHES will use TAA funds to provide training, job search allowances, relocation allowances, and employment
and case management services to members of worker groups covered by a certification
– including outreach to workers, under all versions of the TAA Program, per 20 CFR 618. Additionally, NHES will use funds for TAA
Program related state administration to provide outreach to trade affected workers, pay for the TAA Program's share of AJC infrastructure costs, and for systems development and maintenance. Policies related to and governing TAA are circulated to One-Stop Partners, sub-recipients and State Workforce Innovation Board members annually.

7. DESCRIBE THE STATE'S FORMAL STRATEGY TO ENSURE THAT WIOA AND TAA CO-ENROLLED PARTICIPANTS RECEIVE NECESSARY FUNDED BENEFITS AND SERVICES. TRADE ACT SEC. 239(F), SEC. 235, 20 CFR 618.816(C)

NHES has a robust Co-enrollment policy for the integration of services which requires that all Trade Act participants be co-
enrolled into WIOA DW program. The only reasonable exception to this would be for Trade participants deemed to be non-compliant with the Selective Service registration requirements under WIOA.

8. DESCRIBE THE STATE'S PROCESS FOR FAMILIARIZING ONE-STOP STAFF WITH THE TAA PROGRAM. 20 CFR 618.804(J), 20 CFR 618.305

NH is actively working on staff training modules and manager training opportunities for all 12 l ocal offices. Training is to be conducted for NHES staff who normally are employment

counselors that carry WIOA Dislocated worker caseloads. The Employment Counselors are an integral part of the success of the TAA
program. Additionally, all NHES staff have access to information on the TAA program, rules, and policies within all the NH Works offices.

The Trade Act requires states to conduct active outreach to groups of workers that are likely to be determined
eligible under the TAA Program. NHES recognizes the power of outreach and is actively gatherin g data against all TAA claims in our UI system to understand those affected workers that received UI benefits, yet never approach training and those who found themselves opening new claims during the COVID period and may be
underemployed today. NH is actively reviewing our worker lists and reviewing all petitions filed after 2009 and gathering and matching affected worker demographic information to both our Employment and Unemployment Systems to identify potential opportunities for training.

States must develop and manage resources (including electronic case management systems) to integrate data, including co-
enrollment data, provided through different agencies administering benefits and services to tra de- affected workers in order to ensure consistent program administration and fiscal integrity, as well as reliable fiscal and performance reporting. (WIOA section 103(b)(3))

C. YOUTH PROGRAM REQUIREMENTS.

With respect to youth workforce investment activities authorized in section 129 of WIOA, States should describe their strategies that will support the implementation of youth activities under WIOA. State's must-

1. IDENTIFY THE STATE-DEVELOPED CRITERIA TO BE USED BY LOCAL BOARDS IN AWARDING GRANTS OR CONTRACTS FOR YOUTH WORKFORCE INVESTMENT ACTIVITIES AND DESCRIBE HOW THE LOCAL BOARDS WILL TAKE INTO CONSIDERATION THE ABILITY OF THE PROVIDERS TO MEET PERFORMANCE ACCOUNTABILITY MEASURES BASED ON PRIMARY INDICATORS OF PERFORMANCE FOR THE YOUTH PROGRAM AS DESCRIBED IN SECTION 116(B)(2)(A)(II) OF WIOA.[11] FURTHER, INCLUDE A DESCRIPTION OF HOW THE STATE ASSISTS LOCAL AREAS IN DETERMINING WHETHER TO CONTRACT FOR SERVICES OR TO PROVIDE SOME OR ALL OF THE PROGRAM ELEMENTS DIRECTLY.

[11] Sec. 102(b)(2)(D)(i)(V)

1. Competitive and Non-Competitive Grant and Contract Award ProcessThe State utilizes a competitive process for awarding grants and contracts unless a sole source process is warranted consistent with OMB guidelines. The competitive process, including those for youth services, is handled through a Request for Proposal (RFP) process. The State Workforce Board, through the Office of Workforce Opportunity, oversees the RFP process. The State maintains an RFP list, and public announcements are posted on the OWO's website, the State's Department of Administrative Services website, and with other media, as appropriate.

2. Criteria Used in Awarding Youth GrantsGrants for youth activities are awarded at the State level through the New Hampshire State Workforce
Innovation Board (SWIB) in response to successful application for grant funds solicited t

hrough a formal Request for Proposal (RFP) process. The RFP stipulates that the following guidance and conditions will apply in awarding grants to providers of youth services:

a. Proposal submissions will be reviewed to ensure that all the required document ation, signatures, and assurances are included.

b. The cost of the proposal will not be the sole determinate factor for selection.

c. The proposal contents will be reviewed and scored using a rating criterion and p oint system. A minimum of 75% of the funds are allocated to programs that serve out-of-school youth and up to 25% of the funds will be allocated to youth currently enrolled in educational activities.

d. Respondents may choose to apply to serve in-school youth only, out-of-school youth only, or both.

e. The goal is to distribute funds throughout the state based on the receipt of satisfactory applications.

f. The State Workforce Innovation Board/Office of Workforce Opportunity reserves the right to allocate funds as appropriate based on the quality of proposals, past performance, and th e statewide minimum of 75% out-of-school funding.

g. The State Workforce Innovation Board in conjunction with the Office of Workforce Opportunity establishes a review panel and conducts a comprehensive, fair and impartial eval uation of all proposals received that meet the Request for Proposals minimum requirements.

h. Proposals that do not meet minimum criteria will not be funded.

i. Applications will be ranked based on the score assigned by the panel after carefu l evaluation by panel members.

j. Final decisions will be based on the application score, the regional and minimum funding requirements, past performance, the judgment of the review team and the State Workforce Innovation Board in conjunction with the Office of Workforce Opportunity, and the Governo r and NH Executive Council approval process.

Criteria for Determining Effective Youth Providers

To guide the youth funding award process, and help interested providers better understand the vision, goals and priorities established by the State Workforce Innovation Board, the State Workforce I nnovation Board has identified seven areas for consideration in determining effective providers of youth services.

They are as follows:

1. Meeting Needs: Programs should meet the needs of at-risk youth populations and underserved communities while providing a broad range of services that meet the academic, employment, and youth development needs of young people. Programs should be aimed at ensuring that economically disadvantaged youth in school and out of school have the opportunities and support needed to become productive members of the workforce and achieve economic self-sufficiency.

2. Youth Development: Effective programs are built on a well-conceived and implemented approach to youth development. A commitment to youth development is exemplified by a conscious and professional reliance on youth development principles, including high expectations, caring relationships, holistic service strategies that build responsibility and identity, and a view towards youth as resources. Key strategies the State Workforce Innovation Board is looking for in this area are integrating social and support services into programming, addressing transportation barriers to youth access, accommodating a variety of learning styles, and providing follow-up services for young people when they exit in order to ensure their continued success.

3. Skill Development: Effective programs clearly emphasize the development of skills, knowledge, and competencies that lead to jobs and careers. Programs should strongly link work and learning and academic and occupational learning. All Dropout Recovery (out-of-school youth) programs are required to provide occupational skills training concurrently with work readiness and academic training. Key strategies the State Workforce Innovation Board is looking for in this area are linkages to apprenticeships, community colleges and employers, transition services, and how participants will gain academic credit and skill credentials.

4. Involvement of Employers and Links to Local Labor Markets: Programs should have the strong involvement of local employers and should be linked to local labor market needs and growing economic sectors as determined by the occupations in-demand list for New Hampshire. Programs should provide effective connections to intermediaries with strong links to the job market and local and regional employers.

5. Collaboration and Leveraging Partnerships: Programs are sought that demonstrate how partnerships and the involvement of the community will be used to meet the program goals. Involving the local community means developing real partnerships among educational institutions, employers, community- based organizations, private sector employers, and/or other organizations and members of the community interested in youth. Respondents are encouraged to access resources from these partnerships and use them in the program to provide quality youth opportunities.

6. Producing Results: Programs should ensure that young people are gaining the skills to complete high school or its equivalent and transition to postsecondary education, advanced training or skilled employment. Programs should track these results and strive to continuously improve their programs and their outcomes for youth based on information and data.

7. Academic Gains for In-School Youth: Alternative Education programs (either dropout prevention or dropout recovery models) will provide quality education that adheres to the state standards.

2. EXPLAIN HOW THE STATE ASSISTS LOCAL WORKFORCE BOARDS IN ACHIEVING RESULTS FOR OUT-OF-SCHOOL AND IN-SCHOOL YOUTH. DESCRIBE PROMISING PRACTICES OR PARTNERSHIP MODELS THAT LOCAL AREAS ARE IMPLEMENTING AND THE STATE'S ROLE IN SUPPORTING AND SCALING THOSE MODELS WITHIN THE STATE FOR BOTH IN-SCHOOL AND OUT-OF-SCHOOL YOUTH.

The NH State Workforce Innovation Board is committed to coordinating existing resources and i dentifying new resources specific to achieving improved outcomes for out-of-school youth.

Working with the NH Department of Education (e.g., ABE, CTE, VR and In-school Programs) to strengthen the connections for students who drop out of or leave school without the skills necessary to obtain suitable and sustainable employment, the State Workforce Innovation Board will play a lead role in coordinating and leveraging resources. The work of the State Workforce Innovation Board will be further supported by the NH Works system of partner agencies, which include Job Corps, Youth Build (when an active grant i s in place) and the various community-based organizations focused on services to youth.

Strategies to achieve improved outcomes will include some or all of the following:

- Develop and identify clear and concise pathways to achieving individual education/empl oyment goals.
- Connect out-of-school youth with state developed sector training and/or job opportunities.
- Encourage credential-granting training options.
- Expand work-based learning and training opportunities that allow youth to explore employment optio ns – e.g., Return to Work, OJT, Apprenticeship, Internship, Work experience (paid or unpaid), etc.
- Increase co-enrollments in/across core programs to maximize available resources for the provision of comprehensive work and training supports i.e., full complement of wrap-round services to support success.
- Streamline referral processes to minimize "dropouts."
- The Granite Workforce initiative served low-income parents who are at or below 138% of the Federal Poverty Guideline. This program was offered as a pilot program led by the NH Departme nt of Health and Human Services in coordination with the NH Employment Security. Other named partners include NH Department of Business and Economic Affairs, NH Community College System, NH Department of Education and other education and training agencies. In addition, community-based organizations could

respond to a request for services for the provision of additional barrier resolution and/o r support services as necessary and appropriate. The success of this pilot program has led to the adoption and continuation moving forward as WorkNowNH.

- Hillsborough County Superior Court-
  North has successfully launched a Young Adult Court pilot program targeting individuals aged 18 to 25 deemed "high risk" for reoffending without close supervision. Developed in collaboration with various departments, the program is currently offering job training,
  education support, mental health treatment, and case management to help participants l ead productive lives and avoid further involvement in the criminal justice system. The initial 18-month pilot, which
  involved five individuals, is currently being assessed for effectiveness. Participants have committed to a 12- month program, meeting specific criteria, and are being held accountable through drug testing, probation meetings, and regular court hearings. The program includes incentives for positive behavior and consequences for non-compliance, with the aim of reducing recidivism through alternative approaches. MY TURN, Inc. is providing case management services for the program.

3. DESCRIBE HOW THE STATE ASSISTS LOCAL WORKFORCE BOARDS IN IMPLEMENTING INNOVATIVE MODELS FOR DELIVERING YOUTH WORKFORCE INVESTMENT ACTIVITIES, INCLUDING EFFECTIVE WAYS LOCAL WORKFORCE BOARDS CAN MAKE AVAILABLE THE 14 PROGRAM ELEMENTS DESCRIBED IN WIOA SECTION 129(C)(2); AND EXPLAIN HOW LOCAL AREAS CAN ENSURE WORK EXPERIENCE, INCLUDING QUALITY PRE-APPRENTICESHIP AND REGISTERED APPRENTICESHIP, IS PRIORITIZED AS A KEY ELEMENT WITHIN A BROADER CAREER PATHWAYS STRATEGY.

The State actively supports the implementation of innovative models for delivering youth workforce
investment activities, emphasizing the availability of the 14 program elements outlined in WIOA section 129(c)(2). Strategies to enhance implementation include:

1. **Innovative Models Implementation**: The State provides guidance and support for the adoption of creative approaches aligned with WIOA goals.
2. **Making 14 Program Elements Available**: Ensuring the availability of the 14 program elements through collaboration with service providers and program partners. These elements cover essential components for youth development, including education, skill development, and career readiness.
3. **Incorporating Elements in RFPs**: The State, through the Request for Proposals (RFP) p rocess for youth service providers in PY24/27, mandates providers receiving funds to offer these
   elements to participants, either directly or in collaboration with program partners.
4. **Annual Monitoring and File Review**: OWO staff conducts annual on-
   site monitoring and file reviews to ensure programs funded by the State deliver the essential program elements to participants, maintaining compliance with WIOA requirements.

5. **Prioritizing Work Experience**: Encouraging the prioritization of work experience, including quality pre-
   apprenticeship and registered apprenticeship, as a key element within a broader career pathways strategy. This involves integrating work-based learning opportunities into youth programs for enhanced career readiness.

6. **Promoting Educational Attainment and Career Readiness**: The New Hampshire Youth
   Programs actively promote program elements aligned with WIOA to support participant s' attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and overall career readiness.

The State's support, inclusion of program elements in RFPs, and ongoing monitoring efforts cont ribute to the effective implementation of innovative models and the availability of essential program elements, with a particular emphasis on promoting work experience within comprehensive career pathways.

4. PROVIDE THE LANGUAGE CONTAINED IN THE STATE POLICY FOR "REQUIRING ADDITIONAL ASSISTANCE TO ENTER OR COMPLETE AN EDUCATIONAL PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT" CRITERION FOR OUT-OF-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(B)(III)(VIII) AND FOR "REQUIRING ADDITIONAL ASSISTANCE TO COMPLETE AN EDUCATION PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT" CRITERION FOR IN-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(C)(IV)(VII). IF THE STATE DOES NOT HAVE A POLICY, DESCRIBE HOW THE STATE WILL ENSURE THAT LOCAL AREAS WILL HAVE A POLICY FOR THESE CRITERIA.

New Hampshire's State Workforce Innovation Board, in collaboration with the Office of Workfor ce Opportunity, the grant recipient for WIOA Youth funds, has identified the criterion as follows:

- Out-of-
  School Youth: "requires additional assistance to enter or complete an educational progra m, or
  to secure and hold employment" is defined as having been unemployed for six months o ut of the last two years.

In-
School Youth: A youth determined to be at risk of dropping out of school as defined by the Jobs f or America's Graduates program model definitions:

- One or more years behind model grade for one's age group, with particular emphasis on those two or more years behind model grade.
- Below average academic test scores relative to students in his/her class with particular emphasis on those in the bottom 25% of the test score distribution.
- Above average number of absences during the past school year in comparison to other s tudents in the school.
- Placed on probation, suspended from school or expelled from school one or more times during the past two years.

- Member of an economically disadvantaged family. Criteria for determining one's econo mic status is that used in local WIOA programs.
- Lives with only one or neither of his/her natural parents.
- Mother has not graduated from high school.
- Closest friends have limited educational expectations, i.e. they do not expect to graduate from high school or have already dropped out of school.
- Substance abuse.

D. SINGLE-AREA STATE REQUIREMENTS

In States where there is only one local workforce investment area, the governor serves as both the State and local chief elected official. In such cases, the State must submit any information required in the local plan (WIOA section 106(d)(2)). States with a single workforce area must include—

1. ANY COMMENTS FROM THE PUBLIC COMMENT PERIOD THAT REPRESENT DISAGREEMENT WITH THE PLAN. (WIOA SECTION 108(D)(3).)

2. THE ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS, AS DETERMINED BY THE GOVERNOR, IF DIFFERENT FROM THAT FOR THE STATE. (WIOA SECTION 108(B)(15).)

3. A DESCRIPTION OF THE TYPE AND AVAILABILITY OF WIOA TITLE I YOUTH ACTIVITIES AND SUCCESSFUL MODELS, INCLUDING FOR YOUTH WITH DISABILITIES. (WIOA SECTION 108(B)(9).)

1. Any comments from the public comment period that represent disagreement with the Pl an. (WIOA section 108(d)(3).)

The State Plan was posted at www.nhworks.org for public review and written comments. Public hearings were held to gather comments on the 2-year revisions to the plan. The public hearings were held on the following dates: May 28, 2025, in Conway, Berlin, and Littleton, NH; May 29, 2025, in Somersworth, Salem, and Manchester, NH; June 4, 2025, in Laconia, NH; June 18, 2025, in Keene, NH; and on June 25, 2025, in Concord and Lebanon, NH. To date no comments have been received. Comments received in the future will be posted in Appendix 5.

2. The entity responsible for the disbursal of grant funds, as determined by the governor, if different from that for the State. (WIOA section 108(b)(15).)

The State entity known as the NH Department of Business and Economic Affairs (Office of Workforce Opportunity) is responsible for the disbursal of WIOA Title
I grant funds in the State of New Hampshire in accordance with the funding allocation approved by the SWIB.

3. A description of the type and availability of WIOA title I Youth activities and successful models, including for youth with disabilities. (WIOA section 108(b)(9).)

New Hampshire accepts proposals from any applicant that feels that they can meet the Request for Proposal and Contractual requirements. The Office of Workforce Opportunity at the NH Department of Business and Economic Affairs (BEA) solicits

proposals through a Request for Proposal (RFP) on behalf of the SWIB. The purpose of the RFP is to identify appropriate service provider(s) to provide employment and training services throughout the state. Currently, there are two Youth providers in New Hampshire – MY TURN and Jobs for America's Graduates New Hampshire. The majority of the WIOA Youth programs (7) serve out-of-school youth, in addition to three in-school programs. The youth providers are successful in expanding the reach of the program through partnerships, particularly with Adult Education, Vocational Rehabilitation, and TANF.

Youth with disabilities are able to access all WIOA Title I Youth Services (i.e. assessment, 14 esse ntial elements, training, and/or placement services.)

The NH Works partner agencies refer to policies that require accommodations and reasonable modifications for individuals with disabilities and leverage referrals with Vocational Rehabilitati on when
providing services for youth with disabilities. For the purposes of this policy, reasonable accom modation means any change or adjustment to a training or work environment that permits qualified applicants,
employees, or participants with disabilities (including youth with disabilities) to participate in t he application process, to perform the essential functions of the job, or to enjoy the benefits or privileges of employment
equal to those enjoyed by others unless it can be shown that such accommodations would impo se an undue hardship on program operations.

Examples of accommodation for youth with disabilities include, but are not limited to:

- Acquiring or modifying devices
- Job restructuring
- Part time or modified work schedules
- Providing readers or qualified interpreters
- Making the workplace or program facility accessible to and usable by individuals with di sabilities

Decisions regarding reasonable accommodation for individuals (youth) with disabilities will be determined on a case-by-case basis. Individuals who are not satisfied with the accommodation provided may file a grievance.

4. A DESCRIPTION OF THE ROLES AND RESOURCE CONTRIBUTIONS OF THE ONE-STOP PARTNERS.

The one-stop partners are:

Department of Business & Economic Affairs (OWO)

- Adult (Title I) Dislocated Worker (Title I) Youth (Title I)
- Senior Community Service Employment Program (Title V Older Americans Act)

New Hampshire Employment Security

- Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)
- Trade Adjustment Assistance for Worker Program (Chapter 2, Title II Trade Act)
- Jobs for Veterans State Grants (Title 38, Chapter 41)
- Unemployment Insurance

Department of Education

- Adult Education and Family Literacy (WIOA Title II)
- Vocational Rehabilitation (Title I Rehabilitation, as amended by Title IV)

Resource contributions include:

Department of Business and Economic Affairs – OWO - Currently, the Office of Workforce Oppor tunity contracts its Title I Adult services with Community Action Partnership Hillsborough and Rockingham Counties. These services include
training and education programs and access to energy assistance, health, food, and nutrition ass istance,
Hispanic/Latino community services, housing, and homeless programs, TANF work programs, a nd other various supportive and volunteer services available through the CAPS. A Request for Proposals for the solicitation of a statewide service provider for WIOA Adult funds was released in March 2025 and subsequently awarded to Community Action Partnership Hillsborough and Rockingham Counties.

WIOA employment and training services to economically disadvantaged youth that possess barr iers to employment are provided by Jobs for America's Graduates – NH (JAG-
NH) and MY TURN. This includes both in- school and out-of-school youth. Services focus on workforce development and target the training areas needed such as: career awareness, work-ready skills, and increased academic skills that result in academic and/or employment credentials/outcomes. Within the NH Works system, referrals and release forms allow agencies to share information and best serve the youth population based on each individual's un ique needs and barriers. A Request for Proposals for the solicitation of providers for WIOA Youth funds was released in January 2024 and subsequently awarded to JAG-NH and MY TURN.

The Dislocated Worker program helps unemployed job seekers undertake career and occupation searches, overcome barriers to employment, and benefit from training that helps them re-enter the workforce, including through basic or individualized career services. The Dislocated Worker program is administered by state personnel working for Employment Security. Since the physical locations of the NH Works offices are staffed by Employment Security personnel, individuals accessing these services also receive access to the resources of the one stop center. A Request for Proposals for the solicitation of providers for WIOA Dislocated Worker funds was released in March 2024 and subsequently awarded to NH Employment Security.

New Hampshire Department of Education (NHED) - The NHED administers core and non-core WIOA services,
including Adult Education (AE) programs, Vocational Rehabilitation, and Perkins Career and Tec hnical Education (CTE) programs.

The Bureau of Career Development within NHED authorizes the development and implementation of long-range, statewide policies, procedures and plans for the administration of Career, Technical, and Adult Education programs including adult education and literacy programs, technical preparation programs, extended learning opportunities, apprenticeship programs and work-based learning opportunities. The BCD oversees NHED's Office of Adult Education and Office of Career and Technical Education.

The Office of Adult Education (OAE) administers state and federal funding for programs that help adults improve their basic educational skills and earn a high school credential. Federal funding is provided under the Adult Education and Family Literacy Act (AEFLA), which is authorized by Title II of the Workforce Innovation and Opportunity Act (WIOA). The Office also supports statewide High School Equivalency (HSE) testing and coordinates with approved HSE providers, including GED® and HiSET®.

Adult Education (AE) programs form the foundation of adult workforce development services, as strong literacy and numeracy skills are essential for success in today's labor market. This need is particularly evident when addressing the gap between the skills required for high-demand occupations and those traditionally associated with entry-level jobs.

AE program staff actively participate in WIOA workforce partner meetings, and NH Works counselors collaborate with students in adult education classrooms. These counselors introduce career assessments, explore career pathways, and connect students to resources available through NH Works. Adult learners also receive individualized support from counselors who help them set goals, address challenges, and adjust employment expectations as needed.

Additionally, AE programs build partnerships with local community colleges, Career and Technical Education (CTE) centers, and certificate programs to facilitate transitions into postsecondary education after completion of adult education coursework. Workforce partner agencies also refer individuals who lack a high school diploma or demonstrate basic skills deficiencies to adult education programs.

The Bureau of Vocational Rehabilitation (VR) - provides assistance to eligible persons with disa bilities throughout the state to gain and retain employment outcomes through the provision of direct vocational
rehabilitation services, as funded under the Rehabilitation Act of 1973, as amended. VR is a joint State/Federal program that seeks to empower people to make informed choices, build viable careers, and live more independently in the community. To that end, VR supports the following programs and priorities:

- Disability Determination Services
- Independent Living
- Rehabilitation Services
- Services for the Blind and Visually Impaired
- Services for the Deaf and Hard of Hearing
- Transition

VR operates under the awareness that collaboration with other agencies, community groups, an d employers is what makes their services most meaningful for their customers. There has been continued outreach to the business community on the benefits of hiring individuals with disabilities. VR staff also work to ensure other public workforce system resources are fully accessible, and closely align the personal interests of clients with the current job market, using the labor market information that is available. Currently there are strong relationships with local employers, regional workforce coalitions, community organizations such as Goodwill, and co-enrollment for customers such as On-the-Job-Training programs. Students are able to gain real world
work experience through the Extended Learning Opportunity (ELO) program. The NH Departme nt of Education supports and encourages local school districts to adopt policies that encourage 'extended learning'. Extended learning refers to the primary acquisition of knowledge and skills through instruction or study outside of the
traditional classroom methodology, including, but not limited, to:

- Apprenticeships
- Community service
- Independent study
- Online courses
- Internships
- Performing groups
- Private instruction

Several vendors provide direct services for those with disabilities throughout the state. A close collaboration
between VR, the state legislature, families, the governor's commission, Developmental Disability Council, and
other stakeholders resulted in the passing of State Bill 47 to eliminate subminimum wage for in dividuals with disabilities in New Hampshire – a great success in closing the unemployment gap for this demographic.

On the national level, there is a trend that individuals with disabilities become isolated after leav ing the secondary education system and lose access to many of the resources that are available, resulting in high unemployment for this segment of the population. VR staff are committed to closing this gap for New
Hampshire residents and leverage many national resources in addition to the local and state lev el workforce services. A data system has been developed specifically for individuals with disabilities, called the Talent
Acquisition Portal. Project Search, a national partnership for people with significant developme ntal disabilities,
teaches work behavior, job skills, soft skills, communication, and other fundamental tools for su ccess. Pepnet2 is a national partnership dedicated to increasing education and career choices for individuals who are deaf or hard of hearing.

The Office of Career and Technical Education (OCTE) within the New Hampshire Department of Education (NHED) provides leadership and oversight for the state's Career and Technical Education (CTE) system. OCTE administers federal Perkins V (Strengthening Career and Technical Education for the 21st Century Act) funds to support the state's 26 regional secondary CTE centers and the Community College System of New Hampshire (CCSNH). It also administers state tuition and transportation aid to support secondary student participation in CTE programs. OCTE ensures compliance through program monitoring and civil rights reviews, supports career pathway development, and promotes alignment between secondary and post-secondary education to expand access to high-quality CTE opportunities.

OCTE collaborates with work-based learning coordinators, Extended Learning Opportunity (ELO) coordinators, and school counselors to strengthen career pathways and student support statewide. It also partners with CCSNH and workforce development entities to align CTE programs with labor market needs. CTE programs follow the National Career Cluster Framework, integrate work-based learning experiences such as internships and apprenticeships, and maintain strong industry connections through advisory boards and instructor externships. Students benefit from career readiness activities, dual enrollment, and articulation agreements that provide early college credit at little or no cost.

In addition to programmatic responsibilities, OCTE plays a critical role in CTE facility construction and renovation projects under Ed 1300 rules and RSA 188-E. OCTE supports NHED's evaluation and prioritization of proposals for renovation, expansion, or new construction of regional CTE centers, ensuring projects meet labor market demand, enrollment trends, and technical standards.

Through these combined efforts, program oversight, infrastructure investment, and financial support, OCTE advances New Hampshire's vision for a strong CTE system that prepares students for success in both college and careers while meeting the state's workforce needs.

Apprenticeships - Instruction for apprenticeships related to secondary programs is administere d by the NH Department of Education. Apprenticeship program administration is done through the United States
Department of Labor. Apprenticeship programs are primarily used on the demand side, working with employers who have identified a need. Currently, there are over 490 programs with almost 400 of these having active apprenticeships. Within the workforce system for jobseekers, there has been growing representation and promotion of this program as another opportunity for career training. With the awarding of the Department of Labor Apprenticeship NH expansion grant in November of 2016, the Community College System, through ApprenticeshipNH, works as an intermediary to expand registered apprenticeship and pre-apprenticeship pathways in high demand industries, including Advanced Manufacturing, Healthcare, Construction, Bio-Medical, Hospitality, Education, Automotive, Business & Finance, and information Technology through instruction provided by their seven colleges. There are four regional hubs based around colleges within the Community College System of NH.

The ApprenticeshipNH Workforce Training Program of The Community College System of NH is a robust initiative funded through Federal Grants from the U.S. Department of Labor. Launched in 2017, the program has significantly expanded Registered Apprenticeships and Pre-apprenticeships in non-traditional sectors. The impact is evident with the establishment of over 216 new Registered Apprenticeship Programs and more than 77 Pre-Apprenticeship Programs.

The program has provided crucial support to over 1500 apprentices and pre-apprentices, aiming to build a sustainable infrastructure for Pre-Apprenticeship to Registered Apprenticeship pathways. The initiative fosters collaboration, connecting industry leaders, employers, state and community organizations, education providers, and career seekers to collectively develop New Hampshire's workforce.

With an industry-led approach, paid jobs, structured on-the-job learning, mentorship, supplemental education, and a commitment to quality, and safety, the program emphasizes the importance of credentials. Support services, including a scholarship and funds to remove barriers to participation in an apprenticeship or pre-apprenticeship program, and referrals to state and local resources, aim to alleviate financial barriers for apprentices. The program's four fully staffed Regional Hubs (Northern, East-Central, Southern, and Western) feature apprenticeship coordinators, developers, apprenticeship navigators, and specialists providing technical assistance, support for employers and apprentices, assistance in program development and registration, and connections for career seekers with tailored programs and support services. The holistic support structure ensures apprentices receive assistance throughout the program, reducing barriers to success and fostering a thriving workforce in New Hampshire.

Community College System of New Hampshire - The Community College System of New Hampshire is deeply
integrated into the workforce system, working closely with the NHED Bureau of Career Develop ment services, and providing post-secondary training programs fulfilling WIOA, CTE Perkins, and employer-directed skill training needs. There are seven campuses across the state, plus 3 academic centers and programs offered for
local employers. Programs are designed to prepare students for today’s job market and/or succ essful transfer to higher-level degrees at four-year colleges.

The Community College System has invested in supporting programs that are driven by local industry needs.
Recently there has been an increased focus on identifying employment trends in the most in-demand sectors and working directly with employers to build programs around specific skills that are seeing shortages. For example, there has been a strong regional focus on advanced manufacturing in direct response to employer needs. The focus has been on encouraging short-term training, on-line training, and customized training for companies while also eliminating duplication. In addition, CCSNH is working to further develop short term
training, apprenticeships, and connections as mentioned above.

The Community College System of New Hampshire’s WorkReadyNH is one initiative that was de veloped
through both state funding from the UI Trust Fund and administered by NHES and previous fun ding supported by a U.S. Department of Labor, Employment & Training Administration TAACCCT Grant. The WorkReadyNH program is available through virtual statewide sessions and select in person instruction at one of our community college locations. The WorkReadyNH program was
initially developed as a partnership between the Community College System of NH, the Office of the Governor, BEA, NH Employment Security, and NH Works. Employers identify essential skills

for workplace success that helped to create the program. Classes are, provided to job seekers and career builders at no-cost and results in a nationally recognized credential.

Community College System staff also serve on workforce partner agency committees (e.g., SWIB, NH Works Consortium, IBT, etc.) and have established strong relationships at both the local and state level.

Department of Health and Human Services - The New Hampshire Department of Health and Human Services (NH DHHS) administers a variety of programs, many of which, though not partners in this plan, is a required one-
stop partner, and as such are an integral part of the workforce system and the collaboration that takes place between agencies.

The Financial Assistance to Needy Families Program (TANF) provides cash assistance to families with
dependent children through the following programs of assistance which include, New Hampshir e Employment Program (NHEP); Family Assistance Program (FAP); Interim Disabled Parent (IDP) program; or Families with Older Children (FWOC):

- The New Hampshire Employment Program (NHEP) is the mandatory work program that provides
  parents with job preparation, work and support services to enable them to permanently attach to
  gainful employment while providing financial assistance that allows children to be cared for in their own homes.

- The Families with Older Children (FWOC) program provides assistance to families that i nclude a child who is over age 18, and under age 20, but still a full-time student in high school or the equivalent. These children meet the definition of a dependent child under State of New Hampshire law, but not
  under federal regulations. The FWOC program has a mandatory work requirement for th e able-bodied parent.

- The Interim Disabled Parent (IDP) program provides assistance to families in which a parent is
  temporarily unable to participate in work programs due to their own medical condition. The IDP program has a mandatory work requirement only for the able-bodied adults in the household, and
  provides the same employment and training supports as the mandatory work program f or able-bodied adults.

- The Family Assistance Program (FAP) provides financial assistance for families in which the children are
  deprived of the care of both parents due to continued absence or disability. The children may be cared for by the disabled parent (or parents) or by a caretaker relative. The relative is the designated guardian for a child/children deprived of the support of both parents. The relative caretaker may or may not be included in the case. There is no mandatory work requirement for the Family Assistance
  Program. In a relative caregiver case, if the relative chooses to be included in the assista

nce group for financial assistance, the relative would be mandatory for the work program, and case would be considered an NHEP case.

All TANF programs have the same cash eligibility requirements, and the same benefit limits. To qualify, the dependent children must lack parental support or care due to death, continued absence or because at least one parent in a two-parent home is disabled. TANF cash assistance is available for a maximum of 60 months.
There is no limit on receipt of assistance for the children in families headed by a relative who do es not receive TANF assistance for him/herself.

Parents of families eligible for TANF cash assistance are also eligible for Medicaid; children of TANF eligible
families are eligible for Children's Medicaid (CM). Employment and Training Programs and Sup port Services assist adults receiving cash benefits through the TANF program. Employment and training services are provided by DFA, and other inter-agency staff located in local District Offices.

Childcare Assistance assists parents engaged in work, training or educational activities. Paymen ts to childcare providers are coordinated by DFA in cooperation with the Child Development Bureau. Emergency Assistance assists families with dependent children who may qualify for TANF in obtaining and keeping safe and healthy permanent housing.

Supplemental Nutrition Assistance Program (SNAP) provides eligible individuals and household s with benefits to buy food items at grocery stores, and other participating food retailers.
It also gives recipients a chance to learn more about purchasing and preparing nutritious meals.

Eligibility and benefits are calculated based on household size, income, expenses and resources. Individuals
may qualify even if they own their home, have no home or live with someone else. They can hav e a job and do not have to have children if their household meets eligibility guidelines.

New Hampshire’s SNAP Employment & Training Program (SNAP E&T) is a voluntary workforce program for SNAP recipients that aims to improve individuals’ economic mobility by providing high-quality job training, education, and support services.

New Hampshire operates a voluntary SNAP E&T program for individuals, 18 years of age or older, who receive SNAP but do not receive TANF cash assistance. Participation in the SNAP E&T program does not affect any other benefits individuals may be receiving.

SNAP E&T participants receive comprehensive case management, personal assessments, and individualized employment plans. Individuals are also eligible for reimbursement of expenses that are reasonable, necessary, and directly related to participation in the SNAP E&T program.

SNAP E&T participants can receive the following services:

- Supervised Job Search - Assistance with targeted job search to find new employment or seek a position of greater responsibility.
- Job Search Training – Assistance with resume development, career exploration, interview preparation, etc.

- Job Retention – Case management, job coaching, and support services geared towards keeping a job once obtained rather than finding new employment.
- Education and Training Support – Assistance with securing short-term non-credit bearing industry-recognized credential or certification programs through referrals to partner organizations such as WorkNowNH or WIOA.

5. THE COMPETITIVE PROCESS USED TO AWARD THE SUBGRANTS AND CONTRACTS FOR TITLE I ACTIVITIES.

The State utilizes a competitive process for awarding grants and contracts unless a sole source p rocess is warranted consistent with OMB guidelines. The competitive process for adult, dislocat ed worker, youth, and SCSEP are handled through a Request for Proposal (RFP) process. The State Workforce Board, through the
Office of Workforce Opportunity oversees the RFP process. The State maintains an RFP list, and public announcements are posted on the OWO's website, the state's Department of Administrative Services website, and with other media, as appropriate. The RFP utilized for the Youth program is included as an example in Appendix 6.

6. HOW TRAINING SERVICES OUTLINED IN SECTION 134 WILL BE PROVIDED THROUGH INDIVIDUAL TRAINING ACCOUNTS AND/OR THROUGH CONTRACTS, AND HOW SUCH TRAINING APPROACHES WILL BE COORDINATED. DESCRIBE HOW THE STATE WILL MEET INFORMED CUSTOMER CHOICE REQUIREMENTS REGARDLESS OF TRAINING APPROACH.

Customers will learn of the demand occupations or skills for which an Individual Training Accou nt (ITA) may be issued from the Eligible Training Provider list which is available through the NH Works Job Match System and can access this website from their own computer or at the NH Works Center. This site makes it possible for customers to make an informed choice about the training programs available for them to compare.
Participants may be able to use their ITA to acquire services from any eligible training provider on the Eligible Training Provider List (ETPL). Upon identification of appropriate training vendors, the participant will contact provider(s) for the purpose of obtaining first-hand knowledge about school environment, program specific details, cost of tuition, books, fees, start/end date of program and any other needs required for a successful training experience.

7. HOW THE STATE BOARD, IN FULFILLING LOCAL BOARD FUNCTIONS, WILL COORDINATE TITLE I ACTIVITIES WITH THOSE ACTIVITIES UNDER TITLE II. DESCRIBE HOW THE STATE BOARD WILL CARRY OUT THE REVIEW OF LOCAL APPLICATIONS SUBMITTED UNDER TITLE II CONSISTENT WITH WIOA SECS. 107(D)(11)(A) AND (B)(I) AND WIOA SEC. 232.

The Workforce Innovation and Opportunity Act (WIOA) promotes coordination between the State Workforce
Innovation Board (SWIB) and the programs funded under the Adult Education and Family Liter acy Act (AEFLA), collectively known as Adult Education programs. Adult Education programs provide critical services / activities
to support adult learners to improve access to education and training opportunities, as well as t o employment.

To ensure alignment with the State's workforce plan, per Section 107(d)(11)(B)(i), the Board is required to

review the applications submitted by providers who are interested in operating an Adult Educat ion program. The Board is responsible for evaluating the extent to which the eligible applicant's grant activities are aligned
with the education and training activities identified in the State Plan. The Board is not scoring or approving the applications but rather reviewing the applications to determine whether
the application is consistent with the WIOA State Combined Workforce Plan.

To assist the Board in carrying out this function an assessment of alignment is built into the appl icant review
process. Reviewers score each applicant for effectiveness, including alignment with the plan, usi ng the rating
system outlined below. Through this process the board is able to review local adult education ap plications to ensure services are aligned. Below is taken from the RFP.

Program Specific Alignment with NH Combined State Workforce Plan (Max 75 points) For each program, the organization was required to address the following questions:

1. Please list the adult education and literacy activities that will be offered in this program and describe how those activities will be offered concurrently.
2. According to the State Plan, adult education curricula will be aligned with the College & Career Readiness Standards for Adult Education, please describe how the program will e valuate curriculum to demonstrate this alignment.
3. In the State Plan, State Leadership activities are outlined including a high-quality professional development system. Please describe how the program's staff will participate in State Leadership activities including participation on an adult education committee or advisory group; attendance at state-
sponsored professional development activities; membership in regional/national adult e ducation organizations.
4. Please describe how the program will meet the requirement of providing instruction del ivered by well- trained instructors.
5. The State Plan requires the Agency to assess the quality of providers, an integral part of this process is for programs to review and analyze data on a regular basis to inform program decisions and improve program performance. Please describe what methods the program will use to identify performance
areas that are on target versus those that need improvement and the steps for remediati on.
6. The State Plan outlined five goals with strategies to address each goal for 2020-2024. Please describe how the program will contribute to meet one or more of these goals.

8. COPIES OF EXECUTED COOPERATIVE AGREEMENTS WHICH DEFINE HOW ALL LOCAL SERVICE PROVIDERS WILL CARRY OUT THE REQUIREMENTS FOR INTEGRATION OF AND ACCESS TO THE ENTIRE SET OF SERVICES AVAILABLE IN THE ONE-STOP DELIVERY SYSTEM, INCLUDING COOPERATIVE AGREEMENTS WITH ENTITIES ADMINISTERING REHABILITATION ACT PROGRAMS AND SERVICES.

The following Memoranda of Understanding documents are posted on the NHWorks Website:

MOU	Termor Date of First Signature	Expiration Date
Job CorpsMOU	July 1, 2023	June 30, 2026
NH WorksConsortium MOU - Program	July1, 2021	June30, 2029
NH WorksConsortium MOU - Shared Costs	July 1, 2023	July 1, 2026
RESEA MOU	September 25,2021	April 10, 2029
Trade Act MOU	September 25,2021	May 5, 2028
NH Works Comprehensive Certification	July1, 2023	June30, 2026
Veterans MOU	October 1, 2021	No longer required
Rapid Response MOU	July 1, 2023	June 30, 2026

E. WAIVER REQUESTS (OPTIONAL)

States wanting to request waivers as part of their title I-B Operational Plan must include a waiver plan that includes the following information for each waiver requested:

1. IDENTIFIES THE STATUTORY OR REGULATORY REQUIREMENTS FOR WHICH A WAIVER IS REQUESTED AND THE GOALS THAT THE STATE OR LOCAL AREA, AS APPROPRIATE, INTENDS TO ACHIEVE AS A RESULT OF THE WAIVER AND HOW THOSE GOALS RELATE TO THE UNIFIED OR COMBINED STATE PLAN;

2. DESCRIBES THE ACTIONS THAT THE STATE OR LOCAL AREA, AS APPROPRIATE, HAS UNDERTAKEN TO REMOVE STATE OR LOCAL STATUTORY OR REGULATORY BARRIERS;

3. DESCRIBES THE GOALS OF THE WAIVER AND THE EXPECTED PROGRAMMATIC OUTCOMES IF THE REQUEST IS GRANTED;

4. DESCRIBES HOW THE WAIVER WILL ALIGN WITH THE DEPARTMENT'S POLICY PRIORITIES, SUCH AS:

A. SUPPORTING EMPLOYER ENGAGEMENT;

B. CONNECTING EDUCATION AND TRAINING STRATEGIES;

C. SUPPORTING WORK-BASED LEARNING;

D. IMPROVING JOB AND CAREER RESULTS, AND

E. OTHER GUIDANCE ISSUED BY THE DEPARTMENT.

5. DESCRIBES THE INDIVIDUALS AFFECTED BY THE WAIVER; AND

6. DESCRIBES THE PROCESSES USED TO:

A. MONITOR THE PROGRESS IN IMPLEMENTING THE WAIVER;

B. PROVIDE NOTICE TO ANY LOCAL BOARD AFFECTED BY THE WAIVER;

C. PROVIDE ANY LOCAL BOARD AFFECTED BY THE WAIVER AN OPPORTUNITY TO COMMENT ON THE REQUEST;

D. ENSURE MEANINGFUL PUBLIC COMMENT, INCLUDING COMMENT BY BUSINESS AND ORGANIZED LABOR, ON THE WAIVER.

E. COLLECT AND REPORT INFORMATION ABOUT WAIVER OUTCOMES IN THE STATE'S WIOA ANNUAL REPORT.

7. THE MOST RECENT DATA AVAILABLE REGARDING THE RESULTS AND OUTCOMES OBSERVED THROUGH IMPLEMENTATION OF THE EXISTING WAIVER, IN CASES WHERE THE STATE SEEKS RENEWAL OF A PREVIOUSLY APPROVED WAIVER.

Identifies the statutory or regulatory requirements for which a waiver is requested and the goals that the
State or local area, as appropriate, intends to achieve as a result of the waiver and how those go als relate to the Unified or Combined State Plan;

A waiver from the state workforce innovation board requirements outlined at Sections 101(b) and 101(c) of the WIOA of 2014 and 20 CFR 679.110, which prescribe the required composition and appointment criteria for the State Workforce Innovation Board (SWIB).

The requested waiver would allow New Hampshire to modify the composition and/or appointment structure of the State Workforce Innovation Board to better align with the state's workforce development goals, governance structure, and labor market needs. The State is requesting two changes to the required composition criteria of the SWIB - a reduction in Labor Union representation and the appointment of the Deputy Commissioner of the NH Department of Education to represent both the Vocational Rehabilitation and Adult Education WIOA Core Programs.

Describes the actions that the State or local area, as appropriate, has undertaken to remove State or local statutory or regulatory barriers;

There are currently no state or local statutory or regulatory barriers to implementing this waiver. Current State of New Hampshire laws, regulations, and policies follow federal law, regulations, and guidance.

Describes the goals of the waiver and the expected programmatic outcomes if the request is grante d;

Labor Union Presence and Workforce Representation in New Hampshire

Background

New Hampshire's workforce reflects the characteristics of a predominantly small-business economy with comparatively modest union density. According to the U.S. Bureau of Labor Statistics (BLS), approximately 9–10 percent of wage and salary workers in New Hampshire are

union members, representing roughly 60,000–70,000 workers statewide. An additional small number of workers are covered by collective bargaining agreements without being union members. Overall, union membership represents a limited but important segment of the state's workforce.

Union representation in New Hampshire is not evenly distributed across industries. Instead, it is concentrated in specific sectors, particularly: The public sector (state, municipal, and education employees), and Certain construction and skilled trades.

Private-sector unionization outside these areas remains comparatively low, reflecting both national trends and New Hampshire's economic structure, which is dominated by small employers, service industries, and non-unionized workplaces.

Clarification Regarding the Number of Union Entities

Public nonprofit and business directories identify more than 150 labor-related organizations operating in New Hampshire. However, this figure represents a broad classification that includes not only labor unions, but also union-affiliated entities such as benefit funds, training trusts, retiree organizations, advocacy groups, and professional associations.

Importantly, many of these organizations do not represent active bargaining units or workers and would not meet WIOA's intent for labor organization representation on a State Workforce Innovation Board. The number of labor unions that actively represent workers in New Hampshire is significantly smaller and largely concentrated in the sectors noted above.

This distinction is critical for workforce governance purposes and underscores that raw counts of "union-related entities" do not accurately reflect the scope or distribution of unionized employment within the state.

Justification for Adjusting State Workforce Innovation Board Representation

WIOA's statutory requirements for State Workforce Innovation Board (SWIB) composition are designed to ensure broad stakeholder input, including labor representation. New Hampshire supports this principle; however, the prescriptive nature of the statutory representation requirements does not fully account for state-specific labor market conditions, including union density, sectoral concentration, and organizational structure.

Granting flexibility to adjust labor representation on the SWIB would allow New Hampshire to:

1. **Align board composition with the actual structure of the state's workforce**, ensuring labor perspectives are meaningfully represented without disproportionately weighting categories that reflect a relatively small share of total employment.
2. **Enhance the operational effectiveness of the SWIB** by balancing labor representation with employers, education and training providers, economic development partners, and state agencies in a manner consistent with New Hampshire's economic realities.
3. **Preserve worker voice while improving strategic alignment**, including representation of non-union workers and emerging workforce segments that are central to the state's labor force.

Vocational Rehabilitation and Adult Education Representatives

Background

The Workforce Innovation and Opportunity Act (WIOA) emphasizes alignment, coordination, and efficiency across workforce development, education, and vocational rehabilitation systems to improve outcomes for job seekers and employers, particularly individuals with barriers to employment. In New Hampshire, Adult Education and Family Literacy (Title II) and Vocational Rehabilitation (Title IV) are both administered within the Department of Education, enabling strong operational and strategic integration consistent with WIOA's intent and the State Board composition requirements at 20 CFR §679.110(f)(3).

New Hampshire has implemented an integrated governance model focused on coordinated planning, shared performance accountability, and streamlined service delivery. Adult Education and Vocational Rehabilitation collaborate on co-enrollment, career pathways, transitions to postsecondary education and employment, and employer engagement, supporting individuals with disabilities, English language learners, and adults with low basic skills through aligned services. While 20 CFR §679.110(f)(3) requires representation of both Adult Education and Vocational Rehabilitation on the State Workforce Innovation Board (SWIB), current requirements necessitate separate representatives despite shared administrative leadership and coordinated operations. To further align governance with practice and WIOA's intent, the State seeks to modify SWIB representation while maintaining full program representation and accountability.

Justification for Waiver Request

Pursuant to Section 189(i)(3) of WIOA and 20 CFR §679.610, New Hampshire requests a waiver of the separate representation requirements in 20 CFR §679.110(f)(3) to allow the Deputy Commissioner of the New Hampshire Department of Education to serve as the single representative for both Adult Education (Title II) and Vocational Rehabilitation (Title IV) on the State Workforce Innovation Board.

This waiver supports the purpose of WIOA and meets USDOL waiver approval criteria by enhancing system alignment, improving administrative efficiency, and strengthening service delivery, while continuing to satisfy the intent of 20 CFR §679.110(f)(3) to ensure meaningful representation of both core programs. Specifically, the waiver will:

- **Improve alignment and integration** by providing unified policy leadership and coordinated strategic planning across Adult Education and Vocational Rehabilitation;
- **Increase administrative efficiency** by reducing duplicative Board representation and streamlining SWIB operations while preserving program input through committees and interagency coordination;
- **Strengthen outcomes for individuals with barriers to employment** by supporting integrated strategies that improve access to education, training, and employment services; and
- **Maintain program integrity and stakeholder engagement** by ensuring continued active participation of both programs in SWIB committees, statewide planning, performance negotiations, and continuous improvement activities.

Describes how the waiver will align with the Department's policy priorities, such as: *supporting employer engagement; connecting education and training strategies; supporting work-based learning; improving job and career results, and other guidance issued by the Department.*

Alignment with U.S. Department of Labor Policy Priorities

The requested waivers for (1) modified Labor Union representation and (2) consolidated Adult Education and Vocational Rehabilitation representation on the State Workforce Innovation Board (SWIB) align with key U.S. Department of Labor policy themes and Training and Employment Guidance Letters (TEGLs), particularly TEGL No. 05-25, which encourages states to use WIOA flexibilities to modernize, integrate, and improve workforce system effectiveness.

1. Encouraging System Innovation and Flexibility

TEGL No. 05-25 explicitly encourages states to pursue waivers and other WIOA flexibilities to modernize workforce system governance and promote innovation. This includes streamlining governance structures and Board operations to better match state workforce needs and administrative realities. New Hampshire's requests to adjust Board composition advance this priority by removing duplicative representation while preserving active participation and accountability of core programs.

2. Building Integrated, Coordinated Workforce Systems

A central policy theme in recent DOL guidance is integrated systems and coordinated service delivery. TEGL guidance underscores the importance of integrated planning across programs and alignment with employer and worker needs. The waiver consolidating Adult Education and Vocational Rehabilitation representation supports cohesive policy leadership, streamlines strategic planning, and reflects the State's existing integrated governance structure, consistent with this federal priority.

3. Promoting Accountability and Results-Driven Board Structure

TEGL No. 05-25 and related WIOA implementation guidance emphasize accountability, measurable outcomes, and structures that support results. Flexible Board composition that aligns with how core programs operate in practice can strengthen strategic decision-making—ensuring SWIB leadership is both representative and effective in driving performance outcomes.

4. Supporting Workforce Access and Equity

Though not tied to a single TEGL number, DOL policy broadly prioritizes equitable access to workforce services for individuals with barriers to employment (e.g., individuals with disabilities, low basic skills). By streamlining representation and reinforcing coordinated service delivery across WIOA core programs, these waivers support equity and inclusion goals central to WIOA and reflected in directive guidance.

5. Aligning with Ongoing DOL–ED Coordination and Integration Initiatives

Recent federal actions highlight a move toward greater integration of workforce and education programs, such as the new DOL–ED workforce partnership and unified state plan portal, which emphasize streamlined, collaborative administration of core programs including Adult

Education. While not a TEGL, this policy context underscores a broader federal trend toward coordination that these waivers support

Describes the individuals affected by the waiver, including how the waiver will impact services for disadvantaged populations or individuals with multiple barriers to employment; and

This waiver will ultimately impact all stakeholders who interact with the state's workforce development system, including, but not limited to, individuals, providers, organizations, and employers. Implementation of this waiver will result in more efficient and effective services for all stakeholder groups.

The staff at the Office of Workforce Opportunity serve as staff support to the State Workforce Innovation Board with carrying out its required functions. The staff at OWO will monitor implementation of this waiver on an ongoing basis, analyzing the ability of the State to achieve its strategic goals and the state workforce innovation board to perform its required functions. Further, the impact of this waiver on the state's programmatic performance outcomes will be addressed in the State's WIOA Annual Report Narratives.

Describes the processes used to: Monitor the progress in implementing the waiver;

The State of New Hampshire will monitor implementation of the requested waiver through its existing WIOA governance and oversight structures. The New Hampshire Department of Business and Economic Affairs (BEA), as the State Administrative Entity for WIOA, will oversee changes to the State Workforce Innovation Board (SWIB) composition and will review Board membership annually to ensure that the approved reduction in Labor Union representation and the designation of the Deputy Commissioner of the New Hampshire Department of Education to represent both the Vocational Rehabilitation and Adult Education core programs are implemented consistent with the terms of the waiver. The State will assess the effectiveness of the waiver through ongoing review of SWIB operations, member participation, and coordination among WIOA core programs, and will document implementation and outcomes through existing WIOA reporting and monitoring processes. Any issues related to compliance or effectiveness will be addressed through corrective action, as appropriate.

Provide notice to any local board affected by the waiver;

In accordance with WIOA Section 102(c)(3) and the WIOA Final Regulations at 20 CFR 676.135, the Department of Business and Economic Affairs is submitting this waiver through the modification process of its current WIOA Combined State Plan, which is subject to the requirements outlined in the WIOA Final Regulations at 20 CFR 676.130(d) regarding public review and comment.

Provide any local board affected by the waiver an opportunity to comment on the request;

The State of NH is a single area state and therefore does not have any local boards.

Ensure meaningful public comment, including comment by business and organized labor, on the w aiver.

In accordance with WIOA Section 102(c)(3) and the WIOA Final Regulations at 20 CFR 676.135, the Department of Business and Economic Affairs is submitting this waiver request as a modification to its current WIOA Combined State Plan, which is subject to the requirements

outlined in the WIOA Final Regulations at 20 CFR 676.130(d) regarding public review and comment. As such, this waiver request was posted on our website for review and comment by required parties and the general public for 30 days.

Collect and report information about waiver outcomes in the State's WIOA Annual Report.

The staff of OWO will monitor implementation of this waiver on an ongoing basis, analyzing the ability of the State to achieve its strategic goals and the state workforce innovation board to perform its required functions. Further, the impact of this waiver on the state's programmatic performance outcomes will be addressed in the State's WIOA Annual Report Narrative.

TITLE I-B ASSURANCES

The State Plan must include assurances that:

The State Plan must include	Include
1. The State has implemented a policy to ensure Adult program funds provide a priority in the delivery of training services and individualized career services to individuals who are low income, public assistance recipients and basic skills deficient;	Yes
2. The State has implemented a policy to ensure local areas have a process in place for referring eligible veterans with employment barriers to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist;	Yes
3. The State established a written policy and procedure that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members;	Yes
4. The State established written policy and procedures to ensure local workforce investment boards are certified by the governor every two years in accordance with WIOA section 107(c)(2);	Yes
5. Where an alternative entity takes the place of a State Board, the State has written policy and procedures to ensure the alternative entity meets the definition under WIOA section 101(e) and the legal requirements for membership;	Yes
6. The State established a written policy and procedure for how the individuals and entities	Yes

The State Plan must include	Include
represented on the State Workforce Development Board help to determine the methods and factors of distribution, and how the State consults with chief elected officials in local areas throughout the State in determining the distributions;	
7. The State will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7);	Yes
8. The State distributes adult and youth funds received under WIOA by formula, and no local area shall "receive an allocation percentage for a fiscal year that is less than 90 percent of the average allocation percentage of the local area for the 2 preceding fiscal years" [(WIOA Section 133(b)(2)(A)(ii)];	Yes
9. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I;	Yes
10. The State agrees to report on the impact and outcomes of its approved waivers in its WIOA Annual Report.	Yes
11. The State has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the Uniform Guidance under section WIOA 184(a)(3);	Yes

ADULT PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the

plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	79.5	81.0	79.8	81.5
Employment (Fourth Quarter After Exit)	76.5	78.5	77.0	79.0
Median Earnings (Second Quarter After Exit)	8,825	9,000	8,875	9,500
Credential Attainment Rate	70.0	74.0	71.0	74.5
Measurable Skill Gains	68.0	73.0	68.5	73.5
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	83.0	84.0	83.5	84.5
Employment (Fourth Quarter After Exit)	75.5	82.0	76.0	82.5
Median Earnings (Second Quarter After Exit)	10,500	11,500	10,575	12,000
Credential Attainment Rate	71.0	75.0	71.5	75.5
Measurable Skill Gains	68.0	68.0	68.5	68.5
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

[1]

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	76.0	80.0	76.5	80.5

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Fourth Quarter After Exit)	74.0	78.0	74.5	78.5
Median Earnings (Second Quarter After Exit)	4,900	6,100	4,950	6,200
Credential Attainment Rate	74.0	74.0	74.5	74.5
Measurable Skill Gains	50.0	65.0	51.0	66.0
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM (EMPLOYMENT SERVICES)

All Program-Specific Requirements provided for the WIOA core programs in this section must be addressed for either a Unified or Combined State Plan.

A. EMPLOYMENT SERVICE STAFF

1. DESCRIBE HOW THE STATE WILL STAFF THE PROVISION OF LABOR EXCHANGE SERVICES UNDER THE WAGNER-PEYSER ACT, SUCH AS THROUGH STATE EMPLOYEES, INCLUDING BUT NOT LIMITED TO STATE MERIT STAFF EMPLOYEES, STAFF OF A SUBRECIPIENT, OR SOME COMBINATION THEREOF.

Labor exchange services will be provided statewide to all job seekers and employers, including individuals receiving unemployment insurance benefits, veterans, migrant and seasonal farmworkers, individuals who speak languages other than English, and people with disabilities. These services will be delivered through multiple methods, including self-service tools such as New Hampshire's job bank—the NHWorks Job Match System (JMS)—alongside facilitated self-help resources and personalized staff-assisted support. Trained state merit staff will ensure that services are delivered consistently and with a high standard of quality.

2. DESCRIBE HOW THE STATE WILL UTILIZE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR EMPLOYMENT SERVICE STAFF TO ENSURE STAFF IS ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

New Hampshire utilizes its state merit staff to deliver ongoing training in both soft and technical skills to support the Unemployment Insurance (UI) program (NHUIS), and the Employment Security (ES) programs—including the Job Match System (JMS)—as well as federally mandated and grant-funded initiatives that operate concurrently. Staff members receive comprehensive education on a broad range of topics, including assessments, skill development, interviewing techniques, job search strategies, résumé writing, customer service, organizational skills, labor market information, and the interpretation of UI and ES rules and regulations.

Professional development is offered through multiple formats to accommodate varying learning needs, audiences, and instructional requirements. Depending on the scope and urgency of the training, New Hampshire provides learning opportunities via self-paced modules, video conferencing, group workshops, and individualized sessions, both in-person and virtually.

3. DESCRIBE STRATEGIES DEVELOPED TO SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS AND THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING PROVIDED FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION

Trainers from Employment Services, Unemployment Insurance, and WIOA partner programs work collaboratively to ensure that all staff possess the necessary knowledge to effectively communicate information about core workforce programs. To meet diverse learning needs and instructional requirements, training is delivered through various formats. Depending on the audience, the urgency of the training, and the depth of instruction required, New Hampshire offers professional development through self-paced modules, video conferencing, group workshops, and individualized sessions conducted both in-person and virtually.

B. EXPLAIN HOW THE STATE WILL PROVIDE INFORMATION AND MEANINGFUL ASSISTANCE TO INDIVIDUALS REQUESTING ASSISTANCE IN FILING A CLAIM FOR UNEMPLOYMENT COMPENSATION THROUGH ONE-STOP CENTERS, AS REQUIRED BY WIOA AS A CAREER SERVICE

Individuals who are unable to access self-service options or who face barriers to employment can receive personalized, in-person assistance at any of the 12 NHWorks local offices across New Hampshire. While these comprehensive services are available to all, they are especially focused on supporting targeted populations such as Unemployment Insurance (UI) claimants, participants in the Reemployment Services and Eligibility Assessment (RESEA) program, veterans, migrant and seasonal farm workers, individuals with disabilities, and others experiencing employment challenges.

All UI claimants are provided with essential guidance on filing their claims during the Benefits Rights Interview (BRI). Those who need additional support or are identified as requiring further assistance may receive help with filing unemployment compensation claims and are offered access to staff for individualized services, including assessments, testing, and employment-related guidance.

C. DESCRIBE THE STATE'S STRATEGY FOR PROVIDING REEMPLOYMENT ASSISTANCE TO UI CLAIMANTS AND OTHER UNEMPLOYED INDIVIDUALS

Re-Employment Services and Eligibility Assessment (RESEA) Program The focus of the RESEA Program in New Hampshire is two-fold:

To assess the Unemployment Insurance (UI) beneficiary's continued eligibility and ensure that the individual is informed of, and actively utilizing, core and intensive reemployment services available through the American Job Center (AJC) network. The RESEA Program is exclusively administered through the American Job Centers. All UI beneficiaries selected for participation are required to attend an in-person orientation at an AJC. Following the orientation, each participant is required to meet with RESEA staff for one (1) initial RESEA visit and two (2) subsequent RESEA visits within their benefit year. Participants are required to self-schedule their initial and subsequent one-on-one RESEA appointments through the NHUIS system. If in-person availability at the assigned AJC is limited, participants may be manually scheduled for a virtual appointment with staff from any AJC within the state. Each full-time RESEA staff can accommodate between 5-6 appointments each day, two of which are initial appointments. Part-time RESEA staff will be able to accommodate a percentage of that based on the number of hours they work. Consistent with all Employment and Training Administration (ETA) programs administered through AJCs, referrals to training and supportive services shall be provided seamlessly during RESEA appointments.

A statistical profiling model is utilized to identify Unemployment Insurance (UI) claimants who do not have a confirmed return-to-work date and are not customarily hired through a union hall. The model evaluates responses provided during the initial claim process and assigns a profiling score. Claimants with higher scores—indicating a greater likelihood of exhausting UI benefits and experiencing long-term unemployment—are prioritized for participation in the RESEA Program. Currently, due to New Hampshire's low unemployment rate, all UI claimants who are in pay status and required to actively seek work are selected for RESEA services. The functionality of prioritizing claimants with higher profiling scores will be activated when unemployment rates increase.

On a weekly basis, the RESEA module randomly selects claimants from the local area pool based on Case Manager availability. A report is generated listing claimants by profiling score who received their first UI payment during the previous week. Claimants with the highest scores are selected to attend an orientation and receive individualized assessment and reemployment services. Selected claimants are notified by letter of their RESEA selection, program requirements, available services, and the date they are scheduled to report for orientation at the designated American Job Center (AJC). Any claimant not selected by the sixteenth week of their claim is automatically removed from the RESEA selection pool. At the RESEA Orientation, claimants are informed that they must self-schedule one-on-one RESEA meetings online. A scheduling notice also appears on the claimant's UI claims homepage.

The group orientation session is conducted in-person at an AJC and typically last one hour. The orientation includes:

- A Power Point presentation outlining weekly work search requirements and the standards for acceptable documentation of work search activities.
- An overview of available reemployment services including self-service, core, and intensive services offered through the AJC.
- A review of local labor market information.

In addition to the primary presenter, NHES staff responsible for other programs available in the AJC will be present to answer questions regarding their respective services. A portion of the UI initial claims process is the gathering and transferring of information to create a work registration in our Job Match System. At the orientation session, staff will confirm that each participant has a complete registration in the Job Match System, including the demographic information, a resume, and the activation of the virtual recruiter. If a claimant's registration or resume does not meet professional standards, the individual shall be directed to complete or update these items either in the self-service center or from home prior to their initial one-on-one RESEA appointment.

During the RESEA Orientation, participants are instructed to self-schedule an in-person appointment with RESEA staff at intervals of approximately every three (3) weeks. Because program selection requires receipt of a first payment, the initial appointment will generally occur after the participant has filed for and received three (3) to four (4) weeks of unemployment benefits. If a participant does not schedule a one-on-one interview within three (3) calendar days following completion of orientation, the system will attempt to schedule the appointment at the participant's assigned Local Office. If no in-person appointment is available within twenty-one (21) calendar days of orientation, a RESEA Interviewer or other Employment Service Bureau (ESB) staff will manually schedule a virtual one-on-one appointment with a RESEA Case Manager statewide. The appropriate scheduling notice shall then be issued to the participant. In certain circumstances, AJC management may determine that a participant will achieve a better outcome by attending all meetings in person. This determination shall be made on a case-by-case basis.

The initial appointment with the participant is scheduled for ninety (90) minutes. Staff are allotted an additional ten (10) minutes to accommodate pre- and post-meeting documentation. During the initial meeting, staff will collaborate with the participant to develop an Employment Plan. This plan must identify reemployment goals and outline specific action items to be completed by the participant and/or RESEA staff to achieve these goals. At the meeting, the participant's work search efforts for the prior weeks claimed are reviewed and evaluated. Feedback and recommendations for improvement must be provided. The RESEA staff is required to document in NHUIS all guidance provided to the participant, relative to number of work search contacts to be made weekly, specific improvements the individual must make in their work search efforts for the next three weeks. A review of available job openings, and if appropriate, training needs are reviewed at the first meeting. A referral to the Employment Counselor Specialists or Career Navigators is made during initial or subsequent meetings when appropriate.

All RESEA participants who continue to file for Unemployment Insurance (UI) benefits must self-schedule their subsequent RESEA appointment(s) with their assigned Case Manager within ten (10) calendar days of completing their previous appointment. The next appointment should take place approximately three (3) to four (4) weeks after the prior meeting. If the participant does not self-schedule within the required timeframe, the system will attempt to schedule the

appointment automatically. If no appointment slots are available, RESEA staff will manually schedule the participant into the next available timeslot and may offer placement on a waitlist to allow rescheduling in the event of a cancellation. The 1st subsequent is scheduled for sixty (60) minutes and staff are allotted an additional ten (10) minutes to allow pre- and post-meeting documentation. The 2nd subsequent is scheduled for thirty (30) minutes and staff are allotted an additional ten (10) minutes to allow pre- and post-meeting documentation. Each subsequent appointment will consist of a review of the participant's work search activities for the previous three (3) weeks; an update and review of labor market information, a review and update of the Individual Employment Plan; and delivery of reemployment services previously identified in the Individual Employment Plan.

Any participant who fails to improve their work search efforts after receiving guidance will be referred to an adjudicator through the creation of a RESEA specific issue to determine continued eligibility for Unemployment Insurance (UI) benefits. If disqualified for failure to conduct a reasonable work search, the claimant may requalify for benefits upon resuming and providing documentation of a reasonable work search.

Failure to attend a scheduled RESEA appointment results in the automatic creation of an eligibility issue in NHUIS for adjudicator review. Job referrals that are provided during the RESEA appointment generate an alert in NHUIS that will require Local Office review for entry of an issue if the participant fails to follow up as instructed. RESEA staff also have direct access to NHUIS through the RESEA Module to manually enter RESEA specific eligibility issues related to inadequate work search efforts, refusal of suitable work, and availability and/or ability based on information collected during the appointments. Once an issue is entered into NHUIS, it is assigned to the appropriate adjudication center for the claimant's labor market area. The issue is then designated to a business unit and assigned to an adjudicator for review and resolution.

Because failure to report to the scheduled appointment resulted in the creation of an eligibility issue for local office UI adjudication review, the adjudicator must determine whether good cause existed for the missed appointment. If good cause exists, the LO UI adjudicator will contact the assigned RESEA Case Manager to schedule a new appointment. If good cause did not exist for missing the scheduled appointment, the LO UI adjudicator will deny benefits until the claimant has met with their RESEA Case Manager. Upon completion of the meeting, the RESEA staff will alert their manager to request for the failure to attend issue to be end dated. All missed appointments will be rescheduled at the earliest available opening and normally within the next week. If there is not availability within a reasonable timeframe, reassignment of the case to another RESEA case manager may be considered. All other RESEA specific issues that are entered during the RESEA meetings are assigned to an adjudicator in the appropriate Benefit Adjudication Unit (BAU).

Granite State Jobs Act of 2019

In September 2019, the Granite State Jobs Act of 2019 was introduced through legislation. This Act continues
the Job Training fund, now known as WorkInvestNH, for training incumbent workers and the W orkReady Program providing WorkKeys and soft skills training. The Act also provided funding to establish and operate the WorkNowNH Program and a Reentry Program.

The WorkInvestNH Program allows businesses that are located in NH or intending to locate in t he State and pay quarterly taxes into the NH Unemployment Trust Fund, an opportunity to upgrade their workers' skills. Employers can provide training to
their incumbent staff located in NH. Funds may be used for structured training, onsite, classroom or training at a vendor's facility, or online training in basic skills, technical skills, quality improvement, safety, management and supervision, English as a second language or other training that enhances the state's workforce development.

Training funds are distributed on a cost-
reimbursement basis after each training course is approved, completed,
and paid for. The employer submits a copy of the invoice, proof of payment for the training and an evaluation of their training. Upon receipt of all documents, the employer is reimbursed fifty percent of the cost of the training.

Fiscal Year	Number of approvedcontracts	Total amount ofcontracts	Total amountreimbursed to date
2023	91	$3,674,993.49	$1,007,263.41
2024	96	$2,222,879.67	$1,034,436.98

The WorkNowNH Program provides intensive case management services to individuals receiving either Expanded Medicaid, Traditional Medicaid, SNAP or TANF. The program was developed to assist participants to obtain skills, remove barriers to employment and either enter the workforce or obtain better employment, while providing employers with needed employees to fill job openings.

Participants will receive intensive case management services in the AJC, or these services will be provided
virtually. Services will be determined based on assessments conducted at the time of enrollment in the program. Case management will include job search and job readiness assistance, referrals to training, education and apprenticeship programs, and referrals to services necessary to be job ready. Those that are job ready, will be referred to job openings or on-the-job training opportunities. Those not work-ready will be referred to local community providers for barrier mitigation. They will continue to be case managed by WorkNowNH staff and when the participant is job ready, referrals to job openings and on-the-job opportunities are made.

Several support services are available to assist participants including training / tuition payment s, assistance with payment of books, fees and supplies, travel reimbursement, and childcare registration fees. Also available are reimbursement payments to employers hiring through an on-the-job training opportunity.

The Reentry Program provides services behind the wall to participants that are soon-to-
be released from state, county, and federal facilities. Services include workshops on AJC

partners and services, resume assistance,
interviewing skills, and job search skills. With support of local employers, mock interviews will be conducted as well as recruiting events and small job fairs within the correctional facility. These events will allow participants
to practice what they have learned in the workshops and ensure they are job ready upon release . These services will also be provided virtually when applicable.

Services will continue after release, as most will be eligible for expanded Medicaid and therefore eligible for the
WorkNowNH Program. Participants will be referred to the nearest AJC and if necessary, persona lly introduced to the staff person that will be their contact in that AJC, either in person or through a virtual platform.

These programs are interwoven with several existing programs, including The Return-to-Work Program, the
Work Opportunity Tax Credit, and the Federal Bonding Program. These programs provide supp ort and incentives for employers to hire from these underserved populations.

D. DESCRIBE HOW THE STATE WILL USE W-P FUNDS TO SUPPORT UI CLAIMANTS, AND THE COMMUNICATION BETWEEN W-P AND UI, AS APPROPRIATE INCLUDING THE FOLLOWING:

1. COORDINATION OF AND PROVISION OF LABOR EXCHANGE SERVICES FOR UI CLAIMANTS AS REQUIRED BY THE WAGNER-PEYSER ACT;

As detailed in the Reemployment Services and Eligibility Assessment (RESEA) program overview, all Unemployment Insurance (UI) claimants are automatically enrolled and required to meet with an RESEA staff member. This process includes attending an initial orientation followed by three subsequent meetings, during which claimants are introduced to and guided through the various services available at the American Job Center. Among these services is New Hampshire's labor exchange program.

During the initial UI claims process, key information is collected and used to automatically create a registered profile in the New Hampshire Job Match System (JMS), which includes a business card-style résumé and a virtual recruiter. Staff then work closely with claimants to verify the accuracy of the information and ensure that their profiles are complete and effectively tailored to support their job search efforts.

2. REGISTRATION OF UI CLAIMANTS WITH THE STATE'S EMPLOYMENT SERVICE IF REQUIRED BY STATE LAW;

During the initial UI claims process, key information is collected and used to automatically create a registered profile in the New Hampshire Job Match System (JMS), which includes a business card-style résumé and a virtual recruiter. Staff then work closely with claimants to verify the accuracy of the information and ensure that their profiles are complete and effectively tailored to support their job search efforts.

3. ADMINISTRATION OF THE WORK TEST FOR THE STATE UNEMPLOYMENT COMPENSATION SYSTEM, INCLUDING MAKING ELIGIBILITY ASSESSMENTS (FOR REFERRAL TO UI ADJUDICATION, IF NEEDED), AND PROVIDING JOB FINDING AND PLACEMENT SERVICES FOR UI CLAIMANTS; AND

Four weeks after completing their initial orientation, UI claimants who are required to conduct work searches may be randomly selected to participate in the RESEA program. This program provides workshops focused on job search strategies, applications, interviewing, skill identification, and other employment resources. Attendance at these mandatory sessions is tracked, and any absences are reported to UI staff for review.

Staff involved in the BRI/ERI program receive specialized training to identify potential UI eligibility issues and use the automated UI system to document and report concerns. UI staff then follow up on these reports to ensure compliance with program requirements.

4. PROVISION OF REFERRALS TO AND APPLICATION ASSISTANCE FOR TRAINING AND EDUCATION PROGRAMS AND RESOURCES.

As part of the Reemployment Services and Eligibility Assessment (RESEA) program, staff work closely with Unemployment Insurance (UI) claimants to review their interests, skills, and employment opportunities. When training is identified as a necessary component for successful reemployment, claimants are referred to an Employment Counselor Specialist (ECS) for potential enrollment in Workforce Innovation and Opportunity Act (WIOA)-funded training programs. RESEA staff facilitate these referrals through established communication channels within the American Job Centers, ensuring a seamless transition to appropriate services.

Claimants are encouraged to utilize the resource centers available at each NHWorks office in conjunction with their one-on-one services. At every interaction with Employment Services staff, claimants are informed of the full range of resources and support available to assist in their reemployment journey.

E. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE AN ASSESSMENT OF NEED. AN ASSESSMENT NEED DESCRIBES THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

1. ASSESSMENT OF NEED. PROVIDE AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

NH seeks to strengthen the protections for agricultural workers, and enhance the enforcement to prevent fraud and abuse, and simplify and modernize the H-
2A application and Temporary Labor Certification (TLC)
process and the prevailing wage determination process as required under the 2022 H-
2A final rule. The SWA submits a prevailing wage survey on a yearly basis, which covers work performed in a single crop activity or
agricultural activity and, if applicable, a distinct work task(s) performed in that activity. The sur vey covers an appropriate geographic area, based on consideration of three factors, available resources to conduct the
survey; the size of the agricultural population covered by the survey; and any different wage str uctures in the crop activity or agricultural activity within the State.

NH recognizes the need to locate, service and grow the current MSFW population as several far ms employ this
population, however many MSFW are potentially not accounted for. NH will place an emphasis o n outreach to NH farms to provide proper prevailing practices to include, family housing, improve productivity standards, offer education, transportation, and access to additional resources.

2. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE MEANS: 1) IDENTIFYING THE TOP FIVE LABOR-INTENSIVE CROPS, THE MONTHS OF HEAVY ACTIVITY, AND THE GEOGRAPHIC AREA OF PRIME ACTIVITY; 2) SUMMARIZE THE AGRICULTURAL EMPLOYERS' NEEDS IN THE STATE (I.E. ARE THEY PREDOMINANTLY HIRING LOCAL OR FOREIGN WORKERS, ARE THEY EXPRESSING THAT THERE IS A SCARCITY IN THE AGRICULTURAL WORKFORCE); AND 3) IDENTIFYING ANY ECONOMIC, NATURAL, OR OTHER FACTORS THAT ARE AFFECTING AGRICULTURE IN THE STATE OR ANY PROJECTED FACTORS THAT WILL AFFECT AGRICULTURE IN THE STATE

New Hampshire agriculture ranks in the top spot nationally for several aspects of the industry. The state ranks
No. 1 in the nation for both direct sales as a percentage of all farm sales and organic sales as a pe rcentage of all farm sales. It also ranks No. 3 for women farm operators for the percentage of farm operators.

Around 4,400 farms, each about 100 acres in size, produce a variety of crops in the Granite State. Both milk and greenhouse/nursery crops account for more than half of the state's agricultural sales receipts. Livestock
includes cattle, sheep, hogs and poultry. Hay is largely grown in support of livestock. Maple syru p production is strong, too, with New Hampshire producing 4 percent of U.S. maple syrup.

The primary growing season for the state is May through November. It begins in May with planti ngs of various vegetables, followed by strawberry harvest from
the end of June into July, followed by the blueberry harvest. The data below reflects H2A workers.

Top Five Labor-IntensiveCrops:

- Apple Orchards: 40 to 50 workers
- Strawberry Harvest 25 to 35 workers
- Low Bush Blueberry 20 to 30 workers
- All Other Fruits and Vegetables: 50 - 60 workers
- Christmas Tree: 25 to 30 workers

Weather has had a great impact on NH seasonal crops due to unpredictable hard and late frost i mpacting apple crops at some of the state's 228 orchards leaving those low-lying trees eerily without fruit. The
unseasonably low temperatures wiped out several apple crops for the season in 2023. In a typic al harvest

orchard picks around 7,000 bushels of apples. Some areas in the state lost at least half of their a pple crop, and
others saw a near total loss. Many farmers are trying to find ways to compensate for their losses , however the consequences are often more than financial and can have an impact on the wellbeing of the employers and
workers' mental health. New Hampshire has a $12 million crop of apples, with much of the crop sold directly to consumers though some farms also sell their product wholesale.

3. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS MEANS SUMMARIZING MIGRANT AND SEASONAL FARM WORKER (MSFW) CHARACTERISTICS (INCLUDING IF THEY ARE PREDOMINANTLY FROM CERTAIN COUNTRIES, WHAT LANGUAGE(S) THEY SPEAK, THE APPROXIMATE NUMBER OF MSFWS IN THE STATE DURING PEAK SEASON AND DURING LOW SEASON, AND WHETHER THEY TEND TO BE MIGRANT, SEASONAL, OR YEAR-ROUND FARMWORKERS). THIS INFORMATION MUST TAKE INTO ACCOUNT DATA SUPPLIED BY WIOA SECTION 167 NATIONAL FARMWORKER JOBS PROGRAM (NFJP) GRANTEES, OTHER MSFW ORGANIZATIONS, EMPLOYER ORGANIZATIONS, AND STATE AND/OR FEDERAL AGENCY DATA SOURCES SUCH AS THE U.S. DEPARTMENT OF AGRICULTURE AND THE U.S. DEPARTMENT OF LABOR (DOL) EMPLOYMENT AND TRAINING ADMINISTRATION

Migrant and Seasonal Farm Worker (MSFW) characteristics (including if they are predominantl y from certain
countries, what language(s) they speak, the approximate number of MSFWs in the State during peak season and during low season, and whether they tend to be migrant, seasonal, or year-round farmworkers). This information must take into account data supplied by WIOA Section 167 National Farmworker Jobs Program (NFJP) grantees, other MSFW organizations, employer organizations, and State and/or Federal agency data
sources such as the U.S. Department of Agriculture and the U.S. Department of Labor (DOL) Emp loyment and Training Administration.

Based on Census data NH boasts 4.123 farms operations that qualify as commercial farms in Ne w Hampshire, managing 380,000 acres including crop, pasture, maple and Christmas tree production, conservation, and
other agricultural uses. The state's farms produce a wide variety of conventional bulk commodit y crops, with milk and apples being the most significant. New Hampshire farms produce many specialty and horticultural crops for markets both within and beyond the state, to this number we estimate that H2A workers are primarily from Jamaica, Mexico and Thailand.

Total Producers [c]	7,198
Sex	
Male	3,921
Female	3,277
Age	
<35	517
35 – 64	4,232
65 and older	2,449
Race	
American Indian/Alaska Native	13
Asian	14
Black or African American	38
Native Hawaiian/Pacific Islander	-
White	7,072
More than one race	61
Other characteristics	
Hispanic, Latino, Spanish origin	68
With military service	765
New and beginning farmers	2,207

Percent of farms that:	
Have internet access	87
Farm organically	3
Sell directly to consumers	29
Hire farm labor	24
Are family farms	97

4. OUTREACH ACTIVITIES

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

NH's goal is to build a robust system to reach the Migrant and Seasonal Farm Workers (MSFWs) who are not
reached through normal office intake activities. NH is committed to providing equitable services to the MSFW population and attempts to reach as many MSFWs as possible during the peak farming season. MSFW outreach workers will be a key in our dedication to working with MSFWs by spending most of their time
conducting outreach in order to contact those who otherwise would not utilize the employment and career services available at our NH Works offices.

The direction is that when the MSFW outreach workers contact an MSFW, they will explain all the services
available at our NH Works offices. Our offices provide employment counseling, testing, career gu idance and referrals to employment, training, and supportive services. The MSFW will also be provided with an
oralsummary of the Employment Service Complaint System and farm worker rights, with respec t to the terms and conditions of employment, and employment-related laws.

The vision of the MSFW outreach worker is to provide MSFWs with a packet of printed material s that will be explained and distributed during outreach meetings. Each packet would contain vital printed materials:

- Listing of all MSFW outreach workers with contact information;
- Listing of One-Stop services;
- "Notice to Applicants," which will be a bilingual pamphlet that informs MSFWs of all emp loyment services.
- Tip Sheet which provides instructions on how to navigate the NH Works website with co ntact information.
- Farm Worker Legal Services information
- United States Department of Labor Farm Worker Rights Card.

The MSFWs will be encouraged to visit the local NH Works offices. However, if the MSFWs are unable or
unwilling to visit a career center, MSFW outreach workers will provide as much service as possi ble while on site. The following services can be provided in the field:

- Resume assistance;
- Registration forwork;
- Referral to specific employment opportunities currently available or job development se rvices;
- Recommendation of employment opportunities available after the current employment ends;
- Assistance to prepare Employment Service or non-Employment Service-related complaints;
- Referral to supportive services; and

A. CONTACTING FARMWORKERS WHO ARE NOT BEING REACHED BY THE NORMAL INTAKE ACTIVITIES CONDUCTED BY THE EMPLOYMENT SERVICE OFFICES

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reached through normal office intake activities. NH is committed to providing equitable services to the MSFW
population and attempts to reach as many MSFWs as possible during the peak farming season. MSFW
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• Registration for work;
• Referral to specific employment opportunities currently available or job development services;
• Recommendation of employment opportunities available after the current employment ends;
• Assistance to prepare Employment Service or non-Employment Service-related complaints;
• Referral to supportive services; and

B. PROVIDING TECHNICAL ASSISTANCE TO OUTREACH STAFF.

NHES is committed to providing professional development opportunities and technical assistance to staff
conducting outreach. Building a strong outreach plan is the essence of the success of the NH MS FW outreach
program. The goal is to create a loyalty focus by equipping our workspace with the latest produc tivity tools, make the work environment productivity-conducive, offer in-the-moment learning opportunities, to build engaged employees as a key element for productivity. NHES plans on using partner assistance for direct
training from state and local entities such as NH Environmental services, NH Fire Academy, WH D, DOL, OFLC and NMA to provide internal staff and external partners with robust technical program assistance.

Collaboration and unity will allow us to build a strong MSFW program. We anticipate new relati onships and a focus to build an active and strong stakeholder engagement.

Specific training is provided to migrant service workers twice yearly with pre and post season tr aining. Topics include:

- Role of the Outreach Worker;
- Migrant and Seasonal Farm Worker Registrations;
- Writing Agricultural Local Job Orders;
- Writing an Interstate Clearance Job Order (Form ETA 790);
- Completing Form 2524 (Referral to an Agricultural Job);
- Completing Log of Daily Outreach Activities;
- Processing Employment Service and Non-Employment Service-Related complaints from migrant and seasonal farm workers;
- Identifying and Reporting Apparent Violations;
- H-2A Visas;
- Order Holding Office/Applicant Holding Office Responsibilities;
- Processing Out-of-State Calls;
- State Monitor Advocate/Outreach Worker communication;
- Referring Migrant and Seasonal Farm Workers Beyond Reasonable Commuting Distance ;
- State of NH Housing Inspection List;
- Migrant and Seasonal Farm Worker Referral to Support Services; and
- Distribution of Migrant and Seasonal Farm Worker Recruitment Flyers.

C. INCREASING OUTREACH WORKER TRAINING AND AWARENESS ACROSS CORE PROGRAMS INCLUDING THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING ON IDENTIFICATION OF UI ELIGIBILITY ISSUES

NHES will continue to offer training opportunities to all merit staff to maintain awareness acros s core programs to ensure the provision of services where needed. In addition, the merit staff in the NHWorks Office have received Unemployment Insurance
training on identifying and reporting unemployment Insurance eligibility issues. Merit staff will continue to receive professional development opportunities through a variety of methods whic h include serving in process improvement workgroups, taking a lead on updating work unit procedures, as well as participating in training courses offered by the state.

D. PROVIDING STATE MERIT STAFF OUTREACH WORKERS PROFESSIONAL DEVELOPMENT ACTIVITIES TO ENSURE THEY ARE ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

Other professional development activities include participation in training courses provided thr ough the U.S. Department of Labor-Employment and Training Administration's WorkforceGPS online portal.

Agricultural Outreach Workers Training Module: This module trains migrant service workers o n Federal
regulations, partner agency and migrant service organization roles, and focuses on procedures f or outreach to migrant and seasonal farm workers.

Business Services Units-Computer-Based Training Module: This module covers procedures regarding engaging
and meeting the needs of agricultural employers. Participants will learn about the kind of servic es provided to agricultural employers through the NH Works One-Stop centers.

Job Service Complaint System for NH One-Stop center front line staff- Computer-based training module: This interactive computer-based module provides a high-level overview of the Job Service Complaint system. This overview includes a review of the complaint process and what constitutes a valid complaint, how to identify when a written complaint is necessary, how to identify both Job Service related and non-Job Service-related complaints and the actions to take on them, describes how to report apparent violations, and describes the appeals/hearing process.

The State Monitor Advocate serves an integral role in determining and facilitating the training o n the preceding topics.

E. COORDINATING OUTREACH EFFORTS WITH NFJP GRANTEES AS WELL AS WITH PUBLIC AND PRIVATE COMMUNITY SERVICE AGENCIES AND MSFW GROUPS

NHES has an acting MOU with NFJP grantee, currently the region does not have a case manager. The expectation is for the New England Farmworkers' Council (NEFWC) to hire a case worker. NH has a strong
relationship with NFJP regional staff allowing for collaboration as needed. The expectation is th at the following employment and training services can be implemented:

Work Experience and On-the-Job Training activities:

- Summer Internship Program;
- English as a Second Language instruction;
- GED instruction;
- Agricultural Skill Upgrades, such as attaining a Commercial Driver's License, Equipment Maintenance Certification, etc.;
- Pesticide SafetyTraining; and
- Job Placement Assistance

5. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH THE ONE-STOP DELIVERY SYSTEM

Describe the State agency's proposed strategies for:

A. PROVIDING THE FULL RANGE OF EMPLOYMENT AND TRAINING SERVICES TO THE AGRICULTURAL COMMUNITY, BOTH FARMWORKERS AND AGRICULTURAL EMPLOYERS, THROUGH THE ONE-STOP DELIVERY SYSTEM. THIS INCLUDES:

I. HOW CAREER AND TRAINING SERVICES REQUIRED UNDER WIOA TITLE I WILL BE PROVIDED TO MSFWS THROUGH THE ONE-STOP CENTERS

II. HOW THE STATE SERVES AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH SERVICES

Career and Training Services: NH Works provides basic career services to Migrant and Seasonal Farm Workers
(MSFWs), our goal is to offer bilingual services provided, as needed. Services are provided in a manner that is equal in quantity and quality as services provided to non-MSFWs. Services include comprehensive employment services such as job referral and placement, resume writing assistance, career guidance, skill
assessment, and referral to training and an assistance with our automated Job Match System, w hich is online labor exchange system.

In building the MSFW outreach plans the expectation is that the staff involved in MSFW outreac h will be
knowledgeable of the various training programs available through our NH Works offices and th oroughly explain the programs to migrant and seasonal farm workers prior to making referrals based upon customer
requests. The MSFW outreach staff will encourage MSFWs to enter training programs in order t o acquire skills
that may lead to higher paying employment. While doing so, they remain sensitive to those who may not want to leave the migrant stream, which is taken into consideration prior to making referrals.

In addition to the aforementioned services, the following services and programs are offered to MSFWs through our 12 NH Works offices:

- Work registration is needed to collect Unemployment Insurance benefits.
- Computer and internet access for job searches, Unemployment Insurance Agency registr ation, and other work-related business.
- Telephones, fax, and copy machines.
- Information on DHHS services such as SNAP and Cash Assistance
- Employment services and vocational counseling provided by the NH Department of Edu cation Rehabilitation Services for job seekers with disabilities.

- Veterans' employment services.
- Dislocated Workerprograms.
- Youth programs.
- Learning labs for English Language Acquisition, General Educational Development, and c omputer skills classes.
- Test of Adult Education, and ONET.
- Career building assistance.
- On-the-job training programs.
- Work experience programs.
- Emergency supportive services.
- Job fairs, employer of the day interviews, and temporary employment agencies.
- Local labor market information.

Services to Agricultural Employers: NH Works Office staff will provide employment services to a griculture employers. Services delivered in the One-
Stop centers include assistance with job descriptions, writing job orders, and the referral of workers to job postings.

The Business Service Representatives who work in the local NH Works Offices are composed of highly trained staff who are focused on business solutions. They are problem solvers skilled at matching
businesses with all the services they need. BSR's are not confined to only satisfying an employer 's talent needs through job matching. MSFW outreach workers will also work to identify employers who may be candidates to work with the BSR's to develop career pathway flowcharts and create job development opportunities for potential skills growth opportunities for MSFWs.

In addition to the aforementioned services, the following services and programs are offered to e mployers through the NH Works offices:

- Assist with posting job openings on our JMS System.
    - Assist in locating workers using the Agricultural Recruitment System (ARS) with in the state and provide direct referral of migrant and seasonal farm workers.
    - Attending job fairs and accept applications on behalf of the employer.
    - Create effective job descriptions to attract qualified talent.
    - Provide Farm Labor Contract and Crew Leader registration information.
    - Provide technical assistance in the completion of federal forms.
    - Provide labor market information and identify opportunities for job developmen t and on-the-job training.

B. MARKETING THE EMPLOYMENT SERVICE COMPLAINT SYSTEM TO FARMWORKERS AND OTHER STAKEHOLDERS

"Job Service
Complaint System" poster to all MSFWs they encounter during outreach. The poster is required to be posted at every One-Stop center and is distributed to MSFW support service partner agencies. The State Monitor Advocate assumes the State Complaint Specialist (SCS) responsibilities. Complainants and anyone wishing to
report an Apparent Violation can call or visit our local offices for assistance. The state of NH take s an active role
in promoting the Employment Service Complaint System, The SCS also provides training to part ner agency staff at the annual pre-season outreach worker training. The SCS conducts semi-annual training to One-Stop Complaint Coordinators and their back-
up. The MSFW outreach workers will receive complaint system training. The state uses form ETA 8429, Complaint/Apparent Violation Form, when receiving complaints/apparent violations.

Marketing can include:

- Distribution of flyers at restaurants, stores, and at Spanish and English media outlets suc h as radio stations and newspapers, to promote the Employment Service Complaint System;
- During an outreach contact, every MSFW will learn about the Employment Service Comp laint System;
- One-Stop centers will display the poster "If you have a complaint;" (English & Spanish)
- Attendance at grower shows and other venues farmers frequent to communicate the val ue of the Agricultural Recruitment System (ARS);
- Providing overview training for all staff and partners so they can help spread the word a bout ARS;
  Information about the Employment Services Complaint System and ARS are posted on t he NHES WEB.

C. MARKETING THE AGRICULTURAL RECRUITMENT SYSTEM FOR U.S. WORKERS (ARS) TO AGRICULTURAL EMPLOYERS AND HOW IT INTENDS TO IMPROVE SUCH PUBLICITY.

NH is actively promoting the Agricultural Recruitment System (ARS) by engaging outreach workers who will
make dedicated efforts to encourage agricultural employers to utilize the system. This involves explaining the benefits of ARS to employers, providing assistance with its use, and aiming to enhance the recruitment of qualified workers in the agricultural sector.

To facilitate this initiative, NH Works, with its 12 strategically located offices across the state, en courages both
employers and workers to reach out for support. Employers can use ARS for recruiting workers, while workers
can apply for approved interstate clearance order jobs through the system. To increase awarene

ss, the Migrant and Seasonal Farm Workers (MSFW) outreach staff will distribute promotional materials, including targeted brochures in Spanish and English, promoting ARS jobs.

To streamline communication, the State Monitor Advocate will serve as the point of contact for calls received
from workers. NH Employment Security (NHES) is committed to making every effort to recruit d omestic MSFW for employment in the agricultural industry within the state, utilizing effective recruitment techniques that fully leverage the ARS.

6. OTHER REQUIREMENTS

A. COLLABORATION

Describe any collaborative agreements the state workforce agency (SWA) has with other MSFW service providers including NFJP grantees and other service providers. Describe how the SWA intends to build upon/increase collaboration with existing partners and in establishing new partners over the next four years (including any approximate timelines for establishing agreements or building upon existing agreements).

NHES has previously established MOUs with the NH Department of Education, the New England Farmworkers Council (NEFWC), and NH Works (which includes all partners), with responsibilities of cooperation to assist
with outreach and services to farm workers. Due to the limited number of MSFW's in the state, t here are also a limited number of available programs in which MOU's can be established. As future programs become
available, NHES will make every effort to establish MOUs with those organizations.

Efforts would include hosting a forum of MSFW service providers at which attendees could prov ide information on services they have available, along with sharing of ideas and
"best practices" to improve future cooperative outreach to MSFWs. All NH WORKS Center outreach staff would be encouraged to attend.

B. REVIEW AND PUBLIC COMMENT

In developing the AOP, the SWA must solicit information and suggestions from NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations, and other interested organizations. In addition, at least 45 calendar days before submitting its final AOP, the SWA must provide a proposed plan to NFJP grantees, public agencies, agricultural employer organizations, and other organizations expressing an interest and allow at least 30 days for review and comment. The SWA must: 1) Consider any comments received in formulating its final proposed AOP; 2) Inform all commenting parties in writing whether their comments have been incorporated and, if not, the reasons therefore; and 3) Transmit the comments and recommendations received and its responses with the submission of the AOP.

The AOP must include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the AOP. Include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments.

Drafts of this plan and Migrant Seasonal Farm Worker policies and procedures have been share d via email with our partners serving farm workers, including NH Department of Education, the New England Farmworkers Council (NEFWC), NH Department of Health and Human Services, Community Action Partnership Hillsborough and Rockingham Counties, and Community College System of New Hampshire. Comments about the plan were solicited from th e partners, but none have been received.

C. DATA ASSESSMENT

Review the previous four years Wagner-Peyser data reports on performance. Note whether the State has been meeting its goals to provide MSFWs quantitatively proportionate services as compared to non-MSFWs. If it has not met these goals, explain why the State believes such goals were not met and how the State intends to improve its provision of services in order to meet such goals.

A review of program performance for New Hampshire's indicators of compliance show that staff of the NH WORKS American Job Center Network continue to make every effort in identifying potential MS FWs in NH, and to provide MSFW's quantitatively proportionate services to non–MSFW's. The NHES Job Match System continues to be a resource used regularly to capture self–registrants indicating previous employment in farm work, though there is no single, reliable source of information on migrant and seasonal farm workers in our state. Seasonal farm workers in NH generally return to the same farms year after year. The num bers of migrant farm workers coming to NH are minimal, but every effort is made to identify their locations and offer services as appropriate.

Through increased collaboration with NFJP grantees, and increased outreach, the state intends t o meet its goals of providing quantitatively proportionate services as compared to non-MSFWs.

D. ASSESSMENT OF PROGRESS

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

During the pandemic, all outreach operations ceased for the safety of NHES employees as well a s for the safety of all NH employers and employees. Upon resuming normal operations, NH has been taking a very serious and proactive approach to review and restructure job roles in order to meet requirements as well as enhance each staff member's und erstanding of what is required to fully meet the needs of NH's agricultural community. NH plans to continue to focus on growth in this area.

E. STATE MONITOR ADVOCATE

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.

The State Monitor Advocate participated in creating the AOP and has been afforded the opportu nity to review and approve this AOP.

WAGNER-PEYSER ASSURANCES

The State Plan must include assurances that:

The State Plan must include	Include
1. The Wagner-Peyser Act Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time (sec 121(e)(3));	Yes
2. If the State has significant MSFW one-stop centers, the State agency is complying with the requirements under 20 CFR 653.111, State Workforce Agency staffing requirements;	Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser Act services, Adult and Dislocated Worker programs and Youth Programs under Title I; and	Yes
4. SWA officials: 1) Initiate the discontinuation of services; 2) Make the determination that services need to be discontinued; 3) Make the determination to reinstate services after the services have been discontinued; 4) Approve corrective action plans; 5) Approve the removal of an employer's clearance orders from interstate or intrastate clearance if the employer was granted conditional access to ARS and did not come into compliance within 5 calendar days; 6) Enter into agreements with State and Federal enforcement agencies for enforcement-agency staff to conduct field checks on the SWAs' behalf (if the SWA so chooses); and 7) Decide whether to consent to the	Yes

The State Plan must include	Include
withdrawal of complaints if a party who requested a hearing wishes to withdraw its request for hearing in writing before the hearing.	
5. The SWA has established and maintains a self-appraisal system for ES operations to determine success in reaching goals and to correct deficiencies in performance (20 CFR 658.601).	Yes

WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	72.5	73.5	73.0	74.0
Employment (Fourth Quarter After Exit)	68.5	71.0	69.0	71.5
Median Earnings (Second Quarter After Exit)	$9,500	11,400	$9,750	11,500
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAMS

The Unified or Combined State Plan must include a description of the following as it pertains to adult education and literacy programs and activities under title II of WIOA, the Adult Education and Family Literacy Act (AEFLA).

A. ALIGNING OF CONTENT STANDARDS (WIOA SECTION 102(B)(2)(D)(II)(I))

Describe how the eligible agency has aligned its content standards for adult education with State-adopted challenging academic content standards, as adopted under section 1111(b)(1) of the Elementary and Secondary Education Act of 1965, as amended (20 U.S.C. 6311(b)(1)).

As of July 1, 2020, all local adult education programs have aligned content standards with the College and Career Readiness (CCR) Standards for Adult Education. Initially, more than three hundred adult educators were trained on CCR, based on the instructional modules provided by the Office of Career, Technical, and Adult Education. Ongoing training has been provided annually in each region of the state since 2018. In 2023, the CCR Training was converted into an asynchronous online course on Canvas and integrated into the onboarding process for all new adult education practitioners.

In 2022-2023, two cohorts participated in the Standards in Action Curriculum Review Project to ensure that instruction is better aligned with the content standards. As part of the sustainability plan, the cohorts collaborated to develop a "flip book" guide for instructors. This was released, and training was provided on its use during the 2023 Adult Education conference. The cohorts worked to replicate the training to be Incorporated into the NH Adult Ed College and Career Readiness Training Canvas instance as a hybrid course that includes independent work on the training protocols and pairing with a cohort member for review and discussion.

The Office of Adult Education (formerly Bureau of Adult Education) continues to support instructors in aligning content standards for adult education by ensuring access to in-depth professional development and technical assistance through professional development activities and Mentor support.

B. LOCAL ACTIVITIES

Describe how the eligible agency will, using the considerations specified in section 231(e) of WIOA and in accordance with 34 CFR 463 subpart C, fund each eligible provider to establish or operate programs that provide any of the following adult education and literacy activities identified in section 203 of WIOA, including programs that provide such activities concurrently. The Unified or Combined State Plan must include at a minimum the scope, content, and organization of these local activities.

ADULT EDUCATION AND LITERACY ACTIVITIES (SECTION 203 OF WIOA)

- Adult education;
- Literacy;

- Workplace adult education and literacy activities;
- Family literacy activities;
- English language acquisition activities;
- Integrated English literacy and civics education;
- Workforce preparation activities; or
- Integrated education and training that—

1. Provides adult education and literacy activities, concurrently and contextually with both, workforce preparation activities, and workforce training for a specific occupation or occupational cluster, and
2. Is for the purpose of educational and career advancement.

Special Rule. Each eligible agency awarding a grant or contract under this section shall not use any funds made available under this title for adult education and literacy activities for the purpose of supporting or providing programs, services, or activities for individuals who are under the age of 16 and are enrolled or required to be enrolled in secondary school under State law, except that such agency may use such funds for such purpose if such programs, services, or activities are related to family literacy activities. In providing family literacy activities under this title, an eligible provider shall attempt to coordinate with programs and services that are not assisted under this title prior to using funds for adult education and literacy activities under this title for activities other than activities for eligible individuals.

Overview

The New Hampshire Office of Adult Education (OAE), as the eligible agency, funded providers during the multiyear award cycle (Program Year 2023-2025) through a competitive Request for Proposals (RFP) process to establish and operate programs that deliver adult education and literacy activities identified in Section 203 of the Workforce Innovation and Opportunity Act (WIOA). Funding decisions are made in accordance with the considerations outlined in WIOA Section 231(e) and 34 CFR 463 Subpart C to ensure compliance with federal and state requirements.

Funding Process and Compliance

In 2023, OAE issued an RFP for three-year contracts and grant awards under Title II of WIOA, also known as the Adult Education and Literacy Act (AEFLA). Applicants could apply to operate either:

- Regionally based comprehensive adult education centers, offering in-person, hybrid, or hyflex instruction; or
- A statewide online program, providing virtual instruction only.

To qualify as an eligible provider, applicants were required to:

1. Demonstrate past effectiveness through performance data showing improvement in literacy and language skills, and outcomes in employment, credential attainment, and postsecondary transition.
    a. Applicants could demonstrate effectiveness via:
        i. Existing Title II-funded providers: Submit WIOA Section 116 performance data.
        ii. New applicants: Provide evidence of success serving basic-skills-deficient individuals, including outcomes in employment, credential attainment, and transition to postsecondary education or training.
2. Address all thirteen statutory considerations under Section 231(e), including:
    a. Integration of workforce preparation at all instructional levels
    b. Curriculum alignment with College and Career Readiness Standards
    c. Incorporation of essential reading components
    d. Contextualized instruction
    e. Provision of distance learning options
3. Submit proposals for review by the New Hampshire Department of Education's evaluation team and the State Workforce Innovation Board to ensure consistency with the State Workforce Plan and alignment with WIOA requirements (34 CFR § 463.21).

Eligibility Note

Participation in Adult Education & Literacy programs is restricted to individuals who are 16 years of age or older and who are not subject to the compulsory attendance requirements of NH RSA 193:1—meaning they are not required to attend public or approved private school unless they have graduated, obtained a waiver, or otherwise met an exemption under RSA 193:1(b)–(h). The OAE does not provide family literacy activities. It does administer a separate, state-funded program for students aged 16 and older who remain enrolled in secondary school.

Scope, Content, and Organization of Local Activities

Funded programs deliver one or more of the adult education and literacy activities identified in Section 203 of WIOA, supported by a combination of federal AEFLA and state funds.

- **Adult Education and Literacy Activities**
    - A minimum of one comprehensive center supports each of New Hampshire's twelve regions; additional centers in higher-population or geographically large regions.
    - Eighteen (18) programs were awarded during the 2023-2026 multiyear award cycle, including one providing both regional and statewide online ESL instruction. During Program Year 2023–2024, one program closed, and services were absorbed by another provider.

    - Providers include ten (10) school districts, five (5) nonprofits, one (1) faith-based organization, and one (1) correctional institution.
    - Services include Adult Basic Education, English as a Second Language, high school equivalency preparation, postsecondary transition support, and volunteer tutor outreach.
    - All programs offer distance learning and counseling services for skill development and transitions to employment or further education.

- **Integrated Education and Training (IET)**
    - Four (4) school-district-based programs awarded.
    - Programs combine adult education and literacy with workforce preparation and occupational training via a concurrent and contextualized model.
    - Training aligns with local employer demand and leads to stackable or recognized postsecondary credentials.
    - Articulation agreements with postsecondary institutions support seamless transition.
    - Training areas include hospitality, healthcare, and advanced manufacturing.
- **Integrated English Literacy and Civics Education (IELCE)**
    - Three (3) programs awarded: one (1) in a school district, two (2) in nonprofits.
    - Programs integrate English language acquisition with workforce preparation, occupational training, and civics education via a concurrent and contextualized model.
    - Two programs use co-enrollment and have articulation agreements.
    - Training focuses on in-demand occupations, e.g., Licensed Nursing Assistant and Childcare Associate.

Additional Activities and Innovations

During the pandemic, OAE piloted a statewide online ESL program using ESSER III funds in collaboration with the NH Department of Education's Bureau of Instructional Support. The pilot targeted parents of English language learners in the K–12 system and others unable to attend classes due to work, transportation, or refugee resettlement challenges. Its success led to the statewide online option being included in the 2023 RFP.

OAE also issued an RFP for the Adult Diploma Program, primarily state-funded, enabling adults to earn an Adult High School Diploma through a local school board. Classes are offered in afternoons and evenings.

In Program Year 2024–2025, OAE released an Interim IET application to approve additional programs aligned with workforce needs. Approved programs include training in soldering, construction/building trades, paraprofessional roles, and registered behavioral technician positions.

Continuous Improvement and Future Planning

New Hampshire's adult education system offers a range of instruction from basic literacy through high school completion, supporting transitions to careers and college. The next competitive funding cycle Request for Applications is anticipated in Spring 2026 for multi-year awards.

Citations

- Workforce Innovation and Opportunity Act, Sections 203, 231(e), 116
- 34 CFR Part 463, Subpart C
- NH RSA 193:1 (Compulsory Attendance Requirements)

C. CORRECTIONS EDUCATION AND OTHER EDUCATION OF INSTITUTIONALIZED INDIVIDUALS (WIOA SECTION 102(B)(2)(D)(II)(II)(BB))

Describe how the eligible agency will, using the considerations specified in section 231(e) of WIOA and in accordance with 34 CFR 463 subpart C, fund eligible providers to establish or operate programs that provide any of the following correctional educational programs identified in section 225 of WIOA:

- Adult education and literacy activities;
- Special education, as determined by the eligible agency;
- Secondary school credit;
- Integrated education and training;
- Career pathways;
- Concurrent enrollment;
- Peer tutoring; and
- Transition to re-entry initiatives and other post release services with the goal of reducing recidivism.

Each eligible agency using funds provided under Programs for Corrections Education and Other Institutionalized Individuals to carry out a program for criminal offenders within a correctional institution must give priority to serving individuals who are likely to leave the correctional institution within 5 years of participation in the program.

Overview

The New Hampshire Office of Adult Education (OAE), as the eligible agency, uses funds provided under Section 225 of WIOA to support educational programs for criminal offenders and other institutionalized individuals. In accordance with WIOA Section 231(e) and 34 CFR 463 Subpart C, priority is given to individuals who are likely to leave a correctional institution within five (5) years of program participation.

Funding Process

Through the 2023 competitive bidding process for multiyear (Program Year 2023-2025) awards, OAE awarded one contract specifically for educational services to individuals in correctional or other institutional settings, consistent with Section 225 requirements. The application process utilized the same Request for Proposals (RFP) framework described under Adult Education and Literacy Activities, with additional requirements in Section 3.5. These included:

- A detailed plan for prioritizing individuals expected to be released within five years; and
- Submission of performance data demonstrating past effectiveness to qualify as an eligible provider.

All proposals were reviewed by New Hampshire Department of Education's evaluation team and the State Workforce Innovation Board for alignment with the State Workforce Plan and compliance with WIOA requirements.

Funding for these programs is provided through a combination of federal WIOA Title II funds and state resources.

Scope of Services

Programs funded under Section 225 may include:

- Adult education and literacy activities;
- Secondary school credit;
- Integrated education and training;
- Career pathways;
- Concurrent enrollment;
- Peer tutoring; and
- Transition-to-reentry initiatives and post-release services aimed at reducing recidivism.

Additional Institutional Education

In addition to the Section 225-funded program, three school districts provide adult education and literacy services at local county correctional facilities through their comprehensive adult education centers. These programs are funded under Section 231 using WIOA Title II and state funds.

Citations

- Workforce Innovation and Opportunity Act, Sections 225, 231(e)
- 34 CFR Part 463, Subpart C

D. INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION PROGRAM (WIOA SECTION 102(B)(2)(D)(II)(II)(CC))

Describe how the eligible agency will, using the considerations specified in section 231(e) of WIOA and in accordance with 34 CFR 463 subpart C, fund eligible providers to establish or

operate Integrated English Literacy and Civics Education (IELCE) programs under section 243 of WIOA. Describe how adult English language learners, including professionals with degrees and credentials in their native countries, are served in IELCE programs.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be offered in combination with integrated education and training activities found in 34 CFR section 463.36.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will include instruction in literacy and English language acquisition and instruction on the rights and responsibilities of citizenship and civic participation.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency.

Describe how the Integrated English Literacy and Civics Education program under section 243(a) of WIOA will be designed to integrate with the local workforce development system and its functions to carry out the activities of the program.

Funding Process

In 2023, the New Hampshire Office of Adult Education (OAE) awarded funds for Integrated English Literacy and Civics Education (IELCE) programs through a competitive Request for Proposals (RFP) process. Applicants could submit proposals under one of three options for a three-year funding cycle:

1. Integrated Education and Training (IET) program only
2. Integrated English Literacy and Civics Education (IELCE) program only
3. A combined IELCE and IET program

The RFP required applicants to address all considerations under WIOA Section 231(e) and 34 CFR 463 Subpart C, including how adult education and literacy activities, civics education, and integrated education and training would be combined. Applicants were also required to submit performance data demonstrating past effectiveness to qualify as eligible providers. All proposals were reviewed by New Hampshire Department of Education's evaluation team as well as by the State Workforce Innovation Board for alignment with the State Workforce Plan.

Program Awards and Design

Three IELCE programs were funded for Program Years 2023–2025:

- **Keene** – Under the combined IELCE/IET model, participants receive English language instruction, civics education, and access to healthcare training leading to state licensure as a Nursing Assistant. Training is delivered in collaboration with the local WIOA Youth program and a healthcare facility. The program has since added an IET option in Construction, enabling students to earn the National Center for Construction Education and Research (NCCER) Core Certification.

- **Manchester** – IELCE participants access healthcare training leading to Nursing Assistant licensure. Occupational skills training is provided through co-enrollment with Manchester Community College, and clinical practice occurs at Catholic Medical Center or The Elliot Hospital—both of which have hired program graduates.
- **Nashua** – IELCE participants access childcare training leading to a nationally recognized credential as a Childcare Associate. Occupational training is delivered through co-enrollment with Nashua Community College, and work-based learning is coordinated by ApprenticeshipNH at an on-site childcare center. The program has also added an IET option in Soldering.

Integration with Workforce Development System

IELCE programs are designed to integrate fully with the local workforce development system. Local employers, sector-partnership liaisons, business groups, the Community College System of New Hampshire (CCSNH), ApprenticeshipNH, and core WIOA partners participated in program design to ensure alignment with labor market needs. Programs leverage multiple funding sources for occupational training, including:

- Workforce Innovation and Opportunity Act (WIOA) Title I funds
- Vocational Rehabilitation funds
- Governor's Discretionary Funds under the Vibrant, Inclusive, and Prosperous (VIP) Workforce Program
- Private and local contributions

Instructional Components

IELCE programs provide:

- Literacy and English language acquisition instruction
- Civics education, including rights and responsibilities of citizenship and civic participation
- Workforce preparation activities integrated with occupational training

Programs serve adult English language learners, including professionals with degrees and credentials from their home countries, enabling them to achieve English proficiency and acquire advanced skills to function effectively as workers, parents, and citizens.

Employment Outcomes

IELCE programs are designed to prepare participants for unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency, as identified in the State Workforce Plan. A high priority is placed on enabling individuals with degrees and credentials in their native countries to qualify for employment in their trained fields.

Co-Enrollment and Concurrent Services

All IELCE participants, as well as students in other Title II programs, may:

- Co-enroll in workforce development programs; and/or
- Receive concurrent services from multiple WIOA partners.

Continuous Improvement

The Integrated Education and Training (IET) component remains the most challenging aspect of IELCE program design. To strengthen capacity, New Hampshire has participated in national initiatives such as the Building Opportunities Project, IELCE Self-Assessment Work Group, and IET Design Camp. State-led replication of IET training occurred in 2022–2023, with targeted technical assistance provided to local programs.

Although the national IET Advance Project ended prematurely in 2025, OAE continued development by contracting directly with an IET coach, engaging seven programs. Over the next four years, New Hampshire plans to expand IET capacity through:

- Technical assistance
- Employer engagement
- Collaboration with Temporary Assistance for Needy Families (TANF), WIOA Adult and Youth programs, the NH Department of Education's Office of Career and Technical Education, and the Community College System of New Hampshire (CCSNH).

Citations

- Workforce Innovation and Opportunity Act, Sections 243(a), 231(e)
- 34 CFR Part 463, Subpart C and § 463.36

E. STATE LEADERSHIP (WIOA SECTION 102(B)(2)(D)(II)(III))

1. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT THE REQUIRED STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA

Use of State Leadership Funds

Workforce Innovation and Opportunity Act (WIOA) Title II State Leadership funds are used to support the Office of Adult Education (OAE) staff and activities required under Section 223. Additional state funds are allocated to provide a Statewide Professional Development (PD) Contract, which is funded with state and federal awards and supports both required and permissible leadership activities.

Alignment with Adult Education and Literacy Activities

The OAE aligns adult education and literacy activities with other core programs and one-stop partners to implement strategies identified in the New Hampshire State Workforce Plan. This alignment is achieved through:

- Active participation in the NH Works Consortium and quarterly regional WIOA partner meetings.
- Collaboration with core WIOA partners to build career pathway models that include services offered by each partner and identify entry points for adult education students.

- Engagement with professional organizations representing sector-partnership initiatives, such as the NH Hotel & Lodging Association and iBuildNH.
- Partnerships with the Office of Career and Technical Education and the Community College System of New Hampshire (CCSNH) to expand Integrated Education and Training (IET) programming and increase access to career pathways.

Local adult education program directors also work to align adult education with workforce development, economic development, and other educational investments.

Establishment and Operation of High-Quality Professional Development

Professional development is provided predominantly with state funds through the Statewide PD contract and coordinated by the OAE administrator and the contractor. The PD system incorporates:

- A train-the-trainer model and multiple delivery modes.
- Projects requiring practice and application of instructional strategies.
- Dissemination of promising practices and models.
- A Mentor Team of experienced educators in specific content areas.
- A Disabilities Committee to ensure effective services for individuals with disabilities.
- Coordinators of Volunteers to recruit and train volunteer tutors for learners unable to attend structured classes.

New Hampshire has successfully implemented federal instructional initiatives, including:

- Student Achievement in Reading (STAR) certification training
- Teaching the Skills That Matter
- Standards in Action Curriculum Review

Future plans include adopting the Universal Design for Learning (UDL) framework and the Digital Resilience in the American Workforce (DRAW) initiative to improve adult education services statewide.

Provision of Technical Assistance

OAE staff and the PD contractor provide extensive technical assistance to eligible providers, including:

- Development and dissemination of instructional practices based on rigorous research in reading, writing, speaking, mathematics, English language acquisition, and distance learning.
- Guidance on the role of eligible providers as one-stop partners, including mandatory participation in NH Works New Hire Training, annual Equal Opportunity training, and disability awareness training.

    - Adult education providers are required to attend quarterly WIOA partner meetings in their local area which support a comprehensive workforce system, provide access to services across the system and promote co-enrollment.

- Referral flow charts for WIOA core partners to promote co-enrollment and access to employment, education, and training services.
- Technical assistance for distance learning, including policies, orientation, and staff training. All programs must designate a trained staff member to facilitate distance learning for extended learning, temporary stop-outs, and rural learners.

The PD contractor provides training on the statewide Canvas learning management system, used for professional development and learner instruction, and supports publishing course catalogs on the statewide adult education website. OAE also provides statewide software licenses and an online registration portal to improve system efficiency and expand learning opportunities.

Monitoring and Evaluation

OAE monitors and evaluates program quality and improvement through:

- Quarterly data reports and semiannual desk audits.
- Analysis of measurable skill gains and performance indicators.
- Annual risk assessments to identify programs at risk of non-compliance or insufficient progress.
- Program improvement plans submitted annually by adult education providers.

Programs identified through the risk assessment are monitored and receive targeted technical assistance and professional development to address areas in need of improvement.

Citations

- Workforce Innovation and Opportunity Act, Section 223
- 34 CFR Part 463, Subpart C

2. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT PERMISSIBLE STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA, IF APPLICABLE

Use of State Leadership Funds

Workforce Innovation and Opportunity Act (WIOA) Title II State Leadership funds are used to support the Office of Adult Education (OAE) staff and activities required under Section 223. Additional state funds are allocated to provide a Statewide Professional Development (PD) Contract, which is funded with state and federal awards and supports both required and permissible leadership activities.

Permissible Activities

State Leadership and state funds support several permissible activities under Section 223, including:

- Active participation in the New England Literacy Resource Center in Program Years 2023 and 2024 (2023-2025), with three representatives on the advisory board. Membership in this organization has become cost-prohibitive, so participation is decreasing in Program Year 2025-2026.
- Development and implementation of a statewide learning management system, Canvas, to support instructional technology and professional development. Canvas is used for communication, resource sharing, and asynchronous training on topics such as College and Career Readiness Standards, Career Navigator training, Integrated Digital English Acceleration (I-DEA) training, and New Staff Development.
    - Role specific staff have their own groups including all adult education practitioners, program directors, intake & assessment specialists, data entry specialists, counselors, and coordinators of volunteers. Some meetings and training courses are recorded and posted in the appropriate groups to allow for staff flexibility if they are unable to attend activities.
- Administration by the PD Contractor of the Earn & Learn grant process to promote curriculum development by adult education practitioners.
- Support for Integrated Education and Training (IET) development through initiatives such as the IET Design Boot Camp, Advanced IET, and the State Coaching for IET project. Six programs completed the full IET design process in Program Year 2024-2025 (PY24) and are expected to launch new IET programs during Program Year 2025-2026 (PY25). Additionally, three programs also participated in the State Coaching for IET initiative, focusing on scaling and replication efforts and building capacity to mentor new IET programs.
- Training for software offered through statewide licenses including Aztec, Essential Education, Edmentum, Burlington English and North Star Digital Literacy.
- Identification of curriculum frameworks and alignment with rigorous content standards.
- Participation in National Reporting System (NRS) national and regional trainings and targeted technical assistance projects focused on teacher retention and data-informed decision-making.

Citations

- Workforce Innovation and Opportunity Act, Section 223
- 34 CFR Part 463, Subpart C

F. ASSESSING QUALITY (WIOA SECTION 102(B)(2)(D)(II)(V))

Describe how the eligible agency will assess the quality of providers of adult education and literacy activities under title II. Describe how the eligible agency will take actions to improve such quality, including providing the activities described in section 223(a)(1)(B) of WIOA. Describe how the eligible agency will use evaluations, data analysis, program monitoring, or other methods to improve the quality of adult education activities in the State.

Quality Assessment Approach

The Office of Adult Education (OAE) assesses the quality of local providers using multiple methods to ensure compliance with WIOA Title II requirements and continuous improvement. Evaluation is based on:

- Core performance indicators required for WIOA partners; and
- Measurable Skill Gain (MSG) performance standards established by the Office of Career, Technical, and Adult Education (OCTAE).

These measures provide a comprehensive view of program effectiveness and learner outcomes.

Program Evaluation Methods

Program evaluation occurs throughout each Program Year (PY) and includes:

- Quarterly provider reports reviewed for accuracy and completeness.
- Risk assessment process to identify programs at risk of non-compliance or insufficient progress.
- Desk monitoring and on-site monitoring visits to validate data and observe program operations.
- Annual program improvement process, requiring submission of improvement plans for identified areas.

Data collected through quarterly reports is cross-checked against statewide reports and validated during on-site monitoring or individually as needed. Data analysis is incorporated into quarterly Program Directors meetings and Data Entry Specialist meetings, where anomalies are identified and addressed through:

- Individualized technical assistance;
- Updates to data collection policies; or
- Recommended revisions to the data system.

Use of Data for Continuous Improvement

Professional development activities include targeted training on:

- Improving instructional quality;
- Data collection and validation; and
- Using data to inform program improvement.

OAE staff and the Statewide Professional Development (PD) Contractor collaborate to identify common areas for improvement and deliver statewide training annually. Needs are identified through:

- Participation in national organizations such as the National Association of State Directors of Adult Education (NASDAE), New England Literacy Resource Center (NELRC), and OCTAE meetings; and
- Requests from the NH Adult Education Directors Alliance.

A statewide needs assessment conducted by the PD Contractor in Program Year 2024–2025 (PY24) informed the development of targeted training for Program Year 2025–2026 (PY25).

Actions to Improve Quality

To improve program quality, OAE provides:

- Technical assistance based on monitoring results and data analysis;
- Targeted professional development aligned with identified needs; and
- Dissemination of best practices and models from other states.

These actions ensure that providers meet performance standards and continuously enhance instructional and operational quality.

Citations

- Workforce Innovation and Opportunity Act, Section 223(a)(1)(B)
- 34 CFR Part 463, Subpart C

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM CERTIFICATIONS

States must provide written and signed certifications that:

The State Plan must include	Include
1. The plan is submitted by the State agency that is eligible to submit the plan;	Yes
2. The State agency has authority under State law to perform the functions of the State under the program;	Yes
3. The State legally may carry out each provision of the plan;	Yes
4. All provisions of the plan are consistent with State law;	Yes
5. A State officer, specified by title in the certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan;	Yes
6. The State officer who is submitting the plan, specified by the title in the certification, has authority to submit the plan;	Yes
7. The agency that is submitting the plan has adopted or otherwise formally approved the plan; and	Yes

The State Plan must include	Include
8. The plan is the basis for State operation and administration of the program;	Yes

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM ASSURANCES

The State Plan must include assurances that:

The State Plan must include	Include
1. The eligible agency will expend funds appropriated to carry out title II of the Workforce Innovation and Opportunity Act (WIOA) only in a manner consistent with fiscal requirements under section 241(a) of WIOA (regarding the supplement-not-supplant requirement);	Yes
2. The eligible agency will ensure that there is at least one eligible provider serving each local area, as defined in section 3(32) of WIOA;	Yes
3. The eligible agency will not use any funds made available under title II of WIOA for the purpose of supporting or providing programs, services, or activities for individuals who are not “eligible individuals” within the meaning of section 203(4) of WIOA, unless it is providing programs, services or activities related to family literacy activities, as defined in section 203(9) of WIOA;	Yes
4. Using funds made available under title II of WIOA to carry out a program for criminal offenders within a correctional institution, the eligible agency will give priority to serving individuals who are likely to leave the correctional institution within five years of participation in the program.	Yes
5. The eligible agency agrees that in expending funds made available under Title II of WIOA, the eligible agency will comply with sections 8301 through 8303 of the Buy American Act (41 U.S.C. 8301-8303).	Yes

AUTHORIZING OR CERTIFYING REPRESENTATIVE

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, ''Disclosure of Lobbying Activities,'' in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, ''Disclosure of Lobbying Activities,'' in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Please download and sign the forms below. Please scan and return the forms to wioa@ed.gov at the same time you submit your State Plan via the portal.

1. SF424B - Assurances – Non-Construction Programs (http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)
2. Grants.gov - Certification Regarding Lobbying (http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)

3. SF LLL Form – Disclosure of Lobbying Activities (required, only if applicable) (http://www2.ed.gov/fund/grant/apply/appforms/appforms.html)

APPLICANT'S ORGANIZATION	**Enter information in this column**
Applicant's Organization	NH Department of Education
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	**Enter information in this column**
First Name	Chrissy
Last Name	Vander Hook
Title	Administrator
Email	Chrissy.s.vanderhook@doe.nh.gov

GENERAL EDUCATION PROVISION ACT SECTION 427 ASSURANCE

Section 427 of the General Education Provisions Act (GEPA) (20 U.S.C. 1228a) applies to applicants for grant awards under this program. All applicants for new grant awards must include the following information in their applications to address this provision in order to receive funding under this program. (OMB Control Number 1894-0005)

The State Plan must include	Include
I assure that the proposed project complies with the requirements in section 427 of the General Education Provisions Act (20 U.S.C. 1228a).	Yes

Compliance can be found on the following page(s) of the application:

Section III.b.5.B.i-ii (Common Elements) and Sections a-f of Program-specific Requirements for Adult Education and Family Literacy Act Programs (Aligning of Content Standards (WIOA section 102(b)(2)(D)(ii)(I)); Local Activities (Adult Education and Literacy Activities (Section 203 of WIOA)); Corrections Education and other Education of Institutionalized Individuals (WIOA section 102(b)(2)(D)(ii)(II)(bb)); Integrated English Literacy and Civics Education Program (WIOA section 102(b)(2)(D)(ii)(II)(cc)); State Leadership (WIOA section 102(b)(2)(D)(ii)(III)); and Assessing Quality (WIOA section 102(b)(2)(D)(ii)(V))).

ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	33.5%	33.5%	34.0%	34.0%
Employment (Fourth Quarter After Exit)	32.0%	32.0%	32.5%	32.5%
Median Earnings (Second Quarter After Exit)	8,000	8,000	8,200	8,200
Credential Attainment Rate	24.5%	24.5%	25.0%	25.0%
Measurable Skill Gains	36.0%	36.0%	36.5%	36.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

PROGRAM-SPECIFIC REQUIREMENTS FOR STATE VOCATIONAL REHABILITATION (COMBINED OR GENERAL)

The Vocational Rehabilitation (VR) Services Portion of the Unified or Combined State Plan must include the following descriptions and estimates, as required by sections 101(a) and 606 of the Rehabilitation Act of 1973, as amended by title IV of WIOA.

A. STATE REHABILITATION COUNCIL.

1. ALL VR AGENCIES, EXCEPT FOR THOSE THAT HAVE AN INDEPENDENT CONSUMER-CONTROLLED COMMISSION, MUST HAVE A STATE REHABILITATION COUNCIL (COUNCIL OR SRC) THAT MEETS THE CRITERIA IN SECTION 105 OF THE REHABILITATION ACT. THE DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPLICABLE, HAS:

Select A or B:

(A) is an independent State commission

(B) has established a State Rehabilitation Council

(B) has established a State Rehabilitation Council

2. IN ACCORDANCE WITH ASSURANCE (A)(1)(B), IF SELECTED, PLEASE PROVIDE INFORMATION ON THE CURRENT COMPOSITION OF THE COUNCIL BY REPRESENTATIVE TYPE, INCLUDING THE TERM NUMBER OF THE REPRESENTATIVE, AS APPLICABLE, AND ANY VACANCIES, AS WELL AS THE BEGINNING DATES OF EACH REPRESENTATIVE'S TERM.

Select 'Edit' to edit the narrative.

Note, please do not edit the table header or formatting. Only edit the table contents.

If you accidentally edit the table headers and structure, open this link to the blank table. You can copy and paste the table into the narrative field, and start over if needed.

Council Representative	Current Term Number/Vacant	Beginning Date of Term Mo./Yr.
Statewide Independent Living Council (SILC) - Ryan Whitterschein	1	9/2026
Parent Training and Information Center - Heidi Duprey	2	9/2026
Client Assistance Program - Lorrie Ripley	N/A	9/2026
Qualified Vocational Rehabilitation (VR) Counselor (Ex Officio) -Jessica Waterman	2	9/2026
Community Rehabilitation Program Service Provider - Courtney LaBranche	1	9/2026
Business, Industry, and Labor - Benjamin Adams	1	9/2026
Business, Industry, and Labor - Michael Rodney	1	4/2026
Business, Industry, and Labor - Carrie Duran	1 (Submitted/Pending Gubernatorial Appointment)	Pending – Submitted for Appointment 9/2026
Business, Industry, and Labor	Vacant - Active Recruitment	Vacant
Disability Advocacy Groups- (Seat 1) - Andrea Kaneb	2	9/2026
Disability Advocacy Groups- (Seat 2) - James Ziegra	2	9/2026

Council Representative	Current Term Number/Vacant	Beginning Date of Term Mo./Yr.
Disability Advocacy Groups-(Seat 3) - Isadora Rodriguez-Legendre	2	9/2026
Current or Former Applicants for, or Recipients of, VR services - Dana Trahan	1	9/2026
State Educational Agency Responsible for Students with Disabilities Eligible to Receive Services under Part B of the Individuals with Disabilities Education Act (IDEA) - Brandy Quinn-Richards	2	9/2026
State Workforce Development Board - Nicolas Masi	1	9/2026
Director of the Designated State Unit (Ex Officio, Nonvoting) - Christopher Semonelli	N/A	9/2026

*The State of NH does not have an American Indian Vocational Rehabilitation Services (AIVRS) program (aka Section 121 Program). NH does not have a state or federally recognized tribe.

**The Governor appointed the representatives identified above with September 2026 beginning dates on September 23, 2026. The appointment request for Carrie Duran as a Business, Industry, and Labor representative has been submitted to the Governor's Office and is pending gubernatorial appointment. One Business, Industry, and Labor representative vacancy remains. The Bureau of Vocational Rehabilitation's Business Engagement Unit is actively recruiting to fill the remaining vacancy. The Department will provide updated appointment information to its federal liaison upon completion of the remaining appointment activities.

3. IF THE SRC IS NOT MEETING THE COMPOSITION REQUIREMENTS IN SECTION 105(B) OF THE REHABILITATION ACT AND/OR IS NOT MEETING QUARTERLY AS REQUIRED IN SECTION 105(F) OF THE REHABILITATION ACT, PROVIDE THE STEPS THAT THE VR AGENCY IS TAKING TO ENSURE IT MEETS THOSE REQUIREMENTS.

Over the past two years, the SRC has experienced membership turnover and vacancies that affected full compliance with the composition requirements in Section 105(b) of the

Rehabilitation Act. The Bureau, in coordination with the SRC, has taken significant steps to address these vacancies and fully constitute the Council.

On September 23, 2026, the Governor completed appointment and reappointment actions for thirteen SRC members, including the Director of the Designated State Unit as an ex officio, nonvoting member. These appointments filled or renewed representation across the required membership categories identified in Section 105(b).

Following completion of those appointments, two Business, Industry, and Labor representative positions remained to be filled. The Department has since identified and submitted a qualified nominee for gubernatorial appointment to one of those positions. VRNH has assigned the Administrator of its Business Engagement Unit to actively recruit a qualified representative to fill the remaining vacancy as soon as possible. A qualified nominee will be submitted to the Governor's Office for appointment once identified.

VRNH has also implemented structured tracking procedures to monitor SRC membership, representative categories, appointment status, and term expirations to support timely recruitment and gubernatorial appointments and reduce future vacancies.

The SRC continues to meet the quarterly meeting requirement under Section 105(f) of the Rehabilitation Act and maintains a regular meeting schedule consistent with statutory requirements.

4. IN ACCORDANCE WITH THE REQUIREMENTS IN SECTION 101(A)(21)(A)(II)(III) OF THE REHABILITATION ACT, INCLUDE A SUMMARY OF THE COUNCIL'S INPUT (INCLUDING HOW IT WAS OBTAINED) INTO THE STATE PLAN AND ANY STATE PLAN REVISIONS, INCLUDING RECOMMENDATIONS FROM THE COUNCIL'S ANNUAL REPORTS, THE REVIEW AND ANALYSIS OF CONSUMER SATISFACTION AND OTHER COUNCIL REPORTS.

During the past year, the SRC provided input and recommendations into the development and revision of the State Plan through quarterly public meetings, standing and ad hoc committee work, written feedback on draft planning materials, and ongoing consultation with VRNH leadership. The Council's input was informed by review of the Comprehensive Statewide Needs Assessment (CSNA), available consumer satisfaction information, and recommendations contained in the SRC's most recent annual report and established annual priorities, and recommendations reflected in SRC reports and annual priorities. Key areas of SRC input included: review of statewide service needs and priorities; feedback on policy development and program initiatives; discussion of the use of funds and resource alignment; and continued attention to workforce capacity challenges, including counselor recruitment, retention, turnover, and staff training needs. The SRC also provided input related to RSA corrective action activities and continuous improvement efforts underway within the agency.

The SRC was also engaged in the agency's strategic planning and performance direction. For example, Council members provided recommendations to strengthen VRNH's presence and services for individuals who are Deaf or Hard of Hearing, including emphasizing earlier implementation of related strategies, improved access to qualified interpreters, and enhanced staff training and competency in serving this population.

In addition, the Client Assistance Program (CAP) and SRC members shared recurring themes raised by participants, including the importance of clear communication about the VR process and available services. VRNH considered this feedback in ongoing program development and service delivery planning.

Through these mechanisms, the SRC's recommendations, consumer-focused feedback, and analysis of needs and satisfaction data were incorporated into the State Plan revision and associated policy and operational updates to support continuous improvement and ensure services remain responsive to individuals with disabilities across New Hampshire.

5. PROVIDE THE VR AGENCY'S RESPONSE TO THE COUNCIL'S INPUT AND RECOMMENDATIONS, INCLUDING AN EXPLANATION FOR THE REJECTION OF ANY INPUT AND RECOMMENDATIONS.

List each recommendation/input followed by the VR agency response

VRNH reviewed and considered SRC input and recommendations received through quarterly meetings, committee discussions, and written feedback on planning and policy materials. The agency responded to these recommendations by incorporating Council input into program development, strategic planning, policy refinement, and continuous improvement efforts.

For example, in response to SRC feedback regarding services for individuals who are Deaf or Hard of Hearing, VRNH revised strategic plan language to reflect the continuation and strengthening of the existing Deaf or Hard of Hearing Advisory Committee, clarified related action steps, and accelerated the implementation timeframe. VRNH will continue to work with the Advisory Committee to identify specific activities and measurable goals to support improved access and service capacity.

At this time, VRNH has not rejected any substantive SRC recommendations. Where recommendations require additional time or resources for implementation, the agency has communicated implementation considerations to the SRC and will continue to collaborate with the SRC to prioritize actions and incorporate them into ongoing planning and operational improvements.

B. COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT (CSNA).

Section 101(a)(15), (17), and (23) of the Rehabilitation Act require VR agencies to provide an assessment of:

1. THE VR SERVICES NEEDS OF INDIVIDUALS WITH DISABILITIES RESIDING WITHIN THE STATE, INCLUDING:

A. INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES AND THEIR NEED FOR SUPPORTED EMPLOYMENT;

The agency most recently completed a Comprehensive Statewide Needs Assessment (CSNA) in 2026 with the assistance of a market research firm. The prior CSNA was completed in 2022 with the assistance of the Institute of Community Inclusion. Data resources included input from VR agency and community rehabilitation provider staff; individuals with disabilities; workforce partners; and business partners.

The assessment identified an increase in NH's disability population along with continuing economic inequality for NH residents with disabilities. This points to the likelihood for continued and increasing demand for VR services in the future, including sustained need for intensive services for individuals with the most significant disabilities.

The needs assessment gathered many comments about the life changing value of getting a paid job with the support of the agency. Suggestions made on how to improve services overall included: timeliness of services; improving communication with counseling and frontline staff; support for resolving transportation, childcare and complex health care needs; and more understanding of how to address financial pressures. Key findings and recommendations centered around three main areas: awareness, accessibility, and quality of services.

The assessment highlighted need for additional and continuing services for individuals with the most significant disabilities including specific need for progressive employment, customized employment, pre-placement activities, and supported employment. Findings confirmed continued demand for Supported Employment services, particularly for individuals requiring extended and intensive job coaching, and identified provider workforce capacity and staffing challenges as primary constraints affecting service availability and timeliness.

The updated CSNA will be used to inform strategic planning, resource allocation, and service delivery improvements during the current State Plan period.

The 2022 Comprehensive Statewide Needs Assessment can be viewed online at: https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/sonh/comprehensive-statewide-needs-assessment-2022-a.pdf

The 2026 Comprehensive Statewide Needs Assessment will be posted on the agency's website upon final publication.

B. INDIVIDUALS WITH DISABILITIES WHO ARE MINORITIES AND INDIVIDUALS WITH DISABILITIES WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM;

The Comprehensive Statewide Needs Assessment identified a general lack of awareness regarding the availability and scope of vocational rehabilitation services across New Hampshire. This lack of awareness is particularly evident among individuals with disabilities who have not previously engaged with the VR system, including individuals with disabilities who are members of racial or ethnic minority groups.

Barriers most frequently identified for these populations reflected broader system access challenges, including limited awareness of available services, difficulty navigating the service system, transportation constraints, and the need for clear communication regarding eligibility, services, and expectations. For some individuals with disabilities who are minorities, barriers may also include limited access to information about services or reduced connection to established referral sources. These barriers can prevent individuals from accessing VR services even when they may be eligible and could benefit from them.

Service needs identified through the assessment were consistent with those identified for the broader VR population and included career planning and exploration, customized and progressive employment approaches, pre-placement and work-based learning activities, disability-related skills training, supported employment, occupational and vocational training,

pre-employment transition services, rehabilitation technology (including assistive technology), on-the-job training, benefits counseling, and postsecondary education.

To address these barriers and service needs, the VR agency is focused on strengthening a comprehensive outreach and engagement approach designed to improve awareness, access, and understanding of VR services across communities throughout the State. This includes improving communication and outreach strategies, ensuring clear and consistent information about services and eligibility, enhancing staff capacity to work effectively with individuals who are new to the VR system, and examining provider capacity across regions to ensure services are available where needed. These efforts are intended to ensure that individuals with disabilities—regardless of background, geography, or prior system involvement—are aware of VR services and able to access support that aligns with their employment goals.

C. INDIVIDUALS WITH DISABILITIES SERVED THROUGH OTHER COMPONENTS OF THE WORKFORCE DEVELOPMENT SYSTEM; AND

To meet the needs of individuals with disabilities who are served through other components of the Workforce Development System, including American Job Centers, Adult Education, and workforce training programs, the New Hampshire Bureau of Vocational Rehabilitation continues its efforts to collaborate with community and state partners to reduce unemployment of individuals with disabilities and to provide effective services to employers throughout the state. Further, the Bureau seeks collaborative opportunities including projects and grants to assist individuals with disabilities across New Hampshire in obtaining competitive employment. Based on the most recent CSNA, specific needs of individuals with disabilities served through other components of the workforce development system include digital equity, transportation, and the need to prepare the next generation of workers, including those not in the labor force, for future employment. The CSNA also indicated the need for a coordinated and integrated approach to meeting business needs and helping businesses hire and retain workers with disabilities, and greater engagement of workers who experience a change in abilities to perform some job functions due to age or acquired disability, and the role VR New Hampshire could play in supporting workers to seek accommodations, change job tasks or roles, or transition to new employment.

Outside of the New Hampshire Bureau of Vocational Rehabilitation, individuals with disabilities are served within partnering education and workforce agencies as part of the general population of service recipients. Entities providing education and training (e.g., high schools, Adult Education, Career and Technical Education, and the Community College System) serve individuals with disabilities as students and learners, focusing on providing reasonable accommodations. Partnering agencies in employment security and workforce development also serve individuals with disabilities and employers to promote economic development statewide.

The New Hampshire Bureau of Vocational Rehabilitation will continue to increase its presence at educational institutions (i.e., high schools and colleges) and within workforce system settings to strengthen cross-referral and coordinated service delivery. Regional offices in New Hampshire and key Pre-ETS leadership within the Bureau have been tasked with strengthening relationships with high schools and the university system. Additionally, the Director of the New Hampshire Bureau of Vocational Rehabilitation serves on the State Workforce Investment Board (SWIB) and will seek greater opportunities to partner with state agencies capable of advancing the vocational rehabilitation mission and addressing needs identified in the CSNA.

Workforce partners were specifically included among those providing input in the CSNA. Their perspectives were considered in the review, discussions, and recommendations arising from the CSNA. Potential strategies identified included creating or accessing cross-agency referral mechanisms and identifying gaps or barriers to rapid coordination between agencies.

D. YOUTH WITH DISABILITIES, INCLUDING STUDENTS WITH DISABILITIES AND THEIR NEED FOR PRE-EMPLOYMENT TRANSITION SERVICES. INCLUDE AN ASSESSMENT OF THE NEEDS OF INDIVIDUALS WITH DISABILITIES FOR TRANSITION CAREER SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES, AND THE EXTENT TO WHICH SUCH SERVICES ARE COORDINATED WITH TRANSITION SERVICES PROVIDED UNDER IDEA.

The assessment findings underscore a trend: a rise in the prevalence of disability among transition-age youth in New Hampshire. Concurrently, there has been a notable increase in the proportion of youth served by the agency. These statistics emphasize the ongoing necessity for transition services tailored to the needs of youth and students with disabilities. Specifically, pre-employment transition services are crucial in bridging the gap between individuals' interests and employers' expectations. Such services are pivotal in equipping youth with the necessary skills and understanding to navigate the workforce successfully. Identified needs include job exploration counseling, work-based learning experiences, counseling on opportunities for postsecondary education, workplace readiness training, and instruction in self-advocacy. The assessment also highlighted the need for individualized transition career planning, benefits counseling, and supported employment services for youth with more significant support needs.

In the same vein, the Bureau of Vocational Rehabilitation maintains a collaborative agreement with the New Hampshire Education Department's Bureau of Special Education Support to address these needs effectively. This agreement enables Vocational Rehabilitation to engage with schools directly, collaborate with Individualized Education Program (IEP) teams to review plans and coordinate the delivery of vocational rehabilitation services. Through this interagency coordination, Pre-Employment Transition Services are aligned with IDEA transition planning requirements to promote seamless service delivery and reduce duplication of effort. By fostering this partnership, both entities can provide comprehensive support to transition-age youth, ensuring they receive the tailored services and assistance required to transition smoothly into the workforce.

2. IDENTIFY THE NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE.

Within the assessment it was identified that community rehabilitation program capacity was a universal concern across respondents. It was noted that as there is already a concern for capacity, as applicants increase it will likely put additional strain on service delivery. Specific challenges identified included provider workforce shortages, variability in service availability across regions, and limited capacity to deliver intensive services such as Supported Employment and customized employment. This was identified as an area that needs additional work and demonstrated a need to establish, develop, and improve community rehabilitation program services to meet the needs of current and future VRNH participants. Improvement efforts may include strengthening provider recruitment and retention, expanding service capacity in underserved areas, and supporting development of specialized service models where gaps have been identified.

C. GOALS, PRIORITIES, AND STRATEGIES

Section 101(a)(15) and (23) of the Rehabilitation Act require VR agencies to describe the goals and priorities of the State in carrying out the VR and Supported Employment programs. The goals and priorities are based on (1) the most recent CSNA, including any updates; (2) the State's performance under the performance accountability measures of Section 116 of WIOA; and (3) other available information on the operation and effectiveness of the VR program, including any reports received from the SRC and findings and recommendations from monitoring activities conducted under Section 107 of the Rehabilitation Act. VR agencies must—

1. DESCRIBE HOW THE SRC AND THE VR AGENCY JOINTLY DEVELOPED AND AGREED TO THE GOALS AND PRIORITIES AND ANY REVISIONS; AND

The State goals and priorities were jointly developed and agreed to by the State Rehabilitation Council and the VR agency as part of the strategic planning and State Plan development process. Each year, the SRC reviews the goals and priorities, as well as the status of related activities, as part of the State Plan planning and review process, and provides input on any proposed revisions.

In the summer of 2023, the agency conducted a comprehensive strategic planning process to help define the future of the agency's work in (1) assisting individuals with disabilities to obtain and maintain competitive, integrated employment, and (2) assisting business partners with services to meet their workforce needs. Members of the State Rehabilitation Council participated in the review of draft materials, provided feedback on proposed goals and strategies, and engaged in discussion to reach agreement on final priorities.

The agency leveraged the following resources as source documentation for the strategic plan: the 2022 Comprehensive Statewide Needs Assessment (CSNA); 2020 and 2021 Customer Satisfaction Survey results; VRNH Transition Services Strategic Plan; Transition Services Strategic Plan Status Report; 2022 VRNH Leadership and All Staff Pulse Survey results; Transition Communication Plan; Total Quality Assurance Plan – Draft; Workforce Assessment Observations; Governance Communications Plan; the current WIOA Combined State Plan; and the 2023 Strengths, Weaknesses, Opportunities, and Threats (SWOT) Survey results of agency staff, customers, and business partners.

The findings of the 2026 Comprehensive Statewide Needs Assessment are being incorporated into ongoing strategic planning discussions with the SRC and will inform future refinements to goals and priorities during the current State Plan period.

During 2024 and 2025, the SRC and VRNH continued to review and discuss emerging themes identified through the 2026 Comprehensive Statewide Needs Assessment (CSNA) process and incorporated those discussions into ongoing strategic planning efforts. Areas of focus included increasing public awareness and understanding of VR services, strengthening transition and Pre-Employment Transition Services (Pre-ETS), improving access to underserved and rural populations, addressing transportation barriers, and enhancing organizational capacity and infrastructure.

In response to these discussions, VRNH partnered with a marketing and communications vendor to improve outreach and public awareness through updated informational materials,

public messaging campaigns, and increased community engagement activities. VRNH also expanded efforts to engage directly with students, families, vendors, employers, and community partners through job fairs, vendor events, graduation ceremonies, and business recognition initiatives.

VRNH additionally implemented operational improvements designed to strengthen youth transition services and intake coordination, including development of a new intake and referral support process in partnership with Abilities Florida to improve tracking and engagement of students referred for Pre-Employment Transition Services. To improve access to underserved and rural populations, particularly in the North Country, VRNH partnered with a community-based independent living organization to expand Community Rehabilitation Program (CRP) service capacity in that region.

The SRC and VRNH also discussed opportunities to improve future CSNA development and stakeholder engagement processes. As part of those discussions, VRNH and the SRC began exploring a more collaborative and internally driven approach to future CSNA activities to improve stakeholder participation, responsiveness, and integration with strategic planning efforts. In addition, transportation barriers identified through the CSNA remain an ongoing area of focus. VRNH now participates in the Statewide Coordinating Council for Community Transportation in New Hampshire to support statewide coordination and planning efforts related to transportation access for individuals with disabilities.

2. IDENTIFY MEASURABLE GOALS AND PRIORITIES IN CARRYING OUT THE VR AND SUPPORTED EMPLOYMENT PROGRAMS AND THE BASIS FOR SELECTING THE GOALS AND PRIORITIES (E.G., CSNA, PERFORMANCE ACCOUNTABILITY MEASURES, SRC RECOMMENDATIONS, MONITORING, OTHER INFORMATION). AS REQUIRED IN SECTION 101(A)(15)(D), (18), AND (23), DESCRIBE UNDER EACH GOAL OR PRIORITY, THE STRATEGIES OR METHODS USED TO ACHIEVE THE GOAL OR PRIORITY, INCLUDING AS APPLICABLE, DESCRIPTION OF STRATEGIES OR METHODS THAT—

A. SUPPORT INNOVATION AND EXPANSION ACTIVITIES;

B. OVERCOME BARRIERS TO ACCESSING VR AND SUPPORTED EMPLOYMENT SERVICES;

C. IMPROVE AND EXPAND VR SERVICES FOR STUDENTS WITH DISABILITIES, INCLUDING THE COORDINATION OF SERVICES DESIGNED TO FACILITATE THE TRANSITION OF SUCH STUDENTS FROM SCHOOL TO POSTSECONDARY LIFE (INCLUDING THE RECEIPT OF VR SERVICES, POST-SECONDARY EDUCATION, EMPLOYMENT, AND PRE-EMPLOYMENT TRANSITION SERVICES); AND

D. IMPROVE THE PERFORMANCE OF THE VR AND SUPPORTED EMPLOYMENT PROGRAMS IN ASSISTING INDIVIDUALS WITH DISABILITIES TO ACHIEVE QUALITY EMPLOYMENT OUTCOMES.

List and number each goal/priority, noting the basis, and under each goal/priority, list and number the strategies to achieve the goal/priority

The following goals and priorities were jointly developed with the State Rehabilitation Council and are informed by the Comprehensive Statewide Needs Assessment, performance data, audit findings, and stakeholder input. The goals, priorities, and strategies outlined below are intended to support ongoing program improvement, operational modernization, innovation and

expansion activities, and improved employment outcomes for individuals with disabilities served by VRNH.

Priority 1: Financial Governance

Basis: Office of Legislative Budget Assistant Performance Audit Report

Goal 1.1: Strengthen financial monitoring and decision-making capacity.

Strategy 1.1.1: Modernize budget-to-actual and variance dashboard/reporting tools.

Strategy 1.1.2: Modernize long-term budgeting and forecasting tools.

Goal 1.2: Leverage financial resources to support innovation and partnership development.

Strategy 1.2.1: Assess existing agreements and develop shared funding agreements with partner organizations to improve coordination of services, support operational efficiencies, and strengthen service delivery capacity.

Alignment: Supports A (innovation and expansion activities) through modernization initiatives and partnership development and supports D (improve program performance) through strengthened fiscal oversight and operational accountability.

Priority 2: Customer Focus

Basis: Comprehensive Statewide Needs Assessment

Goal 2.1: Improve customer engagement and access to services.

Strategy 2.1.1: Develop and sustain communication and customer service standards to improve responsiveness, participant engagement, and consistency in service delivery.

Strategy 2.1.2: Implement a marketing and outreach plan, including public awareness campaigns, informational materials, employer outreach, community engagement activities, and technology-based communication tools designed to increase awareness and understanding of VR services statewide.

Goal 2.2: Strengthen workforce system partnerships.

Strategy 2.2.1: Increase co-enrollment across workforce programs and strengthen coordination with workforce system partners, educational agencies, community organizations, and business partners.

Goal 2.3: Modernize service delivery.

Strategy 2.3.1: Develop and implement computer literacy training aligned with workforce expectations and modern employment environments.

Strategy 2.3.2: Continue implementation of enhanced intake and referral coordination processes for students and youth with disabilities to improve referral tracking, timely participant contact, and access to Pre-Employment Transition Services.

Goal 2.4: Increase competitive integrated employment outcomes.

Strategy 2.4.1: Increase competitive integrated employment opportunities for adults and youth, including students with disabilities receiving Pre-Employment Transition Services, through

expansion of work-based learning experiences, internships, transition coordination activities, and enhanced intake and referral support processes.

Strategy 2.4.2: Strengthen Supported Employment programming and coordination with community providers and partner agencies.

Alignment: Supports B (overcome barriers to accessing VR and supported employment services) through outreach, accessibility improvements, intake modernization, and workforce partnerships; supports C (improve and expand VR services for students with disabilities) through transition coordination, Pre-Employment Transition Services, and work-based learning opportunities; and supports D (improve program performance) through improved employment outcomes and service delivery modernization.

Priority 3: Staff Learning and Growth

Basis: Employee Pulse Survey

Goal 3.1: Strengthen staff engagement and retention.

Strategy 3.1.1: Operationalize service promise and values.

Strategy 3.1.2: Implement communication strategy to improve internal communication, coordination, and organizational transparency.

Strategy 3.1.3: Establish staff recognition program.

Goal 3.2: Ensure adequate staffing capacity.

Strategy 3.2.1: Implement recruitment plan.

Strategy 3.2.2: Implement retention plan.

Strategy 3.2.3: Implement succession planning.

Goal 3.3: Operationalize annual training plan.

Strategy 3.3.1: Create centralized resource repository to improve access to training materials, policies, procedures, and operational guidance.

Strategy 3.3.2: Implement updated training plan, including modernization of staff training systems and utilization of online learning platforms and professional development initiatives.

Alignment: Supports B through improved staff capacity and service accessibility; supports C through enhanced training related to transition and Pre-Employment Transition Services; and supports D through improved staff competency, retention, consistency, and program performance.

Priority 4: Internal Processes

Basis: Office of Legislative Budget Assistant Performance Audit Report and CSNA

Goal 4.1: Strengthen workforce agility and continuity.

Strategy 4.1.1: Execute Workforce Assessment recommendations.

Strategy 4.1.2: Develop staff vacancy and contingency planning processes to improve continuity of operations and minimize disruptions in participant services.

Goal 4.2: Improve program process quality and compliance.

Strategy 4.2.1: Implement process improvements to strengthen federal reporting compliance, data integrity, operational accountability, and timeliness performance measures.

Goal 4.3: Enhance support services and accessibility.

Strategy 4.3.1: Expand transportation coordination efforts and participation in statewide transportation planning initiatives to improve access for individuals in underserved and rural areas.

Strategy 4.3.2: Increase assistive technology services and coordination with assistive technology partners.

Strategy 4.3.3: Strengthen services for individuals who are Deaf or Hard of Hearing through coordination with specialized providers, accessibility resources, and communication supports.

Strategy 4.3.4: Expand Community Rehabilitation Program (CRP) provider development, training, and statewide service capacity, including efforts to improve access in underserved and rural regions.

Goal 4.4: Strengthen governance and risk management.

Strategy 4.4.1: Standardize workforce processes.

Strategy 4.4.2: Operationalize risk management strategy.

Strategy 4.4.3: Finalize and implement internal controls plan.

Alignment: Supports A through modernization initiatives, CRP development, and operational innovation; supports B through transportation, assistive technology, and accessibility initiatives designed to reduce barriers to service access; supports C through improved service coordination and statewide provider capacity for students and youth with disabilities; and supports D through strengthened compliance, operational continuity, governance, and program accountability.

Consistent with 34 C.F.R. § 361.35, VRNH utilizes Innovation and Expansion (I&E) resources to support required activities associated with the State Rehabilitation Council (SRC) and the Statewide Independent Living Council (SILC). During the current State Plan period, VRNH also anticipates utilizing I&E-related activities and operational investments to support several targeted innovation and expansion initiatives designed to improve outreach, accessibility, engagement, and service delivery for individuals with disabilities.

Current innovation and expansion activities include:

Community Outreach and Engagement Modernization – VRNH is expanding public awareness and outreach efforts through partnership with external communications and marketing resources, development of updated informational materials, public engagement activities, and implementation of technology-based communication tools, including the SARA platform, to

improve participant engagement, responsiveness, and access to information regarding VR services.

Evaluation measures for this initiative may include outreach participation levels, stakeholder and participant satisfaction surveys, partner agency feedback, engagement with informational materials and campaigns, responsiveness and communication engagement metrics through the SARA platform, and customer service feedback. While referral volume alone may not fully measure outreach effectiveness due to external workforce and demographic factors, VRNH will utilize multiple indicators to assess whether outreach and engagement activities are improving awareness and accessibility of VR services.

Pre-Employment Transition Services (Pre-ETS) Intake and Referral Modernization – VRNH is collaborating with Abilities Florida to redesign and strengthen intake and referral coordination processes for students and youth with disabilities. This initiative is intended to improve referral tracking, increase timely participant contact, strengthen ongoing communication with referred students, and improve access to Pre-Employment Transition Services statewide.

Evaluation measures for this initiative may include the percentage of referrals receiving initial contact within established timeframes, timeliness of referral processing, participant engagement rates, continuity of communication, Pre-ETS participation levels, and transition rates from Pre-ETS into broader VR services. VRNH's operational goal is to attempt initial participant contact within 72 hours of referral receipt whenever practicable.

North Country Community Rehabilitation Program (CRP) Expansion – VRNH is partnering with Granite State Independent Living and other community partners to expand Community Rehabilitation Program service capacity in underserved areas of northern New Hampshire. This initiative is intended to improve statewide access to CRP services, increase provider availability, and reduce barriers to vocational rehabilitation service access for individuals residing in rural areas.

Evaluation measures for this initiative may include Community Rehabilitation Program service wait times, provider availability, number of individuals served in underserved areas, participant access to services, and stakeholder feedback regarding regional service capacity and accessibility improvements.

Progress toward these goals and priorities is evaluated through ongoing review of operational data, stakeholder feedback, performance indicators, and strategic planning discussions conducted jointly with the SRC. Measures reviewed include, as applicable, referral activity, timeliness of eligibility determinations and Individualized Plan for Employment (IPE) development, Pre-Employment Transition Services participation, outreach and engagement activities, staffing capacity, provider network development, customer satisfaction, compliance monitoring activities, and employment outcomes. VRNH utilizes these measures to assess implementation progress, identify operational challenges, evaluate the effectiveness of strategies, and determine whether goals and priorities are being achieved or require modification during the State Plan period.

D. EVALUATION AND REPORTS OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS

For the most recently completed program year, provide an evaluation and report of progress for the goals or priorities, including progress on the strategies under each goal or priority,

applicable to that program year. Sections 101(a)(15) and 101(a)(23) of the Rehabilitation Act require VR agencies to describe—

1. PROGRESS IN ACHIEVING THE GOALS AND PRIORITIES IDENTIFIED FOR THE VR AND SUPPORTED EMPLOYMENT PROGRAMS;

List the goals/priorities and discuss the progress or completion of each goal/priority and related strategies

Priority 1: Financial Governance

Basis: Office of Legislative Budget Assistant Performance Audit Report

Goal 1.1: Strengthen financial monitoring and decision-making capacity

Progress:

The agency strengthened financial governance operations through organizational restructuring, enhanced financial oversight processes, and improved internal coordination. As part of these efforts, the agency identified the need for a Financial Administrator position, which was filled in Fall 2023. The addition of this position significantly improved the agency's ability to monitor match and Maintenance of Effort (MOE) requirements, forecast expenditures, track federal spending requirements, and improve visibility into agency financial operations.

The agency also improved vendor payment processes through implementation of an accounts payable inbox and enhanced internal coordination processes. Progress toward this goal is evaluated through improved financial reporting capabilities, reduction in financial processing errors, timely monitoring of match and MOE requirements, successful management of pre-employment transition services reserve expenditures, reduction in audit findings, and overall improvements in financial oversight and operational visibility.

Factors affecting progress include historical staffing limitations, modernization of legacy processes, and the ongoing need to improve financial tracking and reporting systems.

Goal 1.2: Leverage financial resources to support innovation and partnership development

Progress:

The agency created and filled a Vendor Management position to strengthen internal and external vendor oversight, improve communication with vendors, and support quality assurance activities. Development of a vendor management system and standardized Community Rehabilitation Program (CRP) training processes is underway. The Vendor Management position has also supported vendor onboarding improvements, reduction in invoice correction issues, and enhanced communication and collaboration between VRNH and community partners.

The agency evaluates progress through reductions in paperwork correction rates, increased provider participation, improved vendor responsiveness, strengthened quality assurance activities, and enhanced consistency in vendor onboarding and monitoring processes. Progress has also been reflected through strengthened oversight of vendor compliance requirements, including background checks, good standing verification, and service quality monitoring.

Priority 2: Customer Focus

Basis: Comprehensive Statewide Needs Assessment

Goal 2.1: Improve customer engagement and access to services

Progress:

The agency continues to refine communication standards and outreach strategies to improve public awareness and understanding of vocational rehabilitation services. Marketing materials have been developed for transition-age youth, adult participants, and business partners. The VRNH website was updated with a new logo, tagline, and improved navigation. Audience-focused and program-focused videos were developed and disseminated to enhance awareness of VR services.

The agency also entered into a communications and outreach partnership to support modernization of outreach efforts, including radio spots, presentations, informational campaigns, and development of additional outreach materials. VRNH has implemented the SARA communication platform to improve participant engagement and communication responsiveness. Early indicators of success include reduced complaints regarding communication timeliness and positive feedback from participants, partners, and community organizations.

The agency recognizes that outreach effectiveness may be influenced by external factors such as workforce participation trends, public awareness, rural geography, transportation barriers, and varying levels of engagement among community partners and educational systems. Accordingly, progress is evaluated using multiple indicators, including stakeholder feedback, outreach participation, referral trends, participant responsiveness, and communication engagement metrics.

Goal 2.2: Strengthen workforce system partnerships

Progress:

The agency continues efforts to increase co-enrollment across workforce programs and strengthen collaboration with workforce system partners. Cross-agency engagement remains a priority to maximize coordinated service delivery and improve employment outcomes for individuals with disabilities.

The agency has strengthened partnerships with New Hampshire Employment Security (NHES) related to regional job fairs and workforce development activities. Participation and attendance at job fairs have increased, and the agency continues to expand internship and apprenticeship opportunities through collaboration with business and workforce partners. Existing internship partnerships have expanded beyond CVS Health to include additional employers such as Win Waste Innovations, with continued efforts underway to identify additional work-based learning opportunities.

Factors affecting progress include labor market conditions, employer workforce needs, staffing capacity across partner agencies, and the complexity of coordinating services across multiple workforce systems.

Goal 2.3: Modernize service delivery

Progress:

The agency contracted to develop workforce expectations computer literacy training aligned with labor market demands and modern employment environments. Additional modernization initiatives include redesign of intake and referral coordination processes, implementation of technology-based communication tools, and exploration of strategies to improve participant access to goods and services.

The agency is currently developing a procurement strategy intended to streamline participant access to goods and services and reduce delays associated with traditional purchasing processes. The agency believes these efforts will improve timeliness and overall participant experience.

Progress toward modernization goals is evaluated through improvements in service timeliness, participant engagement, referral coordination, staff and participant feedback, and operational efficiency measures. The agency has experienced approximately a 35–40 percent improvement in the number of participants receiving timely eligibility determinations and timely development of Individualized Plans for Employment (IPEs), which the agency attributes in part to process modernization, staff development, improved operational coordination, and quality assurance activities.

Goal 2.4: Increase competitive integrated employment outcomes

Progress:

Successful Rehabilitation Outcomes:

PY24: 323

PY23: 274

PY22: 258

Youth (Age 24 and Under) Employment Outcomes:

PY24: 86

PY23: 66

PY22: 89

Supported Employment IPEs:

PY24: 533

PY23: 575

PY22: 638

The agency continues to prioritize quality competitive integrated employment outcomes for adults and youth with disabilities. The increase in successful rehabilitation outcomes over the last three program years reflects continued focus on operational improvements, timeliness, staff development, participant engagement, and service coordination.

The agency recognizes that fluctuations in youth employment outcomes and Supported Employment IPEs may be influenced by participant complexity, labor market conditions, service coordination challenges, and changing participant needs. The agency does not currently view

the fluctuation in Supported Employment IPEs as indicative of systemic program concerns; however, this area continues to be monitored closely.

Development of a Memorandum of Understanding with the NH Department of Health and Human Services, Divisions of Behavioral Health and Long-Term Supports and Services, remains outstanding. The agency believes stronger coordination related to long-term supports and supported employment services will continue to improve employment outcomes for individuals with the most significant disabilities.

Priority 3: Staff Learning and Growth

Basis: Employee Pulse Survey

Goal 3.1: Strengthen staff engagement and retention

Progress:

A Training Coordinator was hired in December 2022 to support strategic in-service training efforts and improve staff onboarding and development. A structured training plan has been developed and is being operationalized by the Policy and Training Unit. Motivational Interviewing training was provided to counseling and supervisory staff.

The agency believes improved staff engagement, communication, onboarding, and training have contributed to operational improvements across the agency, including improvements in timeliness and service delivery outcomes. Progress is evaluated through staff participation in training initiatives, operational performance indicators, timeliness measures, workforce stability, and ongoing staff engagement efforts.

Factors affecting progress include salary competition, workforce recruitment challenges, staff turnover, and the complexity of maintaining adequate staffing capacity within a competitive labor market.

Goal 3.2: Ensure adequate staffing capacity

Progress:

Recruitment, retention, and succession planning strategies remain ongoing priorities. The agency continues efforts to strengthen workforce stability, improve onboarding processes, and reduce staff vacancy impacts on participant services.

Caseload ratios have improved from over 100 participants per counselor to approximately 87–89 participants per counselor. Vacancy rates are improving, and the agency continues efforts to fill vacancies more quickly despite broader workforce and hiring challenges.

Progress is evaluated through vacancy rates, caseload distribution, onboarding outcomes, timeliness measures, and continuity of participant services.

Goal 3.3: Operationalize annual training plan

Progress:

The agency contracted with the Institute for Community Inclusion to deliver a year-long comprehensive assessment training series for counseling staff. Training includes asynchronous learning modules, communities of practice, and in-person learning collaboratives. Topics

include vocational assessment, use of assessment tools (CareerScope, AWATO, Pathful), and labor market information.

In addition, all VR counselors are currently participating in a 15-week training initiative through the University of Wisconsin focused on counseling and vocational rehabilitation practice development. The agency continues to prioritize professional development and modernization of staff training systems.

Progress is evaluated through training participation, operational performance improvements, quality assurance activities, timeliness measures, supervisory feedback, and staff competency development.

Priority 4: Internal Processes

Basis: Office of Legislative Budget Assistant Performance Audit Report and Comprehensive Statewide Needs Assessment

Goal 4.1: Strengthen workforce agility and continuity

Progress:

Implementation of Workforce Assessment recommendations is ongoing. The agency continues efforts to strengthen processes, procedures, internal controls, and quality assurance systems. Efforts continue to improve workforce continuity, standardization, and operational coordination across the agency.

The agency continues development of standard operating procedures (SOPs), internal process reviews, and quality assurance coordination activities designed to strengthen consistency and operational continuity.

Factors affecting progress include staffing limitations, organizational change management, legacy operational processes, and the complexity of implementing statewide systems improvements.

Goal 4.2: Improve program process quality and compliance

Progress:

Process improvements are underway to strengthen federal reporting compliance, data integrity, and operational accountability. The agency's Quality Assurance (QA) Unit has expanded its oversight and monitoring activities and is in the process of adding an additional full-time position to support quality assurance efforts.

QA activities include ongoing review of timeliness benchmarks, case review activities, signature rights review, operational coordination with counseling staff, and identification of process improvement opportunities. The agency has experienced significant improvements in timeliness performance measures, including approximately a 35–40 percent increase in timely eligibility determinations and timely IPE development.

Progress is evaluated through compliance monitoring, timeliness measures, QA reviews, audit findings, data integrity activities, and ongoing operational review processes.

Goal 4.3: Enhance support services and accessibility

Progress:

The agency continues efforts to expand transportation options and improve access to services for individuals residing in rural and underserved areas. Transportation remains a significant statewide barrier impacting employment outcomes and service accessibility. To strengthen statewide coordination efforts, VRNH joined the Statewide Coordinating Council for Community Transportation in New Hampshire to ensure vocational rehabilitation perspectives are represented in ongoing statewide transportation planning discussions.

In the interim, the agency continues to utilize a variety of transportation supports, including mileage reimbursement, direct transportation assistance, charter transportation options, and exploration of vehicle acquisition strategies to support participant transportation needs.

The agency has also strengthened services for individuals who are Deaf or Hard of Hearing through expanded coordination with Northeast Deaf and Hard of Hearing Services (NDHHS). NDHHS now coordinates ASL-related services for the agency, resulting in improved communication coordination, reduced missed events, improved accessibility, and strengthened collaboration.

Progress related to accessibility and support services is evaluated through participant access to services, transportation coordination efforts, stakeholder feedback, service availability, and ongoing accessibility improvement activities.

Goal 4.4: Strengthen governance and risk management

Progress:

Work continues to standardize workforce processes and operationalize internal controls and risk management strategies. The agency continues to develop and refine policies, SOPs, quality assurance processes, and operational review systems designed to strengthen governance and accountability.

The Quality Assurance Unit has played a significant role in identifying operational risks, improving coordination with counseling staff, strengthening review processes, and monitoring compliance benchmarks. The agency continues to utilize audit findings, QA reviews, operational data, and strategic planning discussions to identify risks and implement corrective actions where necessary.

Continuous Improvement

The VR and Supported Employment Programs review goals and priorities annually in collaboration with the State Rehabilitation Council. Goals that demonstrate sustained progress transition into maintenance status, while areas requiring continued improvement remain active priorities. Refinements are informed by SRC feedback, Comprehensive Statewide Needs Assessment findings, operational performance data, audit results, quality assurance activities, and stakeholder feedback.

The agency recognizes that several factors continue to affect progress toward long-term goals and priorities, including salary competition, workforce recruitment challenges, rural geography, transportation barriers, provider capacity, and the need for stronger coordination related to long-term supports and services. Despite these ongoing challenges, the agency believes

significant progress has been made in strengthening operational effectiveness, improving timeliness and compliance outcomes, modernizing service delivery systems, and improving engagement with participants, vendors, workforce partners, and community stakeholders.

2. PERFORMANCE ON THE PERFORMANCE ACCOUNTABILITY INDICATORS UNDER SECTION 116 OF WIOA FOR THE MOST RECENTLY COMPLETED PROGRAM YEAR, REFLECTING ACTUAL AND NEGOTIATED LEVELS OF PERFORMANCE. EXPLAIN ANY DISCREPANCIES IN THE ACTUAL AND NEGOTIATED LEVELS; AND

Dates / Program Year	PY2022 (7/1/2022-6/30/2023)		PY2023 (7/1/2023-6/30/2024)	
	Actual Performance Level	**Negotiated Level**	**Actual Performance Level**	**Negotiated Level**
Employment 2nd Quarter afterExit	61.8%	51.3%	61.8%	52.3%
Median Earnings 2nd Quarter afterExit	$4,199	$4,101	$5,448	$4,200
Employment 4th Quarter afterExit	60.3%	53.6%	61.2%	54.7%
Measurable Skill Gains*	58.1%	61.4%	63.9%	61.5%
Credential Attainment	48.9%	39.0%	54.8%	39.5%

3. THE USE OF FUNDS RESERVED FOR INNOVATION AND EXPANSION ACTIVITIES (SECTIONS 101(A)(18) AND 101(A)(23) OF THE REHABILITATION ACT) (E.G., SRC, SILC).

Funds reserved for Innovation and Expansion (I&E) activities pursuant to Sections 101(a)(18) and 101(a)(23) of the Rehabilitation Act were spent in support of the State Rehabilitation Council (SRC) and Statewide Independent Living Council (SILC) resource plans. A total of $36,699 was spent in support of the Councils from October 2022 through September 2024.

These expenditures supported activities necessary for the SRC and SILC to carry out their statutory advisory and planning responsibilities.

Vocational Rehabilitation intends to continue to support the SRC and SILC under innovation and expansion activities in accordance with statutory requirements.

E. SUPPORTED EMPLOYMENT SERVICES, DISTRIBUTION OF TITLE VI FUNDS, AND ARRANGEMENTS AND COOPERATIVE AGREEMENTS FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES.

1. ACCEPTANCE OF TITLE VI FUNDS:

(A) VR agency requests to receive title VI funds.

2. IF THE VR AGENCY HAS ELECTED TO RECEIVE TITLE VI FUNDS, SECTION 606(B)(3) OF THE REHABILITATION ACT REQUIRES VR AGENCIES TO INCLUDE SPECIFIC GOALS AND PRIORITIES WITH RESPECT TO THE DISTRIBUTION OF TITLE VI FUNDS RECEIVED UNDER SECTION 603 OF THE REHABILITATION ACT FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES. DESCRIBE THE USE OF TITLE VI FUNDS AND HOW THEY WILL BE USED IN MEETING THE GOALS AND PRIORITIES OF THE SUPPORTED EMPLOYMENT PROGRAM.

The agency will continue to expand supported employment resources through partnerships with Area Agencies and Community Mental Health Centers. VRNH will continue to maintain communication and coordination with the NH Department of Health and Human Services to support development and implementation of a Memorandum of Understanding intended to strengthen long-term support coordination and supported employment service delivery once individuals become employed.

The agency works collaboratively with both the Area Agency system and the mental health system to utilize supported employment funds once job placement has occurred in alignment with a participant's Individualized Plan for Employment (IPE) job goal. Title VI-B funds are distributed statewide through contractual arrangements with Community Rehabilitation Programs and in coordination with Area Agencies and Community Mental Health Centers to provide supported employment and, where applicable, youth extended services.

Title VI-B funds primarily support individuals with the most significant disabilities, including individuals with developmental disabilities and serious mental illness, as these are the disabilities for which funding is available for long-term support after vocational rehabilitation services are completed. The agency will continue to seek alternative sources for long-term support, including the use of natural supports, where appropriate, for the individual.

The agency intends to continue prioritizing Title VI-B funds during the current State Plan period to provide allowable supported employment services to individuals and students with the most significant disabilities once job placement has occurred. Coordination with the mental health system, Area Agencies, Community Rehabilitation Programs, and other long-term support providers remains a priority in strengthening supported employment outcomes and service continuity for individuals requiring ongoing supports. For adults, extended services are provided through identified long-term funding sources. For youth with the most significant disabilities, Title VI-B funds may be used to provide extended services for up to four years, or until the youth reaches age 25 and no longer meets the definition of a youth with a disability, whichever occurs first.

Additionally, Title VI-B funds will continue to support the goals, objectives, and priorities outlined below.

Goal and Priority Area: Generate quality competitive integrated employment outcomes for individuals with disabilities in New Hampshire.

Objective: Increase competitive integrated employment opportunities and outcomes for adults and youth with disabilities.

Target: Increase the number of participants who achieve a successful rehabilitation outcome during PY 2025 and PY 2026.

Count:

PY 2024 – 323 rehabilitations
PY 2023 – 274 rehabilitations
PY 2022 – 258 rehabilitations

Target: Increase the number of participants who are students and youth with disabilities (age 24 and under) achieving an employment outcome during PY 2025 and PY 2026.

Count:

PY 2024 – 86 rehabilitations
PY 2023 – 66 rehabilitations
PY 2022 – 89 rehabilitations

Objective: Strengthen supported employment programming.

Target: Increase the number of participants receiving supported employment services as part of their employment plan and achieving an employment outcome during PY 2025 and PY 2026.

Count of participants with supported employment Individualized Plans for Employment (IPEs):

PY 2024 – 533 participants
PY 2023 – 575 participants
PY 2022 – 638 participants

The provision of supported employment services for individuals with the most significant disabilities remains an area of priority for VRNH, as these services create opportunities for competitive integrated employment for individuals for whom employment has historically been limited, interrupted, or intermittent due to the impact of significant disabilities.

Progress toward supported employment goals is evaluated through review of supported employment IPEs, successful rehabilitation outcomes, youth employment outcomes, coordination with long-term support providers, quality assurance activities, and ongoing collaboration with Area Agencies, Community Mental Health Centers, and Community Rehabilitation Programs. The agency recognizes that fluctuations in supported employment participation and outcomes may be influenced by participant complexity, labor market conditions, provider capacity, transportation barriers, and availability of long-term supports and services.

Quality of Supported Employment Services:

The quality of supported employment services is evaluated to ensure compliance with supported employment requirements, including:

Work is performed in an integrated setting that provides opportunities for interaction with individuals without disabilities, other than caregivers or program staff;
The individual receives wages commensurate with non-disabled workers performing the same work;
Ongoing support needs and funding sources have been identified;
Supported employment services are provided for the maximum number of hours possible, based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual; and
The individual and employer are satisfied with the placement.

Scope of Supported Employment Services:

Supported employment services include ongoing support services, customized employment services, and other appropriate services necessary to support and maintain an individual with a most significant disability, including youth with the most significant disabilities, in competitive integrated employment.

Extent of Supported Employment Services: VRNH anticipates continuing to serve a substantial number of individuals through supported employment services during the current State Plan period through the use of Title VI-B funds, braided funding strategies, and coordination with long-term support providers.

Goals are currently set to close approximately 160 individuals in successful supported employment outcomes during the current State Plan period, or approximately 40 successful supported employment outcomes annually.

The agency will continue to evaluate supported employment service capacity, successful employment outcomes, youth extended services utilization, provider coordination, and access to long-term supports to determine whether supported employment goals and priorities are being achieved and whether additional program modifications or partnership strategies are necessary.

3. SUPPORTED EMPLOYMENT SERVICES MAY BE PROVIDED WITH TITLE 1 OR TITLE VI FUNDS FOLLOWING PLACEMENT OF INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES IN EMPLOYMENT. IN ACCORDANCE WITH SECTION 101(A)(22) AND SECTION 606(B)(3) OF THE REHABILITATION ACT, DESCRIBE THE QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES TO BE PROVIDED TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING YOUTH WITH THE MOST SIGNIFICANT DISABILITIES; AND THE TIMING OF TRANSITION TO EXTENDED SERVICES.

If a participant is in need of long-term supports and Medicaid services have not engaged, our agency has traditionally worked with Community Rehabilitation Programs to provide the necessary supports to maintain employment. For adults, extended services are provided through identified long-term funding sources. VRNH does not use VR funds to provide extended services to adults once supported employment services have ended.

For youth with the most significant disabilities, extended services funded under Title VI-B may be provided for a period not to exceed four years or until the youth reaches age 25, whichever occurs first.

The provision of supported employment services for individuals with the most significant disabilities is an area of priority for VRNH as it provides opportunities for employment for individuals for whom competitive, integrated employment has not historically occurred, or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability.

Quality of Supported Employment Services: The quality of the provision of VR services is evaluated to ensure it complies with the criteria and requirements of supported employment:

Work is performed in an integrated setting that provides interactions with individuals who do not have disabilities, other than caregivers or program staff

The individual is receiving wages commensurate with non-disabled workers doing the same work

The ongoing support needs and sources have been identified

Supported employment services provided to individuals are for the maximum number of hours possible, based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual

The individual and the employer are satisfied with the placement

Scope of Supported Employment Services: Supported employment services provided are the ongoing support services, including customized employment, and other appropriate services needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability, in supported employment.

Extent of Supported Employment Services: Number of individuals who will receive services provided with funds under part B of Title VI of the Act: It is anticipated that VRNH will serve over 1,000 persons in supported employment during federal program years 2024-2027.

Goals are set to close 160 persons in successful supported employment during program years 2024-2027, approximately 40 each year.

In PY 2024, the agency served 533 individuals requiring supported employment services, with 36 achieving an employment outcome.

The majority of these participants were, as expected, individuals with developmental disabilities and/or mental illness, as these are the disabilities for which funding is available for long-term supports after vocational rehabilitation services are completed. These funding sources have had various challenges in terms of their resources over the last several years. The Agency does, and will continue to, seek alternative sources for long-term supports, including using natural supports, and benefits planning as appropriate to the individual.

For individuals who require supported employment supports, the transition to extended services follows the timeframe established in the Individualized Plan for Employment and is no later than 24 months after placement in supported employment unless, under special circumstances, a longer period is necessary for the individual to be stabilized in the job. Before the transition, the counselor must ensure that the extended services are available and can be provided without a hiatus.

Supported Employment for youth with the most significant disabilities is provided as needed and includes the job supports and other services. Long-term supports are provided in collaboration with partners, including area agencies and mental health centers, as well as employing natural supports where possible. Exploration and expansion of services to youth will be identified in the development of MOUs with the Bureau of Mental Health Services and the Bureau of Developmental Services.

VRNH staff are also working on expanding programs to enhance the provision of supported employment services, including customized employment. This will include additional training and support to counselors in the area of supported employment and customized employment.

Use of VR Funds: For all the above program collaborations, if VR funds are used, Title I funds are used for pre-placement activities, and Title VI or Title I funds for post-placement supported employment services.

4. SECTIONS 101(A)(22) AND 606(B)(4) OF THE REHABILITATION ACT REQUIRE THE VR AGENCY TO DESCRIBE EFFORTS TO IDENTIFY AND ARRANGE, INCLUDING ENTERING INTO COOPERATIVE AGREEMENTS, WITH OTHER STATE AGENCIES AND OTHER APPROPRIATE ENTITIES IN ORDER TO PROVIDE SUPPORTED EMPLOYMENT SERVICES. THE DESCRIPTION MUST INCLUDE EXTENDED SERVICES, AS APPLICABLE, TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THE PROVISION OF EXTENDED SERVICES TO YOUTH WITH THE MOST SIGNIFICANT DISABILITIES IN ACCORDANCE WITH 34 C.F.R. § 363.4(A) AND 34 C.F.R. § 361.5(C)(19)(V).

The Agency will work with the Bureaus of Developmental Services, Mental Health Services, and other applicable agencies toward identifying and arranging extended services for individuals with the most significant disabilities. For adults, extended services are provided through identified non-VR funding sources. Extended services to youth with the most significant disabilities may be provided for a period not to exceed four years or until the youth reaches age 25, whichever occurs first (in accordance with 34 C.F.R. § 363.4(a) and 34 C.F.R. § 361.5(c)(19)(v)). Efforts to this end include coordination with the aforementioned bureaus and finalizing a memorandum of understanding currently being developed. Most participants are expected to be individuals with developmental disabilities and/or mental illness, as these are the disabilities for which funding is available for long-term support after vocational rehabilitation services are completed. The Agency will continue to seek alternative sources for long-term support, including natural supports, as appropriate for the individual.

The Agency has developed relationships with the Bureau of Developmental Services and the Bureau of Mental Health Services within the Department of Health and Human Services in the State of New Hampshire. These relationships enhance collaboration among rehabilitation, case management, and vocational service provider personnel with eligible individuals and their families regarding the implementation and continuation of individualized supported employment.

A finalized MOU with Medicaid agencies is anticipated in 2026. The MOU focuses on five main objectives:

- Simplifying the VR process and flow of services for participants and partners;
- Sharing aggregate priority data elements;

- Strengthening transition plans for securing long-term Medicaid waiver services;
- Sharing resources; and
- Streamlining paperwork and improving efficiencies.

Workgroups from the BDS Employment Leadership Committee have participated in discussions related to the development of the MOU.

Individuals served under this partnership will likely include those with developmental disabilities, acquired brain disorders, and/or mental health diagnoses, as these groups most commonly have long-term support funding available after vocational rehabilitation services are completed. The Agency will also pursue additional avenues to expand supported employment services, including long-term support through natural community-based supports provided by families, employers, life insurance carriers, and community organizations.

The Agency will continue collaborating with partner agencies regarding system improvements to encourage and facilitate natural supports.

Additional collaborative efforts include contracts with local area agencies and mental health centers to support certified work incentive counseling. These services inform customers and families about the impact of employment on public benefits and support movement toward employment and increased self-sufficiency.

F. ANNUAL ESTIMATES

Sections 101(a)(15) and 101(a)(23) of the Rehabilitation Act require all VR agencies to annually conduct a full assessment of their resources and ability to serve all eligible individuals before the start of the Federal fiscal year. In accordance with 34 C.F.R. § 361.29(b), annual estimates must include the following projections:

1. ESTIMATES FOR NEXT FEDERAL FISCAL YEAR—

A. VR PROGRAM; AND

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Priority Category (if applicable)	No. of Individuals Eligible for Services	No. of Eligible Individuals Expected to Receive Services under VR Program	Costs of Services using Title I Funds	No. of Eligible Individuals Not Receiving Services (if applicable)
Category 3 (LSD)	79	79	$156,816	NA - VRNH does not have any categories closed
Category 2 (SD)	1,615	1,615	$3,025,137	N/A

Priority Category (if applicable)	No. of Individuals Eligible for Services	No. of Eligible Individuals Expected to Receive Services under VR Program	Costs of Services using Title I Funds	No. of Eligible Individuals Not Receiving Services (if applicable)
Category 1 (MSD)	1,613	1,613	$3,413,577	N/A
Total	3,307	3,307	$6,595,530	N/A

B. SUPPORTED EMPLOYMENT PROGRAM.

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Priority Category (if applicable)	No. of Individuals Eligible for Services	No. of Eligible Individuals Expected to Receive Services under Supported Employment Program	Costs of Services using Title I and Title VI Funds	No. of Eligible Individuals Not Receiving Services (if applicable)
Category 1 (MSD)	85	85	300,000	N/A

G. ORDER OF SELECTION

1. PURSUANT TO SECTION 101(A)(5) OF THE REHABILITATION ACT, THIS DESCRIPTION MUST BE AMENDED WHEN THE VR AGENCY DETERMINES, BASED ON THE ANNUAL ESTIMATES DESCRIBED IN DESCRIPTION (F), THAT VR SERVICES CANNOT BE PROVIDED TO ALL ELIGIBLE INDIVIDUALS WITH DISABILITIES IN THE STATE WHO APPLY FOR AND ARE DETERMINED ELIGIBLE FOR SERVICES.

* VR agencies may maintain an order of selection policy and priority of eligible individuals without implementing or continuing to implement an order of selection.

The VR agency is not implementing an order of selection and all eligible individuals will be served.

2. FOR VR AGENCIES THAT HAVE DEFINED PRIORITY CATEGORIES DESCRIBE—

A. THE JUSTIFICATION FOR THE ORDER

N/A

B. THE ORDER (PRIORITY CATEGORIES) TO BE FOLLOWED IN SELECTING ELIGIBLE INDIVIDUALS TO BE PROVIDED VR SERVICES ENSURING THAT INDIVIDUALS WITH THE MOST

SIGNIFICANT DISABILITIES ARE SELECTED FOR SERVICES BEFORE ALL OTHER INDIVIDUALS WITH DISABILITIES; AND

At this time, all priority categories are open and the Agency is serving all eligible individuals. VRNH does not currently maintain an Order of Selection because sufficient resources are available to serve all eligible individuals. The Agency will continue to monitor costs, staffing capacity, and the number of individuals served to assess ongoing resource sufficiency.

If an Order of Selection becomes necessary, VRNH will implement the following priority order in compliance with federal regulations, ensuring that individuals with the most significant disabilities are served before all other eligible individuals with disabilities:

Priority Category 1 – Individuals with the Most Significant Disabilities (MSD)
An individual with a most significant disability is an individual with a significant disability who has a severe physical or mental impairment that seriously limits three or more functional capacities, such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills, in terms of an employment outcome, and whose vocational rehabilitation is expected to require three or more vocational rehabilitation services over a period of six months or longer.

Priority Category 2 – Individuals with Significant Disabilities (SD)
An individual with a significant disability is an individual with a disability who has a severe physical or mental impairment that seriously limits one or more functional capacities, such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills, in terms of an employment outcome, and whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time.

Priority Category 3 – Individuals with Less Significant Disabilities (LSD)
An individual with a less significant disability is an eligible individual with a disability who does not meet the definition of an individual with a most significant disability or an individual with a significant disability.

Under an Order of Selection, eligible individuals in Priority Category 1 would be served first, followed by Priority Category 2 and then Priority Category 3, based on the date of application. All existing individuals with an approved Individualized Plan for Employment (IPE) would continue to receive uninterrupted services.

Students with disabilities who received Pre-Employment Transition Services prior to assignment to a closed priority category would continue to receive those services consistent with 34 C.F.R. § 361.36(e)(3)(i).

C. THE VR AGENCY'S GOALS FOR SERVING INDIVIDUALS IN EACH PRIORITY CATEGORY, INCLUDING HOW THE AGENCY WILL ASSIST ELIGIBLE INDIVIDUALS ASSIGNED TO CLOSED PRIORITY CATEGORIES WITH INFORMATION AND REFERRAL, THE METHOD IN WHICH THE VR AGENCY WILL MANAGE WAITING LISTS, AND THE PROJECTED TIMELINES FOR OPENING PRIORITY CATEGORIES. NOTE: PRIORITY CATEGORIES ARE CONSIDERED OPEN WHEN ALL INDIVIDUALS IN THE PRIORITY CATEGORY MAY BE SERVED.

N/A

3. HAS THE VR AGENCY ELECTED TO SERVE ELIGIBLE INDIVIDUALS OUTSIDE OF THE ORDER OF SELECTION WHO REQUIRE SPECIFIC SERVICES OR EQUIPMENT TO MAINTAIN EMPLOYMENT?

No.

H. WAIVER OF STATEWIDENESS.

The State plan shall be in effect in all political subdivisions of the State, however, the Commissioner of the Rehabilitation Services Administration (Commissioner) may waive compliance with this requirement in accordance with Section 101(a)(4) of the Rehabilitation Act and the implementing regulations in 34 C.F.R. § 361.26. If the VR agency is requesting a waiver of statewideness or has a previously approved waiver of statewideness, describe the types of services and the local entities providing such services under the waiver of statewideness and how the agency has complied with the requirements in 34 C.F.R. § 361.26. If the VR agency is not requesting or does not have an approved waiver of statewideness, please indicate "not applicable."

Not applicable. The agency has not requested and does not operate under a waiver of statewideness and the State Plan is in effect in all political subdivisions of the State.

I. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT.

In accordance with the requirements in Section 101(a)(7) of the Rehabilitation Act, the VR agency must develop and maintain annually a description (consistent with the purposes of the Rehabilitation Act) of the VR agency's comprehensive system of personnel development, which shall include a description of the procedures and activities the State VR agency will undertake to ensure it has an adequate supply of qualified State rehabilitation professionals and paraprofessionals that provides the following:

1. ANALYSIS OF CURRENT PERSONNEL AND PROJECTED PERSONNEL NEEDS INCLUDING—

A. THE NUMBER OF PERSONNEL CURRENTLY NEEDED BY THE VR AGENCY TO PROVIDE VR SERVICES, BROKEN DOWN BY PERSONNEL CATEGORY; AND

B. THE NUMBER AND TYPE OF PERSONNEL THAT ARE EMPLOYED BY THE VR AGENCY IN THE PROVISION OF VOCATIONAL REHABILITATION SERVICES, INCLUDING RATIOS OF QUALIFIED VOCATIONAL REHABILITATION COUNSELORS TO CLIENTS;

C. PROJECTIONS OF THE NUMBER OF PERSONNEL, BROKEN DOWN BY PERSONNEL CATEGORY, WHO WILL BE NEEDED BY THE VR AGENCY TO PROVIDE VR SERVICES IN 5 YEARS BASED ON PROJECTIONS OF THE NUMBER OF INDIVIDUALS TO BE SERVED, INCLUDING INDIVIDUALS WITH SIGNIFICANT DISABILITIES, THE NUMBER OF PERSONNEL EXPECTED TO RETIRE OR LEAVE THE FIELD, AND OTHER RELEVANT FACTORS.

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Personnel Category	No. of Personnel Employed	No. of Personnel Currently Needed	Projected No. of Personnel Needed in 5 Years
Administrative Staff	19	23	23
Counselor Staff	35	45	45
Other Staff	3	4	4
Supervisory Staff	7	7	7
Support Staff	10	10	10
Total	74	89	89

D. RATIO OF QUALIFIED VR COUNSELORS TO CLIENTS:

1:89

E. PROJECTED NUMBER OF INDIVIDUALS TO BE SERVED IN 5 YEARS:

Based on the staffing projections, stable active service population, ongoing modernization efforts, Pre-ETS expansion activities, and anticipated improvements in service coordination and outreach, the agency projects serving approximately 4,000 individuals annually within five years (FFY 2031). This projection reflects current demand trends, anticipated staffing capacity, historical caseload patterns, and the agency's continued efforts to improve participant engagement, service timeliness, and access to vocational rehabilitation services statewide.

2. DATA AND INFORMATION ON PERSONNEL PREPARATION AND DEVELOPMENT, RECRUITMENT AND RETENTION, AND STAFF DEVELOPMENT, INCLUDING THE FOLLOWING:

A. A LIST OF THE INSTITUTIONS OF HIGHER EDUCATION IN THE STATE THAT ARE PREPARING VR PROFESSIONALS, BY TYPE OF PROGRAM; THE NUMBER OF STUDENTS ENROLLED AT EACH OF THOSE INSTITUTIONS, BROKEN DOWN BY TYPE OF PROGRAM; AND THE NUMBER OF STUDENTS WHO GRADUATED DURING THE PRIOR YEAR FROM EACH OF THOSE INSTITUTIONS WITH CERTIFICATION OR LICENSURE, OR WITH THE CREDENTIALS FOR CERTIFICATION OR LICENSURE, BROKEN DOWN BY THE PERSONNEL CATEGORY FOR WHICH THEY HAVE RECEIVED, OR HAVE THE CREDENTIALS TO RECEIVE, CERTIFICATION OR LICENSURE.

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Institute of Higher Education	Type of Program	No. of Students Enrolled	No. of Prior Year Graduates
None in the State			

Institute of Higher Education	Type of Program	No. of Students Enrolled	No. of Prior Year Graduates

B. THE VR AGENCY'S PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL, WHICH ADDRESSES THE CURRENT AND PROJECTED NEEDS FOR QUALIFIED PERSONNEL; AND THE COORDINATION AND FACILITATION OF EFFORTS BETWEEN THE VR AGENCY AND INSTITUTIONS OF HIGHER EDUCATION AND PROFESSIONAL ASSOCIATIONS TO RECRUIT, PREPARE, AND RETAIN PERSONNEL WHO ARE QUALIFIED, INCLUDING PERSONNEL FROM MINORITY BACKGROUNDS AND PERSONNEL WHO ARE INDIVIDUALS WITH DISABILITIES.

VRNH is committed to maintaining a qualified workforce sufficient to meet the current and projected needs of individuals with disabilities across the State. VRNH regularly reviews caseload trends, referral activity, and staffing coverage to ensure adequate capacity for both adult vocational rehabilitation services and the growing demand for transition and Pre-Employment Transition Services (Pre-ETS).

Over the past two years, VRNH has made measurable progress in stabilizing its workforce. Staff turnover has decreased, and six of seven regional offices are now fully staffed, supporting improved continuity of services and timely case progression. To further strengthen staffing capacity and ensure service delivery statewide, VRNH entered into a contract with ServiceSource/Abilities Florida to supplement counselor capacity. This contract has provided an additional seven (7) counselors, including two (2) dedicated to supporting Pre-ETS services for students with disabilities.

To support recruitment and workforce stability, VRNH has also updated position qualification pathways to expand the pool of eligible applicants while continuing to ensure that rehabilitation counselor qualifications meet applicable federal and professional personnel standards. These changes allow VRNH to recruit qualified candidates with relevant education and experience and to support their ongoing professional development through training, supervision, and advancement opportunities.

Because New Hampshire does not currently have an in-state academic program specifically preparing vocational rehabilitation counselors, VRNH focuses recruitment and preparation efforts through regional partnerships, professional networks, relevant professional associations, and engagement with institutions of higher education in neighboring states as opportunities arise. VRNH also supports ongoing staff development through structured onboarding, in-service training, and professional growth opportunities, including participation in national rehabilitation training resources and professional certification pathways such as the Certified Rehabilitation Counselor (CRC) credential.

VRNH remains committed to recruiting and retaining a diverse and qualified workforce, including individuals from minority backgrounds and individuals with disabilities, through

inclusive hiring practices, outreach, and continued investment in training, supervision, and staff support.

C. DESCRIPTION OF STAFF DEVELOPMENT POLICIES, PROCEDURES, AND ACTIVITIES THAT ENSURE ALL PERSONNEL EMPLOYED BY THE VR AGENCY RECEIVE APPROPRIATE AND ADEQUATE TRAINING AND CONTINUING EDUCATION FOR PROFESSIONALS AND PARAPROFESSIONALS:

I. PARTICULARLY WITH RESPECT TO ASSESSMENT, VOCATIONAL COUNSELING, JOB PLACEMENT, AND REHABILITATION TECHNOLOGY, INCLUDING TRAINING IMPLEMENTED IN COORDINATION WITH ENTITIES CARRYING OUT STATE PROGRAMS UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998; AND

II. PROCEDURES FOR THE ACQUISITION AND DISSEMINATION OF SIGNIFICANT KNOWLEDGE FROM RESEARCH AND OTHER SOURCES TO VR AGENCY PROFESSIONALS AND PARAPROFESSIONALS AND FOR PROVIDING TRAINING REGARDING THE AMENDMENTS TO THE REHABILITATION ACT MADE BY THE WORKFORCE INNOVATION AND OPPORTUNITY ACT.

VRNH continues to provide staff with appropriate and adequate training to ensure that professional and paraprofessional personnel possess the knowledge and skills necessary to assist individuals with disabilities in achieving competitive integrated employment outcomes. The Agency recognizes the importance of maintaining qualified vocational rehabilitation staff and implements a structured system of personnel development to support continuous learning, service consistency, and professional growth.

All new staff participate in a comprehensive orientation process covering eligibility determination, assessment, vocational counseling, job placement, documentation requirements, ethical practice, informed choice, and federal and state program standards. Ongoing in-service training is provided to ensure staff competency in core areas, including comprehensive assessment, vocational counseling and guidance, job placement strategies, supported and customized employment, rehabilitation technology, assistive technology services, Pre-Employment Transition Services, and participant engagement strategies.

Training needs are assessed annually through staff input, supervisory feedback, quality assurance activities, client feedback, legislative and regulatory changes, emerging vocational rehabilitation trends, and program performance data. The Policy and Training Unit develops an annual training plan informed by this assessment. Supervisors collaborate with staff to align individual professional development goals with agency priorities. Training is delivered through in-service sessions, workshops, webinars, online learning platforms, external professional development opportunities, and recurring refresher modules. VRNH maintains access to YESLMS and continues to expand the use of Canvas as a learning management system to modernize training delivery, centralize training materials, improve tracking capabilities, and support recurring training assignments and knowledge retention.

During the 2026–2027 State Plan period, VRNH continues to modernize its staff development system through expanded use of structured onboarding, recurring training modules, centralized resource repositories, supervisory coaching, and enhanced tracking of required trainings and professional development activities.

VRNH coordinates training activities, as appropriate, with other state agencies, institutions of higher education, technical assistance centers, and community partners to ensure staff remain informed regarding best practices, rehabilitation technology resources, and evolving service delivery models. Training partnerships and technical assistance activities may include collaboration with entities such as the University of Wisconsin vocational rehabilitation training programs, the New Hampshire Department of Education, the New Hampshire Department of Health and Human Services, Granite State Independent Living, Community Rehabilitation Programs, the Assistive Technology in New Hampshire (ATinNH) program, NTACT:C, and other workforce and disability partners.

VRNH continues to emphasize training related to rehabilitation technology and assistive technology (AT) to support removal of barriers to employment and increase participant independence and workplace accessibility. Staff receive training regarding identification of AT needs, referral processes, workplace accommodations, adaptive equipment, communication supports, accessibility tools, and integration of rehabilitation technology services into the Individualized Plan for Employment (IPE). Training also includes strategies for utilizing rehabilitation technology and assistive technology to address barriers involving communication, mobility, transportation, sensory impairments, remote participation, workplace access, and job retention. Rehabilitation Technicians and counselors collaborate to assess participant needs and coordinate appropriate technology-based supports and referrals.

The Agency maintains procedures for acquiring and disseminating significant knowledge from research, federal guidance, and national technical assistance centers. Information is shared through internal communications, staff meetings, supervisory conferences, communities of practice, and training modules. Training regarding amendments to the Rehabilitation Act under WIOA, federal monitoring findings, quality assurance trends, and related regulatory changes is incorporated into onboarding and ongoing professional development activities to support compliance, program integrity, and continuous improvement.

Compliance and accountability mechanisms support adherence to training requirements. Participation in required training is monitored and may be reflected in performance evaluations. Regular review of staff development policies and procedures ensures continued alignment with federal requirements, workforce needs, and best practices in vocational rehabilitation service delivery.

3. DESCRIPTION OF VR AGENCY POLICIES AND PROCEDURES FOR THE ESTABLISHMENT AND MAINTENANCE OF PERSONNEL STANDARDS CONSISTENT WITH SECTION 101(A)(7)(B) TO ENSURE THAT VR AGENCY PROFESSIONAL AND PARAPROFESSIONAL PERSONNEL ARE ADEQUATELY TRAINED AND PREPARED, INCLUDING—

A. STANDARDS THAT ARE CONSISTENT WITH ANY NATIONAL OR STATE-APPROVED OR -RECOGNIZED CERTIFICATION, LICENSING, REGISTRATION, OR OTHER COMPARABLE REQUIREMENTS THAT APPLY TO THE PROFESSION OR DISCIPLINE IN WHICH SUCH PERSONNEL ARE PROVIDING VR SERVICES; AND

B. THE ESTABLISHMENT AND MAINTENANCE OF EDUCATION AND EXPERIENCE REQUIREMENTS, IN ACCORDANCE WITH SECTION 101(A)(7)(B)(II) OF THE REHABILITATION ACT, TO ENSURE THAT THE PERSONNEL HAVE A 21ST CENTURY UNDERSTANDING OF THE EVOLVING LABOR FORCE AND THE NEEDS OF INDIVIDUALS WITH DISABILITIES.

VRNH recognizes that the requirements of the Comprehensive System of Personnel Development (CSPD) provide an opportunity to strengthen the knowledge, skills, and abilities of rehabilitation counselors and enhance the quality of employment outcomes for individuals with disabilities.

In accordance with 34 CFR § 361.18(c)(2)(i), VRNH has established personnel standards designed to ensure that staff providing vocational rehabilitation services possess appropriate education and experience consistent with applicable federal and state requirements.

Based on implementation experience and prevailing labor market conditions, the VR agency revised its personnel qualification standards to ensure it can recruit and retain qualified staff while continuing to deliver effective vocational rehabilitation services statewide. Under the prior model, reliance on a narrow pool of candidates with highly specialized credentials limited the agency's ability to fill counselor positions in a timely and sustainable manner.

The revised standard requires a bachelor's degree from an accredited college or university with at least twelve (12) courses or thirty-six (36) credits in social work, psychology, sociology, education, rehabilitation counseling, vocational guidance, human resources, human services, or a related field, along with two years of professional, paraprofessional, or technical experience in education, vocational guidance, rehabilitation counseling, human resources, workers' compensation, employment services, or human services. The agency also permits substitution of additional approved formal education for required work experience, consistent with state personnel practices.

In addition to the minimum qualification standards, VRNH continues to recruit and encourage the hiring of individuals with advanced degrees and nationally recognized credentials relevant to the vocational rehabilitation profession, including master's degrees in rehabilitation counseling, counseling, social work, psychology, special education, human services, or related fields. The agency also recognizes the value of national certifications and professional credentials, including Certified Rehabilitation Counselor (CRC) certification, where applicable. To support ongoing professional development and service quality, VRNH currently provides financial support for eligible regional leaders and counselors pursuing and maintaining CRC certification.

These standards are designed to ensure that personnel possess relevant academic preparation, practical experience, and the foundational competencies necessary to address the evolving needs of individuals with disabilities and the modern labor market. Ongoing professional development, supervision, and training ensure staff maintain a current understanding of workforce trends, employer expectations, assistive technology resources, and service delivery practices consistent with 21st-century workforce demands.

Outreach and recruitment efforts are targeted toward individuals who meet these personnel standards, including individuals with rehabilitation counseling backgrounds and related advanced professional training.

4. METHOD(S) THE VR AGENCY USES TO ENSURE THAT PERSONNEL ARE ABLE TO COMMUNICATE IN APPROPRIATE MODES OF COMMUNICATION WITH OR IN THE NATIVE LANGUAGE OF APPLICANTS OR ELIGIBLE INDIVIDUALS WHO HAVE LIMITED ENGLISH SPEAKING ABILITY.

The Bureau of Vocational Rehabilitation in New Hampshire (VRNH) ensures that applicants and eligible individuals can communicate in their preferred mode of communication or native language.

VRNH provides access to language interpretation services through the State's Language Bank for individuals with limited English proficiency. Interpretation services are available by telephone, video, or in person, as appropriate. VRNH provides translated materials and language access services, as appropriate, to ensure meaningful access to vocational rehabilitation services for individuals with limited English proficiency.

For individuals who are Deaf or Hard of Hearing, VRNH arranges qualified American Sign Language (ASL) interpreters through the New Hampshire Department of Health and Human Services (NDHHS) and maintains access to state- or nationally certified interpreters. Auxiliary aids and services, including CART services and assistive listening devices, are provided as needed.

VRNH also ensures accessibility for individuals who use manual, tactile, oral, or alternative communication devices. Materials can be provided in alternative formats, including large print, recorded formats, Braille, and electronic formats, to ensure effective communication.

Staff are trained to identify communication needs at intake and throughout service delivery and are responsible for arranging appropriate accommodations and communication supports to ensure meaningful access to vocational rehabilitation services.

5. AS APPROPRIATE, DESCRIBE THE PROCEDURES AND ACTIVITIES TO COORDINATE THE DESIGNATED STATE UNIT'S COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT WITH PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT.

VRNH coordinates elements of its Comprehensive System of Personnel Development (CSPD) with personnel development efforts under the Individuals with Disabilities Education Act (IDEA) through collaboration with the Bureau of Special Education Support and local education agencies.

VRNH offers professional development opportunities to special educators and related service professionals regarding the benefits and positive impacts that vocational rehabilitation services can have on individuals with disabilities. Intended outcomes of these events include providing local-level special educators and service providers with a greater understanding of vocational rehabilitation services, increased referrals to the agency, and further opportunities to enhance communication between the agency, schools, and service providers to strengthen transition outcomes for students with disabilities.

VRNH staff also participate in training provided by the Bureau of Special Education Support for school staff, as it relates to Indicator 13, to demonstrate how vocational rehabilitation services can help to support the transition goals and services within a student's transition plan of their IEP. This coordination supports alignment between vocational rehabilitation services and IDEA transition requirements.

J. COORDINATION WITH EDUCATION OFFICIALS.

In accordance with the requirements in Section 101(a)(11)(D) of the Rehabilitation Act—

1. DESCRIBE PLANS, POLICIES, AND PROCEDURES FOR COORDINATION BETWEEN THE DESIGNATED STATE AGENCY AND EDUCATION OFFICIALS RESPONSIBLE FOR THE PUBLIC EDUCATION OF STUDENTS WITH DISABILITIES, THAT ARE DESIGNED TO FACILITATE THE TRANSITION OF THE STUDENTS WITH DISABILITIES FROM THE RECEIPT OF EDUCATIONAL SERVICES IN SCHOOL TO THE RECEIPT OF VOCATIONAL REHABILITATION SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES.

VRNH, organized within the New Hampshire Department of Education, actively participates in statewide transition initiatives and maintains coordinated planning efforts with education officials responsible for the public education of students with disabilities.

In August 2022, VRNH developed a Transition Services Strategic Plan (2022–2026) in collaboration with internal and external stakeholders. A Transition Services Advisory Committee was established to advance statewide transition and Pre-Employment Transition Services (Pre-ETS) outcomes. The Committee leverages cross-agency partnerships to strengthen collaboration, improve communication, and promote best practices that support students and youth with disabilities in transitioning from school to postsecondary education, training, and competitive integrated employment.

VRNH maintains a fully executed interagency agreement with the New Hampshire State Education Agency (updated August 2023) that outlines roles and responsibilities related to transition planning and service coordination. VRNH counselors collaborate with schools to ensure vocational rehabilitation services are incorporated into students' transition plans and Individualized Education Programs (IEPs), including compliance with Indicator 13 requirements. Individualized Plans for Employment (IPEs) are developed, when appropriate, while students remain in school and within 90 days of eligibility determination to ensure seamless transition.

The interagency coordination process includes ongoing communication between VR counselors, school personnel, special education staff, transition coordinators, families, Community Rehabilitation Programs (CRPs), and Pre-ETS providers to support early identification of students who may benefit from vocational rehabilitation services. VRNH counselors and Student Transition Specialists participate in transition planning meetings, provide outreach to schools and families, assist with referral and intake activities, and coordinate services designed to support movement from secondary education to postsecondary education, training, supported employment, and competitive integrated employment.

Pre-Employment Transition Services are delivered through multiple methods, including Student Transition Specialist workshops, contracted providers (e.g., IMPACCT Academy), and individualized services provided by VR counselors or Community Rehabilitation Programs. VRNH has strengthened coordination between counselors, Pre-ETS providers, and education personnel to increase engagement of potentially eligible students and expand statewide access to the five required Pre-ETS activities.

During the 2026–2027 State Plan period, VRNH continues implementation of a redesigned intake and referral coordination process intended to improve engagement with students referred for Pre-Employment Transition Services and vocational rehabilitation services. In collaboration with Abilities Florida and other external partners, VRNH is improving referral tracking, increasing timely participant contact, strengthening communication with schools and

families, and reducing the likelihood that students referred for services disengage prior to eligibility determination or service implementation. Early implementation efforts have already resulted in improved referral coordination, more timely outreach to students and families, and enhanced tracking of Pre-ETS referrals and engagement activities.

VRNH employs a full-time Transition Services Administrator, Transition Coordinator, and five Student Transition Specialists who work statewide to support school partnerships, provide training, improve service coordination, and promote inclusion of students with disabilities in school-to-work initiatives. Regional counselors serve as liaisons to assigned schools to support ongoing collaboration.

VRNH actively participates in the State Community of Practice on Transition, co-hosts collaborative college and career events, partners with the Parent Information Center for family outreach, and collaborates with other state agencies, including the Bureau of Developmental Services, to ensure continuity of supports beyond graduation.

VRNH continues to strengthen coordination with local education agencies, transition personnel, Pre-ETS providers, workforce partners, and other state agencies to improve referral pathways, transition planning, continuity of services, and postsecondary employment outcomes for students and youth with disabilities.

Through statewide planning, formal interagency agreements, shared training initiatives, coordinated Pre-ETS delivery, regional liaison structures, and ongoing collaboration with schools and partner agencies, VRNH maintains comprehensive coordination with education officials to facilitate the transition of students with disabilities from school to postsecondary education, vocational rehabilitation services, and employment.

2. DESCRIBE THE CURRENT STATUS AND SCOPE OF THE FORMAL INTERAGENCY AGREEMENT BETWEEN THE VR AGENCY AND THE STATE EDUCATIONAL AGENCY. CONSISTENT WITH THE REQUIREMENTS OF THE FORMAL INTERAGENCY AGREEMENT PURSUANT TO 34 C.F.R. § 361.22(B), PROVIDE, AT A MINIMUM, THE FOLLOWING INFORMATION ABOUT THE AGREEMENT:

A. CONSULTATION AND TECHNICAL ASSISTANCE, WHICH MAY BE PROVIDED USING ALTERNATIVE MEANS FOR MEETING PARTICIPATION (SUCH AS VIDEO CONFERENCES AND CONFERENCE CALLS), TO ASSIST EDUCATIONAL AGENCIES IN PLANNING FOR THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO POST-SCHOOL ACTIVITIES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES AND OTHER VOCATIONAL REHABILITATION SERVICES;

B. TRANSITION PLANNING BY PERSONNEL OF THE DESIGNATED STATE AGENCY AND EDUCATIONAL AGENCY PERSONNEL FOR STUDENTS WITH DISABILITIES THAT FACILITATES THE DEVELOPMENT AND IMPLEMENTATION OF THEIR INDIVIDUALIZED EDUCATION PROGRAMS (IEPS) UNDER SECTION 614(D) OF THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT;

C. THE ROLES AND RESPONSIBILITIES, INCLUDING FINANCIAL RESPONSIBILITIES, OF EACH AGENCY, INCLUDING PROVISIONS FOR DETERMINING STATE LEAD AGENCIES AND QUALIFIED PERSONNEL RESPONSIBLE FOR TRANSITION SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES;

D. PROCEDURES FOR OUTREACH TO AND IDENTIFICATION OF STUDENTS WITH DISABILITIES WHO NEED TRANSITION SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES. OUTREACH TO THESE STUDENTS SHOULD OCCUR AS EARLY AS POSSIBLE DURING THE TRANSITION PLANNING PROCESS AND MUST INCLUDE, AT A MINIMUM, A DESCRIPTION OF THE PURPOSE OF THE VOCATIONAL REHABILITATION PROGRAM, ELIGIBILITY REQUIREMENTS, APPLICATION PROCEDURES, AND SCOPE OF SERVICES THAT MAY BE PROVIDED TO ELIGIBLE INDIVIDUALS;

E. COORDINATION NECESSARY TO SATISFY DOCUMENTATION REQUIREMENTS SET FORTH IN 34 C.F.R. PART 397 REGARDING STUDENTS AND YOUTH WITH DISABILITIES WHO ARE SEEKING SUBMINIMUM WAGE EMPLOYMENT; AND

F. ASSURANCE THAT, IN ACCORDANCE WITH 34 C.F.R. § 397.31, NEITHER THE SEA NOR THE LOCAL EDUCATIONAL AGENCY WILL ENTER INTO A CONTRACT OR OTHER ARRANGEMENT WITH AN ENTITY, AS DEFINED IN 34 C.F.R. § 397.5(D), FOR THE PURPOSE OF OPERATING A PROGRAM UNDER WHICH YOUTH WITH A DISABILITY IS ENGAGED IN WORK COMPENSATED AT A SUBMINIMUM WAGE.

The Agency continues to participate in an intra-agency agreement with the state educational agency with The Agency continues to participate in an intra -agency agreement with the state educational agency with respect to transition planning- NH Special Education Support (NHSES.) The updated agreement was fully executed in August 2023. The intra-agency agreement includes information regarding roles and responsibilities, including financial responsibilities, of each agency, provisions for determining state lead agencies, and qualified personnel responsible for transition services; and procedures for outreach to and identification of students with disabilities who need transition services. In addition, the agreement outlines the provision of coordinated training opportunities between agencies to field staff, in order to enhance knowledge and understanding of how transition services are provided to students with disabilities through the vocational rehabilitation and special education processes. Additional outcomes of the coordinated trainings are intended to build and strengthen relationships between schools and vocational rehabilitation counselors. The Intra-agency agreement is posted on VRNH's website. In addition, the content of the agreement is being shared with the local educational agencies through various training forums.

Secondary Transition Intra-Agency Agreement New Hampshire Education Department, Agency of Special Education Support (NHSES) and New Hampshire Education Department, Agency of Vocational Rehabilitation (VRNH)

Consultation and technical assistance -

- Consultation and technical assistance are provided by the administrative, supervisory, and direct service delivery regional offices of VRNH and will occur formally and informally throughout the school year.
- VRNH will provide consultative and technical assistance services to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including pre-employment transition services and other vocational rehabilitation services. The consultation and technical assistance provided to educational agencies by VRNH may be provided through alternative means, such as conference calls, video conferences as well as shared in-person training opportunities.

- Referrals to VRNH can be made by students, parents or legal guardians, educators, or other service providers.
- For potentially eligible students with disabilities requesting pre-employment transition services, VRNH will verify that the student meets the definition of a student with a disability and approve the pre-employment transition services needed by the student. Pre-employment transition services may begin once a student requests or is recommended for one or more pre-employment transition services.
- VRNH will accept VR applications for students who choose to apply for VR services and determine Vocational Rehabilitation program eligibility. Eligibility is based upon pertinent medical and/or psychological documentation, education information and related factors that may create a barrier to employment and the need for rehabilitation services. Such information will be obtained, with proper written consent from adult students or students' parents or legal guardians, from the school and other appropriate entities.

Transition planning- by personnel of the designated State agency and educational agency personnel for students with disabilities that facilitates the development and implementation of their individualized education programs (IEPs) under section 614(d) of the Individuals with Disabilities Education Act.

- Beginning no later than the IEP before the student turns 16 years old (earlier if appropriate), the IEP for each student must include a statement of the needed transition services, including, if appropriate, a statement of each LEAs and each participating agency's responsibilities and/or linkages. To this end, the LEA shall invite a representative of any agency that is likely to be responsible for providing and/or paying for transition services and, use a variety of strategies to ensure that appropriate linkages are made before the student leaves school. For eligible students, the IEP will be developed to coordinate with plans developed through other agencies, such as VRNH.
- In conjunction with the IEP which addresses transition, an Individualized Plan for Employment (IPE) will be developed for all individuals determined eligible by VRNH which will document their vocational goal and the course of action designed to enable the student to achieve the stated goal, as well as timelines. The development of the IPE requires active participation from the student and may involve participation and support from the parent and/or guardian. Participation from appropriate school personnel may also be encouraged in the development of this plan.
- The IPE must be developed, agreed to, and signed by the student, or the student's representative, and the VR counselor, as early as possible in the transition process, but no later than the time the eligible student leaves the school setting. In addition, the IPE will be completed within 90 days from eligibility determination. Section 101(a)(11)(D) of the Rehabilitation Act. The same applies for those able to be served if an Order of Selection is in effect. Section 101 (a)(9)(A) of the Rehabilitation Act; 34 CFR 361.22(a).
- VRNH and NHSES will work together to assure that each LEA will have IEPs and supporting planning documents that specify an array of curricular options and experiences designed to assist students to make smooth transitions from school to post-

school activities. Services are based on the individual needs of the student and the desired post-school outcomes.

- VRNH will coordinate planning, assessment, training, and pre-employment transition or other transition services necessary for students to achieve his or her chosen employment outcome in coordination with the local LEA.
- VRNH's pre-employment transition services include the following activities: Instruction in self-advocacy and peer mentoring; Work based learning experiences; Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education; Workplace readiness training; and Job exploration counseling.
- VRNH's pre-employment services can be delivered in a variety of ways to best meet the need of the individual. These may include but are not limited to: VRNH providing said services either individually or in groups in schools or community and or VR's qualified contracted vendor to deliver pre-employment transition services one on one or in groups.
- Vocational Rehabilitation services will be provided as outlined in the IPE.
- VRNH's collaboration with and assistance to the local school district teachers in transition planning for students with disabilities, to facilitate development and completion of their IEPs as required under section 614(d) of IDEA. VRNH will inform the local school district teachers of community events, such as job fairs, transition fairs, and career days to introduce and expose students with disabilities to possible career goals and objectives.
- Introduction and guidance of students with disabilities to post-school alternatives which includes but is not limited to employment, post-secondary education, vocational training, and adult education, by local school district personnel and VRNH staff. Planning also includes coordination of social experiences for students with disabilities in work-based settings to improve competitive integrated employment outcomes.

Shared Responsibilities: Agency of Vocational Rehabilitation, New Hampshire (VRNH) and the New Hampshire Agency of Special Education Supports (NHSES) mutually agree to the following:

1. Facilitate intra-agency planning for implementation of educational programs and transition services for LEA students with disabilities from high school to post-high school services.

2. NHSES and VRNH will actively participate in the New Hampshire Transition Community of Practice which focus on collaboration with other parties interested in sharing transition resources and information. This includes an annual Transition Summit featuring high quality professional development in supporting youth with disabilities and their families with the transition to post-secondary education, employment, and independent living.

3. Provide and review shared key data to assist with decision making to advance the quality, efficiency, and effectiveness of coordinated transition services for students with disabilities, including pre-employment services.

4. Collaborative efforts will be made to provide common trainings and professional development opportunities to all interested parties as it relates to secondary transition.

5. Meet regularly to address systems, policy, practice, and funding issues that facilitate or negatively impact the transition of youth with disabilities from school to work or post-secondary education.

6. Work jointly on the development of transition program design and service delivery strategies between VRNH and LEAs.

7. Post this agreement on their respective websites.

8. Mutually develop and distribute notices, memorandums, and other information regarding transition to key stakeholders.

9. Provide a copy of this Agreement to the following key stakeholders: all LEA superintendents; all Directors of Special Education; the Agency of Intellectual Disabilities Services; the State Developmental Disabilities Council; all VRNH administrative staff; and other entities as identified.

VRNH Responsibilities: The responsibilities of VRNH are as follows:

1. VR staff will attend and participate in IEP meetings, either in-person or via alternative means, when invited, with appropriate consent.

2. Accept referral of students with disabilities during the transition planning process and provide pre-employment transition services and VR transition services.

3. Provide consultation to LEA staff on transition planning to prepare a student to move from school to work or post-secondary education in accordance with the student's unique needs as determined through the IEP process and provision of pre-employment transition services and VR transition services.

4. Assess, plan, develop and provide individualized vocational rehabilitation (VR) transition services for individuals with disabilities who have been referred and determined eligible for vocational rehabilitation services, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, so that such individuals may prepare for and engage in competitive, integrated employment.

5. Development and approval of an Individualized Plan for Employment (IPE) for eligible individuals, which is consistent with, and which takes into consideration the student's Individualized Education Plan (IEP), within 90 days of VR eligibility determination, unless an extension is approved. This will be completed as early as possible during the transition planning process and not later than the time a student with a disability is determined to be eligible for vocational rehabilitation services leaves the school setting or, if VRNH is operating under an order of selection before each eligible student with a disability is able to be served under the order leaves the school setting.

6. Purchase assistive technology (AT) for those eligible students with disabilities in accordance with their IPE. In assessing the appropriateness of purchase, VRNH on a case-by-case basis will consider the following factors: (a) vocational relevance of AT; (b) impediments to implementation of IPE without AT; (c) customization of AT; (d) remaining useful life of AT; (e)

adequacy of AT in meeting client's prospective needs; (f) replacement cost of AT from alternate sources; and (g) availability and benefits of purchasing different or alternative AT.

7. Provide consultation to assist in the identification of eligible and potentially eligible students with disabilities and determination of their needs for pre-employment transition services.

8. Provide or arrange for the provision of individualized VR services required by the IPE goal, when the student has been determined eligible for VR and the services are specific to his/her employment outcome and are not services customarily provided to the student by the LEA under the Individuals with Disabilities Education Act (IDEA).

9. Provide information and informed choice to parents and/or guardian(s), student/clients regarding VR eligibility, vocational assessment for employment and post-secondary planning and Client Assistance Program (CAP).

10. Provide contact information for VRNH staff and flow charts setting forth the VR process to LEAs to improve communication around referrals and the provision of services.

11. Share information to NHSES and LEA's regarding policies, procedures, guidelines, programs, and services for the purpose of improving the access to, and availability of pre-employment transition services and transition services.

12. Provide brochures and materials about the VR process and services to the school districts for distribution to the students, parents, legal guardians, teachers, and others.

NHSES Responsibilities: The responsibilities of NHSES are as follows:

1. Work in partnership with VRNH to provide technical assistance, training and reference materials regarding WIOA to school districts and other stakeholders identified by the NHSES, including parents, families, guardians, and students relating to the provision of pre-employment transition services and other transition services.

2. NHSES will disseminate this contract to all appropriate NHSES staff who work with or make decisions about Special Education Services and ensure knowledge of joint responsibilities.

3. Promote and support the invitation of VRNH staff, with prior consent from adult students or parents or legal guardians, to attend and participate in IEP meetings for students who have been referred to VRNH for rehabilitation services, or earlier if appropriate.

4. Invite VRNH in NHSES Secondary Transition or Indicator 13 trainings to help facilitate a relationship between LEAs and VRNH. This includes disseminating VRNH materials and providing opportunity for VRNH to explain materials and answer LEA questions.

5. Assist in the facilitations of joint trainings between VRNH and appropriate school district personnel on new State or Federal requirements or initiatives that impact the provision of services by both entities.

6. Share VRNH upcoming trainings or materials with our LEA contacts to increase awareness and build relationships.

7. NHSES monitors each LEA annually for Indicator 13 to ensure compliance with the secondary transition requirements of IDEA for students with disabilities ages 16 and older.

8. Share the following data with VRNH: number of students with disabilities per LEA aged 14 and up; statewide census by disability; as available, the statewide census for students with disabilities who have 504 plans and other data as jointly determined.

9. Support LEAs in their efforts to write IEPs using an outcome-oriented focus and to coordinate transition activities for each IEP eligible student, beginning no later than the IEP before the student turns 16 years old (earlier if appropriate), and to address future student needs in the areas of post-secondary education, vocational training, employment and adult living and communication participation, including assistive technology.

Agency Financial Responsibilities:

LEAs are responsible for providing and paying for any transition service that is considered special education or related services necessary for ensuring a free appropriate public education (FAPE) as required under IDEA. Nothing under title I of the Rehabilitation Act shall be construed as reducing a LEA's obligation to provide the above-described services under IDEA (see section 101(c) of the Rehabilitation Act and §361.22(c) of the VR regulations).

Section 113 of the Rehabilitation Act, as amended by WIOA, requires VR to provide or arrange for the provision of pre-employment transition services in collaboration with local education agencies. Decisions as to who will be responsible for providing services that are both special education services are with the LEA's and vocational rehabilitation services at the state level, as part of this collaborative process.

1. The IEP team, and the VRNH, staff will utilize the transition planning process to determine services necessary for the student to reach his or her identified post-school outcome and outcome for employment as written in the IEP and IPE and will negotiate and identify, if any, programmatic and financial responsibility of each agency (VRNH or LEA). Specific criteria are used to determine which agency (VRNH or LEA) has primary responsibility for providing and paying for transition related services for students with disabilities. These criteria are:

- Purpose of the service. Determine if the service is associated with an employment outcome or educational attainment.
- Customary service. Which agency "customarily" provides the service to students?
- Eligibility for services. Is the student with a disability eligible for special education or related services under IDEA? Does the student have a 504 plan and/or are they an individual with a disability, for the purposes of section 504 of the Rehabilitation Act?

2. LEAs will purchase any assistive technology/equipment determined through the IEP process to be necessary for the education program of individual students who are enrolled in the district.

3. If a student with a disability, including potentially eligible students, require an auxiliary aid or service, e.g., deaf interpreter, reader services, or accessible informational materials, to access or participate in pre- employment transition services, VRNH may pay for the service, if not customarily provided by another entity, including local educational agencies. Auxiliary aides and services are those services necessary to ensure equal access to pre-employment transition services, as required by the Americans with Disabilities Act of 1990 (ADA), as revised by the ADA Amendments Act of 2008, and Section 504 of the Rehabilitation Act.

4. If a student with a disability requires additional VRNH services (e.g., clothing, transportation, or assistive technology, etc.) to participate in pre-employment transition services he or she will need to apply for VRNH services and be determined eligible and receive services in accordance with an approved IPE.

5. VRNH funding for assessment for eligibility and vocational needs, counseling and referral services, job placement services, rehabilitation technology and auxiliary aids and services are exempt from comparable benefit and the financial needs test.

Procedures for outreach to and identification of students with disabilities who need transition services and pre-employment transition services.

- VRNH has an established communication and engagement action plan (established 2/2023). VRNH initiates outreach and work with LEAs to identify potential students with disabilities who need pre-employment transition services and VR transition services. This involves informing the student, or when appropriate their parent or legal guardian, as early as possible about the vocational rehabilitation program, its purpose, eligibility criteria, application procedures and the scope of available VR services, to include pre-employment transition services.

Coordination Related to Subminimum Wage Requirements (34 C.F.R. Part 397):
VRNH coordinates with NHSES and local educational agencies to ensure compliance with the documentation requirements set forth in 34 C.F.R. Part 397 for students and youth with disabilities who are seeking subminimum wage employment. VRNH provides required pre-employment transition services and career counseling and information and referral services consistent with federal requirements prior to any consideration of subminimum wage employment.

Assurance Regarding Subminimum Wage Employment:
In accordance with 34 C.F.R. § 397.31, neither the State Educational Agency nor any local educational agency in New Hampshire enters into a contract or other arrangement with an entity, as defined in 34 C.F.R. § 397.5(d), for the purpose of operating a program under which a youth with a disability is engaged in work compensated at a subminimum wage.

K. COORDINATION WITH EMPLOYERS

In accordance with the requirements in Section 101(a)(11)(E) of the Rehabilitation Act, describe how the VR agency will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of VR services; and transition services for youth and students with disabilities, including pre-employment transition services for students with disabilities.

In alignment with Section 101(a)(11)(E) of the Rehabilitation Act, VRNH works proactively with employers across New Hampshire to identify and develop competitive integrated employment (CIE), career exploration opportunities, internships, work-based learning experiences, and career pathways that support individuals with disabilities, including students and youth receiving Pre-Employment Transition Services (Pre-ETS). Employer partnerships are leveraged to expand access to paid work experiences, job exploration counseling, workplace readiness training, and employment opportunities that reflect current labor market demand and support successful competitive integrated employment outcomes.

Business Engagement Unit

The VRNH Business Engagement Unit (BEU) serves as the primary point of coordination for employer engagement activities statewide. During the current State Plan period, VRNH elevated the BEU leadership position to the administrator level to strengthen statewide coordination, improve strategic planning, and support expanded employer engagement activities. The BEU currently includes five additional positions supporting regional business engagement activities, vendor management, workforce partnerships, and employer outreach.

During the 2024–2026 period, VRNH's operational priorities focused heavily on remediating corrective action plans related to eligibility timeliness, Individualized Plan for Employment (IPE) development timeliness, and compliance with the federal Pre-ETS reserve expenditure requirement. Following substantial progress in those areas, VRNH shifted focus toward strengthening statewide intake and referral coordination for students and youth with disabilities. As the agency moves into the next phase of operational development during 2026–2027, VRNH is increasing emphasis on employer engagement, business partnerships, work-based learning opportunities, and regional business engagement strategies.

The Business Engagement Unit collaborates closely with businesses to support recruitment, retention, workplace accessibility, disability inclusion, and competitive integrated employment opportunities for individuals with disabilities. Services to businesses include recruitment assistance, disability awareness training, workplace accommodation support, consultation regarding the Americans with Disabilities Act (ADA), work-based learning coordination, internships, and Progressive Employment activities. The BEU also collaborates with Community Rehabilitation Programs (CRPs), workforce partners, schools, apprenticeship programs, and other state agencies to support workforce participation and career development opportunities statewide.

Employer Partnerships and Work-Based Learning

VRNH continues to partner with New Hampshire Employment Security (NHES) on regional and virtual job fairs, workforce meetings, and business outreach initiatives. The agency has increased the number of collaborative job fairs and employer engagement opportunities conducted throughout the state, and these events continue to experience strong participation from both employers and VRNH participants.

The agency continues to maintain and expand internship and work-based learning partnerships with businesses including CVS Health and WIN Waste Innovations. These partnerships provide structured work experiences, career exploration opportunities, and skill development activities for VRNH participants, including students and youth with disabilities. VRNH consistently fills available internship and work-based learning opportunities provided through these partnerships, demonstrating continued participant interest and employer engagement.

Several of these partnerships also provide structured work-based learning and career exploration experiences for students and youth with disabilities, directly supporting the required components of Pre-Employment Transition Services.

Progressive Employment

VRNH continues implementation of the Progressive Employment model in partnership with the Institute for Community Inclusion (ICI) at the University of Massachusetts Boston. Counselors

and Community Rehabilitation Programs are actively utilizing Progressive Employment strategies to increase work-based learning opportunities, paid work experiences, and business engagement activities for participants. The agency continues phased expansion of this model across VRNH offices.

VRNH also participates in national technical assistance and business engagement initiatives that support development of employer engagement strategies and workforce partnerships designed to improve competitive integrated employment outcomes for individuals with disabilities.

Community Rehabilitation Programs and Vendor Development

The agency's Community Rehabilitation Program (CRP) infrastructure continues to evolve in support of employer coordination and service consistency. The Vendor Management position within the Business Engagement Unit is operational and currently developing statewide onboarding standards, vendor training processes, and quality improvement measures designed to improve communication, reduce paperwork errors, and strengthen service delivery consistency across providers.

VRNH anticipates implementation of additional vendor and CRP support resources during the current State Plan period, including development of a centralized vendor resource and information platform designed to improve communication, accessibility of information, and coordination with providers statewide.

Rural and Underserved Area Expansion

VRNH continues to expand outreach and employer coordination efforts in underserved and rural areas of the state. During the current State Plan period, VRNH worked collaboratively with Granite State Independent Living to expand Community Rehabilitation Program capacity and employer engagement activities in the North Country region. These efforts are intended to improve access to employment services, increase provider availability, and strengthen business engagement opportunities in historically underserved areas.

Employer Training and Workforce Partnerships

VRNH continues to provide employer-focused disability awareness and inclusion training through the Windmills training program and other business engagement activities. The agency also collaborates with workforce development partners, apprenticeship initiatives, educational institutions, CRPs, and state agencies to improve workforce accessibility and employment outcomes for individuals with disabilities.

The agency remains committed to strengthening statewide employer engagement infrastructure, expanding work-based learning opportunities, improving coordination with workforce partners, and increasing competitive integrated employment opportunities for individuals with disabilities throughout New Hampshire.

L. INTERAGENCY COOPERATION WITH OTHER AGENCIES

In accordance with the requirements in Section 101(a)(11)(C) and (K), describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce development system to develop

opportunities for community-based employment in integrated settings, to the greatest extent practicable for the following:

1. STATE PROGRAMS (DESIGNATE LEAD AGENCY(IES) AND IMPLEMENTING ENTITY(IES)) CARRIED OUT UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998;

The Institute on Disability serves as the lead agency for New Hampshire's statewide Assistive Technology Act Program under Section 4 of the Assistive Technology Act of 1998, known as Assistive Technology in New Hampshire (ATinNH). The Institute on Disability is the implementing entity responsible for carrying out AT Act activities.

ATinNH conducts two primary activity areas:
(1) Training, Education, and Outreach, including assistive technology trainings, classes, workshops, and policy initiatives; and
(2) Assistive Technology Services, including equipment demonstrations, device loans, and equipment reutilization and refurbishing programs.

VRNH coordinates with ATinNH to support individuals with disabilities who require assistive technology to achieve competitive integrated employment outcomes. VR counselors refer participants for device demonstrations and loan programs, and collaborate with ATinNH staff to ensure appropriate assistive technology solutions are identified and integrated into Individualized Plans for Employment (IPEs). VRNH staff also participate in joint training and information-sharing activities to ensure consistent knowledge regarding assistive technology resources and services available statewide.

ATinNH delivers services in partnership with statewide entities including the Governor's Commission on Disability, Crotched Mountain Refurbished Equipment Marketplace, COA - Chapin Senior Center, Grafton County Senior Citizens Council Inc., Future in Sight, Hearing, Speech, & Vision Specialist at the Office of Health Equity, Northeast Deaf and Hard of Hearing Services, Northeast Passage, and ServiceLink Aging and Disability Resource Centers.

2. PROGRAMS CARRIED OUT BY THE UNDER SECRETARY FOR RURAL DEVELOPMENT OF THE DEPARTMENT OF AGRICULTURE;

The USDA Rural Development office in New Hampshire has been reviewed for potential coordination opportunities; however, it does not currently administer programs under the Under Secretary for Rural Development that directly provide workforce development or small business startup assistance to individuals participating in vocational rehabilitation services. Therefore, no formal interagency agreement or coordination activities are in place at this time.

3. NON-EDUCATIONAL AGENCIES SERVING OUT-OF-SCHOOL YOUTH;

VRNH has established partnerships with non-educational agencies and community-based organizations serving out-of-school youth with disabilities to support access to vocational rehabilitation and employment services. VRNH collaborates with Community Rehabilitation Programs (CRPs) to coordinate job development, work-based learning experiences, and supported employment services for out-of-school youth. These partnerships include initiatives such as Project SEARCH, apprenticeship programs, and on-the-job training (OJT) opportunities, which provide structured pathways to competitive integrated employment.

VRNH staff also participate in the national Community of Practice focused on students and youth with disabilities, which promotes cross-agency collaboration and the sharing of strategies to improve employment outcomes for youth who are no longer connected to secondary education systems.

4. STATE USE CONTRACTING PROGRAMS;

Not applicable. New Hampshire does not operate a State Use contracting program under which products or services provided by individuals with disabilities are given procurement preference. Accordingly, no interagency coordination activities are required under this provision.

5. STATE AGENCY RESPONSIBLE FOR ADMINISTERING THE STATE MEDICAID PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT (42 U.S.C. 1396 ET SEQ.);

The New Hampshire Department of Health and Human Services (DHHS) is the State agency responsible for administering the State Medicaid plan under Title XIX of the Social Security Act. VRNH continues to coordinate closely with DHHS, including collaboration with the Divisions of Mental Health, Developmental Services, and Adult and Elderly Services, to support mutual customers and improve continuity of services for individuals with disabilities.

During the current State Plan period, VRNH continued development of a Memorandum of Understanding (MOU) with the New Hampshire Department of Health and Human Services Bureau of Developmental Services related to coordination of vocational rehabilitation services, supported employment services, extended services, and long-term supports for individuals with significant and most significant disabilities. VRNH developed and transmitted a draft MOU to the Bureau of Developmental Services for review and feedback and continues periodic coordination and follow-up discussions regarding interagency responsibilities, supported employment coordination, long-term supports, and continuity of services for mutual customers. While the MOU has not yet been finalized, VRNH and DHHS continue active operational collaboration regarding referral pathways, supported employment planning, and transition to Medicaid-funded extended services and supports, where appropriate.

Coordination with DHHS includes collaboration regarding Medicaid-funded long-term supports and services, including waiver-funded supported employment and extended services for individuals with the most significant disabilities. VRNH works to ensure continuity of services as individuals transition from vocational rehabilitation services to Medicaid-funded extended supports when appropriate.

VRNH and DHHS also continue coordination related to employment services for individuals with developmental disabilities and mental health disabilities, including participation in workforce coalitions, provider coordination activities, supported employment discussions, and collaborative employment initiatives intended to increase competitive integrated employment outcomes statewide.

The agency continues to maintain ongoing coordination and collaboration with DHHS through projects including:

New Hampshire’s Project SEARCH sites located in Nashua, Concord, Keene, and Portsmouth, which continue to provide workplace immersion and employment training opportunities for students and young adults with disabilities; and

Regional Workforce Coalitions, with partners collaborating to assist mutual customers in achieving competitive integrated employment outcomes.

VRNH also continues collaboration with DHHS, Area Agencies, and community partners regarding Community Rehabilitation Program (CRP) development, workforce capacity building, and expansion of employment-related services in underserved areas of the state, including the North Country region. During the current State Plan period, VRNH leadership initiated discussions with Area Agencies, including PathWays of the River Valley, regarding future coordination agreements and operational collaboration intended to improve continuity of services, supported employment coordination, and long-term support planning for individuals receiving ongoing community-based supports.

6. STATE AGENCY RESPONSIBLE FOR PROVIDING SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES;

The New Hampshire Department of Health and Human Services (DHHS), Bureau of Developmental Services, is the State agency responsible for providing services to individuals with developmental disabilities.

During the current State Plan period, Vocational Rehabilitation New Hampshire (VRNH) continued development of a Memorandum of Understanding (MOU) with the Bureau of Developmental Services related to coordination of vocational rehabilitation services, supported employment services, extended services, and long-term supports for individuals with developmental disabilities. VRNH developed and transmitted a draft MOU to the Bureau of Developmental Services for review and feedback and continues periodic coordination and follow-up discussions regarding interagency responsibilities, referral coordination, supported employment planning, and continuity of services for mutual customers. While the MOU has not yet been finalized, VRNH and the Bureau of Developmental Services continue active operational collaboration regarding employment services and long-term support coordination.

The agency continues to partner with the Bureau of Developmental Services and the Bureau of Mental Health Services within DHHS to ensure that employment needs are addressed for individuals served by these systems. Coordination efforts include collaboration regarding supported employment services, waiver-funded long-term supports, provider coordination, and continuity of services for mutual customers transitioning from VR services to extended community-based supports.

VRNH also continues coordination with Area Agencies and community partners that support individuals with developmental disabilities throughout New Hampshire. During the current State Plan period, VRNH leadership initiated discussions with Area Agencies, including PathWays of the River Valley, regarding future coordination agreements and operational collaboration intended to strengthen supported employment coordination, long-term support planning, and continuity of employment services for individuals receiving developmental disability services.

VRNH continues to participate in interagency coordination activities with the Bureau of Developmental Services, the Bureau of Mental Health Services, Area Agencies, providers, and community partners to support competitive integrated employment outcomes for individuals with developmental disabilities and serious mental illness. These collaborative efforts include discussions regarding supported employment services, long-term supports, provider

coordination, workforce participation, and continuity of employment services for mutual customers.

7. STATE AGENCY RESPONSIBLE FOR PROVIDING MENTAL HEALTH SERVICES; AND

The New Hampshire Department of Health and Human Services (DHHS), Bureau of Mental Health Services, is the State agency responsible for providing mental health services in New Hampshire.

VRNH continues to work with the Bureau of Mental Health Services regarding development of a Memorandum of Understanding (MOU) intended to strengthen coordination of vocational rehabilitation services, referral pathways, supported employment strategies, continuity of services, and competitive integrated employment outcomes for mutual customers of both systems. VRNH has developed and transmitted a draft MOU for review and continues periodic coordination and follow-up discussions regarding interagency responsibilities and operational coordination. Progress toward finalization of the MOU was impacted by organizational restructuring and staffing changes within both agencies during the current State Plan period. While the MOU has not yet been finalized, VRNH and the Bureau of Mental Health Services continue active operational collaboration regarding supported employment, service coordination, and long-term support strategies for individuals with mental health disabilities.

VRNH continues to collaborate with the Bureau of Mental Health Services, community mental health centers, providers, and workforce partners to support individuals with mental health disabilities in achieving competitive integrated employment. Coordination activities include referral coordination, supported employment planning, continuity of services, workforce participation initiatives, and collaboration regarding long-term supports and community-based services when appropriate.

VRNH also participates in ongoing interagency discussions and workforce coordination activities involving DHHS partners, providers, and community organizations focused on improving employment outcomes for individuals with serious mental illness and other mental health disabilities.

The agency continues to support collaborative efforts intended to improve access to employment services, increase coordination between service systems, and strengthen continuity of employment supports for individuals receiving mental health services throughout New Hampshire.

8. OTHER FEDERAL, STATE, AND LOCAL AGENCIES AND PROGRAMS OUTSIDE THE WORKFORCE DEVELOPMENT SYSTEM.

The Agency continually seeks to build and maintain relationships with other Federal, State, and local agencies and programs outside the workforce development system that impact the employment outcomes of individuals with disabilities. In addition, since the passage of WIOA, the agency seeks new and innovative strategies for engaging with business and community partners to assist individuals with disabilities in reaching competitive integrated employment outcomes.

Strategies/Agreements for Individuals with Disabilities:

The Earn and Learn program with Granite State Independent Living continues with new students each semester, and the local school district pays two-thirds of the cost of the program. Students earn Extended Learning Opportunity (ELO) credits and high school credits, and participate in work experiences while receiving all five Pre-Employment Transition Services.

The IMPACCT program (Inspiring the Mastery of Post-Secondary Achievement in College, Careers and Training) has served 713 students since fall 2016. The program has three cohorts per year (fall, spring, and summer) and provides all five Pre-ETS in a comprehensive 14-week program (five weeks in the summer). Students participate in work experiences and earn high school credits. The program continues to expand, including the addition of a new site in the Seacoast region.

The Agency continually works with community organizations that provide job placement and support services to individuals with disabilities.

The Agency provides support (one trainer) to partners to promote consistent standards and training for job developers through ACRE (Association of Community Rehabilitation Educators) training and APSE (Association of People Supporting Employment) certification.

VRNH collaborates with Northeast Deaf and Hard of Hearing Services (NDHHS) and other partners in the deaf community to ensure a coordinated team approach to job placement. VRNH maintains an interpreter referral contract with NDHHS to ensure appropriate interpreter coordination for customers and staff. Individualized Pre-Employment Transition Services are provided to meet the specific needs of students who are deaf or hard of hearing.

VRNH collaborates with Future in Sight to support individuals who are blind or visually impaired in achieving vocational goals. Areas of collaboration include transition services, services for older individuals who are blind, and assistive technology evaluations. The Silver Retreats initiative introduces and trains older individuals on the use of technology to maintain independence.

VRNH works with national technical assistance centers in areas including career pathways and transition services.

VRNH collaborates with the Brain Injury Association of New Hampshire (BIANH), including initiatives to improve discharge planning and school re-entry outcomes for students who acquire a brain injury.

The agency collaborates with the Department of Business and Economic Affairs (BEA), which supports rapid response activities, business recruitment, and statewide workforce development strategies.

The VR agency and partners have held the Employment Leadership Awards for the past twelve years, recognizing more than 65 employers that hire, train, and retain individuals with disabilities.

The agency has strengthened relationships with the Business and Industry Association of New Hampshire to expand employment opportunities for individuals with disabilities.

9. OTHER PRIVATE NONPROFIT ORGANIZATIONS.

VRNH collaborates with private nonprofit organizations, including Community Rehabilitation Programs (CRPs), to deliver vocational rehabilitation and supported employment services statewide. The agency has signed agreements with Community Rehabilitation Programs (CRPs) to provide specific vocational rehabilitation services.

Only CRPs who meet the qualification standards and have a signed agreement with VRNH are eligible to provide these services. The VRNH CRP Program Specialist is responsible for approving the agreements. Changes in key personnel and fees are reported to and negotiated with VRNH.

New Hampshire Vocational Rehabilitation works with CRP providers to deliver pre-employment activities, job search, placement, and job analysis services. Since implementation of WIOA, CRPs have assisted in providing both generalized and individualized Pre-Employment Transition Services to students with disabilities. The agency has issued guidance to staff on appropriate utilization of vendor services.

The current menu of services and fee-for-service payment structure does not differentiate between profit and nonprofit agencies and is standard for all CRPs. The agency has implemented systemic changes related to service delivery models, training and competency expectations, and outcome measurement, including implementation of the Progressive Employment model in 2022.

The process to determine the need for new, improved, or expanded programs includes:

Identified needs in the Comprehensive Statewide Needs Assessment;

Meetings of Vocational Rehabilitation administrators and consultants; and

Consultation with the State Rehabilitation Council.

Through ongoing statewide needs assessments, the Agency gathers data to evaluate and improve the effectiveness of community rehabilitation program services. The Agency is developing enhanced tracking systems to analyze service delivery and recommend improvements.

The Agency will continue to strengthen collaboration with private vocational rehabilitation service providers, including community rehabilitation programs, to ensure services meet the needs of individuals with disabilities throughout New Hampshire.

To standardize service quality, CRPs are required to complete ACRE training or equivalent training prior to receiving referrals. Additional professional development opportunities include the Certified Employment Support Professional (CESP) credential. The CRP Program Specialist reviews qualifications, experience, and competencies prior to approval. Approved CRPs must attend mandatory VRNH training on referral and invoicing procedures.

VRNH's case management system (AWARE) supports vendor performance evaluation, including referral volume, placement rates, wages, and successful employment outcomes.

ASSURANCES

The designated State agency or designated State unit, as appropriate and identified in the State certifications included with this VR services portion of the Unified or Combined State Plan and

its supplement, through signature of the authorized individual, assures the Commissioner, that it will comply with all of the requirements of the VR services portion of the Unified or Combined State Plan and its supplement, as set forth in sections 101(a) and 606 of the Rehabilitation Act. The individual authorized to submit the VR services portion of the Unified or Combined State Plan and its supplement makes the following assurances:

The VR agency must select the "Edit" button to review and agree to the VR State plan Assurances.

The State Plan must include
1. Public Comment on Policies and Procedures: The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.
2. Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement: The designated State unit assures it will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a Unified State plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.
3. Administration of the VR services portion of the Unified or Combined State Plan: The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:
3.a. the establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of the Rehabilitation Act.
3.b. either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act.
3.c. consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act.
3.d. the financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3).
3.e. as applicable, the local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act.
3.f. as applicable, the shared funding and administration of joint programs, in accordance with section 101(a)(2)(A)(ii) of the Rehabilitation Act.
3.g. statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act.

The State Plan must include
3.h. the requirements for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act.
3.i. all required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act.
3.j. the requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act.
3.k. the compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act.
3.l. the reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities as set forth in section 101(a)(18)(A).
3.m. the submission of reports as required by section 101(a)(10) of the Rehabilitation Act.
4. Administration of the Provision of VR Services: The designated State agency, or designated State unit, as appropriate, assures that it will:
4.a. comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(E) and (20) of the Rehabilitation Act.
4.b. impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act.
4.c. provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services or, if implementing an order of selection, in accordance with criteria established by the State for the order of selection as set out in section 101(a)(5) of the Rehabilitation Act.
4.d. determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act.
4.e. comply with the requirements for the development of an individualized plan for employment in accordance with section 102(b) of the Rehabilitation Act.
4.f. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act
4.g. provide vocational rehabilitation services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act.
4.h. comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a

The State Plan must include
community rehabilitation program or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by sections 101(a)(14) and 511 of the Rehabilitation Act.
4.i. meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for community rehabilitation programs.
4.j. With respect to students with disabilities, the State,
4.j.i. has developed and will implement,
4.j.i.A. strategies to address the needs identified in the assessments; and
4.j.i.B. strategies to achieve the goals and priorities identified by the State, to improve and expand vocational rehabilitation services for students with disabilities on a statewide basis; and
4.j.ii. has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15), 101(a)(25) and 113).
4.j.iii. shall reserve not less than 15 percent of the allocated funds for the provision of pre-employment transition services; such funds shall not be used to pay for the administrative costs of providing pre-employment transition services.
5. Program Administration for the Supported Employment Title VI Supplement to the State plan:
5.a. The designated State unit assures that it will include in the VR services portion of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act.
5.b. The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the Rehabilitation Act.
6. Financial Administration of the Supported Employment Program (Title VI):
6.a. The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(H) and (I) of the Rehabilitation Act.
6.b. The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the

The State Plan must include
most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the individualized plan for employment, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act.
7. Provision of Supported Employment Services:
7.a. The designated State agency assures that it will provide supported employment services as defined in section 7(39) of the Rehabilitation Act.
7.b. The designated State agency assures that the comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome, in accordance with the requirements of section 606(b)(7)(B) of the Rehabilitation Act an individualized plan for employment that meets the requirements of section 102(b) of the Rehabilitation Act, which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(7)(C) and (E) of the Rehabilitation Act.

Do you attest that these assurances will be met?
Yes

VOCATIONAL REHABILITATION (COMBINED OR GENERAL) CERTIFICATIONS

States must provide written and signed certifications that:

1. THE (ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE,) IS AUTHORIZED TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN UNDER TITLE I OF THE REHABILITATION ACT OF 1973 (REHABILITATION ACT), AS AMENDED BY TITLE IV OF WIOA[1], AND ITS STATE PLAN SUPPLEMENT UNDER TITLE VI OF THE REHABILITATION ACT;

[1] Public Law 113-128.

ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE

New Hampshire Bureau of Vocational Rehabilitation (DSU)

2. IN THE EVENT THE DESIGNATED STATE AGENCY IS NOT PRIMARILY CONCERNED WITH VOCATIONAL AND OTHER REHABILITATION OF INDIVIDUALS WITH DISABILITIES, THE DESIGNATED STATE AGENCY MUST INCLUDE A DESIGNATED STATE UNIT FOR THE VR PROGRAM (SECTION 101(A)(2)(B)(II) OF THE REHABILITATION ACT). AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE I OF THE REHABILITATION ACT FOR THE PROVISION OF VR SERVICES, THE (DESIGNATED STATE AGENCY OR THE DESIGNATED STATE UNIT WHEN THE DESIGNATED STATE AGENCY HAS A DESIGNATED STATE UNIT)[2]AGREES TO OPERATE AND IS RESPONSIBLE FOR THE ADMINISTRATION OF THE STATE VR SERVICES PROGRAM IN ACCORDANCE WITH THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[3], THE REHABILITATION ACT, 34 CFR 361.13(B) AND (C), AND ALL

APPLICABLE REGULATIONS[4], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE TO STATES UNDER SECTION 111(A) OF THE REHABILITATION ACT ARE USED SOLELY FOR THE PROVISION OF VR SERVICES AND THE ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

[2] All references in this plan to "designated State agency" or to "the State agency" relate to the agency identified in this paragraph.

[3] No funds under title I of the Rehabilitation Act may be awarded without an approved VR services portion of the Unified or Combined State Plan in accordance with section 101(a) of the Rehabilitation Act.

[4] Applicable regulations, in part, include the Education Department General Administrative Regulations (EDGAR) in 34 CFR parts 76, 77, 79, 81, and 82; 2 CFR part 200 as adopted by 2 CFR part 3474; and the State VR Services program regulations at 34 C.F.R. part 361.

ENTER THE NAME OF DESIGNATED STATE AGENCY

New Hampshire Education Department (DSA)

3. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE VI OF THE REHABILITATION ACT FOR SUPPORTED EMPLOYMENT SERVICES, THE DESIGNATED STATE AGENCY, OR THE DESIGNATED STATE UNIT WHEN THE DESIGNATED STATE AGENCY HAS A DESIGNATED STATE UNIT, AGREES TO OPERATE AND IS RESPONSIBLE FOR THE ADMINISTRATION OF THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM IN ACCORDANCE WITH THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[5], THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[6], POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER TITLE VI ARE USED SOLELY FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES AND THE ADMINISTRATION OF THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

[5] No funds under title VI of the Rehabilitation Act may be awarded without an approved supported employment supplement to the VR services portion of the Unified or Combined State Plan in accordance with section 606(a) of the Rehabilitation Act.

[6] Applicable regulations, in part, include the citations in footnote 4, as well as Supported Employment program regulations at 34 C.F.R. part 363.

4. THE DESIGNATED STATE UNIT OR, IF NOT APPLICABLE, THE DESIGNATED STATE AGENCY HAS THE AUTHORITY UNDER STATE LAW TO PERFORM THE FUNCTIONS OF THE STATE REGARDING THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT AND IS RESPONSIBLE FOR THE ADMINISTRATION OF THE VR PROGRAM IN ACCORDANCE WITH 34 CFR 361.13(B) AND (C);

5. THE STATE LEGALLY MAY CARRY OUT EACH PROVISION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT.

6. ALL PROVISIONS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT ARE CONSISTENT WITH STATE LAW.

7. THE (ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY UNDER STATE LAW TO RECEIVE, HOLD, AND DISBURSE FEDERAL FUNDS MADE AVAILABLE UNDER THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW

Richard K. Sala

8. THE (ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND THE SUPPLEMENT FOR SUPPORTED EMPLOYMENT SERVICES;

ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW

Director, VR New Hampshire

9. THE AGENCY THAT SUBMITS THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT HAS ADOPTED OR OTHERWISE FORMALLY APPROVED THE PLAN AND ITS SUPPLEMENT.

FOOTNOTES

[1] Public Law 113-128.

[2] All references in this plan to "designated State agency" or to "the State agency" relate to the agency identified in this paragraph.

[3] No funds under title I of the Rehabilitation Act may be awarded without an approved VR services portion of the Unified or Combined State Plan in accordance with section 101(a) of the Rehabilitation Act.

[4] Applicable regulations, in part, include the Education Department General Administrative Regulations (EDGAR) in 34 CFR parts 76, 77, 79, 81, and 82; 2 CFR part 200 as adopted by 2 CFR part 3474; and the State VR Services program regulations at 34 C.F.R. part 361.

[5] No funds under title VI of the Rehabilitation Act may be awarded without an approved supported employment supplement to the VR services portion of the Unified or Combined State Plan in accordance with section 606(a) of the Rehabilitation Act.

[6] Applicable regulations, in part, include the citations in footnote 4, as well as Supported Employment program regulations at 34 C.F.R. part 363.

CERTIFICATION SIGNATURE

To review and complete the Certification section of the VR portion of the State plan, please select the "Edit" button.

Note, please do not edit the table header or formatting. Only edit the table contents.

If you accidentally edit the table headers and structure, open this link to the blank table. You can copy and paste the table into the narrative field, and start over if needed.

Signatory information	Enter Signatory information in this column
Name of Signatory	Richard K. Sala
Title of Signatory	Director, Bureau of Vocational Rehabilitation New Hampshire
Date Signed	

VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Each State VR program must submit expected levels of performance in its Unified or Combined State Plan and in the two-year modification of that plan. Expected levels of performance for the first two years of a state plan must be submitted in the initial submission of the Unified or Combined State Plan and in the initial submission of the two-year modification of that Plan, for years three and four, as described in 34 CFR § 361.170(a). Expected levels of performance must be stated to the nearest tenth of a percent (XX.X %) or to the nearest whole dollar for median earnings. State VR programs are reminded that the expected levels of performance must be published for public comment prior to plan submission in accordance with state law, regulation, and policy.

The submission of expected levels is the first step in the negotiations process. Once the expected levels of performance have been submitted, State VR programs may begin negotiations with RSA's State Monitoring and Program Improvement Division. Each State VR program must reach agreement with RSA on the negotiated levels of performance for the indicators for each of the first two years of the Unified or Combined State Plan (or for the third and fourth years of the Unified or Combined State Plan during the required two-year modification process) in accordance with 116(b)(3)(A)(iv).

RSA will use its statistical adjustment model to derive pre-program year estimated levels of performance for each indicator. Each State VR program and RSA will consider the negotiation factors outlined in WIOA section 116(b)(3)(A)(v) during the negotiation process. Once negotiated levels of performance are agreed upon, each State VR program must incorporate the negotiated levels of performance into the Unified or Combined State Plan and the two-year modification of that plan prior to the plan's approval (section 116(b)(3)(A)(iv) of WIOA).

Effectiveness in Serving Employers (ESE)

The ESE indicator has been defined in the ESE final rule and PY 2024 was the first year of data for the newly defined performance indicator. However, a minimum of at least two baseline years of data must be collected to support a statistical adjustment model that could produce sufficiently reliable estimates for the purposes of performance negotiations and state performance assessments. The Departments, in accordance with 20 CFR § 677.190(c)(4) and 34 CFR §§ 361.190(c)(4) and 463.190(c)(4), will collect and monitor state ESE performance results for at least PY 2024 and PY 2025 to establish a credible baseline and provide technical assistance. After PY 2025 data are collected the Departments will develop a statistical adjustment model for ESE in accordance with section 116(b)(3)(A)(viii) of WIOA. Since the ESE indicator is a statewide measure that reflects a combined result across WIOA titles I, II, III, and IV programs, the Departments will jointly engage in negotiations with state representatives from all core programs when feasible. While states are not required to submit expected levels of

performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	57.5	57.5	58.5	58.5
Employment (Fourth Quarter After Exit)	56.0	57.0	57.0	58.0
Median Earnings (Second Quarter After Exit)	$4,700	$4,800	$4,800	$5,000
Credential Attainment Rate	49.5	49.5	51.0	51.0
Measurable Skill Gains	56.0	63.0	57.0	63.2
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

GENERAL EDUCATION PROVISION ACT SECTION 427 ASSURANCE - VOCATIONAL REHABILITATION

Section 427 of the General Education Provisions Act (GEPA) (20 U.S.C. 1228a) applies to applicants for grant awards under this program. All applicants for new grant awards must include the following information in their applications to address this provision in order to receive funding under this program. (OMB Control Number 1894-0005)

The State Plan must include	Include
I assure that the proposed project complies with the requirements in section 427 of the General Education Provisions Act (20 U.S.C. 1228a).	Yes

Compliance can be found on the following page(s) of the application:

I assure that the proposed project complies with the requirements in section 427 of the General Education Provisions Act (20 U.S.C. 1228a).

Compliance with Section 427 of GEPA is addressed in Description (b)(1)(B) regarding nondiscrimination and equal access to services, as well as in related sections describing communication access, language assistance services, outreach to underserved populations, and coordination with partner agencies to ensure equitable participation in vocational rehabilitation services.

GENERAL EDUCATION PROVISION ACT SECTION 427 ASSURANCE - SUPPORTED EMPLOYMENT

Section 427 of the General Education Provisions Act (GEPA) (20 U.S.C. 1228a) applies to applicants for grant awards under this program. All applicants for new grant awards must include the following information in their applications to address this provision in order to receive funding under this program. (OMB Control Number 1894-0005)

The State Plan must include	Include
I assure that the proposed project complies with the requirements in section 427 of the General Education Provisions Act (20 U.S.C. 1228a).	Yes

Compliance can be found on the following page(s) of the application:

Compliance with Section 427 of GEPA is addressed in Description (b)(1)(B) regarding nondiscrimination and equal access to services, as well as in related sections describing communication access, language assistance services, outreach to underserved populations, and coordination with partner agencies to ensure equitable participation in vocational rehabilitation services.

VII. PROGRAM-SPECIFIC REQUIREMENTS FOR COMBINED STATE PLAN PARTNER PROGRAMS

States choosing to submit a Combined State Plan must provide information concerning the six core programs—the Adult program, Dislocated Worker program, Youth program, Wagner-Peyser Act program, Adult Education and Family Literacy Act program, and the Vocational Rehabilitation program— and also submit relevant information for any of the eleven partner programs it elects to include in its Combined State Plan. When a State includes a Combined State Plan partner program in its Combined State Plan, it need not submit a separate plan or application for that particular program. 24 If included, Combined State Plan partner programs are subject to the "common planning elements" in Sections II-IV of this document, where specified, as well as the program-specific requirements for that program.

[24] States that elect to include employment and training activities carried out under the Community Services Block Grant (CSBG) Act (42 U.S.C. 9901 et seq.) under a Combined State Plan would submit all other required elements of a complete CSBG State Plan directly to the Federal agency that administers the program. Similarly, States that elect to include employment and training activities carried by the Department of Housing and Urban Development would

submit all other required elements of a complete State Plan for those programs directly to the Federal agency that administers the program.

TRADE ADJUSTMENT ASSISTANCE (TAA)

There are no program-specific state planning requirements for TAA. If the state includes TAA in a Combined State Plan, the state must incorporate TAA in its responses to the common planning elements in sections II, III, IV, and V of the WIOA State Plan requirements instrument.

Has the state incorporated TAA into the sections indicated above?

Yes

JOBS FOR VETERANS' STATE GRANTS

(OMB Control Number: 1293-0017)

Components of the Jobs for Veterans State Grants State Plan

Jobs for Veterans State Grants (JVSG) recipients must provide a four-year state plan as a condition for the receipt of annual funding in accordance with 38 U.S.C. § 4102A(c). This plan must include responses to each of the components below.

A. DESCRIBE HOW THE STATE INTENDS TO PROVIDE EMPLOYMENT, TRAINING, AND JOB PLACEMENT SERVICES TO VETERANS AND ELIGIBLE PERSONS UNDER THE JVSG PROGRAM (I.E., VIRTUALLY AND IN-PERSON).

Twelve New Hampshire Employment Security (NHES) offices have been designated American Job Centers (AJC) called NHWorks. This structure allows New Hampshire to have a Consolidated/DVOP specialist assigned to eleven of our twelve American Job Centers and one DVOP assigned to the American Job Center in Manchester, to provide the delivery of individualized career services to targeted veterans. This breakdown of staffing was determined based on the volume of customers that we have in the various parts of the state. The Consolidated/ LVER specialists report to more than one office to provide business services, as well as the LVER that we have in our Manchester office. The Consolidated/DVOP and DVOP staff can utilize virtual platforms to provide services to targeted veterans, in addition to services being provided by other AJC staff members to ensure services are provided timely and effectively. JVSG staff have access to Microsoft Teams to conduct virtual meetings. In the local One-Stop Career Centers veterans receive priority of service from all partner staff. Priority is given to veterans for all new job listings posted on the NHWorks Job Match System, our labor exchange system, by placing new job orders on a twenty- four-hour veteran hold, during which time the job order is only viewable by staff for the referral of veterans, and on-line the job order can only be viewed by registrants that are identified as veterans. The DVOP specialist, consolidated staff and the LVER specialist, work in daily collaboration with one-stop delivery system partner staff to promote employment, training, placement, and other opportunities for veterans. Intra-staff collaboration occurs via program updates shared among partners during regularly scheduled staff meetings. All staff members within the NHWorks Offices understand the services and programs available to assist veterans and eligible persons, as well as how to refer these individuals to the services and programs.
Upon contact with a NHWorks Office, customers are asked to self-identify as a veteran or an eligible spouse of a veteran through a series of questions that are asked of them by the staff

member at the front desk in each AJC. A Veterans / Eligible Spouse Screening Tool is then utilized to identify a veteran or eligible person. During a review of this intake form, through an assessment process, by an AJC staff member with the individual, when veterans and other eligible are identified, they are informed of their priority of service status. If the individual is identified as an eligible veteran or eligible person with employment barriers, they are immediately referred to a Consolidated or DVOP specialist to provide individualized career services in the areas of employment, training and job placement. In a situation where a Consolidated and / or DVOP staff member is not available, then another AJC staff member will provide services until the Consolidated or DVOP staff member is available and able to provide these services moving forward. The Consolidated or DVOP specialist will provide individualized career services including assessments of skill levels and needs, development of an individual employment plan, career guidance and planning and referrals to other services and programs, including training opportunities such as apprenticeships, WIOA programs and on-the-job training opportunities. Veterans that are identified through this process as not possessing barriers to employment are provided services by an AJC staff member utilizing a priority of service basis. Veterans meeting eligibility criteria for specific training programs receive priority placement into the programs. Policies and procedures are in place to support services to veterans and/or eligible family members consistent with WIOA regulations. In that regard, a staff member is assigned as a veteran liaison both to ensure that all AJC staff have the information, they need to serve the veteran population and to ensure that all agencies that work with veterans statewide have comprehensive information on the services available through the WIOA program to disperse to veteran they serve. All services provided for eligible veterans and eligible persons, to include job and job training individualized career services, are measured through the results obtained and reported via the ETA 9173 for Wagner-Peyser and DVOP staff. NH follows the guidance in Veterans Program Letter 05-24 to determine eligible veterans and eligible persons.

With a Business Services Team member assigned to cover all labor market areas of the State, the planned deployment of Consolidated and LVER staff is to supplement the outreach efforts being conducted by these staff to focus on targeted efforts to advocate for the hiring of veterans This will also provide for Consolidated and LVER staff being available at all AJCs to facilitate employment. Consolidated positions can also provide training and placement services to veterans. The Consolidated and LVER staff attend outreach training provided to the Business Service Representatives as part of a deployment strategy by the state.

The education community is a partner in each of the American Job Centers. The NH Works collaborative effort includes the NH Department of Education (Adult Education, Vocational Rehabilitation, and Vocational Education) and the NH Community College System. With the education community actively participating in the American Job Centers, veterans are provided easy access to job-driven training opportunities, and newly developed training programs. In addition, our education partners work with all partner agencies in the AJC in the planning and development of increased training opportunities to meet the needs of both the job seekers and the employer community. The Consolidated, DVOP specialists, LVERs and Wagner-Peyser staff have access to current demographic, labor market and educational information for New Hampshire and their local area on their desktop computers at our NHWorks website, as do all veterans accessing the website. Access is also available to both customers and staff with information regarding training and education offered to New Hampshire residents. This information is available within the NH Works Job Match System. The system indicates which

educational programs are WIOA Eligible. One of the Consolidated and LVER's principal duties is to conduct outreach to employers, employer associations, and business groups to promote the advantages of hiring veterans, to assist veterans in gaining employment, and to develop relationships, jobs, training, or job training opportunities for veterans and eligible persons. To accomplish this, Consolidated staff and LVERs participate in appropriate activities such as: Planning and participating in job and career fairs; Conducting employer outreach; Conducting seminars for employers; In conjunction with employers, conducting job search workshops and establishing job search groups; Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans; Promoting credentialing and licensing opportunities for veterans; and Coordinating and participating with other business outreach efforts. The Consolidated staff and LVER's second primary function is to facilitate employment, training and placement services provided to veterans within the NH Works system via capacity building to ensure easier access to the appropriate employment and training services for eligible job-seeking veterans and eligible persons. The Consolidated staff and LVER's, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. The Consolidated and LVER staff are responsible for maintaining contact with Federal Contractors and are also involved in the planning and participation of job fairs. All services provided for eligible veterans and eligible persons, to include training and subsequent placement services are measured through the results obtained and reported via the quarterly ETA 9173.

B. LIST THE POPULATIONS TO BE SERVED BY DISABLED VETERANS' OUTREACH PROGRAM (DVOP) AND CONSOLIDATED POSITION STAFF, INCLUDING THE ELIGIBILITY CRITERIA FOR REFERRAL FOR DVOP SERVICES.

The duties assigned to the Consolidated and DVOP specialists in New Hampshire are as specified in Veterans' Program Letter 05-24. DVOP specialists provide Individualized Career Services and
facilitate placements to meet the employment needs of eligible veterans and eligible persons, prioritizing
service to special disabled veterans, other disabled veterans, and other categories of eligible veterans in accordance with priorities determined by the Secretary of Labor.
Individualized Career Services provided by Consolidated and DVOP specialists include:

- Comprehensive and specialized assessments of skill levels and service needs;
- Development of an individual employment plan;
- Career guidance and planning; and
- Short-term prevocational services.

Consolidated and DVOP specialists will provide services only to eligible veterans and eligible persons meeting the definition of an individual with barriers to employment as defined in VPL 05-24 or the most current VPL on the subject.
The populations to be served by the Consolidated and DVOP staff are:

- Special disabled or disabled veteran, as those terms are defined in 38 U.S.C. 4211(1) and (3);

Special disabled and disabled veterans are those:

- Who are entitled to compensation (or those who would be entitled to compensation, yet are not receiving it due to the receipt of military retired pay) under laws administered by the

Secretary of Veterans' Affairs; or

- Have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities
- Referred for employment services by a representative of the U.S. Department of Veterans Affairs
- Who were discharged or released from active duty because of service-connected disability;
- A homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), as amended.
- A recently separated service member, as defined in 38 U.S.C. 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
- An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration;
- A veteran lacking a high school diploma or equivalent certificate; or a low-income individual (as defined by WIOA Section 3 (36);
- A veteran between the ages of 18 and 24 years old who possess limited civilian work history;
- A Vietnam-era veteran. Vietnam-era veterans are those: For which any part of their active military, naval, or air service was during the Vietnam era (the period beginning February 28, 1961, and ending May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning August 5, 1964, and ending May 7, 1975, in all other cases)
- Spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.
- Total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level
- Receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs
- I was a member of a Guard/Reserve component; AND served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, AND was discharged or released from such duty with other than a dishonorable discharge

NH will serve these populations and any others identified by the Secretary of Labor in accordance with policy and guidance received.

DVOP staff will continue to conduct outreach to local Veterans' Service Organizations (VSOs), homeless shelters, U.S. Department of Veterans Affairs (VA) Medical Centers and Vet Centers, food pantries, correctional institutions and halfway houses in their labor market area to advise them of services available to their customers through the AJC.

NH will continue to work with HVRP Grantees and the DVOP specialists in the Hillsborough County area do outreach on-site and participate in Stand Down activity by Harbor Homes. Representatives from the HVRP grantees periodically visit Local Offices as an additional means of outreach to homeless veterans.

Through agreements with the VA Vocational Rehabilitation and Employment (VAVR&E) and the NH Department of Military Affairs and Veterans Services, and ongoing coordination with all partners in the American Job Center, and working relationships with Veterans' Service Organizations (VSOs) in the community, services, and employment opportunities for veterans most in need of services are optimized.

The managers of each local American Job Center are responsible for monitoring activities of their staff to ensure compliance with the New Hampshire JVSG State Plan. Reports available

through the Job Match System (JMS), are all used to track services to veterans and are monitored by each local NH Works manager and by the State Veterans' Program Coordinator. Each manager receives a copy of the State Plan and is aware of their obligation to carry out the provisions of the plan.
New Hampshire has no identified population of Native Americans living on tribal lands in the State so there is no planned outreach or approval needed to provide such service.

C. DESCRIBE THE ROLES AND RESPONSIBILITIES ASSIGNED TO DISABLED VETERANS' OUTREACH PROGRAM (DVOP) SPECIALISTS, LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) STAFF, AND CONSOLIDATED DVOP/LVER POSITIONS BY THE STATE. THESE MUST BE CONSISTENT WITH 38 U.S.C. 4103A AND 4104.

The DVOP specialists and the LVER staff work in daily collaboration with other New Hampshire Employment Security (NHES) staff, WIOA Title I, State Vocational Rehabilitation, and other AJC partners to promote employment, training, placement, and other opportunities for veterans.

Intra-staff collaboration is also enforced via program updates shared among partners during regularly scheduled staff meetings and NH Works Partners meetings.

The duties assigned to the DVOP specialists in New Hampshire are as specified in Veterans' Program Letter 05-24. DVOP specialists provide Individualized career services and facilitate placements to meet the employment needs of eligible veterans and eligible persons. NH ensures that DVOP's prioritize service to special disabled veterans, and other categories of eligible veterans in accordance with priorities determined by the Secretary of Labor.

Individualized Career Services provided by DVOP specialists include:

- Comprehensive and specialized assessments of skill levels and service needs;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals;
- Career guidance and individual counseling; and
- Short-term prevocational services.

DVOP specialists maintain regular, consistent contact with their participants, both pre-and post-employment. The contact DVOP specialists have with their participants is meaningful and focused on assisting them with overcoming employment barriers to find and maintain employment.

DVOP specialists will provide services only to eligible populations who:

- Are interested in receiving one or more individualized career services, and;
- Meet at least one of the following two criteria
    - Are defined as an eligible veteran or eligible person and are experiencing at least one of the qualifying employment barriers defined in VPL 05-24 or;

- Are members of additional populations eligible for DVOP specialist services as authorized by the current annual appropriations act, as outlined in VPL 05-24.

To receive DVOP services, an eligible veteran or eligible person must affirm that they are experiencing at least one of the following employment barriers:

a. Has a disability, which may include any of the following:

- i. Special disabled veteran, defined in 38 U.S.C. § 4211(1) as a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or person who was discharged or released from active duty because of a service-connected disability.
- ii. Disabled veteran, defined in 38 U.S.C. § 4211(3) as a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs1F 2 ; or a person who was discharged or released from active duty because of a service-connected disability.
- iii. Other disability. Eligible veterans and eligible persons who self-identify as having a disability, as defined by the Americans with Disabilities Act, 42 U.S.C. § 12102.

b. Is a Vietnam-era veteran, as defined by 38 U.S.C. § 4211(2) as an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era, as defined by 38 U.S.C. § 101(29).

c. Is a recently separated veteran, defined in 38 U.S.C. § 4211(6) as a veteran who was discharged or released from active duty within the last three years.

d. Has been referred for employment services by a representative of the Department of Veterans Affairs.

e. Is experiencing homelessness, as defined in Sections 103(a) and (b) of the McKinney Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b)).

f. Is justice-involved, as defined in WIOA Section 3(38), 29 U.S.C. § 3102(38) (definition of "offender").

g. Is between the ages of 18–24 years of age at the time of enrollment.

h. Is educationally disadvantaged, meaning that the individual lacks a high school diploma or equivalent certificate.

i. Is economically disadvantaged, which means any of the following: i. Meets the definition of a low-income individual in WIOA Section 3(36), 29 U.S.C. § 3102(36). ii. Unemployed. iii. Heads of single-parent households containing at least one dependent child.

Additional Populations:

a. Transitioning Service Members (TSM) who, at the time of enrollment have participated in any part of the Transition Assistance Program, including self-paced online modules and Individualized Initial Counseling.

b. Wounded, ill, or injured members of the Armed Forces who are receiving treatment in military treatment facilities or warrior transition units.

c. Spouses or other family caregivers of those wounded, ill, or injured service members

The DVOP specialists are fully integrated into the American Job Center system in New Hampshire. All partners in the AJC are fully aware of the JVSG program and the need to identify eligible veterans and eligible persons with a barrier to employment for referral to a DVOP specialist for the provision of individualized career services.

The duties assigned to the LVER staff in New Hampshire are as specified in Veterans' Program Letter 05-24.

LVER's conduct outreach to the employer community and facilitate employment, training and placement services under New Hampshire's employment service delivery system. LVER's work to inform employers, employer associations and business groups of the advantages of hiring veterans. LVER's advocate for all veterans and additional populations described in VPL 05-24 with all business, industry and other community-based organizations by participating in the following activities:

- Planning, conducting and participating in job and career fairs;
- Conducting employer outreach;
- Conducting seminars for employers;
- In conjunction with employers, conducting job search workshops and establishing job search groups;
- Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.
- Assisting with job development for veterans, eligible persons, and other DVOP;
- Informing federal contractors of the process to recruit qualified veterans;
- Coordinating and participating with other business outreach efforts, including the efforts of WIOA business service representatives;
- Educating and training AJC staff to ensure easier access to the appropriate employment and training services for job-seeking veterans;
- Conducting community outreach and presentations on behalf of employers seeking to hire veterans;
- Promoting initiatives and programs such as the DoD SkillBridge program; and

- Promoting the HIRE Vets Medallion Program and assisting local area employers in applying for the award when appropriate.

LVERs play an important role in developing the veteran service delivery strategies in the New Hampshire state workforce system, educating all AJC staff with current veterans' employment initiatives and programs, and providing regular updates on veteran services and programs.

The LVER, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. Until further guidance is disseminated by USDOL VETS, LVER outreach efforts and other LVER staff activities are monitored locally by NHES managers and the DVET to assure compliance with statutory duties.

Consolidated Staff positions perform both the duties of a DVOP specialist and an LVER staff person

D. DEMONSTRATE THE MANNER IN WHICH DVOP, LVER AND CONSOLIDATED DVOP/LVER STAFF ARE INTEGRATED INTO THE STATE'S EMPLOYMENT SERVICE DELIVERY SYSTEMS OR AMERICAN JOB CENTER (AJC). THIS DEMONSTRATION SHOULD SHOW ACTIVE ENGAGEMENT BETWEEN JVSG AND OTHER AJC STAFF, SUCH AS THROUGH PARTICIPATION IN STAFF MEETINGS AND CROSS-TRAINING OPPORTUNITIES.

The Consolidated, DVOP and LVER staff work in daily collaboration with other New Hampshire Employment Security (NHES) staff, WIOA Title I, State Vocational Rehabilitation, and other AJC partners to promote employment, training, placement, and other opportunities for veterans. Intra-staff collaboration is also achieved via program updates shared among partners during regularly scheduled staff meetings and quarterly NH Works Partners meetings.
The Consolidated and DVOP specialists throughout the State work with the VAVR&E program to assist qualified veterans seeking training. VAVR&E, in turn, refers veterans who are completing training programs to the DVOP specialists for job placement assistance.
The State has one HVRP Grantee, Harbor Homes. The Consolidated and DVOP specialists in the Hillsborough County area do outreach on-site and participate in Stand Down activity by Harbor Homes. Representatives from The HVRP Grantees periodically visit Local Offices as an additional means of outreach to homeless veterans.
Many of the JVSG funded staff are members of Veterans' Service Organizations (VSOs) in their community or have established working relationships with these groups. NHES is a member of the State Apprenticeship Advisory Council and works closely with the Federal apprenticeship representatives.
Consolidated and DVOP staff will continue to conduct outreach to local Veterans' Service Organizations (VSOs), homeless
shelters, VA Medical Centers and Vet Centers, food pantries, correctional institutions, and halfway houses in their labor market area to inform them of the services available through the American Job Centers. Other outreach activities to increase the awareness of employment and training opportunities for veterans are job fairs, public service announcements via local radio stations, information posted on social media sites such as Facebook and Twitter, and a veterans' page on the NHES website.
Efforts to promote the development of employment and training opportunities for veterans and eligible persons will include attendance at Chamber of Commerce and Rotary Club events, job fairs, positive recruitment events and employer seminars in American Job Centers, employer

contacts by Consolidated and LVER staff to Federal contractors and employer outreach by all American Job Center staff.

The education community is a partner in each of the American Job Centers. The NHWorks collaborative effort includes the NH Department of Education (Adult Education, Vocational Rehabilitation, and Vocational Education) and the NH Community College System. With the education community actively participating in the American Job Centers, veterans are provided easy access to job-driven training opportunities, and newly developed training programs. In addition, our education partners work with all partner agencies in the AJC in the planning and development of increased training opportunities to meet the needs of both the job seekers and the employer community.

The Consolidated, DVOP and LVER specialists, along with Wagner-Peyser staff, have access to current demographic, labor market and educational information for New Hampshire and their local area on their desktop computers at our NHWorks website, as do all veterans accessing the website. Access is also available to the Eligible Training Provider List via the Job Match System, containing information on training and education offered to New Hampshire residents. The system indicates which educational programs are WIOA Eligible.

The Consolidated and DVOP specialists are fully integrated into the American Job Center system in New Hampshire. All partners in the AJC are fully aware of the veteran's program and the need to identify eligible veterans and eligible persons with an employment barrier for referral to the Consolidated or DVOP specialist for the provision of intensive services. Should a veteran require a referral to other services in the AJC, the partner agency is advised of the applicant's veteran status to ensure priority of service through the NH Works Release of Information Form and Referral Form.

The Consolidated and LVER staff, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. The Consolidated and LVER staff is responsible for maintaining contact with Federal Contractors and is also involved in the planning and participation in job fairs. Until further guidance is disseminated by USDOL VETS, Consolidated and LVER outreach efforts and other Consolidated and LVER staff activities are monitored locally by NHES managers and the DVET to assure compliance with statutory duties as described in VPL 05-24.

The NHES website also offers Career Exploration & Training tools for veteran job seekers. Among these tools is My Next Move for Veterans, sponsored by the U.S. Department of Labor, Employment & Training Administration, and developed by the National Center for O*NET Development. One module allows the veteran to enter the name or code of his or her military classification. The system will suggest civilian careers with similar work. Once identified, the veteran can use New Hampshire Occupational Projections to review our projections.

Another module in My Next Move for Veterans allows a veteran to search for career options within industries. There are over 900 career options for a veteran to look at. Once a career option is selected, the veteran is able to review the knowledge, skills, and abilities typically required in the occupation, along with expected personality traits and technology that might be used in the occupation. The veteran is also able to review the job outlook in New Hampshire for the selected occupation.

E. DESCRIBE THE STATE'S PERFORMANCE INCENTIVE AWARD PROGRAM TO ENCOURAGE INDIVIDUALS AND/OR EMPLOYMENT SERVICE OFFICES TO IMPROVE AND/OR ACHIEVE EXCELLENCE IN THE PROVISION OF SERVICES TO VETERANS, INCLUDING:

1. THE NOMINATION AND SELECTION PROCESS FOR ALL PERFORMANCE INCENTIVE AWARDS TO INDIVIDUALS AND/OR OFFICES;

New Hampshire is prohibited from using these funds to provide performance and incentive awards due to restrictions in the Collective Bargaining Agreement and under New Hampshire state law and the statutory State Personnel system established under RSA 21-I:42 et seq.

2. THE APPROXIMATE NUMBER AND VALUE OF CASH AWARDS USING THE ONE PERCENT INCENTIVE AWARD ALLOCATION;

New Hampshire is prohibited from using these funds to provide performance and incentive awards due to
restrictions in the Collective Bargaining Agreement and under New Hampshire state law and the statutory
State Personnel system established under RSA 21-I:42 et seq.

3. THE GENERAL NATURE AND APPROXIMATE VALUE OF NON-CASH PERFORMANCE INCENTIVE AWARDS TO BE CHARGED TO THE BASE ALLOCATION; AND

New Hampshire is prohibited from using these funds to provide performance and incentive awards due to
restrictions in the Collective Bargaining Agreement and under New Hampshire state law and the statutory
State Personnel system established under RSA 21-I:42 et seq.

4. ANY CHALLENGES THE STATE MAY ANTICIPATE TO CARRYING OUT A PERFORMANCE INCENTIVE AWARD PROGRAM AS MANDATED BY 38 U.S.C. § 4102A(C). THIS SHOULD INCLUDE ANY STATE LAWS OR POLICIES THAT PROHIBIT SUCH AWARDS, IF APPLICABLE. DESCRIBE THE STATE'S EFFORTS IN OVERCOMING THOSE CHALLENGES.

New Hampshire is prohibited from using these funds to provide performance and incentive awards due to
restrictions in the Collective Bargaining Agreement and under New Hampshire state law and the statutory
State Personnel system established under RSA 21-I:42 et seq.

F. LIST THE PERFORMANCE TARGETS FOR DIRECT SERVICES TO VETERANS PROVIDED BY JVSG STAFF, AS MEASURED BY PARTICIPANTS':

- employment rate in the second quarter after exit from the program;
- employment rate in the fourth quarter after exit; and
- median earnings in the second quarter after exit.
- Employment rate in the second quarter after exit from the program - 58%
- Employment rate in the fourth quarter after exit - 51.5%
- Median earnings in the second quarter after exit - $8,500

UNEMPLOYMENT INSURANCE (UI)

(OMB Control Number: 1205-0132)

The Unemployment Insurance (UI) program requires a State Quality Service Plan (SQSP) on a 2-year planning cycle that is a condition of receipt of administrative funding to administer the program. The SQSP is the State's UI performance management and planning process that allows for an exchange of information between Federal and State partners to enhance the UI program's ability to reflect their joint commitment to performance excellence and client-centered services. A formal two-year SQSP is submitted biennially. On the off years, States may be required to modify the SQSP with additional corrective action plans and narrative if they are failing any new performance measures, and they are required to provide updated budget documents, certifications, and assurances. ETA Handbook No. 336, 18th Edition provides detailed guidance for the preparation and submittal of the SQSP and supplemental guidance is provided in an annual UIPL, issued as UIPL 15-19 for the FY 2020 SQSP. The Social Security Act (SSA) sections 302 and 303 authorize the Secretary of Labor to provide funds to administer the UI program and govern the expenditure of those funds. States that choose the option to include UI in a WIOA Combined State Plan will be required to submit their SQSP through the Combined State Plan process. The SQSP must be prepared in accordance to the instructions in ET Handbook 336, 18th Edition and there are no changes to the established SQSP cycle if a State chose to submit their SQSP through the Combined State Plan process.

A. CONTENTS OF A COMPLETE UI SQSP PACKAGE

A complete UI SQSP package includes the following documents, as described in Chapter 1, ETA Handbook 336, 18th Edition:

1. TRANSMITTAL LETTER

A cover letter to the appropriate Regional Office (RO) transmitting all the required SQSP documents.

ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET CONCORD, NH 03301-4857

Richard J. Lavers, COMMISSIONER

January 2, 2026

Danielle Worthen-Ramos

Regional Administrator

US Department of Labor

Boston Regional Office

JFK Federal Building

RM E-350

Boston, Ma 02203

Dear Ms. Worthen-Ramos,

We are pleased to present New Hampshire's Unemployment Insurance State Quality Service Plan for FY 2026. We believe all areas identified in the ETA Handbook 336, 18th Edition, Change 4 and UIPL 14-25, as well as all listed DOL National Priorities have been addressed.

Please do not hesitate to contact the Department's Unemployment Insurance Division Director, Michael Burke, at Michael.H.Burke@nhes.nh.gov or 603-228-4031 with any questions, issues, or concerns.

Sincerely,

Richard J. Lavers, Commissioner

New Hampshire Department of Employment Security

cc:

Amanda Pourier

Monique Bunch

Michael Burke

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964

Web site: www.nhes.nh.gov

2. BUDGET WORKSHEETS/FORMS

Budget worksheets/forms and plan for program administration based on projected allocations received from the Federal partner. These forms include Worksheet UI-1 and SF 424, SF 424A and SF 424B. The SF 424A is only required if the State vary the quarterly distribution of base claims activity staff years.

Application for Federal Assistance SF-424 * 1. Type of Submission: Application * 2. Type of Application: New • If Revision, select appropriate letter(s) Continuation * Other (Specify): 0 Application Changed/Corrected Revision I * 3. Date Received: 09/26/2025 4. Applicant Identifier: 5a. Federal Entity Identifier: 5b. Federal Award Identifier: State Use Only: 6. Date Received by 7. State Application Identifier: NEW HAMPSHIRE State: 8. APPLICANT INFORMATION: *a. Legal Name: NEW HAMPSHIRE EMPLOYMENT SECURITY * b. Employer/Taxpayer Identification Number (EIN/TIN): 02-6000618 " c. UEI: MNS3KK4Y4MD3 d. Address: " Street1: 45 SOUTH FRUIT STREET Street2: * City: CONCORD County/Parish: "State: NH: New Hampshire Province: "Country: USA: UNITED STATES • Zip / Postal Code: 03301-4857 e. Organizational Unit: Department Name: NH EMPLOYMENT SECURITY Division Name: UNEMPLOYMENT COMPENSATION BUREAU f. Name and contact information of person to be contacted on matters involving this application: Prefix: First Name: Michael Middle Name: H * Last Name: Burke Suffix: Title: UNEMPLOYMENT COMPENSATION BUREAU DIRECTOR,

Organizational Affiliation: NEW HAMPSHIRE EMPLOYMENT SECURITY *Telephone Number: 603-228-4031, Fax Number: 603-229-4346 Email: Michael.H.Burke@nhes.nh.gov

Application for Federal Assistance SF-424 * 9 Type of Applicant 1: Select Applicant Type: A: State Government Type of Applicant 2: Select Applicant Type: Type of Applicant 3: Select Applicant Type: *Other (specify):

• 10 Name of Federal Agency: UNITED STATES DEPARTMENT OF LABOR - ETA 11. Catalog of Federal Domestic Assistance Number: [17.225 I CFDA Title: UNEMPLOYMENT INSURANCE * 12. Funding Opportunity Number: ETA-UIPL-15-25-BASE* Title: FISCAL YEAR (FY) 2026 STATE WORKFORCE AGENCY UNEMPLOYMENT INSURANCE (UI) RESOURCE PLANNING TARGETS AND GUIDELINES 13. Competition Identification Number: ETA-UIPL-15-25-BASE Title: FISCAL YEAR (FY) 2026 STATE WORKFORCE AGENCY UNEMPLOYMENT INSURANCE (UI) RESOURCE PLANNING TARGETS AND GUIDELINES 14. Areas Affected by Project (Cities, Counties, States, etc.)

• 15. Descriptive Title of Applicant's Project: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2026 Attach supporting documents as specified in agency instructions.

Application for Federal Assistance SF-424 16. Congressional * a. Applicant Districts Of: NH * b. Program/Project: ALL Attach an additional list of Program/Project Congressional Districts if needed. Add Attachment 1 Delete Attachment I View Attachment 17. Proposed • a. Start Date: Project: 10/01/2025 *b. End Date: 12/31/2028 18. Estimated Funding ($): *a. Federal 10,724,937.00" b Applicant 0.00" c State 0.00* d Local 0.00* e Other 0.00* f Program Income 0.00 *g. TOTAL $10,724,937.00* 19. Is Application a. This application b. Program Subject to Review By State Under Executive Order 12372 Process was made available to the State under the Executive Order 12372 Process for review on b. is subject to E.O. 12372 but has not been selected by the State for review. c. Program is not covered by E.O. 12372., yes • * 20. Is the Applicant delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.) No * 21. *By signing herein are true, comply with any subject me to this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may criminal, civil, or administrative penalties. (U.S. Code, Title 18, Section 1001). I agree. The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

** I AGREE ** The list of certifications specific instructions. Authorized Representative: Prefix: Middle Name: * Last Name: Suffix: l' Mr . * First Name: George N. I Copadis "Title: Commissioner I *Telephone Number: 603-228-4000 Fax Number: 603-229-4346 1 'Email: George.N.Copadis@nhes.nh gov 1

"Signature of Authorized Representative: V/(1/¦ tie,y7 "Date Signed: 09/26/2025 ASSURANCES - NON-CONSTRUCTION PROGRAMS Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington,

DC 20503. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND 1 IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified. As the duly authorized representative of the applicant, I certify that the applicant: Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application. 2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives. 3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. 4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency. 5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F). 6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C.§§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application. 7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. 8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. H1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part

with Federal funds. g. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction sub-agreements. 10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more. 11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205). 12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C.§§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system. 13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.). 14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance. 15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm-blooded animals held for research, teaching, or other activities supported by this award of assistance. 16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures. 17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations." 18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program. 19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL TITLE L , (commissioner I APPLICANT ORGANIZATION DATE SUBMITTED New Hampshire Department of Employment Security 09/26/2025

Standard Form 424B (Rev. 7-97) Back

3. THE STATE PLAN NARRATIVE

State Plan Narrative is a vital element of the SQSP that provides a vehicle for sharing with the Federal partner State-specific efforts that affect the administration of the UI Program. The State Plan Narrative allows the State to describe in a single narrative: a) State performance in comparison to the Government Performance Review Act goals; b) actions planned to correct deficiencies regarding UI programs, UI program reviews and reporting requirements; and c) results of customer satisfaction surveys (optional).

Section removed as requested by the Office of Unemployment Insurance.

4. CORRECTIVE ACTION PLANS (CAPS)

CAPs are expected as a part of the SQSP when State's annual performance does not meet the established criteria for core measures, Secretary's Standards, UI program, assurances, and other program deficiencies identified in the annual SQSP guidance provided by the Department. The CAP must list both specific milestones for key corrective actions or improvement activities, and the completion date for each milestone.

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For fiscal year 2026, New Hampshire has Corrective Action Plans for the following items:

- First Pay Promptness - New Hampshire has identified several contributing factors. ID verification has resulted in a number of claims not meeting first payment timeliness. For claimants choosing the USPS option, this is especially so. Claimants choosing the USPS option have up to 7 days to complete their ID verification, as claims only become allowed after ID is verified, we find ourselves at least one week behind in processing these. A second contributing factor is related to a large staff turnover in our benefit adjudication unit. Over 70% of our adjudication staff is not considered "experienced", having two or more years in the position. We also remain understaffed, as we have experienced one viable candidate for each two positions we have posted. ID verification continues to be our primary obstacle to meeting first payment timeliness. Additionally, New Hampshire is short staffed and is currently experiencing a hiring freeze. This has resulted in delays in processing some claims, especially those concerning individuals who are unable to navigate either Login.gov or the USPS option. Other than ID verfication, New Hamsphire's lack of trained staff is the primary contributor to its not meeting performance measures related to first payment timeliness. New Hamsphire will continue to work towards increasing its adjudication staffing levels New Hampshire will also provide additional training in grid management

techniques to its inexperienced staff. New Hampshire's initial focus with new staff has always been on quality. Despite having a relatively new staff, New Hampshire has been consistently meeting this standard. The same focus will now be placed on first payment while not losing focus on quality. The prior year plan has been successful in that New Hampshire greatly improved its first payment timeliness over the plan period. New Hampshire continues to add additional staff and is providing additional grid management training to all new Certifying Officers, those with fewer than two years experience or who have been identified as consistently not meeting first payment timelines.

- Lower Authority Appeals Timeliness - Although the associated COVID-19 backlog was resolved as of 9/30/2022, the deficiencies are still related to the resolution of pandemic era claims. Many claimants from that period have since found employment or have other commitments resulting in exceptionally high numbers of postponement requests. New Hampshire has a unique Commissioner's Reopen level which allows for a reopened appeal based on fraud, mistake, or newly discovered evidence. Many pandemic related appeals are being reopened. In addition, many claimants are able to show sufficient grounds for a late appeal for a pandemic related issue. Both of these have increased the workload in Appeals. The Unit has also been conducting regular training sessions, to improve the proficiency of the chairs, which will negate the negative impact the return to in-person hearings has had on the Unit's timeliness. The Unit has implemented built-in postponement and continuance days to ensure that each can be scheduled expeditiously (although minor, each of these has had a negative impact on timeliness). Lastly, the Unit has added an adjudicator to its staff to identify appeal requests that may not require a formal hearing (i.e. single party issues in which the denial resulted from the claimant not responding to a request for information). Reducing the number of unnecessary hearings will ensure that the chairs are utilized as efficiently as possible. New Hampshire believes the actions will be successful because the Appeal Tribunal Unit is taking a multi-faceted approach towards improving appeals timeliness. Although the positive impact any one of these actions will have may be apparent (increased staff and proficiency, decrease of unnecessary hearings, and a decrease in the scheduling time for postponements and continuances), the independence of each of these actions from one another will ensure that the Unit will still achieve successes regardless of whether there is an implementation delay for any one of the actions. The Appeal Tribunal Unit regularly reviews the weekly ETA 9055 report and each chair's pending grid to identify all appeals that fall outside of the timeliness requirements. By identifying the reason(s) for the delay, we will be able to determine whether our identified actions were ineffectual, or it may highlight other potential actions we need to implement. The Unit conducts regular staff professional development sessions, and we conduct focused quality reviews on specific issue types to ensure the chairs consistently meet quality and to identify potential training and/or performance issues as quickly as possible.

- Higher Authority Appeals Timeliness - NH's legal department had been primarily responsible for preparing appeal folders for HAA. Due to the backlog in reopen requests, NH legal was unable to complete the folders timely. As a result, HAA appeals were not being scheduled. This process has since been streamlined. Appeals at the HAA

level are now being scheduled consistently. While significant gains are now being made, New Hampshire expects its backlog to likely continue through September 2026.

- Effective Audit Measure - Through the pandemic, New Hampshire realized a 26% increase in the number of registered employers. In response to this, New Hampshire hired two additional auditors. New Hampshire also experienced a significant loss of subject knowledge as its Tax Unit Director, and two of the three-unit supervisors retired. New Hampshire is currently rebuilding its tax unit. New Hampshire's tax system is a legacy system adding to the manual processes and impacting efficiencies. Unfortunately, New Hampshire has lost one of its field agents and is unable to backfill due to a hiring freeze. New Hampshire is currently reviewing all of the business processes throughout our contributions unit to seek improvements. New Hampshire is unable to move forward with anew tax system at this time due to a loss of funding. As a result, many of the processes in that unit remain manual resulting in backlogs throughout the unit. New Hampshire is in the processs of re-examining all of the business processes in our contributions unit for greater efficiencies. NH has developed a team with senior members from contributions, appeals, legal, adjudication and training units, along with IT support through our in house vendor.

- Detection of Overpayments - This measure is out of range due to the enormous number of overpayments established by BPC, both Fraud and Non-Fraud, as they worked through the grids that contained many thousands of issues. This resulted in BPC detecting and establishing over 4 times as many overpayments as QC BAM Operations. Unreported work and earnings were the most popular cause during the Pandemic for most of the Non-Fraud overpayments that BPC established. Back logs in adjudication and appeals have been resolved. The previous plan has been effective as the backlog in BPC has been reduced by greater than 70% over the two year biennium period. The previous plan will remain in effect, with a special emphasis on those claims involving federal programs as the five year limitation on establishing fraud is quickly approaching. NH has an extended time frame, seven years, for establishing fraud for regular UI claims.

- Data Validation Benefits – New Hampshire's analysis over the past biennium has resulted in defining the deficiencies in our reporting. We have been successful in that endeavor. The next step is to work with the developers in correcting the deficiencies. Ongoing bi-monthly meetings are occurring to ensure the project stays on track with a deadline of the next DV reporting period. Bi-monthly meetings with developers to ensure we remain on track with correcting all deficiencies prior to the next DV sample period. New Hampshire will also have the benefit of DOL monitoring of our Data Validation process occurring in November of this year. We expect this in depth look at our data validation process to provide some additional insight into our areas of failure. We will incorporate any findings or recommendations resulting from this monitoring into this SQSP report, as corrective action plans. New Hampshire will revisit our DV deficiencies beginning April 1, 2026 due to competing priorities.

- Benefit Accuracy Measure - This is an issue with the universe of Monetary denials from which our BAM sample is drawn exceeding the tolerance level for variation from the number of monetary denials reported on/calculated from the ETA 218 report and the

ETA 5159 initial claims counts. DOL allows for a tolerance of plus or minus 15% and we came in at minus 26%. This amount, as well as the population that's failing, varies from quarter to quarter. This item has been incorporated into our bi-monthly meetings with developers. This meeting is specifically aimed at addressing data validation deficiencies. New Hampshire will also have the benefit of DOL monitoring of our Data Validation process occurring in November of this year. We expect this in depth look at our data validation process to provide some additional insight into our areas of failure. We will incorporate any findings or recommendations resulting from this monitoring into this SQSP report, as corrective action plans. As this appears to be an issue of timing related to the processing of claims with delays related to ID verification and the timing of the BAM sample itself, the resolution of this issue should not warrant follow-up monitoring.

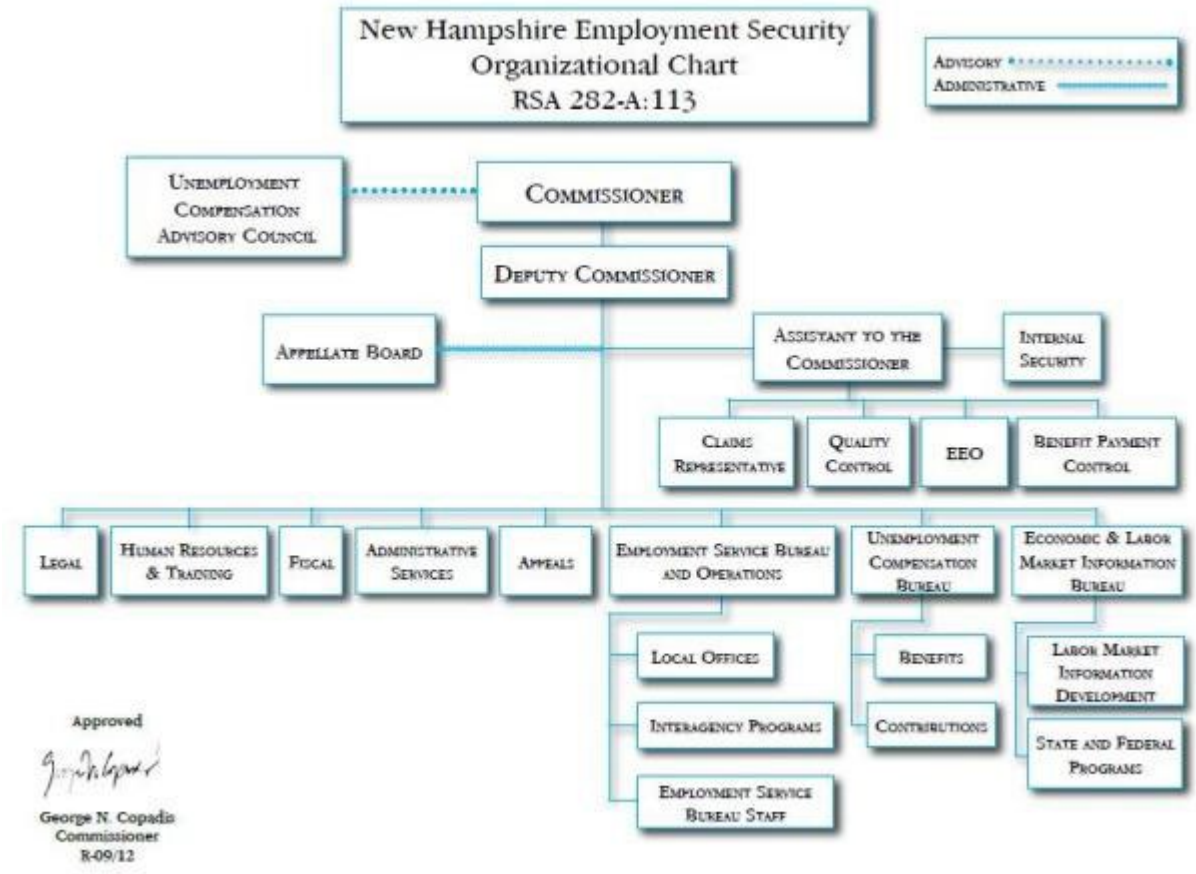
5. UI PROGRAM INTEGRITY ACTION PLAN (UI IAP)

The UI IAP outlines the strategies the State will undertake during the planning period regarding the prevention reduction and recovery of UI improper payments.

Section removed as requested by the Office of Unemployment Insurance.

6. ORGANIZATIONAL CHART

The organization chart must conform to the requirement for delivery of service through public employment offices, or such other designated providers as the Secretary may authorize; show the State's configuration from the Governor of the State down to the point of Employment Service and UI customer service delivery; and provide sufficient detail to show each organizational unit involved and the title of the unit manager.



7. SQSP SIGNATURE PAGE

The State administrator must sign and date the SQSP Signature Page. By signing the Signature Page, the State administrator certifies that the State will comply with all the assurances and activities contained in the SQSP guidelines.

Though a State needs to submit the complete SQSP package on a 2-year cycle, there are certain documents contained in the SQSP package which are required to be submitted by States annually as part of the off-year submission. The documents which are required to be submitted annually are considered a modification to the complete SQSP submitted the previous year. Since funds for State UI operations are appropriated each year, each State is required to annually submit the transmittal letter, budget worksheets, organizational chart and the signature page. The modification may also include CAPs for new identified performance deficiencies, and any required modifications to existing CAPs.

Since the UI program is a required one-stop partner, States have the option of including UI in the Combined State Plan authorized by WIOA sec. 103.

U.S. Department of Labor
SQSP SIGNATURE PAGE
OMB Control No.: 1205-0132 Expiration Date: 06/30/2027
U.S. DEPARTMENT OF LABOR Employment
and Training Administration
FEDERAL FISCAL YEAR
2026

STATE
NH
UNEMPLOYMENT INSURANCE
STATE QUALITY SERVICE PLAN
SIGNATURE PAGE
This Unemployment Insurance State Quality Service Plan (SQSP) is entered into between the Department
of Labor, Employment and Training Administration, and
New Hampshire Employment Security
(NAME OF STATE AGENCY)
The Unemployment Insurance SQSP is part of the State's overall operating plan, and, during this Federal
fiscal year, the State agency will adhere to and carry out the standards set forth in Federal UI Law as
interpreted by the DOL and adhere to the Federal requirements related to the use of granted funds.
All work performed under this agreement will be in accordance with the assurances and descriptions of
activities as identified in the SQSP Handbook and will be subject to its terms.

TYPED NAME AND TITLE SIGNATURE DATE

Richard Lavers

_____
STATE ADMINISTRATOR (print name)
01/05/2026

_____
DOL – REGIONAL OFFICE APPROVING
OFFICIAL (print name)

_____
DOL – NATIONAL OFFICE APPROVING
OFFICIAL (print name)
(if required)

B. REQUIREMENTS FOR STATES ELECTING TO INCLUDE UI IN THE COMBINED STATE PLAN

States that elect to include UI in the Combined State Plan must:

1. SUBMIT AN SQSP IN THE FOLLOWING MANNER DEPENDING ON THEIR TIMING IN THE SQSP CYCLE:

A. IF A STATE IS IN THE FIRST YEAR OF THEIR 2-YEAR CYCLE, THE STATE IS REQUIRED TO SUBMIT THE MOST RECENTLY APPROVED COMPLETE SQSP PACKAGE. A COMPLETE SQSP PACKAGE WILL INCLUDE THE TRANSMITTAL LETTER, BUDGET WORKSHEETS/FORMS, STATE PLAN NARRATIVE, CAPS (INCLUDING THE MILESTONES AND THE COMPLETION DATE FOR EACH MILESTONE), THE UI IAP, ORGANIZATIONAL CHART, AND THE SQSP SIGNATURE PAGE.

ONE OF THE KEY GOALS FOR THE UI PROGRAM IS TO ENSURE THAT CLAIMANTS ARE ABLE TO SUCCESSFULLY RETURN TO WORK. AS SUCH, THE SQSP STATE PLAN NARRATIVE MUST PROVIDE A DISCUSSION OF THE PLAN COORDINATION WITH OTHER WIOA COMBINED PLAN PROGRAMS TO ENSURE A COORDINATED EFFORT AND INTEGRATED SERVICE DELIVERY.

See Previous sections.

B. IF A STATE IS IN THE SECOND YEAR OF THE 2-YEAR CYCLE, THE STATE IS REQUIRED TO SUBMIT THE MOST RECENTLY APPROVED COMPLETE SQSP PACKAGE WITH A MODIFICATION THAT MUST INCLUDE THE TRANSMITTAL LETTER, BUDGET WORKSHEETS/FORMS, ORGANIZATIONAL CHART, AND THE SQSP SIGNATURE PAGE. THE MODIFICATION MAY ALSO INCLUDE CAPS FOR NEW IDENTIFIED PERFORMANCE DEFICIENCIES, AND ANY REQUIRED MODIFICATIONS TO EXISTING CAPS. THE CAP MUST LIST BOTH SPECIFIC MILESTONES FOR KEY CORRECTIVE ACTIONS OR IMPROVEMENT ACTIVITIES, AND THE COMPLETION DATE FOR EACH MILESTONE.

See previous sections.

2. SUBMIT THE REQUIRED OFF-YEAR SQSP COMPONENTS AS A MODIFICATION TO THE COMBINED STATE PLAN ON THE SAME CYCLE AS THE REGULAR SQSP PROCESS WHICH MUST BE APPROVED BY SEPTEMBER 30TH EACH YEAR

See previous sections.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

(OMB Control No. 1205-0040)

A. ECONOMIC PROJECTIONS AND IMPACT

1. DISCUSS LONG-TERM PROJECTIONS FOR JOBS IN INDUSTRIES AND OCCUPATIONS IN THE STATE THAT MAY PROVIDE EMPLOYMENT OPPORTUNITIES FOR OLDER WORKERS. (20 CFR 641.302(D)) (MAY ALTERNATIVELY BE DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN.)

This was discussed in the economic analysis section.

2. DISCUSS HOW THE LONG-TERM JOB PROJECTIONS DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN RELATE TO THE TYPES OF UNSUBSIDIZED JOBS FOR WHICH SCSEP PARTICIPANTS WILL BE TRAINED AND THE TYPES OF SKILL TRAINING TO BE PROVIDED. (20 CFR 641.302(D))

NH SCSEP will continue to provide training and placement based on participant's choice while also utilizing data from the NH's Bureau of Labor Statistics. Training and placement will primarily be in service industries, healthcare, and social assistance where many of the current participants are placed. We believe that training and placements in fields such as office support, retail, warehouse, childcare, health care, activity aides, and custodial/maintenance will continue to be areas where SCSEP participants will be placed.

3. DISCUSS CURRENT AND PROJECTED EMPLOYMENT OPPORTUNITIES IN THE STATE (SUCH AS BY PROVIDING INFORMATION AVAILABLE UNDER §15 OF THE WAGNER-PEYSER ACT (29

U.S.C. 491-2) BY OCCUPATION), AND THE TYPES OF SKILLS POSSESSED BY ELIGIBLE INDIVIDUALS. (20 CFR 641.325(C))

NH's Economic and Labor Market Information Bureau (NH Employment and Labor Statistics Career Resources) has developed a number of career resources to assist staff and participants with both current and projected employment opportunities in New Hampshire. Resources available include:

- Apprenticeships
- Career Exploration Web Sites
- Career Planning Guide
- Career Clusters
- Career Exploration by Holland Interest Profile
- Different Careers Different Training
- Employment Projections, Job Outlook, and Locator
- Green Jobs
- Job Notes
- Licensed, Certified, and Registered Occupations
- Occupational Employment & Wages (OES)
- Science, Technology, Engineering, and Mathematics (STEM)
- Top Career Prospects

In addition, through a contract with the Office of Workforce Opportunity, a biennial demand occupation list has been developed to use as the basis for training that may be provided. For an occupation to be on NH's demand list the following criteria is utilized:

- Occupations with $15+ wage and 106+ openings
- Occupations with 5% growth projection and 20+ openings (may not have $15+ wage)
- Occupations listed as an Apprenticeship or WIOA targeted sector with 20+ openings (may not have 5% growth nor $15+ wage)
- Occupations listed as having a Doctoral Degree have been removed as they are beyond WIOA funding limits

Additionally, eligible individuals for our program are provided a comprehensive assessment that includes an evaluation of their interests, abilities, skill levels, and barriers requiring resolution. An Individual Employment Plan with goals and timeline is developed and subsequently implemented. Training and unsubsidized placement is aimed at in- demand occupations.

B. SERVICE DELIVERY AND COORDINATION

1. A DESCRIPTION OF ACTIONS TO COORDINATE SCSEP WITH OTHER PROGRAMS. THIS MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF THE STRATEGIC PLAN, BUT REGARDLESS OF PLACEMENT IN DOCUMENT, MUST INCLUDE:

A. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEES WITH WIOA TITLE I PROGRAMS, INCLUDING PLANS FOR USING THE WIOA ONE-STOP DELIVERY SYSTEM AND ITS PARTNERS TO SERVE INDIVIDUALS AGED 55 AND OLDER. (20 CFR 641.302(G), 641.325(E))

Strong coordination among organizations and agencies that focus on service to mature workers is a strength of the New Hampshire system. Unfortunately, and due to unforeseen events, our SCSEP subrecipient for the state SCSEP grant has changed three times in the last 5 years. In PY23, Operation ABLE was awarded the contract after a competitive award process and was able to provide services for two years before the nonprofit was dissolved. This forced the state to have to competitively procure a new subrecipient for PY25. In addition, Operation ABLE administered services under the NH SCSEP National Grant as well. As of December 2025, SCSEP National Office has yet to reassign these slots which account for three quarters of the state's counties.

In addition, for PY25, the SCSEP state grant application and allocations were delayed in being received which caused the program to be on furlough from July 1, 2025, until October 31, 2025. CWI Works hit the ground running and had two successful enrollment sessions for those who were enrolled prior to the furlough. These enrollment sessions were held in conjunction with OWO and were held at the NH Works Offices in Concord and Laconia. Since CWI Works is a new subrecipient for NH and are not based here, they will be utilizing the NH Works offices to meet and provide services to potential participants as well as those already enrolled.

In addition, staff from both the national and state grantee programs attend quarterly NH Works partners meetings for the regional areas that they cover. These partner meetings include staff from Title I programs, Adult Education, DHHS, Vocational Rehabilitation, and other community partners. These meetings help to build strong relationships which promote dual enrollments, ongoing referrals, training and employment opportunities, shared services including assessments, workshops, presentations, and connections to needed services. Both the national and state grantee staff will continue to attend these meetings and promote the SCSEP program.

B. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEES WITH THE ACTIVITIES BEING CARRIED OUT IN THE STATE UNDER THE OTHER TITLES OF THE OLDER AMERICANS ACT (OAA). (20 CFR 641.302(H))

Strong coordination among organizations and agencies that provide services to mature workers is a strength of New Hampshire as well as CWI Works Inc. CWI Works Inc. (CWI) is the only national nonprofit and national Senior Community Service Employment Program (SCSEP) grantee whose mission revolves solely around supporting the workforce aspirations of older Job Seekers. CWI's Career Pathway approach to SCSEP service delivery aligns participant (Job Seeker) ambitions and Host Agency training plans to ensure Job Seekers are ready to meet the needs of both local employers based on Labor Market Information (LMI) and national employers through CWI's national employer partnerships. CWI's evidence-based model helps SCSEP Job Seekers advance to better-paying jobs by earning in-demand credentials. CWI's additional successful launch of its Digital Certification Program (DCP) empowers Job Seekers to earn skill-tested digital certifications that, when added to their resume, fight assumptions about

older workers that are ever-present in the hiring process. In addition to CWI's career pathway alignment with U.S. Department of Labor (DOL) strategic initiatives and focus on the importance of digital skills as requirements to enter the modern workforce, CWI's role as a champion for older workers makes them uniquely qualified to meet and exceed the requirements and goals of New Hampshire SCSEP.

Community Action Agencies are strong service coordination partners including the Community Action Program Belknap Merrimack located in Concord and Tri- County CAP in Berlin. The support of leadership in these organizations facilitates collaboration across their entire broad service areas and program array in which senior centers, community centers, affordable housing, and economic assistance programs such as the Commodity Supplemental Food Program (CSFP), Electric Assistance Program (EAP), Fuel Assistance Program (LIHEAP), Weatherization, Transportation, ServiceLink, Meals on Wheels, and the Senior Companion Program are targeted to the senior population. SCSEP participants are placed in many of these programs for training, and SCSEP staff refer participants to access these types of services as needed to support their unsubsidized employment success.

WorkReadyNH, a work-readiness certification program funded through the State Job Training Fund, provides both academic and soft skill certification. The program is offered using a hybrid model (virtual and onsite) at the Community College campuses throughout the state. The WorkReadyNH program is free to attend and SCSEP staff refer participants that may benefit from this training.

C. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER PRIVATE AND PUBLIC ENTITIES AND PROGRAMS THAT PROVIDE SERVICES TO OLDER AMERICANS, SUCH AS COMMUNITY AND FAITH- BASED ORGANIZATIONS, TRANSPORTATION PROGRAMS, AND PROGRAMS FOR THOSE WITH SPECIAL NEEDS OR DISABILITIES. (20 CFR 641.302(I))

The Service Link Resource Centers have provided extensive assistance to SCSEP participants, and SCSEP Participants are often placed in training positions with these Centers. ServiceLink Resource Centers and the NH DHHS District Offices serve as New Hampshire's Aging and Disability Resource Centers (ADRC) that provide "no wrong door" to service access via Options Counseling and service coordination and referral.

Services and support align with SCSEP's purpose because they are intended to assist people to live as independently as possible in safety and with dignity. CWI Works staff assigned to the state grant will attend Area Committee on Aging meetings to gain additional insight on community resources specifically geared towards mature workers, taking advantage of increased networking opportunities that have resulted in the recruitment of several host agencies. CWI will also work with faith-based organizations in each region of the state that serve as host agencies and referral networks for participants.

SCSEP program staff arrange to attend training sessions that Service Link and other organizations including Granite State Independent Living Program, NH Legal Services, and Area Councils on Aging provide to learn about Social Security Benefits, Accessing Health and Medical Services, Legal Services, Medicare, Health Insurance Coverage and more. Trainings enable SCSEP staff to continue to expand their understanding of the array of services and opportunities available to SCSEP participants, and to strengthen cross-referral relationships with attendees from a variety of social services who are locally based in each county.

For example, the Granite State Independent Living Center offers the Ticket to Work program that provides Social Security Work Incentives to people with disabilities and serves as a hub of services and support to individuals who cross- disability and aging community members.

SCSEP staff attend regular staff meetings to share information and resources. The Information gained through the inclusion in these workshops have made the staff more knowledgeable on resources available to the participants.

The International Institute and Ascentria Care Alliance work closely with SCSEP to assist with enrolling and transitioning refugees into the workforce. Program staff have developed a long-standing relationship with Vocational Rehabilitation staff in each region of the state, which has increased two-way referrals and allowed for dual enrollments. Participants have been successfully placed into gainful unsubsidized employment. SCSEP staff will continue to work with these different agencies to coordinate and access services for individuals.

SCSEP has close relationships with Employment Specialists working in a variety of mental health- focused organizations that have provided guidance and training on how to work with individuals with mental illness such as the Greater Nashua Mental Health Center (NMHC) and Seacoast Mental Health Center. In addition, GNMHC also partners to provide interpretation for SCSEP participants whose primary language is Spanish.

The Office of Workforce Opportunity along with State and National grantees work with our local AARP office, providing resources to assist both clients and staff. The AARP Foundation Work Search Information Network provides advice, practical examples, and support for SCSEP participants to manage successful job searches.

The State and National grantee staff will continue to utilize this resource in the coordination of services for participants.

D. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER LABOR MARKET AND JOB TRAINING INITIATIVES. (20 CFR 641.302(J))

There is a strong working relationship with the Department of Business and Economic Affairs - Division of Economic Development staff in our counties. They often provide job leads and we encourage them to inform employers of SCSEP. This relationship has enabled us to build relationships with local employers that otherwise may not have been established.

NH Works is another great resource for our participants to source employment opportunities and receive assistance via the resource centers. SCSEP participants are given an overview of the NH Works services available. Pre COVID, SCSEP participants were provided a tour of the center closest to where they live. They are introduced to appropriate NH Works staff to ensure they have a level of comfort to go into the office on a regular basis and conduct their job search. The Employer Service Representatives at NH Employment Security have provided job leads to SCSEP participants. SCSEP staff attend employer-related functions in our counties to gain additional knowledge about the needs, concerns, industry changes and employment opportunities.

During the pandemic, remote services and staff turnover weakened SCSEP networking relationships in some offices despite efforts to maintain regular remote contact. The return to in person services at these sites is a welcome change. Operation ABLE has done regular information sessions to refresh all channels of this communication and partnership. CWI Works

will continue to connect with NH Works Offices throughout the state to build this new connection.

One of the programs offered through the NH Works offices is The Return-to-Work program. This program provides a structured, supervised training on site with an employer for up to 6 weeks and a maximum of 24 hours per week. The program offers a trainee a foot in the door and the opportunity to learn new skills. If the Return-to-Work placement is successful for the participant, the employer can decide to hire the trainee at any point in time during this program. This opportunity is beneficial for the employer and the potential employee.

E. ACTIONS TO ENSURE THAT SCSEP IS AN ACTIVE PARTNER IN THE ONE-STOP DELIVERY SYSTEM AND THE STEPS THE STATE WILL TAKE TO ENCOURAGE AND IMPROVE COORDINATION WITH THE ONE-STOP DELIVERY SYSTEM. (20 CFR 641.335)

New Hampshire's One-Stop system, known as NH Works, is managed by the NH Works One-Stop Operator Consortium (NH Works Consortium). This committee serves as the One-Stop Operator as defined by the Workforce Innovation Opportunity Act (WIOA). The purpose of the committee is to establish the vision and goals for the one-stop delivery system, and to oversee the implementation of these goals on the local one-stop center level. The Consortium is also charged with designing and implementing continuous improvement tools and processes for the one-stop delivery system. The committee is chaired by the Vice-Chairman of the Workforce Innovation Board (State WIB). Membership is comprised from the following entities: Employment Security, Department of Education, Community College System of NH, Department of Business and Economic Affairs, Department of Health and Human Services, and the Community Action Program. The collaborative management structure of the NH Works system promotes ongoing communication among partner agencies, which leads to a high level of interagency referrals and/or the integration of services.

NH Works Consortium Partner Programs

Operating Agency	Programs
NH Department of Education	Perkins Funding
Vocational Rehabilitation	
Adult Education	
NH Department of Business and Economic Affairs	Grant recipient for SCSEP; Administrative entity for State SCSEP program – contract with CWI Works
Administrative entity for WIOA Adult,Dislocated Worker & Youth funds in NH – Title I services are subcontracted to various state and local agencies.	
Workforce board staff charged with leading the State's strategic planning for workforce issues and system policy making guidance	

Operating Agency	Programs
Rapid Response Retention Services (contract for services through the Office of Workforce Opportunity)	
Business Resource Center for Economic Development	
NH Employment Security	Wagner-Peyser
Migrant and seasonal farmworkers	
Unemployment Insurance	
Performance Accountability and Customer Information Agency(PACIA) Unit (contract for services through the Office of Workforce Opportunity)	
Foreign Labor Certification	
WOTC/WTW Tax Credits	
Labor Market Information Services	
Trade Assistance Program	
NH Department of Health and Human Services Operating Agency	Veterans' Program
Job Training Program	
Subcontracted to deliver Dislocated Worker program	
TANF/SNAP/Medicare/Medicaid/Children Programs	
Youth and Family Services Service Link/Agency on Aging	
Juvenile Justice	
Community College System of NH	Post-secondary education
Eligible training provider for WIOA	
Carl Perkins funds	
Community Action Programs	Subcontracted to deliver WIOA Adult programs/ Senior Companion/Elderly Housing/Elderly Transportation

Operating Agency	Programs
Head Start/Weatherization and other community project programs/ DHHS TANF Work Program(contractor)	

Specific SCSEP overall goals and strategies relating to coordination of activities with the state's one-stop system activities include the following:

- The Office of Workforce Opportunity is the administrative entity for the State SCSEP project, and as such ensures that all SCSEP activities are directly connected to the workforce system as a whole. With OWO being a part of the NH Department of Business and Economic Affairs, a stronger relationship is developed with the Economic Development Outreach Workers to Businesses.
- SCSEP services provider – CWI works closely with each of the local NH Works Centers. SCSEP staff have the ability to use space at the NH Works offices to recruit SCSEP participants.
- CWI Works staff attend the local NH Works Center team meetings, which convene on a quarterly basis to share program information, referral updates and other topics specific to day-to-day relationship building on the local level.
- The SCSEP staff have participated in past NH Works conferences, often presenting workshops to NH Works staff on best practices for working with mature workers.
- WorkReadyNH, a work-readiness certification program funded through the State Job Training Fund (WorkInvestNH), provides both academic and soft skill certification. The program is free to attend and is encouraged by our SCSEP provider.
- In the coming years, SCSEP staff will continue to expand and/or strengthen partnerships within the NH Works system to achieve greater success in the following areas:
    - Training – promote more dual enrollments with WIOA and other system partners to ensure SCSEP participants have access to occupational training that may be needed to supplement the training received through community service experience placements.
    - Job Placement Assistance – strengthen the communication and integration of services between SCSEP staff and NH Works employer services representative in an effort to better market older workers to the business community and enhance access to job placement opportunities.
    - Older Worker Week Promotion – continue to engage the NH Works Centers in the promotion and celebration of "Employ Older Workers Week". The goal is to have each NH Works office participate in promotional activities by offering workshops on mature worker topics, displaying information including posters and other activities that highlight the important contributions of mature workers.
    - Collaboration with other public and private entities and programs that provide services to older Americans, such as community-based organizations,

transportation programs, and programs for those with special needs or disabilities.

- Continue to be an active part of the quarterly NH Works Partners meetings. Meetings focus on sharing cross-agency information and the development of new strategies for maximizing/braiding existing resources, as well as identifying new resources that may become, or currently are, available for mature workers.

F. EFFORTS TO WORK WITH LOCAL ECONOMIC DEVELOPMENT OFFICES IN RURAL LOCATIONS.

Since the Office of Workforce Opportunity administers the SCSEP program and is part of the NH Department of Business and Economic Affairs (BEA), a strong connection has been made. BEA has Business Resource Specialist (BRS) who work with businesses trying to fill open positions. BRS's are in a unique position to not only be able to provide job leads to the SCSEP program staff but to also promote the program. They are able to inform employers of the benefits of hiring a SCSEP participant. The BRS's cover different regions of the state so some of these include the rural areas of NH. The State of New Hampshire will continue to build on the partnership between SCSEP and BEA.

In June 2025, the National Grantee, Operation ABLE of Greater Boston, closed its doors. The U.S. Department of Labor has yet to reassign the NH slot allocations to a new organization. NH continues to await notification as to what will be done with the 151 slots that cover most of the counties in NH. This leaves much of the population who might be eligible for the SCSEP program unserved.

The State of NH will continue to build upon all of these partnerships and looks towards creating additional partnerships in other rural areas of the state.

2. THE STATE'S LONG-TERM STRATEGY FOR ENGAGING EMPLOYERS TO DEVELOP AND PROMOTE OPPORTUNITIES FOR THE PLACEMENT OF SCSEP PARTICIPANTS IN UNSUBSIDIZED EMPLOYMENT. (20 CFR 641.302(E)) (MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF STRATEGIC PLAN.)

The overall goal of SCSEP is to place participants in unsubsidized employment for the purpose of sustained self- sufficiency. We aim to achieve this goal through expanded engagement and partnerships with employers, identifying employment opportunities with established career ladders, placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants and retention activities once participants enter the workforce.

SCSEP staff will work with its network of employers to identify and cultivate appropriate employment opportunities for participants, taking into account the needs of mature workers. Staff will pair the job-ready participants' interests, employment goals and skills with the requirements of local employers specific to employment vacancies. Local industry growth and availability of positions that meet individual criteria in terms of physical requirements, access to transportation, and social needs will be a focus for unsubsidized placements. Staff will help clients develop their IEP to prepare them for opportunities in high-growth fields such as healthcare, transportation, hospitality and retail, and various customer-service opportunities.

These opportunities will primarily be shaped by the participants' IEP objectives and their expressed desires concerning their work environments. Staff will secure opportunities for participants to gain critical skills for in- demand industries through training with community service providers and other workforce partners.

SCSEP staff will work with employers, chambers of commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities and outline career paths to assist in preparing participants to help meet the workforce demands of businesses in each region.

SCSEP Staff will link the pipeline of trained participants seeking unsubsidized employment opportunities to NH Works initiatives currently underway such as the following:

- NH Works Employment Service Representatives (ESR) – each of the twelve (12) NH Works offices located throughout the state employs an ESR (some may have several one-stop center responsibilities). The ESR is the business liaison for the local NH Works office and often is the first point of contact with local employers.
- Job Fairs – NH Employment security coordinates and posts all Job Fair events on their website. Job Fair flyers are posted throughout the NH Works offices and shared with the local office staff. SCSEP staff will remain informed via the website and the local offices, letting the SCSEP participants know about Job Fair and employer recruitment events so they can attend. SCSEP staff will also use these opportunities to recruit host agencies and promote awareness of the program.
- The BEA-Office of Workforce Opportunity is the principal convener of partners for the development of career ladders, sector/cluster development and regional innovation initiatives within NH. The BEA will ensure that SCSEP participants are identified in planning documents as a resource for qualified workers and that SCSEP staff are kept informed of progress and/or opportunities resulting from these initiatives.

In addition to the training provided as part of a community service employment assignment, SCSEP providers will offer individual instruction, work experience or other training opportunities as appropriate. The state grantee will actively monitor planned versus actual goals to ensure the State is meeting their negotiated goals. The state grantee will provide technical assistance if the sub-grantee fails to meet their goals.

3. THE STATE'S LONG-TERM STRATEGY FOR SERVING MINORITY OLDER INDIVIDUALS UNDER SCSEP. (20 CFR 641.302 (C))

New Hampshire's population is predominantly white. The state is gradually becoming more diverse; however, the number of minorities enrolled in SCSEP remains low. The chart below provides the 2024 American Community Survey data estimates for the following statistics on race for the state of NH and the nation. The following are the statistics on race for NH: White (93.7%), Black (3.0%), American Indian/Alaska Native (1.2%), Asian (3.8%), Native Hawaiian/Pacific Islander (0.2%), Persons reporting two or more races (4.1%), Hispanic/Latin Origin (5.0%), and White persons not Hispanic (86.4%). The following are the statistics on race for USA: White (72.0%), Black (14.5%), American Indian/Alaska Native (2.7%), Asian (7.8%), Native Hawaiian/Pacific Islander (0.5%), Persons reporting two or more races (4.6%), Hispanic/Latin Origin (20.%), and White persons not Hispanic (56.3%).

	NH	USA
White	93.7%	72.0%
Black	3.0%	14.5%
American Indiana/Alaska Native	1.2%	2.7%
Asian	3.8%	7.8%
Native Hawaiian/Pacific Islander	0.2%	0.5%
Persons reporting two or more races	4.1%	4.6%
Hispanic/Latin Origin	5.0%	20.0%
White persons not Hispanic	86.4%	56.3%
Source: 2024 American Community Survey		

Although the number of minority seniors in New Hampshire is relatively small, we have been successful in recruiting and enrolling some minorities in the program. SCSEP staff have developed excellent working relationships with Ascentria Care Alliance. Additionally, we partner with the International Institute in Manchester. Though these connections are helpful, our most valued connection comes from current and former participants that refer to our services by word of mouth.

4. A LIST OF COMMUNITY SERVICES THAT ARE NEEDED AND THE PLACES WHERE THESE SERVICES ARE MOST NEEDED. SPECIFICALLY, THE PLAN MUST ADDRESS THE NEEDS AND LOCATION OF THOSE INDIVIDUALS MOST IN NEED OF COMMUNITY SERVICES AND THE GROUPS WORKING TO MEET THEIR NEEDS. (20 CFR 641.330)

NH is a small state with very limited state funding to support non-profit agencies. Community service needs are fairly consistent throughout the state; therefore, SCSEP funding and equitable distribution plans typically drive the process for determining where to focus limited resources. Organizations are non-profit or public agencies including senior centers, public libraries, county government, public nursing homes, group homes, hospitals, food pantries, and Head Start.

Most Needed Service Areas:

Coos, Grafton, and Sullivan Counties continue to be some of the hardest hit by economic struggles. Some of the identified concerns are:

- Jobs are limited and there is competition for available positions.
- Local Community Colleges do what they can, but skills training is limited in the area.
- Residents are moving from the area to find work and/or wage growth.
- The older population is growing.
- Initiatives in the area are in their infancy and have yet to show results.
- No present initiative helps the older working population.
- Transportation remains an issue and residents are isolated in this area; especially isolated seniors in rural areas.

Most Needed Services:

- Financial Assistance remains a top priority.
- Fuel assistance, SNAP, tax abatements, rental assistance
- Food – often seniors are deciding between food, energy, or medicines.
- Health Care
- Job-Readiness Training – soft-skill training, and professional behavior remain a consistent barrier to employment for the SCSEP population.
- Access to training including basic computer skills.
- Veterans – Services are increasing in the state for this population, but Veterans' knowledge of these services/benefits is lacking.
- How to transfer a Veteran's experience in the military over to the civilian workplace
- Strong coordination among organizations and agencies within the state that focus on services to seniors is imperative as NH is a small state with very limited funding.

The statewide Community Action Agencies: Belknap-Merrimack Community Action Program, Tri-County Community Action, Community Action Program Hillsborough Rockingham Counties, Southwestern Community Action, and Community Action Partnership of Strafford County, provide many essential services to the SCSEP population. Programs including the Commodity Supplemental Food Program, Electric Assistance Program, Fuel Assistance, Weatherization, Affordable Housing, Transportation, ServiceLink, Meals on Wheels, Senior Companion Program and Senior Centers are specifically targeted to the senior population. Agency staff, especially those in the Elder Services Department, work hand-in-hand with SCSEP to ensure eligible participants are aware of the services and programs they need to support their personal and employment-related needs.

The ServiceLink Resource Centers have provided extensive assistance to our participants including Social Security Benefits, Accessing Health and Medical Services, Legal Services, Medicare and Health Insurance coverage.al Services, Medicare and Health Insurance coverage.

5. THE STATE'S LONG-TERM STRATEGY TO IMPROVE SCSEP SERVICES, INCLUDING PLANNED LONG-TERM CHANGES TO THE DESIGN OF THE PROGRAM WITHIN THE STATE, AND

PLANNED CHANGES IN THE USE OF SCSEP GRANTEES AND PROGRAM OPERATORS TO BETTER ACHIEVE THE GOALS OF THE PROGRAM. THIS MAY INCLUDE RECOMMENDATIONS TO THE DEPARTMENT AS APPROPRIATE. (20 CFR 641.302(K))

Improvement of SCSEP services will be realized through the continued commitment to establish and formalize partnerships among the myriad of agencies and organizations that provide services to mature workers in the state. SCSEP providers recognize that socialization and supportive services are important to the success of a SCSEP participant in seeking, obtaining, and maintaining employment. SCSEP staff will participate in quarterly meetings with key personnel from the agencies and organizations who provide such support. The focus of these meetings will be to share best practices statewide, integrate resources to the extent possible and reduce duplication of efforts where they exist.

Developing stronger relationships with employers is a challenge with the additional barrier of age discrimination and/or stereotyping by employers. Fortunately, through the efforts of the US Department of Labor, Employment & Training Administration, Older Worker Program, and other organizations such as AARP, there is a wealth of information available to SCSEP staff and others to help educate employers on the issues specific to an aging workforce, and how to break through artificial barriers to employment. It is envisioned that SCSEP staff will use the data/information currently available and/or gathered from the use of tools such as the Workforce Assessment Tool, to create new strategies for engaging the business community in the placement of older workers in the workforce.

6. THE STATE'S STRATEGY FOR CONTINUOUS IMPROVEMENT IN THE LEVEL OF PERFORMANCE FOR SCSEP PARTICIPANTS' ENTRY INTO UNSUBSIDIZED EMPLOYMENT, AND TO ACHIEVE, AT A MINIMUM, THE LEVELS SPECIFIED IN OAA SECTION 513(A)(2)(E)(II). (20 CFR 641.302(F))

The overall goal of the SCSEP is to place participants in unsubsidized employment for the purpose of sustained self-sufficiency. This is achieved through engaging and developing partnerships with employers, identifying employment opportunities with established career ladders, placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants and retention activities once participants enter the workforce.

At every point of communication with potential or enrolled participants, the goal and how to achieve the goal of unsubsidized employment is discussed. As part of the enrollment process, participants are given an overview of the NH Works system. Participants are encouraged to attend workshops offered in the centers including resume writing, job search and interviewing skills.

Regional training sessions may be offered throughout the year at various locations throughout the state which cover the following topics:

- Completing On-Line Job Applications
- Resume Writing
- Writing a Cover Letters & Thank You Notes
- Highlighting Your Transferable Skills

- Interviewing Techniques
- Mock Interviews with Human Resource Managers

Participants are regularly made aware of all employment-related activities scheduled in their communities including job and information fairs, employer networking events, local job clubs, and workshops available at NH Works. SCSEP staff share job search tips as well as spotlighting available "hot jobs" and other job leads.

Program staff attend many employer-related functions to gain knowledge on the labor market, industry changes, needs, concerns, and job opportunities.

One of the results of the recent pandemic has been a disconnect between SCSEP and NH Works staff. These relationships are currently being rebuilt through partnership meetings as well as community partnerships. SCSEP staff are eager to get back into the NH Works offices so that they can re-establish the strong relationships with the NH Works system partners including NH Employment Security, and NH Department of Education – Bureau of Vocational Rehabilitation. These partner relationships promote dual enrollments, ongoing referrals, training and employment opportunities, shared services including assessments, workshops, presentations, and connections to needed services.

SCSEP staff maintains excellent working relationships with the Job Placement Specialists through WIOA, Employer Service Representatives and Veteran Employment Representatives through NH Employment Security as well as the Business Resource Specialists through the BEA and encourage them to make employers aware of the SCSEP. These connections allow the program staff to be aware of job openings, employer and training needs and industry trends.

C. LOCATION AND POPULATION SERVED, INCLUDING EQUITABLE DISTRIBUTION

1. A DESCRIPTION OF THE LOCALITIES AND POPULATIONS FOR WHICH PROJECTS OF THE TYPE AUTHORIZED BY TITLE V ARE MOST NEEDED. (20 CFR 641.325 (D))

NH is a small state with very limited state funding to support non-profit agencies and similar organizations. Community service needs are fairly consistent throughout the state; therefore, SCSEP funding and equitable distribution plans typically drive the process for determining where to focus limited resources. The Office of Workforce Opportunity is well positioned to help identify the areas and populations for which community service projects like SCSEP are most needed.

2. LIST THE CITIES AND COUNTIES WHERE THE PROJECT WILL BE CONDUCTED. INCLUDE THE NUMBER OF SCSEP AUTHORIZED POSITIONS AND INDICATE WHERE THE POSITIONS CHANGED FROM THE PRIOR YEAR.

The following are the State Grantee PY2025 Plan for authorized positions by county: Belknap (16), Merrimack (27), and all other counties are zero. This is a total of 43 authorized positions. The following are the National Grantee PY2025 Plan for authorized positions by county: Carroll (11), Cheshire (12), Coos (10), Grafton (21), Hillsborough (56), Rockingham (15), Strafford (16), Sullivan (14), Merrimack and Belknap at zero – totaling 155 authorized positions. Combining State and National Plans the following are NH's number of authorized positions by county for all Grantees: Belknap (16), Carroll (11), Cheshire (12), Coos (10), Grafton (21), Hillsborough (56),

Merrimack (27), Rockingham (15), Strafford (16), Sullivan (14) – totaling 198 authorized positions.

The chart below shows the number of authorized positions by county.

There is no difference between the total number of authorized positions for all Grantees from PY2024 to PY2025. However, it must be noted that as of December 31, 2025, the National Allocated Slots for New Hampshire remain unallocated. During PY24, Operation ABLE, who was administering both the State and National grantee slots, notified National Office that the organization was being dissolved. The State of NH was forced to RFP the administration of the State grant which was awarded to CWI Works. The National Slots for NH are still allocated to Operation ABLE, which is no longer in business. The Office of Workforce Opportunity, on behalf of the State, has reached out numerous times to SCSEP National Office about this issue with no response. The OWO fully supports assigning the NH National SCSEP slots to CWI Works Inc. to keep consistency of services.

County	Current	Requested	Difference
Belknap	16	16	0
Carroll	11	11	0
Cheshire	12	12	0
Coos	10	10	0
Grafton	21	21	0
Hillsborough	56	56	0
Merrimack	27	27	0
Rockingham	15	15	0
Strafford	16	16	0
Sullivan	14	14	0

3. DESCRIBE CURRENT SLOT IMBALANCES AND PROPOSED STEPS TO CORRECT INEQUITIES TO ACHIEVE EQUITABLE DISTRIBUTION.

As mentioned above, the National Office has yet to allocate the National grant and its 155 authorized positions leaving ¾ of the state of NH unserved by the SCSEP program.

The state grant is significantly under enrolled in the counties that we can enroll in. This past year, NH has faced several challenges when it comes to the SCSEP program. Partway through PY24, our SCSEP subrecipient, Operation ABLE, notified us that the non-profit was dissolving and would not be able to continue the contract beyond June 30th. The state had to scramble to release a new RFP to find a new subrecipient and have a contract in place for the start of PY25. Although we were able to accomplish this, the SCSEP Allocations were held back, and we were forced to put the state grant on furlough as there are no state funds received for this program. Participants were pulled from host agencies until allocations were released. Bringing participants who had been active and at a host agency when the furlough occurred were

targeted for enrollment back into the program and in late October, OWO and CWI staff held re-enrollment sessions to introduce participants to the new subrecipient as well as complete paperwork to get them back to their host agencies as quick as possible.

Although NH is significantly under enrolled due to the above, we would be remiss not to mention long standing conditions that have led to us being under enrolled in the past - especially since the conditions are still relevant. NH has a long record of low unemployment rates as well as a very low minimum wage of $7.25 per hour. These two things have and will continue to contribute significantly to recruitment.

4. THE STATE'S LONG-TERM STRATEGY FOR ACHIEVING AN EQUITABLE DISTRIBUTION OF SCSEP POSITIONS WITHIN THE STATE THAT:

A. MOVES POSITIONS FROM OVER-SERVED TO UNDERSERVED LOCATIONS WITHIN THE STATE IN COMPLIANCE WITH 20 CFR 641.365.

To ensure equitable access to SCSEP services throughout the state, Section 508 of the 2006 Older Americans Act (OAA) Amendments requires the development of an Equitable Distribution (ED) report, to be updated on an annual basis. The "equitable share" of "slots" (i.e., enrollments) for each county within a state is determined by USDOL based on Census Bureau information and the ratio of eligible individuals in each service area to the total eligible population in the state. The number of slots/enrollments allocated to each provider is determined by USDOL based on a formula that looks at the total money available on the national level, the percent of funds allocated to States and National programs as defined in OAA regulations, and the program cost per participant (based on state and federal minimum wages).

Once an equitable share of slots is determined for each county, the State must then work with each of the SCSEP service providers within the state to determine how many slots each provider will have within a given county consistent with the total number of slots available to each provider overall. The chart in section (c)(2) shows how many slots each provider plans to serve in each county to achieve equitable distribution of services throughout the state. Over time the shifting of slots from program to program and/or changes in the equitable distribution factors result in over and/or under enrollments in counties that need to be adjusted as participants exit the program.

The chart in section (c)(2) (Current Equitable Distribution) provides the information needed to assess the location of the eligible population and the current distribution of people being served. Both national and state grantees are expected to move positions from over-served to underserved locations. All grantees operating within a state must consult with the Office of Workforce Opportunity (i.e., state agency responsible for preparing the State Plan and the ED Report) before moving slots from one geographic area to another. Final approval must be received from USDOL before moving slots.

To address future issues the State will work with whomever receives the national allocations to implement the following strategies:

- To the extent possible, one provider should be operating within a single county to avoid duplication, minimize the risk of overserving in one area of the state and help to reduce confusion among host agencies and/or participants.

- National Grant will offer services in eight of the ten counties CWI Works will offer services in the remaining two counties as the State Grantee.
- Each program will manage enrollments to achieve the agreed upon ED plan over time.
- Each program will enroll all new participants in accordance with the agreed upon ED slot plan.

A process similar to the one outlined above will be implemented at the beginning of each program year covered under this SCSEP State Coordination Plan to ensure compliance with OAA regulations, and continued progress toward ensuring sufficient access to SCSEP services throughout the state.

B. EQUITABLY SERVES RURAL AND URBAN AREAS.

See previous section, which states that a process like the one outlined in that section will be implemented at the beginning of each program year covered under this SCSEP State Coordination Plan to ensure compliance with OAA regulations, and continued progress toward ensuring sufficient access to SCSEP services throughout the state.

C. SERVES INDIVIDUALS AFFORDED PRIORITY FOR SERVICE UNDER 20 CFR 641.520. (20 CFR 641.302(A), 641.365, 641.520)

NH does not have a waiting list and is able to serve all individuals eligible and appropriate for services – as long as they reside in the counties under the state grant. Priority is given to individuals from target groups with barriers to employment, veterans and veteran spouses in accordance with WIOA priority of service requirements.

5. THE RATIO OF ELIGIBLE INDIVIDUALS IN EACH SERVICE AREA TO THE TOTAL ELIGIBLE POPULATION IN THE STATE. (20 CFR 641.325(A))

The 2024 American Community Survey reflects below the number of individuals who are 55 and older and persons living in poverty. In comparing the number of these potentially eligible candidates for SCSEP to the Equitable Distribution plan, the state and national grantees will be able to serve approximately .81% of potentially eligible candidates. It is recognized that the percentage of services varies per county, but the sample size is small and there are a number of varying factors.

This chart displays by county the total population, percent of persons 55 years and over, percent of persons in poverty, and the number of authorized positions according to the PY24 equitable distribution plan.

County	Total population	55 yearsand older	Persons in poverty	ED plan
Belknap	65,257	27,693	42.44%	12
Carroll	52,580	26,304	50.03%	12

County	Total population	55 yearsand older	Persons in poverty	ED plan
Cheshire	78,078	30,291	38.80%	13
Coos	31,094	13,779	44.31%	9
Grafton	93,045	35,983	38.67%	16
Hillsborough	430,462	141,452	32.86%	48
Merrimack	157,869	56,440	35.75%	23
Rockingham	322,433	122,309	37.93%	34
Strafford	134,202	42,060	31.34%	18
Sullivan	44,012	17,885	40.64%	12
Totals	1,409,032	514,196	36%	197

6. THE RELATIVE DISTRIBUTION OF ELIGIBLE INDIVIDUALS WHO:

A. RESIDE IN URBAN AND RURAL AREAS WITHIN THE STATE

Six of the ten counties in New Hampshire meet the definition of a rural county – Belknap, Coos, Carroll, Cheshire, Grafton and Sullivan. For SCSEP purposes, rural designation is determined by actual residence using the Rural-Urban Community Area Codes (RUCA) 22 for each city and town in New Hampshire. Participants residing in rural areas within the state are tracked via the SCSEP application process and reported on the SCSEP quarterly performance report (QPR) in GPMS, the case management system for the program.

B. HAVE THE GREATEST ECONOMIC NEED

Program participants must be at least 55 years of age and have a family income of no more than 125% over the Federal poverty level. Enrollment priority is given to persons over age 65, veterans, and qualified spouses of veterans. Preference is also given to minority, limited English-speaking and Indian-eligible individuals. Finally, preference is also given to eligible individuals who have the greatest economic need.

C. ARE MINORITIES

New Hampshire's population is predominantly White. The 2021 Census Bureau estimates that 93.1 percent of the Granite State's population is White compared to 76.3 percent nationally. Slowly the Granite State's population is becoming more diverse, but the incidence of minorities in our population is still very small. Although the number of minority seniors enrolled in SCSEP is relatively few, the SCSEP program continues efforts to recruit and enroll minorities into the program. The data in the chart below shows the rate we are enrolling minorities into the program compared to the number of minorities in NH. Staff will continue to reach out to eligible minorities that could benefit from the program. The chart shows NH SCSEP service to minorities in PY2021 (from the SCSEP Analysis of Service to Minority Individuals Volume II report) for minorities overall was 13.0% and for the following demographics: Hispanic (1.9%), Black (1.9%), Asian (1.9%), American Indian (1.9%), and Pacific Islander (0%). The Census percent

minority analysis of service to minorities in PY2021 for minorities overall was 3.8% and the for the following demographics: Hispanic (1.0%), Black (.9%), Asian (.8%), American Indian (0.4%), and Pacific Islander (0%).

NH SCSEP Percent Minority Analysis of Service toMinorities PY2021 Volume II	Census Percent Minority Analysis of Service toMinorities PY2021 Volume II
Minority Overall	Minority Overall
13 %	3.8%
Hispanic	**Hispanic**
1.9%	1.0%
Black	**Black**
1.9%	.9%
Asian	**Asian**
1.9%	.8%
American Indian	**American Indian**
1.9%	.4%
Pacific Islander	**Pacific Islander**
0%	0%

Services to Minorities SCSEP Data for NH PY21 have similar percentages to state data, recognizing that both are a small percentage. The PY21 The Minority Analysis of Service to Minorities is the last one provided to states by SCSEP National Office.

D. ARE LIMITED ENGLISH PROFICIENT

The US Census data reports that 8% of NH residents speak a language other than English at home at age 55+ between 2015 and 2019. The PY2020 final QPR reflects that 0% of its participants were individuals with limited English proficiency.

E. HAVE THE GREATEST SOCIAL NEED. (20 CFR 641.325(B))

According to the 2020 American Community Survey, it is estimated that of the total population in New Hampshire (1,355,244), 345,034 individuals are over the age of 60. This figure is almost evenly split between males and females. Of this population, 96.5% are white individuals. In addition, of those 345, 034 individuals, 93.1% speak only English; 6.9% speak a language other than English and only 2.4% speak English less than "very well". According to the Survey, New Hampshire has 336,437 civilian noninstitutionalized individuals. Of those, 73.1% have no disability.

As can be seen from the statistics above, there are limited numbers of individuals in New Hampshire that may fall under the definition of having the greatest social need. However, the

SCSEP staff continues to look at the demographics of the areas that are served to make sure that individuals who may be eligible for SCSEP are recruited and enrolled. Staff will continue to work with other community agencies throughout the area to target those who have the greatest social need

F. FORMERLY INCARCERATED INDIVIDUALS, AS DEFINED IN TEGL 17-20

In the Office of Workforce Opportunity contracted with Public Consulting Group (PSG) to complete a Return to Community Strategic Partner Engagement Study. As part of that study, PSG completed a data and materials review. They found that the average number of individuals incarcerated in NH is 2,398. In calendar year 2020, 1,215 individuals were released from the New Hampshire Department of Corrections (NHDOC). Of those released approximately 150 individuals are 50 years or older.

Over the past couple of years, SCSEP staff have made attempts to work collaboratively with the NH Department of Corrections, Probation and Parole Division. These attempts have been less than fruitful. Many times, when individuals are released on probation and parole, there are requirements that they must meet including being employed. In addition, many individuals released from incarceration have fees and reimbursements that must be paid. These individuals might not be appropriate for the SCSEP program.

Going forward, the OWO will help to facilitate communications between SCSEP staff and the NH DOC to identify and target those individuals who may benefit from participation in the program. This would include identifying those individuals almost off supervision as they might have less restrictions on their income. Staff will also explore other ways to identify formerly incarcerated individuals who might qualify for the program. This might include working with organizations who provide services to those formerly incarcerated as well as exploring other opportunities to meet other like minded agencies serving this population.

7. A DESCRIPTION OF THE STEPS TAKEN TO AVOID DISRUPTIONS TO THE GREATEST EXTENT POSSIBLE, WHEN POSITIONS ARE REDISTRIBUTED, AS PROVIDED IN 20 CFR 641.365; WHEN NEW CENSUS OR OTHER RELIABLE DATA BECOME AVAILABLE; OR WHEN THERE IS OVER-ENROLLMENT FOR ANY OTHER REASON. (20 CFR 641.325(I), 641.302(B))

When new Census data indicates that there has been a shift in the location of the eligible population or when over-enrollment occurs for any reason, positions must be shifted in a gradual manner to achieve equitable distribution goals as well as encourage unsubsidized employment to make positions available for eligible individuals in the areas where there has been an increase in the eligible population. However, at no time will a service provider terminate a participant from the program based solely on a need to shift positions for the purpose of achieving equitable distribution. The goal shall be to achieve equitable distribution through targeted recruitment and job placement activities that redirect new enrollments in underserved areas, resulting in minimal disruption to services to current participants.

Furthermore, CWI Works will not transfer positions from one geographic area to another without first notifying the BEA – Office of Workforce Opportunity, who will submit in writing, any proposed changes in distribution that occur after submission of the Equitable Distribution Report to the Federal Project Officer for approval. NH SCSEP grantees will coordinate any proposed changes in position distribution and agree on changes through a consensus process prior to submitting the proposed changes to the Office of Workforce Opportunity to forward on

to the regional Federal Project Officer for initial review and approval. All participant transfers must receive final approval from the USDOL SCSEP Grant Officer.

PERFORMANCE INDICATOR APPENDIX

ALL WIOA CORE PROGRAMS

The Departments determined that the Effectiveness in Serving Employers indicator will be measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers. The Departments will continue piloting approaches for measuring this indicator for the first two years of PY 2020-2023 plans. Therefore, states are not required to submit an expected level of performance for the Effectiveness in Serving Employers indicator for PY 2020 and PY 2021. However, core programs are expected to collect data and report on this indicator for PY 2020 and PY 2021 as they did for PYs 2016-2019 plans.

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - ADULT PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	79.5	81.0	79.8	81.5
Employment (Fourth Quarter After Exit)	76.5	78.5	77.0	79.0
Median Earnings (Second Quarter After Exit)	8,825	9,000	8,875	9,500
Credential Attainment Rate	70.0	74.0	71.0	74.5

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Measurable Skill Gains	68.0	73.0	68.5	73.5
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	83.0	84.0	83.5	84.5
Employment (Fourth Quarter After Exit)	75.5	82.0	76.0	82.5
Median Earnings (Second Quarter After Exit)	10,500	11,500	10,575	12,000
Credential Attainment Rate	71.0	75.0	71.5	75.5
Measurable Skill Gains	68.0	68.0	68.5	68.5

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	76.0	80.0	76.5	80.5
Employment (Fourth Quarter After Exit)	74.0	78.0	74.5	78.5
Median Earnings (Second Quarter After Exit)	4,900	6,100	4,950	6,200
Credential Attainment Rate	74.0	74.0	74.5	74.5
Measurable Skill Gains	50.0	65.0	51.0	66.0
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

WAGNER-PEYSER ACT - WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	72.5	73.5	73.0	74.0
Employment (Fourth Quarter After Exit)	68.5	71.0	69.0	71.5
Median Earnings (Second Quarter After Exit)	$9,500	11,400	$9,750	11,500
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM - ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS

Performance Goals for the Core Programs

Each state submitting a Unified or Combined State Plan is required to identify expected levels of performance for each of the primary indicators of performance for the two years covered by the plan modification. The state is required to reach agreement with the Secretary of Labor, in conjunction with the Secretary of Education, on state-negotiated levels of performance for the indicators for each of the two years of the plan modification.

While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	33.5%	33.5%	34.0%	34.0%
Employment (Fourth Quarter After Exit)	32.0%	32.0%	32.5%	32.5%
Median Earnings (Second Quarter After Exit)	8,000	8,000	8,200	8,200
Credential Attainment Rate	24.5%	24.5%	25.0%	25.0%
Measurable Skill Gains	36.0%	36.0%	36.5%	36.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

VOCATIONAL REHABILITATION PROGRAM (COMBINED OR GENERAL) - VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Each State VR program must submit expected levels of performance in its Unified or Combined State Plan and in the two-year modification of that plan. Expected levels of performance for the first two years of a state plan must be submitted in the initial submission of the Unified or Combined State Plan and in the initial submission of the two-year modification of that Plan, for years three and four, as described in 34 CFR § 361.170(a). Expected levels of performance must be stated to the nearest tenth of a percent (XX.X %) or to the nearest whole dollar for median earnings. State VR programs are reminded that the expected levels of performance must be

published for public comment prior to plan submission in accordance with state law, regulation, and policy.

The submission of expected levels is the first step in the negotiations process. Once the expected levels of performance have been submitted, State VR programs may begin negotiations with RSA's State Monitoring and Program Improvement Division. Each State VR program must reach agreement with RSA on the negotiated levels of performance for the indicators for each of the first two years of the Unified or Combined State Plan (or for the third and fourth years of the Unified or Combined State Plan during the required two-year modification process) in accordance with 116(b)(3)(A)(iv).

RSA will use its statistical adjustment model to derive pre-program year estimated levels of performance for each indicator. Each State VR program and RSA will consider the negotiation factors outlined in WIOA section 116(b)(3)(A)(v) during the negotiation process. Once negotiated levels of performance are agreed upon, each State VR program must incorporate the negotiated levels of performance into the Unified or Combined State Plan and the two-year modification of that plan prior to the plan's approval (section 116(b)(3)(A)(iv) of WIOA).

Effectiveness in Serving Employers (ESE)

The ESE indicator has been defined in the ESE final rule and PY 2024 was the first year of data for the newly defined performance indicator. However, a minimum of at least two baseline years of data must be collected to support a statistical adjustment model that could produce sufficiently reliable estimates for the purposes of performance negotiations and state performance assessments. The Departments, in accordance with 20 CFR § 677.190(c)(4) and 34 CFR §§ 361.190(c)(4) and 463.190(c)(4), will collect and monitor state ESE performance results for at least PY 2024 and PY 2025 to establish a credible baseline and provide technical assistance. After PY 2025 data are collected the Departments will develop a statistical adjustment model for ESE in accordance with section 116(b)(3)(A)(viii) of WIOA. Since the ESE indicator is a statewide measure that reflects a combined result across WIOA titles I, II, III, and IV programs, the Departments will jointly engage in negotiations with state representatives from all core programs when feasible. While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)	57.5	57.5	58.5	58.5
Employment (Fourth Quarter After Exit)	56.0	57.0	57.0	58.0

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Median Earnings (Second Quarter After Exit)	$4,700	$4,800	$4,800	$5,000
Credential Attainment Rate	49.5	49.5	51.0	51.0
Measurable Skill Gains	56.0	63.0	57.0	63.2
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

VOCATIONAL REHABILITATION PROGRAM (BLIND) - VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Each State VR program must submit expected levels of performance in its Unified or Combined State Plan and in the two-year modification of that plan. Expected levels of performance for the first two years of a state plan must be submitted in the initial submission of the Unified or Combined State Plan and in the initial submission of the two-year modification of that Plan, for years three and four, as described in 34 CFR § 361.170(a). Expected levels of performance must be stated to the nearest tenth of a percent (XX.X %) or to the nearest whole dollar for median earnings. State VR programs are reminded that the expected levels of performance must be published for public comment prior to plan submission in accordance with state law, regulation, and policy.

The submission of expected levels is the first step in the negotiations process. Once the expected levels of performance have been submitted, State VR programs may begin negotiations with RSA's State Monitoring and Program Improvement Division. Each State VR program must reach agreement with RSA on the negotiated levels of performance for the indicators for each of the first two years of the Unified or Combined State Plan (or for the third and fourth years of the Unified or Combined State Plan during the required two-year modification process) in accordance with 116(b)(3)(A)(iv).

RSA will use its statistical adjustment model to derive pre-program year estimated levels of performance for each indicator. Each State VR program and RSA will consider the negotiation factors outlined in WIOA section 116(b)(3)(A)(v) during the negotiation process. Once negotiated levels of performance are agreed upon, each State VR program must incorporate the negotiated levels of performance into the Unified or Combined State Plan and the two-year modification of that plan prior to the plan's approval (section 116(b)(3)(A)(iv) of WIOA).

Effectiveness in Serving Employers (ESE)

The ESE indicator has been defined in the ESE final rule and PY 2024 was the first year of data for the newly defined performance indicator. However, a minimum of at least two baseline years of data must be collected to support a statistical adjustment model that could produce sufficiently reliable estimates for the purposes of performance negotiations and state performance assessments. The Departments, in accordance with 20 CFR § 677.190(c)(4) and 34 CFR §§ 361.190(c)(4) and 463.190(c)(4), will collect and monitor state ESE performance results for at least PY 2024 and PY 2025 to establish a credible baseline and provide technical assistance. After PY 2025 data are collected the Departments will develop a statistical adjustment model for ESE in accordance with section 116(b)(3)(A)(viii) of WIOA. Since the ESE indicator is a statewide measure that reflects a combined result across WIOA titles I, II, III, and IV programs, the Departments will jointly engage in negotiations with state representatives from all core programs when feasible. While states are not required to submit expected levels of performance for Effectiveness in Serving Employers for PY 2026 and PY 2027 all of core programs are expected to collect data and report as a shared indicator (as directed in guidance) for these years.

Performance Indicators	PY 2026 Expected Level	PY 2026 Negotiated Level	PY 2027 Expected Level	PY 2027 Negotiated Level
Employment (Second Quarter After Exit)				
Employment (Fourth Quarter After Exit)				
Median Earnings (Second Quarter After Exit)				
Credential Attainment Rate				
Measurable Skill Gains				
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

The Departments have not issued the final rule defining Effectiveness in Serving Employers. As a result, states will not submit expected levels of performance for this indicator and the Departments will not establish negotiated levels of performance for PYs 2026 and 2027.

ADDITIONAL INDICATORS OF PERFORMANCE

States may identify additional indicators in the plan, including additional approaches to measuring Effectiveness in Serving Employers, and may establish levels of performance for each of the state indicators. Please identify any such state indicators under Additional Indicators of Performance.

N/A

OTHER APPENDICES

Appendix 2: Release of Information- English

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WE'LL HELP YOU FIND YOUR FUTURE

NH WORKS System Partners
Release of Information

NH Employment Security
Employment Services
Unemployment Insurance
Benefits
Trade Act Program
WorkNowNH
Reentry Program
Migrant & Seasonal
Farmworker Program
New England Farm Workers
Council

NH Department of Education
Adult Education
Vocational Rehabilitation

NH Department of Health and Human Services
TANF
SNAP
NHEP

Office of Workforce Opportunity/Community Action Agencies
WIOA Youth
WIOA Adult
SCSEP

Community College System of New Hampshire
WorkReady NH
Apprenticeship NH
Community College

NH Job Corps
Operation Able

Veterans' Services
Harbor Homes
Northeast Veterans Outreach
Center
Veterans Inc.
U.S. Department of
Veterans Affairs
Vocational Rehabilitation
and Employment

Please see back of form for additional information about the programs listed above.

This form is valid for two years from participant's signature date

I, _____ , authorize

_____ to exchange
(individual or agency)

information relating to prior assessment(s) for training and employment including but not limited to: work history, vocational assessments, career planning, documentation related to eligibility, skills, training, quarterly wage data, and Unemployment Compensation benefits with the agency (ies) listed on the left side of this form.

This Release of Information does not authorize the disclosure of any medical information or any other restricted third party information.

I understand that this information may be used to determine eligibility for employment and training services, assist in the development of my individual training plan for education and employment, career planning, and/or may be used for statistical purposes.

I allow the NH Works System Partners listed on the left to release to each other the requested information when I am referred to partner services. I understand the information will be used only on an as needed basis and will remain confidential, to the extent required and/or permitted by law. This information cannot be shared with any other entity without my written permission.

A copy of this Release of Information is as valid as the original. This Release is valid for both program and follow-up services.

_____ _____
Participant's Signature Date

_____
Guardian's Signature if applicable

_____ _____
Staff Signature Email Address

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SYSTEM PARTNERS/PROGRAM SERVICES

NH EMPLOYMENT SECURITY –A free public Employment Service, which benefits the job seeker, the employer, and the economy by helping people find work through work search programs, employment information, and economic and labor market information. **https://www.nhes.nh.gov/**

- Employment Services
- Unemployment Insurance Benefits
- Trade Act Program
- Migrant and Seasonal Farmworker Program

DEPARTMENT OF HEALTH AND HUMAN SERVICES - https://www.dhhs.nh.gov/

TANF– Cash Assistance provides assistance to needy families with dependent children
FOODSTAMPS – Supplemental Nutrition Assistance Program
NHEP –Employment support program that provides cash assistance to eligible able-bodied parents and assists them in becoming self-sufficient.

NH DEPARTMENT OF EDUCATION- https://www.education.nh.gov/

ADULT EDUCATION-Provides a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying and achieving academic and/or career goals.

VOCATIONAL REHABILIITATION – Assists eligible NH citizens with disabilities to secure competitive integrated employment and financial and personal independence by providing rehabilitation services.

OFFICE OF WORKFORCE OPPORTUINTY- Serves as the state administered entity for the Workforce Innovation and Opportunity Act. **https://www.nhworks.org/**

WIOA Youth Program – Provides academic and work based learning services to youth with the goal of self-sufficiency.
WIOA Adult Program – Provides economically disadvantaged adults access to employment, education, training and support services to succeed in the labor market and obtain self-sufficiency.
WIOA Dislocated Worker Program- Provides laid off workers access to employment, training and support services to succeed in labor market and obtain self-sufficiency.
SCSEP –Community Service and Work-based training program for older workers. Provides job training and placement to those 55 or older.

COMMUNITY COLLEGE SYSTEM OF NH – The seven NH community colleges offer associates degree, certificate and skill based programs that provide opportunities for college education and career training. **https://www.ccsnh.edu/**

Work Ready NH-Tuition free workforce development program tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

ApprenticeshipNH- Program supports the development of new registered apprenticeship programs and in healthcare, advanced manufacturing, hospitality and construction and infrastructure sectors. Registered apprenticeship is an employer driven model which combines on the job training and related classroom instruction to increase an apprentice's skill level and wages.
http://www.EarnLearnNH.org

NH JOB CORPS- A tuition free training and education program that connects young adults to the skills and educational opportunities needed to establish a career. **https://newhampshire.jobcorps.gov/**

OPERATION ABLE- Older Worker program that empowers older workers with job skills supports and training services to re-enter the workforce **https://operationable.net/staff**

Appendix 3: State Workforce Investment Board Roster

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
The Governor (WIOA Section 101(b)(1)(A))	The Governor	1. James Gerry (Proxy)	Director	State of NH Office of the Governor	Statewide
Representatives of State Legislature (WIOA Section 101(b)(1)(B))	One member of each chamber of the State legislature (to the extent consistent with State law), appointed by the appropriate presiding officers of such chamber.	2. Kevin Avard	State Senator	State of NH House of Sensate	Statewide
3. Joseph Alexander	State Representative	State of NH House of Representatives	Statewide		
	Board Chair – selected by the Governor	1. Michael Kane	CEO	The Kane Company	Seacoast
Representatives of Business (WIOA Section 101(b)(1)(C)(i))	The majority (51%) of the board must consist of representatives of business who: • are owners of businesses, chief executives or operati	2. Mike Alberts	Director	New England Wire Company	North

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	ng officers of businesses, or other business executives or employers with optimum policy-making or hiring authority, • represent businesses (including at least one representative of small business), or organizations representing businesses and provide employ				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	ment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the State; and • are appointed from among individuals nominated by State business organizations				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	and business trade associations				
3. Jim Alden	Owner	Chutters	North		
4. Rick Bartle	Owner	Stratus Business Development Inc	West		
5. Anya Burzynski	Operations Manager	Aerodynamics Metal Finishing	Seacoast		
6. Kenneth Clinton	Land Surveyor	Arago Land Consultants, LLC	West		
7. Alan Beaulieu	Principal	ITR Economics	Central		
8. Mary Crowley	Manager	CP Management	Seacoast		
9. Tracey Pelton	Vice President	PROCON	West		
10. Shane Long	Owner	Aldworth manor	West		
11. Lori Ann Lundergan	Owner	Steadfast Spirits Distilling Co.	Central		
12. Larry Major	Manager	Pike Industries	Central		

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
13. Ashok Patel	Chief Development Officer	Jamsan Hotel Mgmt	South		
14. Jim Proulx	CEO/ President	Proulx Oil and Heating	Central		
15. Wayne Lesperance	President	New England College	Central		
16. Gary Thomas	CEO/ President	NorthPoint Construction	South		
Representatives of Workforce (WIOA Section 101(b)(1)(C)(ii))	Not less than 20 percent shall be representatives of the workforce within the State, who must include: • Two or more representatives of labor organizations, who have been nominated by State labor federations;	1. Tiler Eaton	Business Development Rep	IBEW 104 (Power Lineman from RSA) Electrical Workers Union	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	One or more representative, who must be a member of a labor organization or a training director, from a joint labor- management registered apprenticeship program, or if no such joint program exists in the State, such arepresentative of a registered apprenticeship program in the State;				
2. Cullen Tiernan	Political Director	SEA/SEIU Local 1984			
3. Patrick Fall	Foreman (Pipefitter from RSA)	UA 131 Pipefitters Union (Apprenticeship)			
	In addition to the representatives enumerated above, the Governor may appoint one or more representatives of the following	1. James Key-Wallace	Executive Director	New Hampshire Business Finance Authority (NHBFA)	

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	organizations to contribute to the 20 percent requirement representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive, integrated employment for individuals with disabilities; and training, or education needs of eligible youth, including representatives of organizations that serve				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	out-of-school youth				
2. Ryan Clouthier	CEO	Southern NH Services dba Community Action Partnership Hillsborough Rockingham Counties (CAPHR)			
3. Stephanie Ashworth	Region 1 Center Director	Job Corps			
Representatives of Government (WIOA	The balance of State Board membership must include:				
Section101(b)(1)(C)(iii))	• the lead State officials with primary responsibility for the core programs; and • two or more chief elected officials	1. Christine Brennan (Educ.) Title II	Deputy Commissioner	NH Department of Education (NHDOE)	

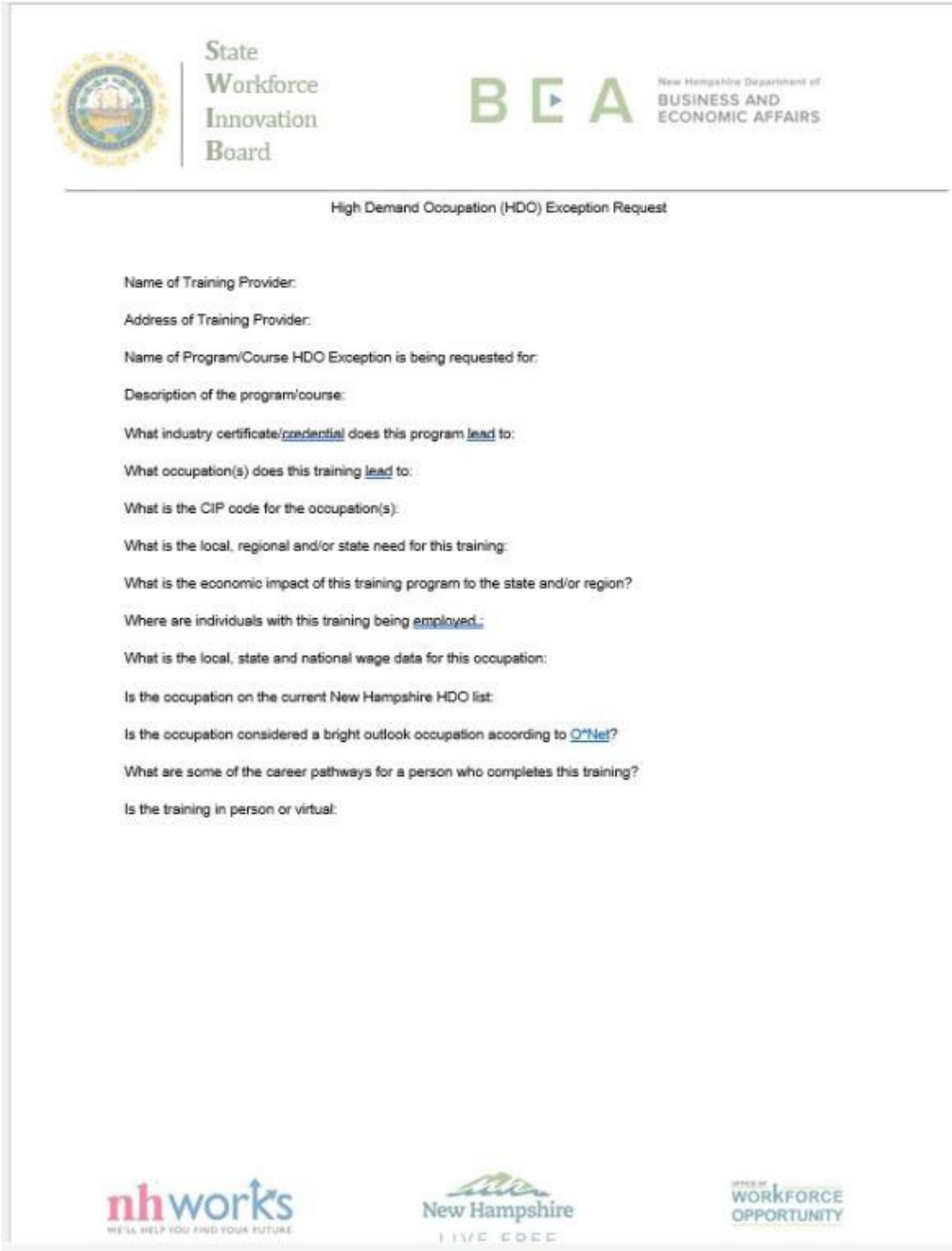
Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	(collectively representing both cities and counties, where appropriate).				
2. Cynthia Harrington	Deputy Director	Business and Economic Affairs (BEA)			
3. Richard Lavers	Commissioner	New Hampshire Employment Service (NHES)			
4. Jay Ruais	Mayor	City of Manchester			
5. Paul Callaghan	Mayor	City of Rochester			

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	In addition to the representatives enumerated above, the Governor may appoint such other representatives such as:				
	• the State agency officials from agencies that are one-stop partners (including additional one-stop partners whose programs are covered by the State plan, if any);	1. Kristine Dudley (Educ.)	Director	Community College System of NH (CCSNH)	
2. Richard Sala (Educ.) Title IV	Director	NH Dept of Ed-Voc Rehab (NHDOE-VR)			

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	• State agency officials responsible for economic development or juvenile justice programs in the State; organization, as such terms are defined in section 166(b); and				
	• State agency officials responsible for education programs in the State, including chief executive				

Required SWIB Members	Who May Satisfy The Requirement	Name	Title	Organization/Agency	Region
	officers of community colleges and other institutions of higher education.				

Appendix 4: ETPL High Demand Occupation Exception form



State Workforce Innovation Board

BEA New Hampshire Department of BUSINESS AND ECONOMIC AFFAIRS

High Demand Occupation (HDO) Exception Request

Name of Training Provider:

Address of Training Provider:

Name of Program/Course HDO Exception is being requested for:

Description of the program/course:

What industry certificate/credential does this program lead to:

What occupation(s) does this training lead to:

What is the CIP code for the occupation(s):

What is the local, regional and/or state need for this training:

What is the economic impact of this training program to the state and/or region?

Where are individuals with this training being employed:

What is the local, state and national wage data for this occupation:

Is the occupation on the current New Hampshire HDO list:

Is the occupation considered a bright outlook occupation according to O*Net?

What are some of the career pathways for a person who completes this training?

Is the training in person or virtual:

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Appendix 5: State Plan Comments Received:

The State of New Hampshire did not receive any written of verbal comments throughout the multiple public comment sessions provided.

Appendix 6: Youth RFP

State of New Hampshire

Department of Business and economic affairs

Workforce Innovation and Opportunity Act (WIOA) Youth Programs (In-School and Out-of-School) (as amended August 4, 2025)

RFP DBEA 2024-09

Section 1 – Overview and Schedule

1. **Executive Summary**

The Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) is soliciting Request for Proposals (RFP) on behalf of the State Workforce Innovation Board (SWIB) to identify and select qualified subrecipients to serve as New Hampshire WIOA Title I Youth service providers. We are seeking applicants who are willing to bring new ideas, resources, approaches, and partnerships to the workforce system.

The resulting contract(s) shall be effective July 1, 2024, and extend until June 30, 2027. OWO anticipates the awarding of multiple subrecipients/programs/locations to provide services to both In-School Youth (ISY) and Out-of-School Youth (OSY) eligible individuals throughout the State of New Hampshire. The award of the contract is contingent on approval by Governor and Executive Council.

The proposed services will be 100% funded under the Workforce Innovation and Opportunity Act (WIOA) of 2014, P.L. 113-128, from an award from the U.S. Department of Labor (USDOL) Employment and Training Administration (ETA) CFDA# 17.259. For planning purposes, proposers should estimate WIOA Youth funding of **$1,600,000.** Please keep in mind that at least 75% of funds must be spent directly on OSY programs, with no more than 25% spent directly on ISY programs. This estimate is provided solely for guidance to bidders in preparing a budget and cost proposal. The actual award amount is contingent upon available federal funds at the time of contract negotiations.

Note: This amount is provided as a planning figure only and does not commit BEA/OWO to award a contract for this amount. The Proposer is responsible for proposing a reasonable total

cost for delivery of services described in this RFP. Funding during the contract period may be adjusted due to changes in WIOA funding received.

2. **Schedule**

The following table provides a Schedule of Events for this RFP through contract finalization and approval. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

EVENT	DATE	LOCAL TIME
RFP Released (Advertisement)	January 26, 2024	1:00 PM
Bidder Inquiry Period Ends	February 6, 2024	4:00 PM
Final Agency Responses to Bidder Inquiries	February 9, 2024	4:00 PM
Bidder Submit Proposals	March 1, 2024	4:00 PM
Estimated Notification of Selection and Begin Contract Negotiations	March 15, 2024	4:00 PM
Targeted Governor and Council Meeting	May 1, 2024	
Anticipated Contract Start Date	July 1, 2024	

Section 2 - Description of Agency/Program Issuing the Request for Proposals

The Department of Business and Economic Affairs (BEA) is dedicated to enhancing the economic vitality of the State of New Hampshire while promoting it as a destination for domestic and international visitors. For more information visit www.nheconomy.com, www.choosenh.com, or https://www.nheconomy.com/office-of-workforce-opportunity.

The Department of Business and Economic Affairs, Office of Workforce Opportunity, is the state agency that serves as the grant recipient for federal funds allocated under Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014. The WIOA was created to provide state and local areas the flexibility to collaborate across systems in an effort to address the employment and skill needs of current employees, job seekers, and employers. Proposers are strongly encouraged to read the Department of Labor's WIOA resource page for WIOA information and the latest updates: https://www.doleta.gov/wioa/.

WIOA has six main purposes:

1. Increase access to and opportunities for employment, education, training, and support services for individuals, particularly those with barriers to employment.

a. Support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system.

b. Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.

c. Promote improvement in the structure and delivery of services.

d. Increase the prosperity of workers and employers.

e. Provide workforce development activities that increase employment, retention, and earnings of participants and that increase post-secondary credential attainment and as a result, improves the quality of the workforce, reduces welfare dependency, increases economic self-sufficiency, meets skills requirement of employers, and enhances productivity and competitiveness of the nation.

State Workforce Innovation Board (SWIB)

The State Workforce Innovation Board (SWIB) in New Hampshire operates as a single service delivery area, and as such has one state level board i.e., no local workforce boards. Consistent with WIOA requirements, the SWIB is composed of business leaders from throughout the state, representatives of organized labor, and state agency leaders. Private sector leaders constitute a majority of the membership. The mission of the SWIB is to promote life-long learning by collaborating with businesses, agencies, and organizations to bring the state's education, employment, and training programs together into a workforce development system that provides the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence. To learn more about the SWIB visit https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-workforce-innovation-board.

One-Stop Operator Consortium (Consortium)

The NH Works One-Stop Operator Consortium (Consortium) serves as the One-Stop Operator in New Hampshire. The purpose of the Consortium is to oversee the implementation of system-wide workforce development strategies and goals at the service delivery level consistent with the vision and goals set forth by the SWIB. The Consortium is the primary committee charged with designing and implementing continuous improvement tools and processes for the One-Stop service delivery system. The Commissioner of NH Employment Security serves as the Chair of the Consortium. Consortium membership is comprised of State Director and/or other executive level staff from the core state workforce development system partners (i.e., NH Employment Security (NHES), NH Department of Education (DOE), Community College System of NH (CCSNH), NH Business and Economic Affairs (BEA), and NH Department of Health and Human Services (DHHS). For more information on the NH Works One-Stop service delivery system, please see the WIOA Combined State Plan at https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-plan.

NH Works (One-Stop Delivery System- American Job Centers)

The cornerstone of the workforce innovation system is the one-stop service delivery system designed to serve the needs of dual customers: the job seeker and the employer. This delivery system is the mechanism through which programs are integrated. In New Hampshire, this One-Stop System, known as NH Works, also carries the federal tagline "an American Job Center". The NH Works service delivery system model is a commonsense approach to helping people find the right job, training or educational programs at a single location. Job seekers are placed in new jobs, get specific skills training, and/or access training programs. The NH Works Centers also provide a central location for businesses to get help hiring employees, find qualified workers and/or post job listings. New Hampshire has twelve NH Works Centers located throughout the state.

Entities funded through WIOA shall be a partner in the NH Works service delivery system. The system, designed to operate as a network of partners, works to enhance education, training and employment opportunity for specific populations under the guidance of the One-Stop Operator Consortium. All providers funded completely or in part with WIOA, shall work in conjunction with partner agencies to provide a holistic approach to customer service.

Historically, Title I Youth Services have not been housed within the NH Works Centers. Any subrecipients that are chosen to provide services under this RFP will be responsible for providing Title I Youth services to any eligible individual even if the subrecipient does not have a physical location in the area. The selected sub-recipients are responsible for determining their working relationship with the NH Works Centers and should describe that in their proposal.

As stated above, the SWIB is committed to ensuring that the State's One-Stop service delivery system of NH Works American Job Centers are recognized as such by all who enter the system. As a condition of this RFP, subrecipients of WIOA funds (i.e., service providers) must agree to the following stipulations:

- All services, staff, and promotional materials funded under the agreement shall identify using NH Works branding. The Service Provider may use their agency/company name and/or logo, but only as a secondary identifier.
- BEA, or its designee, reserves the right to approve all staff signatory taglines for email and promotional materials prior to implementation to ensure consistency of message.
- Job titles assigned to staff hired under this agreement shall not contain descriptive words such as WIOA Administrator or WIOA Director; these designations are reserved to identify state level staff, only.

In addition to the requirements and expectations detailed in this RFP, all services proposed by the proposer must support the goals of the NH Works system, which includes the following:

- *Universal*: Resulting in efficient and timely access to a wide variety of employment-related services to individuals seeking work.
- *Integration*: Creates a seamless, functional coordination of services through collaborative development of the system's vision, goals, service strategies, resource allocation and team-based system management.
- *Customer choice*: Allows the customer to navigate his/her employment path.

- *Accountability*: Results in a performance-driven, outcome-based system that uses data collection, customer feedback and other tools to access program success.
- *Consistency of Branding*: The WIOA Youth service provider is providing services on behalf of NH Works and shall identify as NH Works in all verbal and written communications.

See the WIOA Combined State Plan for more information on the NH Works One-Stop service delivery system at https://www.nheconomy.com/office-of-workforce-opportunity.

Section 3 – Scope of Work

As the State Agency designated by the Governor of New Hampshire to serve as the grant recipient of federal funds allocated through Title I of the Workforce Innovation and Opportunity Act (WIOA), BEA/OWO is seeking proposals for innovative programs that provide the following:

- Assist eligible Out-of-School Youth (OSY) and eligible In-School Youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small business employers in in-demand industry sectors and occupations in the local and regional markets.
- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
- Provide continued support services to individuals who are in need of them to participate and succeed in work investment and training activities.
- Develop strategies for effectively serving individuals with barriers to employment and for coordinating programs and services among one-stop partners.
- Support the development of alternative, evidence-based programs, and other activities that enhance the choices available to eligible youth and which encourage youth to reenter and complete secondary education, enroll in postsecondary education and advanced training, progress through a career pathway, and enter into unsubsidized employment that leads to economic self-sufficiency.

For a full list of roles and responsibilities of the WIOA Title I Youth Service Provider, please refer to Appendix G.

Section 4 – Process for Submitting a Proposal

1. **Proposal Submission, Deadline, and Location Instructions**

Proposals submitted in response to this RFP must be received by the Department of Business and Economic Affairs no later than the time and date specified in the Schedule section, herein. Proposals must be submitted electronically. Proposals must be addressed to:

State of New Hampshire

Department of Business and Economic Affairs

Office of Workforce Opportunity

c/o

Joseph A Doiron

Electronic proposals must be submitted to: Joseph.A.Doiron@livefree.nh.gov

Proposals must be clearly marked as follows:

STATE OF NEW HAMPSHIRE

RESPONSE TO RFP BEA 2024-09

Workforce Innovation and Opportunity Act (WIOA) – Youth Programs (ISY and OSY)

Unless waived as a non-material deviation in accordance with Section 6B, late submissions will not be accepted and will be returned to the proposers unopened. Delivery of the Proposals shall be at the Proposer's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Agency, in accordance with its established policies, as having been received at the location designated above.

All Proposals submitted in response to this RFP must consist of at least:

1. One electronic copy of the Proposal with all Confidential Information fully redacted, as provided for in Section 7E of this RFP.

Proposers who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this proposal.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated Points of Contact:

TO: Joseph.A.Doiron@livefree.nh.gov

Inquiries must be received by the Agency's RFP Point of Contact no later than the conclusion of the Proposer Inquiry Period (see Schedule of Events section, herein). Inquiries received later than the conclusion of the Proposer Inquiry Period shall not be considered properly submitted and may not be considered.

The Agency intends to issue official responses to properly submitted inquiries on or before the date specified in the Schedule section, herein; however, this date is subject to change at the Agency's discretion. The Agency may consolidate and/or paraphrase questions for sufficiency

and clarity. The Agency may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the Agency. Official responses by the Agency will be made only in writing by the process described above. Bidders shall be responsible for reviewing the most updated information related to this RFP before submitting a proposal.

3. **Restriction of Contact with Agency Employees**

From the date of release of this RFP until an award is made and announced regarding the selection of a Proposer, all communication with personnel employed by or under contract with the Agency regarding this RFP is forbidden unless first approved by the RFP Point of Contact listed in the Proposal Inquiries section, herein. Agency employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential sub-recipient during the selection process, unless otherwise authorized by the RFP Point of Contact. Proposers may be disqualified for violating this restriction on communications.

D. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

5. **Eligible Entities**

Proposals may be submitted by qualified individuals, organizations, or entities (public, nonprofit, or

private) or a consortium of entities (including a consortium of entities that, at a minimum, includes 3 or

more of the one-stop system partners with demonstrated effectiveness), located in NH, which may include:

- An institution of higher education
- An employment service State agency established under the Wagner-Peyser Act (29 U.S.C. 49 et

seq.) on behalf of the local office of the agency

- A community-based organization, nonprofit organization, or intermediary
- A private for-profit entity
- A government agency
- Another interested organization or entity, which may include a local chamber of commerce or

other business organization, or a labor organization.

To be eligible, Proposers must be authorized to do business in New Hampshire. Workforce development minded organizations or individuals with or without previous experience as a

contractor are encouraged to submit proposals; however, only proposals from organizations or individuals that can thoroughly demonstrate they have the ability to provide the required services will be considered.

No provider or entity may compete for funds if:

- The individual or entity has been debarred or suspended or otherwise determined ineligible to receive federal funds by an action of any governmental individual/organization.
- The individual or entity's previous contract(s) with the State of New Hampshire had been terminated for cause.
- The individual or entity has not compiled with an official order to repay disallowed costs incurred during its conduct of services under any contract.
- The individual or entity or its parent organization have filed for bankruptcy during the past 7 years.

SECTION 5 - Content and Requirements for a Proposal

Applicant's seeking funding for multiple locations/programs must submit one application per program (please see Section 5C below for clarification). Each application will be evaluated separately. An award of one application does not guarantee an award of other applications submitted by the same applicant.

The items contained in this section must be included in the proposal to meet the minimum requirements for evaluation. The sections must be in the order described and written in a straightforward and concise manner. BEA/OWO is interested in the quality and responsiveness of the proposal. Points will be deducted from the total score if proposals do not list the questions and answers (see Section D for example).

Respondents must carefully examine all requirements stipulated in this RFP and respond to each requirement in their proposal.

Letters of support are not required.

Please note that BEA/OWO cannot enter into contract negotiations with an organization that is not legally permitted to conduct business within the State of New Hampshire or is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

1. **Proposal Content Requirements**

Proposal Cover Sheet	Appendix A	Required	Pass/Fail
2. Tableof Contents	with Page Numbers	Required	Pass/Fail
3. Abstract/Executive Summary	Max. one (1) Page	Required	Pass/Fail
			100 Point Total

Proposal Cover Sheet	Appendix A	Required	Pass/Fail
4. Proposal Narrative 5. Experience and Qualifications 6. Program Service Delivery Model 7. Performance Accountability 8. Partnerships & Community Engagement 9. Technology, Data, & Reporting 10. Timeline	Max. Eight (8) Pages Max. Eight (8) Pages Max. Four (4) Pages Max. Two (2) Pages Max. Two (2) Pages Max. Two (2) Pages	Required " " " " "	**80 Point Total** 15 Points (of 80) 20 Points (of 80) 15 Points (of 80) 15 Points (of 80) 10 Points (of 80) 5 Points (of 80)
5. Contractor Cover Sheet	Appendix B	Required	Pass/Fail
6. Proposal Budget 7. Fiscal Capabilities 8. Budget Worksheet	Max. Eight (8) Pages Appendix C	Required " Required	**20 Point Total**
7. Staff Job Descriptions	Appendix D	Required	Pass/Fail
8. State Assurances and Certification	Appendix E	Required	Pass/Fail
9. WIOA Assurances and Certification	Appendix F	Required	Pass/Fail
10. Roles & Responsibilities of the Title I	Appendix G	Required	Pass/Fail

Proposal Cover Sheet Youth Service Provider	Appendix A	Required	Pass/Fail
11. Conflict of Interest	Appendix H	Required	Pass/Fail
12. Miscellaneous	Max. Five (5) Pages	Optional	

2. **Proposal Format Requirements**

Font: 12 point – Times New Roman

Spacing: Optional (single spaced or greater)

All content in the proposal must be typed (with the exception of signatures)

Pages: Numbered (exclusive of title page, table of content and miscellaneous pages)

Margins: 1 inch

Email: PDF format – drop box and/or similar tools not allowed.

3. **Proposal Packets**

BEA/OWO will consider proposal packets from one applicant that include proposals for multiple programs (ISY and/or OSY) as well as for multiple locations throughout NH. If multiple programs or locations are being proposed, entities should provide a separate proposal narrative (#3 from above) and proposal budget (worksheet and narrative) (#6 from above) for **EACH PROGRAM** and/or **LOCATION** being proposed. Items 1-2, 4-5, and 7-11 above, only need to be included once per packet as they are not program or location specific.

SECTION 6 – Evaluation of Proposals

A. Technical Review

OWO staff will serve as the Technical Review Team. The team will conduct a review of each proposal received for compliance with technical submission requirements as follows:

1. Confirm the proposal was submitted in accordance with the specified timeline.
2. Confirm all the requested information and documentation is included in the application package.
3. Verify that the proposal is complete and signed by an individual legally authorized to act on behalf of the bidder.
4. Evaluate each proposal for acceptability, based on completeness and responsiveness to requisite program criteria.

Proposals assessed as failing to meet the required minimal submission standards will be disqualified and will not be considered.

Proposals passing the technical review will be forwarded to the Selection Committee for content evaluation and scoring.

B. Selection Proces

- No less than three (3) SWIB members shall serve as the Selection Committee for this RFP.
- Proposals that meet the minimum submission criteria will be reviewed and ranked by the Selection Committee.
- Each reviewer will complete a score sheet for each proposal received from the Technical Review team.
- Proposals will be ranked based on the merits of the proposal using the Evaluation Scoring process outlined in the section below.
- Rankings will be used as a guide for discussion and final selection of a provider.

Scores submitted from the Selection Committee will result in the initial selection of provider(s) that most closely meet the requirements established by the SWIB as determined by OWO.

- If the results of the review indicate, in the opinion of OWO, that the bidder may not be able to fulfill service delivery expectations, OWO reserves the right to decide to not enter into a contract with the organization, regardless of the ranking and/or approval of the applicant's proposal.
- OWO may require the selected service provider to participate in negotiations and modify their proposals based on the outcome of those negotiations. OWO may decide not to fund part or the entire proposal, even though it is found to be competitive. Such decisions will be made based on the opinion of OWO that the services proposed are not needed, the goals of the proposal do not align with goals of the SWIB, or the costs are higher than OWO finds reasonable in relation to the overall funds available.
- OWO reserves the right to modify or alter the requirements and standards as set forth in this RFP based on program requirements mandated by state or federal agencies. In such instances, OWO will not be held liable for provisions of the RFP package that become invalid.
- Additional funds received by OWO may be used to expand services with existing subrecipients or to fund competitively rated proposals not initially funded under this RFP. These decisions shall be at the discretion of OWO.
- OWO will initiate and negotiate a contract award pending receipt of any additional documentation regarding administrative qualifications and/or any other areas of concern and/or the successful completion of contract negotiations.
- The final contract between OWO and the selected bidder is subject to the NH Governor and Council final approval.

C. Criteria for Evaluation and Scoring

Proposals should be developed and organized as outlined below. Interested bidders should respond to

each section's requirement in its entirety. For example:

Experience & Qualifications including Organizational Capacity

1) Describe your organization's previous experience providing programs and services for Youth, particularly OSY and at-risk Youth.

a. [Insert organization's response]

2) What administrative capacity does your organization currently possess?

a. [Insert organization's response]

Abstract/Executive Summary – Pass/Fail (Max 1 page)

- Provide a description of your organization.
- Demonstrate an understanding of the workforce development system in New Hampshire.
- Outline key organizational achievements within the past three (3) years.
- Briefly describe why your organization is seeking award of this RFP and any unique or innovative aspects that may set your response apart from others.

Experience and Qualifications – Worth 15 Points (Max of 8 Pages)

- Describe your organization's previous experience providing programs and services to Youth, particularly OSY and at-risk ISY.
- What administrative capacity does your organization currently possess?
- Describe the staffing plan to provide youth services. Include a staffing chart.
- Describe the related experience or training of the proposed staff.
- List the participant to counselor ratio.
- Briefly describe your organization's track record of providing services to Youth, whether JTPA/WIA/WIOA or other grant programs.
- Describe the facilities you will be using for youth activities and/or services.

Program Service Delivery Model - Worth 20 Points (Max of 8 Pages)

- Identify the special youth population you will target in your service delivery plan.
- How will these youth be identified and on what basis will they be determined to possess barriers to employment?
- How will barriers of the targeted youth population be addressed?
- What provisions will be made to accommodate special populations (e.g., supportive services)?
- Your organization's plan for serving the targeted youth population should include experience and best practices.

- BEA/OWO encourages alignment between ISY career pathways and opportunities to scale career pathways for OSY. ISY career pathways are supported through Career and Technical Education ("CTE") programs across New Hampshire. How will your organization work with CTE programs in the state to align ISY and OSY career pathways?
- Describe the activities and/or services you intend to provide and how they will be provided by age and activity for ISY and OSY.
- Describe your organizations planned strategies to recruit youth to participate in the planned program and what agencies you will coordinate with. When relevant, be specific regarding how and what methods you will use to reach out to youth who have dropped out of school and/or your planned coordination efforts and connections with school departments, One-Stop Career Centers, other WIOA Core Partners (Adult Education, Vocational Rehabilitation, DHHS), Job Corp, and other Youth Programs.
    - Employers have indicated that work readiness skills ("soft skills") and critical thinking skills are a major consideration in hiring and retaining employees. Describe in detail how the program proposed will address work readiness skills and retention skills for ISY and OSY. "Soft skills" include but are not limited to: analyzing and solving problems, competency in foundation mathematics, reading skills and good attendance.
    - Employers have also indicated that basic skills, including math and reading, are lacking in the current workforce. Describe in detail the delivery of basic skills for both ISY and OSY.
    - Describe workshops you plan to offer and the best practices, or other information, utilized in their design.
    - What purpose will the proposed activities and/or services serve?
- How will case management services be handled?
    - How do the services link to business needs and regional demand occupations?
- Describe how you will ensure each of the 14 WIOA Youth Elements (see Appendix G) are available to youth participants. Each element should be addressed in each proposal.
- Describe how your organization will arrange for and/or provide services for youth based on the results of individualized objective assessments and individual service strategies.

Performance Accountability - Worth 15 Points (Max of 4 Pages)

- Describe your strategy to meet or exceed the state's performance goals for this RFP.
    - How will your organization manage measurement, achievement, and documentation of performance standards?
- Include specific performance targets related to State and Federal performance measures.

- Identify your proposed quarterly and annual goals for each state-mandated performance measure, and list objectives under these areas with specific measurables and deliverables.
- Identify the number of both ISY and OSY new enrollments to be served during program operation.
- Describe how the state's goals and objectives for ISY and OSY will be achieved. Goals and objectives must be measurable, reportable, and attainable and entered in the Job Match System. Although performance measures have not been negotiated for PY24 and beyond, New Hampshire's negotiated performance measures for PY23 are as follows:

1. Placement in Employment or Education – Eligible WIOA youth will enter post-secondary education or employment at the rate of 71.0% by the end of the 2nd quarter after exit.
2. Retention in Employment or Education – Eligible WIOA youth will retain post-secondary education or employment at the rate of 70.5% by the end of the 4th quarter after exit.
3. Attainment of Degree or Certification – Of those youth that enter WIOA services without a diploma, equivalent, or a nationally recognized certification, at least 70.5% will receive one by the end of the 1st quarter after exit.
4. Median Earnings – Measured median earnings the 2nd quarter after exit will be $4,600.00.
5. Measurable Skills Gain – 64.0%

Partnerships & Community Engagement - Worth 15 Points (Max of 2 Pages)

- Describe how you will recruit employers for youth career exploration, work experience, and/or internships.
- Describe how you will connect linkages with education and training for post-secondary educational opportunities (e.g., academic & occupational learning, preparation for employment, etc.).

Technology, Data, & Reporting - Worth 10 Points (Max of 2 Pages)

- Describe your organization's procedures for recordkeeping.
- Describe past success with tracking program performance and/or outcomes. Include a description of previous outcomes from other successful initiatives and describe experience with capturing and reporting performance information.
- Describe how you will determine WIOA eligibility and enter eligibility and other customer information into the Job Match System.

Timeline – Worth 5 Points (Max of 2 Pages)

- Please provide your detailed timeline for the proposed project.

- Using your timeline, please provide specific milestones for when primary objectives will be met.

Fiscal Capabilities – Worth 20 points (Max of 8 pages)

Part I: Budget Narrative

In responding to this RFP, the bidder should plan for an annual (July 1 – June 30) budget cycle. Bidder should submit invoicing on a monthly basis unless otherwise noted in the budget narrative.

The Budget Narrative is an opportunity for BEA/OWO to assess the fiscal risk and operations of the organization. It is also where the
bidder provides an itemized budget breakdown and narrative for each budget category listed on the Budget Worksheet.

The budget narrative submitted should answer the following:

- Describe your organization's experience managing Federal funds.
- Describe the internal controls of your organization to handle finances.
- Describe how you will help ensure an efficient use of the WIOA funds while maximizing services provided for both ISY and OSY.
- Describe past success with leveraging additional resources. Describe both leveraged resources whose purpose has been to ensure and maximize the delivery of services and leveraged resources whose purpose was to maximize the organization's financial resources. Also, specify additional resources to be leveraged and any in-kind contributions the organization will provide to assist in the participant's program's success.
- Describe how you will financially support the costs of doing business until an invoice can be submitted and paid by BEA/OWO.
    - No advance payment will be made.
    - Indirect costs can only be charged to the contract if an approved indirect cost plan is included with the budget.
    - Proposers should note: BEA/OWO will pay on a cost-reimbursable basis for all Youth Services costs, which includes: staff salary/benefits/travel, rent, utilities, telephone, internet, janitorial services, supplies, equipment, maintenance, and direct WIOA participant costs such as training and supportive service costs.
    - The contractor will be required to submit an invoice accompanied by the appropriate documentation to receive reimbursement for costs. Cash advances will not be available to the contractor. Reimbursements shall be made based on allowable costs incurred. This may include copies of paid invoices, check registers, payroll and benefit records, and similar documents.
- Provide a brief description of the internal controls of the organization.

The budget narrative must also offer sufficient details to allow an assessment of cost reasonableness for the costs identified in the Budget Worksheet.

Personnel

- Provide the title and duties of each position to be compensated under this project and th e importance of each position to the success of the project.
- Provide the salary for each position under this project.
- Provide the amount of time (such as hours or percentage of time) to be spent by each po sition on this project.
- Provide the basis for cost estimates or computations.
- How many direct services staff are included in your budget? (FTEs)
- How many non-direct service staff or administrative are included in your budget? (FTEs)

Fringe Benefits

- Give the fringe benefit percentages of all personnel included under Personnel.
    - Provide the rate and base on which fringe benefits are calculated.
    - Do not include fringe benefits for salaries and wages that are treated as part of t he indirect cost.

Supplies

- Supplies purchased with grant funds should directly benefit the project and be necessar y for achieving project goals.
    - Direct supplies and materials differ from equipment in that they are consumable, expendable, and of a relatively low unit cost. Provide an estimate of supplies by nature of expense or general category (e.g., instructional materials, office supplie s, etc.).
    - Explain anticipated need for supplies and how they relate to project success.
    - Provide the basis for cost estimates or computations.

Travel (In-State)

- Explain the purpose of travel, explain how it aligns to the project goals and objectives, and identify who will travel.
    - Provide specifics on how travel expenses are calculated.
    - Provide information on allowed mileage reimbursement costs.
    - Mileage reimbursement may not exceed the federal rate, which can be found at GSA.gov.
    - Travel for consultants should be included under Contractual (line 6).

- Out of state travel is restricted and requires prior approval from by BEA/OWO (most training opportunities are now available on-line).

Facility Costs (not included in indirect costs)

- For facility cost, include estimated total square feet available and cost per square foot.

Communications

- Provide specifics on communications expenses.

Equipment

- In general, equipment costs are not allowed for this program.
- The State considers all purchases of $250 or more to be treated as equipment that must be maintained on inventory and remain property of the program/state. Such purchases require prior approval from BEA/OWO.
- The provider shall return all equipment/furniture purchased with federal funds to BEA upon the termination of contract.

Staff Training

- Provide the organizations plan for professional development of staff associated with this grant. Professional development of staff is a vital component to successful grant management and is encouraged by BEA/OWO.
    - Include the organizations plans to train staff on all elements associated with successful case management as well as data entry into the case management system.

Contractual

- Please note that this RFP does not include a provision for sub-contracts. However, if the bidder is proposing a service design that includes contractual agreements the following information must be provided. Describe the products to be acquired, and/or the professional services to be provided.
- Provide the purpose of the product(s) and/or services and their relation to project success.
- Provide the projected cost per contractor and basis for cost estimates.
- For professional services contracts, provide the amount of time to be devoted to the project, including the proposed costs to the grant award.

Other

- Provide the purpose for the expenditures and their relation to the proposed strategy dur ing the project period.
    - Costs associated with professional development, if applicable.

Total Direct Costs

- The sum total of all direct expenditures, per budget category.

Indirect Costs

- Describe your indirect costs rate – include the percentage and what is included in your base cost for determining your indirect cost rate. If the bidder does not have an approved indirect cost rate, they must use the 10% De Minimis rate.

Administration Costs

- Administration costs are limited to 10% of the contract award.
- Indirect costs are included in the administration costs.
- In general, most cost associated with this program will fall into the direct and indirect costs category.
- Please see WIOA guidance on the administrative cost definition for WIOA.

Note: The budget narrative must describe how funds are allocated to minimize administrative costs and support direct services to participants. The narrative should also describe the indirect costs that are proposed, indicate what costs are included, and explain how these indirect program costs were determined. Any indirect costs budgeted must be supported by an indirect cost rate agreement with a Federal or State cognizant agency, a copy of which must be attached to the budget request.

Training Expenses

- Individual Training Accounts (ITA)-Estimated funds for ITAs. Include number of people to train and the estimated cost per person. ITA costs include tuition costs, books, fees, and training related costs that are included in the ITA package. Do not include estimated support service costs. Support service costs are tracked separately.
    - On-the-Job Training (OJT) Contracts – estimated cost for OJTs based on the number of people enrolled in an OJT and the estimated cost per participant.
    - For both the ITA and OJT costs estimates assume a cap of $6,500 per person.

Support Services

- Describe how funding will be used for support services and how costs were calculated.
- Explain in detail if funds exceed the assumed limit of 10-12% of program costs.
- Support Services assume a cap of $1,500 per person.

Total Costs

- Sum total of direct costs, indirect costs, and training costs.
    - Please provide total costs for the year.

Part II: Budget Worksheet

Bidder is required to submit a budget worksheet using Appendix C. All costs included must be reasonable, allowable, necessary, and allocable among the cost categories using cost principles from 2 CFR 200 and 2 CFR 2900, as appropriate.

The budget narrative provided must offer sufficient details to allow an assessment of cost reasonableness.

In addition, please use Appendix D for the job description of WIOA funded staff included in the personal costs on the budget worksheet.

D. Rights of the Agency in Accepting and Evaluating Proposals

The Agency reserves the right to:

- Make independent investigations in evaluating Proposals;
- Request additional information to clarify elements of a Proposal;
- Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the State;
- Omit any planned evaluation step if, in the Agency's view, the step is not needed;
- At its sole discretion, reject any and all Proposals at any time; and
- Open contract discussions with the second highest scoring Proposer and so on, if the Agency is unable to reach an agreement on Contract terms with the higher scoring Proposer(s).

SECTION 7 – Terms and Conditions Related to the RFP Process

1. **RFP Addendum**

The Agency reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the Agency, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

2. **Non-Collusion**

The Proposer's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Proposers and without effort to preclude the Agency from obtaining the best possible competitive Proposal.

3. **Property of the Agency**

All material received in response to this RFP shall become the property of the State and will not be returned to the proposer. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

Additionally, the funds authorized via this RFP are 100% Federal funds, therefore upon contract award, the Federal Government reserves a paid-up, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use for federal purposes: i) the copyright in all products developed under the grant, including a subgrant or contract under the

grant or subgrant; and ii) any rights of copyright to which the recipient, subrecipient or a contractor purchases ownership under an award (including but not limited to curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise. Federal funds may not be used to pay any royalty or license fee for use of a copyrighted work, or the cost of acquiring by purchase a copyright in a work, where the Department has a license or rights of free use in such work, although they may be used to pay costs for obtaining a copy which is limited to the developer/seller costs of copying and shipping. If revenues are generated by selling products developed with grant funds, including intellectual property, these revenues are considered as program income. Therefore, program income must be used in accordance with the provisions of this grant award and 2 CFR 200.307.

If applicable, the following needs to be on all products developed in whole or in part with grant funds:

"This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it."

4. **Confidentiality of a Proposal**

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Proposer's disclosure or distribution of Proposals other than to the Agency will be grounds for disqualification.

5. **Public Disclosure**

Pursuant to RSA 21-G:37, all information shall remain confidential until the grant contract is approved by the Governor and Executive Council, or, if the grant contract does not require approval from the Governor and Executive Council, until the effective date of the grant contract signed by the Agency.

The content of each Proposer's Proposal shall become public information upon the award of any resulting Contract. Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (http://www.nh.gov/transparentnh/). However, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to this request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and must mark/stamp each page of the materials that you claim must be exempt from disclosure as "CONFIDENTIAL". A designation by the Proposer of information it believes exempt

does not have the effect of making such information exempt. The Agency will determine the information it believes is properly exempted from disclosure. Marking of the entire Proposal or entire sections of the Proposal (e.g., pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Proposer pricing will be subject to disclosure upon approval of the contract. The Agency will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential.

If a request is made to the Agency to view portions of a Proposal that the Proposer has properly and clearly marked confidential, the Agency will notify the Proposer of the request and of the date the Agency plans to release the records. By submitting a Proposal, Proposers agree that unless the Proposer obtains a court order, at its sole expense, enjoining the release of the requested information, the Agency may release the requested information on the date specified in the Agency's notice without any liability to the Proposers.

6. **Non-Commitment**

Notwithstanding any other provision of this RFP, this RFP does not commit the Agency to award a Contract. The Agency reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

7. **Proposal Preparation Cost**

By submitting a Proposal, a Proposer agrees that in no event shall the Agency be either responsible for or held liable for any costs incurred by a Proposer in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

8. **Ethical Requirements**

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

9. **Challenges on Form or Process of the RFP**

Any challenges regarding the validity or legality of the form and procedures of this RFP, including but not limited to the evaluation and scoring of Proposals, shall be brought to the attention of the Agency at least ten (10) business days prior to the Proposal Submission

Deadline. By submitting a proposal, the Proposer is deemed to have waived any challenges to the agency's authority to conduct this procurement and the form and procedures of this RFP.

1. **Debriefing of Unsuccessful Bidders**

Unsuccessful bidders may request a debriefing conference. **A written request for a debriefing conference must be emailed to Joseph Doiron at** Joseph.A.Doiron@livefree.nh.gov **within three (3) business days after the Notification of Unsuccessful Proposal letter is e-mailed to the Bidder.** OWO will acknowledge receipt of debriefing request within three (3) business days.

Discussion will be limited to a critique of the requesting Bidder's proposal.
Comparisons between proposals or evaluations of the other proposals will not be allowed.
Debriefing conferences may be conducted in person, on the telephone or virtually and will be scheduled for a maximum of one hour.

Section 8 – Contract Terms and Award

1. **Non-Exclusive Contract**

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

2. **Award**

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire and upon continued appropriation of funding and availability of Federal funds for the contract.

3. **Standard Contract Terms**

The Agency will require the successful bidder to execute a grant agreement using the Standard Terms and Conditions of the State of New Hampshire which is attached as Attachment A.

To the extent that a Proposer believes that exceptions to the standard form contract will be necessary for the Proposer to enter into the Agreement, the Proposer should note those issues during the Proposer Inquiry Period. The Agency will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the Agency accepts a Proposer's exception the Agency will, at the conclusion of the inquiry period, provide notice to all potential proposers of the exceptions which have been accepted and indicate that exception is available to all potential proposers. Any exceptions to the standard form contract that are not raised during the proposer inquiry period are waived. In no event is a Proposer to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

Section 9 - Disclaimers and General Provisions

The following are disclaimers and general provisions under BEA and/or the SWIB. The Bidder shall review each statement below to ensure capacity for compliance before submitting a

proposal for consideration. Items listed below may be repetitive of provisions cited earlier in this RFP.

- This RFP does not commit BEA to award a sub-recipient contract. If a sub-recipient is not chosen, a new RFP will be issued.
- Funding provided through this RFP process does not allow for any expenses related to preparing a proposal under Senior Community Service Employment Program.
- BEA reserves the right to waive informalities and minor irregularities in offers received.
- The SWIB reserves the right to re-release this RFP in the absence of qualified proposals, and/or due to funding restrictions, reallocations, or any other funding/program-related issues at the state or federal level.
- The selected Bidder(s) shall not subcontract in whole or in part any responsibilities or duties assigned in the contractual agreement between the Bidder and BEA without the prior written approval from BEA.
- All data, material, and documentation originated and prepared by the Bidder pursuant to the RFP shall belong exclusively to the BEA and be subjected to disclosure under the Freedom of Information Act.
- Formal notification to award a subrecipient contract and the actual execution of a contract are subject to the results of negotiations between the selected Bidder(s) and BEA and continued availability of WIOA funds.
- Any changes to the WIOA regulations and guidance, funding level or SWIB direction may result in a change in the sub-recipient contract. In such instances, BEA is not liable for what is in the Bidder's proposal or this RFP package.
- Proposals submitted for funding consideration must be consistent with, and if funded, operated according to, the federal WIOA legislation, all applicable federal regulations, State of New Hampshire policies and laws, and BEA policies and procedures.
- The Bidder selected for funding must also ensure compliance with the provisions referenced in 2 CFR 200.327 which are described in Appendix II to Part 200 and applicable sections of 20 CFR and 29 CFR.
- Post RFP, additional funds received by the BEA may be included in a contract with the selected Bidder to expand existing programs; or by consideration of proposals not initially funded under this RFP, if such proposals rated in the competitive range. These decisions shall be at the discretion of the BEA.
- BEA may decide not to fund part or all of a proposal even though it is in the competitive range.
- Any award may be contingent on the results of a pre-award site visit conducted by BEA. This site visit will establish, to BEA's satisfaction, whether the Bidder is capable of conducting and carrying out the provisions of the RFP. If the results of the site visit indicate, in the opinion of BEA, that the Bidder may not be able to fulfill service delivery expectations, BEA reserves the right not to enter into contract with the bidder.

- BEA is required to abide by all Workforce Innovation and Opportunity Act legislation and regulations. Therefore, the BEA reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state or federal agencies.
- The Bidder shall adhere to BEA procedures to collect and verify data and submit required reports as well as monthly invoices to BEA.
- All Bidders must ensure equal opportunity to all individuals. No individual shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, gender, national origin, age, disability, sexual preference, English proficiency, or political affiliation or belief.
- All Bidders must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.
- Bidders must accept liability for all aspects of any Workforce Innovation and Opportunity Act Program conducted under contract with BEA. Bidders will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
- The funding awarded in a contract resulting from this solicitation are subject to a reduction at any time during the contracting period should a Bidder fail to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from federal or state governments.
- The Bidder(s) awarded a contract (in response to this RFP), will allow state and federal representatives access to all related records and financial statements, program records, program materials, staff, and customers.
- The Bidder(s) awarded a contract (in response to this RFP), is required to maintain all Program records for three years, beginning on the last day of the program year. (2 CFR 200.333-337).
- The RFP period will not be final until BEA and the successful Bidder(s) have executed a mutually satisfactory contractual agreement. BEA reserves the right to make an award without further discussion of the proposal submitted. No program activity may begin prior to final BEA approval of the award and execution of a contractual agreement between the successful Bidder(s) and BEA.
- BEA reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
- BEA reserves the right to determine both the number of participants to enroll and the funding level for the final contract. Such determination will depend upon overall fund availability and other factors arising during the proposal review process.
- Registration with the New Hampshire Secretary of State as a Vendor is required. Bidders must provide a current copy of such certification or a copy of the

submitted application for certification. The Bidder may contact the NH Secretary of State at 603-271-3262 or 3266 for information on vendor registration.

APPENDICES

APPENDIX A - Proposal Cover Sheet

RFP # DBEA-2024-09

Workforce Innovation and Opportunity Act (WIOA) – Youth Programs (In-School and Out-of-School)

Organizations Name:	
Street Address:	
Mailing Address:	
Contact Person(s):	
Title of Contact Person(s):	
Telephone Number(s):	
Email Address(s):	

Check the box that most appropriately describes your organization:

☐Unit of Local Government	☐Private Non-ProfitOrganization
☐For ProfitOrganization	☐Business Association
☐Other:	

CERTIFICATION: I certify that the information contained in this proposal, fairly represents the entity named above and its capacity to conduct the proposed delivery of WIOA Youth services as described herein. I acknowledge that I have read and understand the requirements of the RFP and that this entity is prepared to implement the proposed activities if selected for contract. I further certify, by my signature below, my authority to sign this proposal and any contractual agreement emanating there from on behalf of the entity submitting the proposal.

_____ /_____ (SIGNATURE of Authorized Official) Date

_____

(Printed NAME and JOB TITLE of Authorized Official)

APPENDIX B – Contractor Data Sheet

CONTRACTOR DATA SHEET **Page 1 of 3**

(To be completed by Bidder)

1. Years in business: Indicate the length of time you have been in business providing this type of service:----------_____ years _____ months
2. References: Indicate below at least three (3) accounts for whom you have provided consultancy services, of which at least two will be related to consortium management/sector organization. Include the date services were furnished, and contacts.

Client	City / State	Dates of Service	Contact Name / Phone / E-mail

CONTRACTOR DATA SHEET **Page 2 of 3**

3. Are you a subsidiary firm? ____ yes _____ no

If yes, list the location of your parent affiliation:

Address: _____

City: _____ State _____

4. List total number of employees:

_____ Full-time _____ Part-time/other

Authorized Signature(s)

This form must be completed and signed by an officer of the company.

Name of Firm: _____

Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

CONTRACTOR DATA SHEET **Page 3 of 3**

Fax: _____

Email: _____

Date of incorporation: _____

If not a corporation, state the type of business organization, names and addresses of the owners, address and phone of the principal place of business, date business began, and state in which organized.

I certify the accuracy of this information.

Signature: _____

Name and title (print or type): _____

Date: _____

APPENDIX C – Budget Worksheet

Name of Organization: Prepared by:

	Administration	Program	Total Costs
***PERSONNEL* EXPENSES**	**$**		
Salaries & Wages	**$**		
Fringe Benefits	**$**		
***PROGRAM OPERATING* EXPENSES**	**$**		
Supplies	**$**		
Staff Travel	**$**		
Facilities (direct charges for Rent& Utilities, Maintenance &Janitorial)	**$**		
Communications (phones, etc.)			
Equipment Rental &Maintenance	**$**		
Equipment Purchase (addapproval requirement information)	**$**		
Staff Training	**$**		
Contractual	**$**		
Other	**$**		
INDIRECT COSTS (% =)	**$**		

	Administration	Program	Total Costs
PARTICIPANT EXPENSES	**$**		
Individual Training Accounts (ITA)	**$**		
On the Job Training (OJT)	**$**		
Support Services	**$**		
TOTAL	**$**		

APPENDIX D – Staff Job Descriptions

Using this format, complete a separate Job Description for **each Position/Job Classification** tha t will provide WIOA services under the terms of this agreement, whether funded in full or in part, with WIOA funds.

Please identify the following:

1. Job Title
2. Describe actual job duties or tasks performed in relation to the WIOA program and job ti tle (or attach job description and then *continue to answer questions below*).
3. Minimum education, experience, and qualifications of the person to perform the above job duties.
4. What is the anticipated amount of time this staff person will provide WIOA funded services?
    a. hours per day
        i. hours per week
        ii. office location(s)
5. What is the anticipated amount of time this staff person will provide WIOA funded services? WIOA _____ Other _____
6. Name of Immediate Supervisor: (If position needs to be filled, indicate this.)
7. Share information on any staff assigned to this position that is going to work in other sections/departments of the agency. Please describe.

APPENDIX E – Assurances & Certifications

1. I/we make the following certifications and assurances as a required element of the prop osal to which it is attached, understanding that the truthfulness of the facts affirmed her

e and the continuing compliance with these requirements are conditions precedent to th e award or continuation of the related Subrecipient(s):

2. I/we declare that all answers and statements made in the proposal are true and correct.
3. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for restricting competition. However, I/we m ay freely join with other persons or organizations for presenting a single proposal.
4. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by BEA without further negotiation (except where obviously required by lac k of certainty in key terms) at any time within the 60-day period.
5. In preparing this proposal, I/we have not been assisted by any current or former employee of BEA whose duties relate (or did relate) to this proposal or prospective suba ward, and who was assisting in other than his or her official, public capacity.
6. I/we understand that BEA will not reimburse me/us for any costs incurred in the prepar ation of this proposal. All proposals become the property of BEA, and I/we claim no pro prietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
7. Unless otherwise required by law, the prices and/or cost data that have been submitted have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Bidder or to any competitor .
8. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation
   conditions. If there are any exceptions to these terms, I/we have described those excepti ons in detail on a page attached to this document.
9. No attempt has been made or will be made by the Bidder to induce any other person or f irm to submit or not to submit a proposal for restricting competition.
10. I/we grant BEA the right to contact references and others, who may have pertinent infor mation regarding the Bidder's prior experience and ability to perform the services conte mplated in this procurement.
11. I/we accept and will abide by State of New Hampshire's Code of Conduct
    and Conflict of Interest Policy

Signature of Bidder Title Date

APPENDIX F – WIOA Assurances & Certifications

As an organization requesting WIOA funding, we assure and certify that our organization will comply with the following provisions:

1. Exclusive use of the statewide/regional brand name for the NH Works development system in lieu of traditional workforce development language and organizational names in the marketing and delivery of services and programs; furthermore, will ensure to credit the SWIB and BEA for funding on all marketing and other collateral.
2. Consistently identify individual programs and activities in user-friendly terms.
3. Designate appropriate job titles for staff who work with WIOA customers and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers.
4. Maintain customer files according to NH Works policies and guidance and adhere to data validation expectations.
5. Fully comply with the requirements of the WIOA; all Federal regulations issued pursuant to the Act; the NH WIOA State Plan and policies issued by the SWIB.
6. Administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations.
7. Ensure that the program does not discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, sexual orientation, or political affiliation, or any other non-relevant factor.
8. House all WIOA service provider staff at the NH Works Job Center to the greatest extent possible and will accept all associated workforce roles and responsibilities.
9. Operate the program in full compliance with health and safety standards established under State and Federal law and that condition of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the customers.
10. Refer ineligible applicants to other appropriate services, including career services available at the NH Works Job Centers.
11. Exhaust other resources for support and/training prior to using WIOA funds.
12. Ensure that all WIOA customers participating in on-the-job training activities or individuals employed in other activities under WIOA be compensated at the same rates, including periodic increases and working conditions, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. Moreover, that such rate shall be accordance with applicable law. In no event shall the wage be less than the applicable state or local minimum wage law.
13. Ensure that no customer is employed to fill a job opening when any other person is on layoff from same or equivalent job, or when employer terminates the employment of any regular employee or otherwise reduces its workforce with the intention of filling vacancies with WIOA customers.

14. Ensure no WIOA funds will be used for contributions on behalf of any customers to retirement systems or plans; to impair existing Subrecipients for services for collective bargaining agreements; to assist, promote, or deter union activities; or to displace any currently employed worker.
15. Ensure reports to the BEA or its staff will be provided in a timely fashion, as requested.
16. Ensure all customer information will be keyed into the client management information system, JMS/GSI WIOA, in accordance with state and local policy, both in terms of content and timeframe expectations.
17. Ensure eligibility verification will be completed and documented in accordance with Federal, State, and local policy.
18. Ensure WIOA funds are not used for customer loans.
19. Ensure the total project costs will not exceed the amount awarded in the subrecipient contract for services.
20. Ensure coordination of training site visits by BEA staff and federal staff on request and will fully cooperate with monitoring reviews and other site visits by any representative of the WIOA.
21. Ensure will, in carrying out the contract, refrain from activities involving either actual or the appearance of conflict of interest according to Code of Conduct and Conflict of Interest.
22. Ensure will adhere to the BEA records retention policy and all WIOA financial and programmatic records (including customer files) stored by each service provider for a minimum of three years from the date the program year audit is completed.
23. Ensure an annual single audit performed in accordance with current Federal regulations and that upon receipt of completed audit, sub-recipient will submit a copy to the BEA within thirty days (30) unless approved for a longer period.
24. Ensure will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352).
25. Ensure will comply with the nepotism provisions as they relate to federally funded programs.
26. Ensure will comply with the Immigration Reform and Control Act of 1986 by completing and maintaining on file an I-9 form for each customer receiving WIOA wages.
27. Ensure will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970, (PL 91-646) which requires fair and equitable treatment of persons displaced as a result of federally assisted programs.
28. Confirm that the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project.
29. Ensure does not use federal funds for lobbying purposes. If lobbying has occurred utilizing funds other than federal funds, the subrecipient agrees to file a disclosure report, if applicable.

30. That no WIOA funding will be used for sectarian activities and that employees paid from WIOA funds will not participate in sectarian religious activities in the execution of their job duties.
31. That no WIOA funds will be used to encourage or induce the relocation of a business.
32. That no WIOA funds will be used for customized or skill training and related activities after the relocation of a business until after 120 days.
33. That no WIOA funds will be used for foreign travel.
34. That no WIOA funds will be used to duplicate services available in the area.
35. Ensure that customers will not be charged fees for placements or referrals.
36. Ensure WIOA financial assistance is not provided to any program that involves political activities and the subrecipient agrees to comply with the provisions of the Hatch Act, which limits the political activity of certain state and local government employees and enrollees in Federally funded programs.
37. That all WIOA customers and WIOA funded staff are aware of grievance procedures and the subrecipient assures and certifies that the subrecipient has in place an established grievance procedure to be utilized for grievances or complaints about its program and activities from customers/enrollees, subrecipients and other interested parties.
38. The subrecipient will comply with New Hampshire statues, which prohibits public officials and employees from having a personal interest in any Subrecipient to which s/he is also a party in an official capacity.
39. The sub-recipient assures and certifies that it will comply with applicable provisions of the following laws as they relate to employment and training procedures: The Drug Free Workplace Act, the Immigration Reform Act, the Davis-Bacon Act, and Child Labor Laws.

For more information on WIOA assurances visit http://www.doleta.gov/WIOA.

I/we certify I/we read, understand and addressed in our proposal submitted on behalf of our organization all specifications contained in the RFP. That the required format has been followed and that all of the information contained in this proposal is true and correct. I further certify that our organization will comply with all of the above assurances, and that the governing body of our organization has duly authorized this proposal

---------_____ _____

Signature of Authorized Representative Date

APPENDIX G – Roles & Responsibilities of the Title I Youth Service Provider

The Youth Program and service provision under Title I of the Workforce Innovation and Opportunity Act (WIOA) is designed to:

- Assist eligible Out-of-School Youth (OSY) and eligible In-School Youth (ISY), who are seeking assistance in achieving academic and employment success, with effective and

comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers, including small employers in in-demand industry sectors and occupations in the local and regional markets.

- Implement integrated strategies for career pathway approaches that support post-secondary education, training, and employment.
- Implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job.
- Implement progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials.
- Provide continued support services to individuals who need them to participate and succeed in work investment and training activities.

Youth Service Elements:

It is required that the 14 WIOA Youth Program Elements be made available to enrolled youth as needed or requested. If a subrecipient does not directly provide one of the program elements, it must demonstrate the ability to make seamless referrals to appropriate providers of such services. Services accessed by a WIOA youth participant will depend upon the needs and goals identified by the participant and case manager as documented in the participant's Individual Service Strategy (ISS). The subrecipient will have primary responsibility for ensuring that each participant has access to the full continuum of services, and for documentation of these services. (WIOA sec.129(c)(2)):

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential.
2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
    a. Summer employment opportunities and other employment opportunities available throughout the school year
    b. Pre-apprenticeship programs
    c. Internships and job shadowing
    d. On-the-job training opportunities
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations for the state.

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors.
7. Supportive services, including the services listed in § 681.570.
8. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
9. Follow-up services for not less than 12 months after the completion of participation, as provided in § 681.580.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help youth prepare for and transition to post-secondary education and training.

In addition to the 14 Program Elements, the successful contractor's role will be to provide the following youth program framework:

A. **Intake:** An Orientation process must be provided to each potential eligible youth participant. Orientation must include information on the services that are available within the WIOA Title I youth program and the One-Stop Service Delivery system in the state. These services may include, but are not limited to:

1. Orientation/Introduction of the program purpose
2. All program services and resources available
3. Responsibilities of other service providers
4. Program participant's responsibility
5. Information on follow-up services
6. Information on support services
7. Referral to other appropriate services

The Intake involves registration, eligibility determination, and collection of documentation to support verification of eligibility for services. Other services also include referral for basic skills development and referral to other services as appropriate.

B. **Assessments:** Assessment is a process that identifies service needs. An objective assessment must be administered to all eligible youth. The WIOA youth program design requires an objective assessment of academic levels, goals, interests, skills levels, abilities, aptitudes, and supportive service needs; it also measures barriers and strengths. Assessment results are used to develop the Individual Service Strategy (ISS).

C. **Individual Service Strategy (ISS)**: The Individual Service Strategy is the plan that identifies the employment goals, educational objectives, and appropriate services for the participants.

Development and update as necessary of an ISS is required for each participant. An ISS must be directly linked to one or more of the indicators of performance and identifies a career pathway that includes education and employment goals. Goals and objectives must be specific measurable, achievable, relevant, and timely and align to the interest and career pathway identified in the objective assessment.

D. **Career Coaching:** Case management should be a process that typically includes noninstructional activities such as navigation to and arrangements for academic, career or personal counseling, financial aid, childcare, housing, and other financial assistance that can be critical to the success and continued engagement of the individual in pursuing their career pathway component. Youth programs must provide case management services to assist a youth participant in making informed choices and completing the program. Support may be provided on an individual or group basis. Career Coaching principles and methods must be incorporated throughout the program design. A case manager must be assigned to follow the process of each youth participant from enrollment to program exit, including follow-up services.

Case management is the structure for delivering effective services that facilitate positive development of the youth and the achievement of their goals. Case management extends from recruitment/enrollment through follow-up services. The case manager supports and motivates participants and coordinates services and information to prepare youth for post-secondary education opportunities, academic and occupational training, or employment and training opportunities, as appropriate. Subrecipients are encouraged to incorporate trauma informed approaches, behavioral health training, implicit bias training, and racially equitable practices into their case management models.

E. **Supportive Services:** Youth programs must provide supportive services to eligible youth participants that are necessary to enable an individual to participate in youth activities authorized under Title I of WIOA.

F. **Follow-Up Services:** Follow-up services are critical services provided, for no less than 12 months, following a youth participant's exit from the program. Those services help ensure the youth is successful in employment and/or post-secondary education and training beyond their program completion. The youth service provider must establish and implement procedures to ensure that follow-up services are conducted and documented. Follow-up services include regular meaningful contact and may include allowable follow-up activities:

1. Supportive Services
2. Adult Mentoring
3. Financial Literacy Education

4. Services that provide Labor Market Information
5. Activities that help youth prepare for and transition to postsecondary education and training.

Performance Requirements

A. **Performance Measures:**

The minimum participant cost rate (MPCR) is a State identified performance accountability measure pursuant to WIOA, Section 116(b)(2)(B). The MPCR serves as a benchmark for participant expenditures to focus Federal resources more effectively on serving individuals, ultimately impacting performance and outcomes while emphasizing financial integrity of taxpayer dollars in partnership with our workforce system stakeholders.

A minimum of 75% of the youth funding must be spent on Out-of-School Youth. Work Experience must account for at least 20% of the total youth funding, including In-School and Out-of-School.

B. **Primary Indicators of Performance:**

Section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by each of the six core WIOA programs as follows:

1. Employment Rate – Second Quarter After Exit
2. Employment Rate – Fourth Quarter After Exit
3. Median Earnings – Second Quarter After Exit
4. Credential Attainment
5. Measurable Skills Gains
6. Effectiveness in Serving Employers

BEA/OWO shall negotiate and reach agreement on state levels of performance based on the State adjusted levels of performance established under WIOA subsection (b)(3)(A). The contract that results from this RFP will require the contractor to follow and remain in good standing with BEA/OWO policies. Failure to remain in good standing may result in termination of the contract. All renewal(s) or extension(s) of the resulting contract will be subject to this standing as well as overall performance measures.

C. **Key Indicators of Performance:**

Key Performance Indicators (KPIs) provide a way of measuring the effectiveness of an organization in achieving its goals. KPIs are set by the State and may address, Federal, State or Local priorities. KPIs were developed to increase the impact of the public workforce system, primarily through increased enrollment.

Signatory Authority Name Signature Date

APPENDIX H – Conflict of Interest Form

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if BEA/OWO awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. BEA/OWO reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

The proposer further certifies that the organization will maintain a written code of standards or conduct governing the administration of WIOA funds. Any organization that has been selected, or otherwise designated to perform more than one function related to any WIOA program (Titles I, II, III, IV or V) and/or similar federally funded workforce program must develop a written plan. The plan must clarify how the organization will carry out its multiple responsibilities while demonstrating compliance with WIOA, corresponding regulations, relevant Office of Management and Budget circulars, and conflict of interest policy. This plan must limit conflict of interest or the appearance of conflict of interest, minimize fiscal risk, certify that WIOA funded staff will not be assigned to work outside of WIOA deliverables as defined under contract, and demonstrate that there are appropriate firewalls within that single entity performing multiple functions.

_____

Signatory Authority Name Signature Date

Appendix 7: Full SQSP Package

State Quality Service Plan Narrative FY 2026 New Hampshire Employment Security

1. Overview

1. State priorities and the strategic direction the state has adopted to ensure continuous improvement.

Fiscal year 2026 starts out with New Hampshire engaged in a large benefit system migration project. In June of 2025, New Hampshire began the process of migrating all its benefit payment system components to the cloud. This project is expected to continue through the second

quarter of 2026. This transition is expected to yield a higher level of security through a fed ramp certified environment and the ability to scale operations as demand requires.

New Hampshire had a number of projects that were in various stages of completion at the time the ARPA grants were rescinded. Most of these projects were aimed at improving the state's ability to detect and prevent fraud and improve business efficiencies. Two of these projects remain as a high priority for completion should funding allow. The first, an AI driven fraud prevention application, was being designed to incorporate New Hampshire's existing fraud application, "Spidering", along with information derived from the IDH and all other cross matches. In addition, this model would review all of New Hampshire's historical claim information and incorporate any new claim information in identifying markers or future trends in fraudulent behavior. New Hampshire hopes to resume development of this application in 2026.

The second project would be phase two of our Adjudication Assistant. The Adjudication Assistant utilizes AI to gather fact finding in separation issues. New Hampshire launched this application in September of 2025. Since launch, we have seen a significant improvement in both the quality and timeliness of our non-monetary separation determinations. Phase two would expand the Adjudication Assistant to also gather fact finding in non-separation issues. Incorporating the Adjudication Assistant for fact finding in non-separation issues will likely reduce the time it takes to adjudicate an issue by over 60%, as in most cases no call will to the claimant will be necessary. New Hampshire hopes to resume development of this application in 2026.

Improvements in technology remain a priority for New Hampshire in ensuring its ability to maintain an effective unemployment system. However, lack of funding to support technological gains will continue to result in substandard performance.

2. Assessment of past performance and expected future performance. Includes, at state discretion, a discussion of external factors that may have performance implications.

Lack of adequate funding is a contributing factor in NHES's ability to meet performance requirements. In fiscal year 2015 NHES received a total of $ 12,566,982 in base administrative funding. This amount was sufficient to fund just over 71% of our actual administrative costs with remaining funding provided through other sources. At that time, technology consumed just over 32% of our total base funding grant. In 2024, NHES received $ 11,241,385, a reduction of over 1.3 million dollars from our base funding for 2015. In 2024, base funding was sufficient to fund just over 50% of our actual administrative costs with technology alone demanding over

58% of our base funding allotment. The total cumulative inflation in the U.S. for this same period was approximately 30–32%. Accounting for inflation alone, our base funding should have stood at $ 16,588,416 for the year 2024.

New Hampshire is quite accustomed to doing more with less. The past ten years have left us with no other option. There is little remaining in terms of business process improvements that can compensate for the losses in staff we have experienced and will continue to experience over the coming year to account for this funding shortfall.

Despite the above, New Hampshire recovered well from the pandemic with only a small backlog of fraud claims remaining. New Hampshire is currently meeting most of its performance goals.

3. Coordination with other plans, including WIOA.

New Hampshire's UI and ES Directors work closely together and have a common goal of serving the UI claimant in a cohesive and collaborative manner. UI and ES staff work side-by-side in the Local Offices and are cross-trained in many areas. Each Local Office has staff available to assist claimants to file claims, answer questions regarding eligibility and explain department correspondence. An adjudicator is co-located in the larger offices.

New Hampshire submits a Combined WIOA Plan, the SQSP is included, and updates are supplied as part of that plan.

2. Federal emphasis (GPRA goals)

1. State performance compared to the GPRA goals.

	Pass	NHES Performance
Percent of Intrastate Payments Made Timely	87%	75%
Detection of Recoverable Overpayments	57.5%	240.42%

	Pass	NHES Performance
Percent of Employer Tax Liability Determinations Made Timely	90%	83.36%

2. Actions planned to achieve GPRA goals and targets.

New Hampshire takes accurate and timely payments seriously. Considerable efforts have been levied on first payment timeliness, non-monetary determination timeliness and quality, reporting accuracy and data validation. Prior to the pandemic, New Hampshire met all criteria associated with these measures and was not required to submit a corrective action plan. It is ID verification that is having the most impact on our first payment timeliness. The USPS option allows for up to seven days for an individual to verify their identity and be considered timely. New Hampshire does not process the individuals claim until such time as it is ID verified. However, provided the claimant verifies in a timely fashion, the effective date of the claim remains unchanged. This can add an additional week to the processing time of a claim. New Hampshire continues to look for ways to improve efficiency at the start of a claim, as with our Adjudication Assistant. New Hampshire will continue to improve efficiency however; it remains difficult to compensate for the week that is missed through ID verification.

New Hampshire is exceeding GPRA for its overpayment detection rate. However, these numbers are distorted as New Hampshire continues to address fraud occurring during the pandemic period lending to a higher detection of overpayments than would normally occur. New Hampshire does expect to resolve its backlog in the first half of 2026 which should bring a sense of normalcy to these numbers.

New Hampshire is trailing GPRA in determining tax liability timely at 83.36%. NHES is currently struggling with staff shortages in its contributions unit. NHES is also currently subject to a statewide hiring freeze preventing us from backfilling losses in that department. This coupled with aging technology has left our contributions unit in a difficult position. NHES has assembled a cross-agency team to examine all current business processes within our contributions unit and make recommendations for improvements. This process began in the third quarter of 2025 and is expected to continue through June 20, 2026.

3. Program Review Deficiencies

N/A

4. Program Deficiencies

N/A

E. Reporting Deficiencies

New Hampshire's current reporting is both accurate and timely except for our 227 reports. While the 227 is accurate, it has not consistently been timely. This is due to the system generated report combining PEUC overpayments with UI overpayments. This has resulted in a manual process to separate the information prior to submission resulting in delays. This issue is expected to be rectified in the second quarter of 2026. This correction has been delayed due to competing priorities. NHES is currently in the process of migrating all its benefit payments system components to the cloud which has extremely limited our IT's ability to prioritize other projects.

5. Customer Service Surveys (optional)

N/A

G. Other (e.g., approach to maintaining solvency, requests for technical assistance)

In 20023, NH modified its fund balance reduction laws to allow for the trust funds to reach a higher plateau, increasing its average balance from nearly 300 million to nearly 400 million. New Hampshire remains just at or slightly below trust fund solvency. New Hampshire does not plan to take any further action at this time.

H. Assurances:

New Hampshire's UI IT Contingency Plan was reviewed and updated in December of 2019. In December of 2019, New Hampshire completed an extensive upgrade to the hardware (e.g., workstations, servers) and software of the systems used to process and store the information supporting New Hampshire's Unemployment Insurance System (NHUIS), staffing changes on critical disaster response teams, information regarding recent disaster recovery tests completed and updates to disaster recovery policy and procedure. NHES is in the process of completing a system migration to the cloud and will revisit and rewrite its contingency plan upon completion of this migration.

The NHES Unemployment Insurance Operational Security Plan will be reviewed and updated to include the recent hardware and software upgrades as well as changes to the department's disaster recovery procedures once the migration is completed.

Upon completion of the migration New Hampshire will complete a formal in-house Risk Assessment.

The NHES Information Security Officer has conducted internal inspections of the NHES Data Center and NHES Administrative Building housing IRS Federal Tax Information (FTI) as required by IRS Publication 1075.

New Hampshire Cyber Incident Response Exercise Program

In 2017, the State of New Hampshire kicked off the New Hampshire Cyber Incident Response Exercise Program. The program consists of a progressive series of events including workshops, tabletops, and functional exercises to review, test, update, and enhance (the state's) Cyber incident response plans and procedures. The NHES Information Security Officer/COOP Coordinator and DOIT IT Manager participated in a series of events (State Government training; planning workshops; tabletop exercises and full day functional exercise) beginning in September 2017 through May 2018. Additionally, the NHES Information Security Officer (ISO) regularly participates in quarterly State of New Hampshire Cybersecurity Advisory Committee (CAC) and Continuity of Operations Planning (COOP) Coordinator meetings to stay current on Cybersecurity and Disaster Recovery policy and procedure.

IRS 2024 Safeguard Security Report (SSR)

NHES submitted the 2024 IRS Safeguard Security Report (SSR) and CAP to the IRS Office of Safeguards in September 30, 2024. The Safeguard Security Report is the primary document agencies use to report to the IRS on the processes, procedures, and security controls in place to protect Federal Tax Information (FTI) in accordance with the Internal Revenue Code (IRC 6103 (p) (4)). All agencies executing data exchange agreements involving access to FTI and subject to safeguarding requirements must have an approved SSR in place to continue their access to this protected information. This report must be updated annually to reflect any changes to our safeguarding procedures that may impact the protection of FTI.

Internal Revenue Service (IRS) On-Site Safeguard Review

An IRS On-site Safeguard Review was conducted in January 2025. The purpose of the review was to verify agency compliance with Internal Revenue Code safeguard requirements. The review was conducted by an IRS Disclosure Enforcement Specialists and a team of Computer Security Specialists (Booz Allen Hamilton) who were responsible for conducting the computer security portion of the review. An on-site compliance review is required every three years.

Social Security Administration (SSA) On-Site Security Compliance Review

The Social Security Administration (SSA) conducted an On-Site Security Compliance Review in accordance with the Information Exchange Agreement (IEA) between our agencies on January 2025. The purpose of the review is to verify that appropriate security safeguards remain in place to protect the confidentiality of the information provided by the Social Security Administration. An on-site compliance review is required every three (3) years.

Cybersecurity Awareness Training

The State of New Hampshire implemented an annual state-wide Cybersecurity Awareness Training Program requirement on April 3, 2017. The program is designed to ensure state employees have an awareness of the potential cyber threats that could put their organizations

and the sensitive data they work with at risk and provide the information needed to ensure employees understand their individual responsibilities and how to consistently apply best practices about cybersecurity.

Maintaining ongoing security awareness training is required to maintain compliance with the security requirements outlined in the information exchange agreements between NHES and several federal partners including the Social Security Administration, the Internal Revenue Service and the Office of Child Support Enforcement.

The training is provided through a web-based application, called "Securing the Human" which was developed by the SANS Institute. The program consists of (23) mandatory modules that have been designated as baseline training needed by all state employees.

In addition to the initial and annual security awareness training required for all NHES employees and contractors, designated employees and contractors with access to FTI, NDNH, and SSA provided information must maintain their authorization to access this sensitive information through specific role-based annual training and recertification. Prior to granting an agency employee or contractor access to this information, each authorized employee or contractor must certify his or her understanding of the agency's security policy and procedures for safeguarding IRS information.

The training provided (before the initial certification and annually thereafter) also includes the department's incident response policy and procedure for reporting any unauthorized disclosures and data breaches. For both the initial certification and annual recertification, the employee or contractor must sign a confidentiality statement certifying his or her understanding of the penalty provisions and security requirements as well as the obligation to report the improper inspection, disclosure or misuse of the restricted data.

Disaster Unemployment Assistance

Just prior to the start of the Pandemic, New Hampshire had begun a rewrite of its DUA program within its benefit payment system. We will be reinitiating this project with the benefit of the lessons learned over the pandemic period. New Hampshire does have and maintains a manual for the standard operating procedures related to DUA. We do expect this manual will be recreated with the development of the new DUA program. While no in-house training program currently exists for staff responsible for DUA, we have availed ourselves of the training offered through the NASWA learning center and utilize this as an annual refresher until such time as we complete development of our new system and develop an in-house training program. We have utilized NASWA's training modules for both initial and refresher training of adjudicators as well as for BPC investigators and found them to be very beneficial. Individuals responsible for the operation of New Hampshire's DUA program will have an active involvement in the development of the new program giving them a full understanding of its operation from go live.

Biennial SQSP Overview

New Hampshire						
MEASURES/PROGRAMS TO BE ADDRESSED FORBIENNIAL SQSP FISCALYEAR (FY) 2023						
Measures/Programs to be Addressed (Each Measure Belowis Hyperlinked to the CAP Worksheet)		**Acceptable Levelof Performance (ALP)**	**Corrective Action Plan (CAP)**		**Narrative Required (In Word Doc.)**	**SQSP 2023 Performance Year Data**
N	**E**					
BENEFITS	First Payment Promptness	≥ 87%	X			50.79%
First Payment Promptness (IntraState 14/21 Days)	≥ 87%	X		50.87%		
First Payment Promptness (InterState 14/21 Days)	≥ 70%	X		46.73%		
First Payment Promptness (IntraState 35 Days)	≥ 93%	X		70.43%		
First Payment Promptness (InterState 35 Days)	≥ 78%	X		65.23%		

New Hampshire					
Nonmonetary Determination Timeliness	≥ 80%	X		49.04%	
Nonmonetary Determination Quality- Separations	≥ 75%	X		56.18%	
Nonmonetary Determination Quality-Nonseps	≥ 75%	X		70.77%	
APPEALS	Lower Authority Appeals (30 Days)	≥ 60%	X		1.28%
Lower Authority Appeals (45 Days)	≥ 80%	X		1.89%	
Average Age of Pending LowerAuthority Appeals	≤ 30 days	X		137.4	
Average Age of Pending HigherAuthority Appeals	≤ 40 days			0.0	
Lower Authority Appeals Quality	≥ 80%			86.36%	
	New Employer StatusDeterminations Timelapse	≥ 70%			92.30%

T A X	Tax Quality (PartA)	No morethan 3 tax functio ns failingTPS in a year				Pass
Tax Quality (PartB)	The same tax function can not fail for3 consecutive years			Pass		
TPS Sample Reviews	Pass	X		Fail: Debits-Reimb. Benef it Charges		
Effective Aud it Measure	Pass 4 factor s/score ≥ 7			X	Fail: Factor 1 : 0.2 Factor 3: 0.1 Blended Scor e:6.3	
I N T E G R I T Y	Improper Pa yments Meas ure	< 10%	X			

T A X	Tax Quality (PartA)	No morethan 3 tax functio ns failingTPS in a year				Pass
						20.654%
Detection of Overpaymen ts - 3 Year M easure	≥ 50%& ≤ 95 %	X		441.35%		
Overpaymen t Recovery M easure	≥ 68%	X		15.49%		
Data Validati on - Benefits (All Submitte d &Passing)	All Benefit P ops Submitte d & Passing		X	Not Submitte d: Population s 1, 2, 4- 7, 9- 12, 14; BTQ 1 -3; Module 3		
Data Validati on - Tax (AllS ubmitted & P assing)	All Tax Pops Submitted & Passing		X	Not Submitte d: Population s 3; TPS 1-4; Wage Items; Module 3		
B A M	NDNH BAM C ompliance	Pass			Pass	
BAM Operati ons Complia nt	Pass All M&P			Pass		

	Incorrect Recording of IssueDetection Date	95%			X	Fail
Incorrect Recording of Determination Date	95%		Pass			
UI Reporting Requirements	Pass		Pass			
G P R A	**Percent of Intrastate Payments Made Timely**	87%		50.87%		
Detection of Recoverable Overpayments	57.5%	610.52%				
Percent of Employer Tax Liability Determinations Made Timely	90%	92.70%				

Integrity Action Plan (IAP) Top Three RootCauses - Payment Integrity Information Act (PIIA) YearData
Separation Issues; Percent of Dollars OP 46.92%
Able + Available; Percent of DollarsOP 25.33%
Benefit Year Earnings; Percent of Dollars OP 17.63%
Monitoring Findings/Audit Resolution

Alternate Year Overview

MEASURES/PROGRAMS TO BE ADDRESSED FOR ALTERNATE SQSPFISCAL YEAR (FY)2024						
Measures/Programs to be Addressed (Each Measure Below is Hyperlinked to the CAP Work sheet)		Acceptable Levelof Performance (ALP)	Correctiv e Action Plan (CAP)		Narrative Required (In Word Doc.)	SQSP 2024Performance Year Data
N	E					
B E N EF IT S	First PaymentPromptness	≥ 87%		X		71.77%
First Payment Promptness (IntraState 14/21Days)	≥ 87%		X	72.46%		
First PaymentPromptness (InterState 14/21Days)	≥ 70%		X	67.48%		
First Payment Promptness (IntraState 35 Days)	≥ 93%		X	89.23%		
First PaymentPromptness (InterState 35 Days)	≥ 78%			82.77%		
Nonmonetary Determination Timeliness	≥ 80%		X	76.54%		
Nonmonetary Determinat	≥ 75%			85.21%		

MEASURES/PROGRAMS TO BE ADDRESSED FOR ALTERNATE SQSPFISCAL YEAR (FY)2024					
ion Quality - Separations					
Nonmonetary Determination Quality - Nonseps	≥ 75%			80.86%	
A P P E AL S	Lower Authority Appeals (30 Days)	≥ 60%		X	19.82%
Lower Authority Appeals (45 Days)	≥ 80%		X	32.66%	
Average Age of Pending Lower Authority Appeals	≤ 30 days		X	51.5	
Average Age of Pending Higher Authority Appeals	≤ 40 days	X		108.0	
Lower Authority Appeals Quality	≥ 80%			95.65%	
T A X	New Employer Status Determinations Timelapse	≥ 70%			91.70%
Tax Quality (Part A)	No more than 3 tax functions failing TPSin a year			Pass	
Tax Quality (Part B)	The same tax function cannot fail for 3			Pass	

MEASURES/PROGRAMS TO BE ADDRESSED FOR ALTERNATE SQSPFISCAL YEAR (FY)2024						
	consecutive years					
	TPS SampleReviews	Pass		X		Fail:Debits-Reimb.
Effective AuditMeasure	Pass 4 factors/score ≥ 7		X	Fail: Factor 1: 0.6% Factor 3: 0.6% Factor 4: 0.5 Blended Score: 3.7		
I N T E GR IT Y	Improper Payments Measure	< 10%			13.57%* see below	
Detection of Overpayments - 3 YearMeasure	≥ 50% &≤ 95%		X	448.77%		
Overpayment Recovery Measure	≥ 68%		X	7.93%		
Data Validation - Benefits (AllSubmitted & Passing)	All Benefit Pops Submitted & Passing		X	Fail: Benefits 4-6,12-14; BTQ 1-3 Not Submit: Benefits 8, 9		

	TPS SampleReviews	Pass		X		Fail:Debits-Reimb.
Data Validation - Tax (All Submitted & Passing)	All Tax PopsSubmitted & Passing		X	Fail: TPS1		
B A M	NDNH BAM Compliance	Pass			Pass	
BAM Operations Compliant	Pass All M&P	X		Fail: Paid 90 day timeliness = 92.80%		
	Incorrect Recording of Issue Detection Date	95%				Fail
Incorrect Recording of Determination Date	95%		100.00%			
UI Reporting Requirements	Pass	X	Fail			
G P R A	Percent of Intrastate Payments Made Timely	87%		72.46%		
Detection of Recoverable Overpayments	57.5%	242.76%				
Percent of Employer Tax Liability Determinations Made Timely	90%	91.73%				

	TPS SampleReviews	Pass		X		Fail:Debits-Reimb.
Integrity Action Plan (IAP)Top Three RootCauses - Payment Integrity Information Act (PIIA)Year Data						

1. Able+ Available; Percent of Dollars OP 29.46%						
2. Benefit YearEarnings; Percent of Dollars OP 21.421%						
3. Separation Issues;Percent of Dollars OP 16.532%						
Monitoring Findings/Audit Resolution						
Improper Payment Measure	CAP resolution for FY24	no CAP assigned as NH has met theperformance for 3 consecutive year-ending quarter reviews. YE 09/30/22 9.131%; YE 12/31/2022 8.261%; YE 3/31/2023 9.093%				

First Pay Promptness

First Payment Promptness												
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan& Progress Report					Back to Biennial Overview 2023				Back to Alternate Overview 2024			
State: New Hampshire					Federal Fiscal Year 2023				Federal Fiscal Year 2024			
		CAP Based	CAP Based	State's								

First Payment Promptness												
		on	on	Target /	12/31 /	3/31/ 2	6/30/ 2	9/30/ 2	12/31 /	3/31/ 2	6/30/ 2	9/30/ 2
Performance Measures	ALP	04/01 /2021 -	04/01 /2022 -	Actual	2022 Quarter	023 Quarter	023 Quarter	023 Quarter	2023 Quarter	024 Quarter	024 Quarter	024 Quarter
		03/31 /2022	03/31 /2023	Perfor	1	r 2	r 3	r 4	r 1	r 2	r 3	r 4
		Performance	Performance	mance								
First Payment Promptness: % of all 1st payments within 14/21 days after the compensable week.	≥ 87%	50.79 %	71.77 %	Target	75.0%	87.0%	88.0%	88.0%	90.0%	90.0%	92.0%	92.0%
Actual	72.8%	71.8%	75.1%	79.0%								
First Payment Promptness, 14/21 days Intrastate UI	≥ 87%	50.87 %	72.46 %	Target	80.0%	87.0%	88.0%	88.0%	90.0%	90.0%	92.0%	92.0%

First Payment Promptness: % of all 1st payments within 14/21 days after the compensable week.	≥ 87%	50.79 %	71.77 %	Target	75.0%	87.0%	88.0%	88.0%	90.0%	90.0%	92.0%	92.0%
full weeks												
Actual	73.9%	72.5%	75.8%									
First Payment Promptness, 14/21 days Interstate UI full weeks	≥ 70%	46.73 %	67.48 %	Target	65.0%	75.0%	80.0%	80.0%	82.0%	82.0%	82.0%	82.0%
Actual	80.9%	67.5%	72.5%									
First Payment Promptness, 35 days Intrastate UI full weeks	≥ 93%	70.43 %	89.23 %	Target	85.0%	95.0%	95.0%	95.0%	95.0%	95.0%	96.0%	96.0%
Actual	90.2%	89.2%	91.4%									

First Payment Promptness: % of all 1st payments within 14/21 days after the compensable week.	≥ 87%	50.79 %	71.77 %	Target	75.0%	87.0%	88.0%	88.0%	90.0%	90.0%	92.0%	92.0%
Regional Office Comments in cell below:												
Corrective ActionPlan Summary												
The Summarymust provide:												
Alternate Year Plan Updates												
A. The Reason forthe deficiency.												
New Hampshire had a significant backlog in adjudication resulting from thePandemic.												
Alternate Year Plan Updates - New Hampshire briefly returned to passing first payment timeliness in Q-2 of 2022. Implementation of ID verification resulted in the Department losing the gains it had made in first payment timeliness. New Hampshire has returned to meeting first payment timeliness an all categories for the months of July and August of 2023. However, without further guidance from the DOL recognizing the additional burden ID verification placeson states in meeting timeliness requirements, maintaining timeliness will continue to be a struggle.												

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc.Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.
New Hampshire has fully addressed its backlog and first payment timeliness has returned to passing levels for the Month of July 2022. New Hampshire expects thistrend to continue, although, some residual appeals at the higher levelco uld adversely impact first payment. Current claims volume is very low any reversals at the higher level will have a more significant impact than if our claims load were more normalized. New Hampshire currently has 30% of its adjudication workforce assisting our Benefit Payment Control unit in triaging tips and leads. These adjudicators will return to adjudication by November 15, 2022. With current claims volume and where we have been meeting first payment timliness witha 30% reduction in our adjudication staff, we haveevery confidecne of meeting fir stpayment timliness withtheir return.
Alternate Year Plan Updates - The largest contrbuting factor to not meeting timeliness is the introduction of ID verification at the onset of the claim filing process. New Hampshire has taken steps to minimize this through improved claimant messaging, staff training in the processing of ID verification issues, and issuing a denial of benefits in claims where the ID verification information is not provided timely. In hopes of further imrpovement to this process, New Hampshire is engaging with the DOL in their Login.gov initiative. As DOL is aware, this will provide for electronic ID verification as well as in person ID verification at most local US post offices. However, the USPS option provides the claimant a seven day window to report and provide evidence of their identity. This seven day window will minimally place us a week behind in meeting first payment timeliness. While theelectronic ID verification process may savetime, the USPSoption will add to the time it takes to process the initial claim. This willlikely have a negative impacton first payment that is beyondthe states con trol.
C. If a planwas in placethe previous year,an explanation of why theactions contained in that pla nwere not successful in improving performance; and, an explanation of why the actions now specified will be more successful.
N/A
Alternate Year Plan Updates - New Hampshire has made progress in improving its first payment timeliness. The primary factor in not meeting first payment timeliness hasbeen the implementation of ID verification at the onsetof the claim.Steps taken to improve the efficiency of the ID verification process have resulted in improvements to our first payment timeliness. However, many of the delays related to ID verification are beyond the states control. Even a claimant that successfully verifies their ID within the deadline period, two business days, places us nearly a week behind; e.g. claimant files their initial claim on a

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc.Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.
Friday or Saturday of their first payable week. The deadline for provision of their verification documents would be end of busines on Tuesday the following week and claimant meets that deadline. The issue would be addressed the following day, Wednedsday. The claim will now begin to process, starting the clock for the Notice of Claim response. At a minimum, we have lost four of the 21 days we have to make first payment, or, nearly 20% of the total time allowed to make a first payment. This is a best casescenario for a claim thathas been filedon a Friday or Saturday meeting all dea dlines. If a claimant is attempting to comply but facing difficulties, their deadline may be extended for up to a week.We allow three attempts prior to denying the claim or directing the claimant to a local officefor assistance. We automatically denyclaims that havenot responded at all withinthe two business day deadline.
D. A briefdescription of plansfor monitoring and assessing accomplishment of planned actions a nd for controlling quality after achieving performance goals.

Alternate Year Plan Updates - New Hampshire willcontinue to monitorfor improvements in the ID verification process. Much remains unknown with regard to how the implementation of Login.gov will impact the ID verification process. Electronic verification will provide a much faster ID verification solution. However, verifying through the USPS or at one of our local offices may have a negative impact on first payment.	
NOTE: Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal years for whichthis plan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and includea projected completion date as to when the performance goalwill be achieved.	
(Enter Remaining Major Actions Here)	

Milestones	
Ongoing monitoring of first pay mentproactive reports to ensur e firstpayment is continually bei ng met.	Completion Date
9/30/2024	

FY 2023 Quarter 1 Status Repor t(Quarter Ending 12/31/2022):		
New Hampshire continues to monitor first payment timeliness. Throughout this period New Hampshire had found that its method of handling ID verification had been impacting first payment. New Hampshire had been allowing payment for weeks prior to the verification of the ID once the ID had been verified. This resulted in late filed weeks being paid and effecting first payment timeliness. New Hampshire has changed its approach and now denies the weeks that were not filed timely as a result of the claimant failing to respond to the departments request for information. For the month of January 2023, New Hampshire's first payment timeliness was 90.1% and for the month of February 2023 New Hampshire's first payment timeliness was at 87%. Whilemore work willneed to be done, NewH ampshire appears to beapssing as of January 1, 2023.		
FY 2023 Quarter 2 Status Repor t(Quarter Ending 3/31/2023):		
New Hampshire continues to makeimprovements in this area.ID verification continues to have a negative impacton first payment timeliness. New Hampshire continues to explore ways in which we can improve upon our current ID verification process.		
FY 2023 Quarter 3 status report (Quarter Ending 6/30/2023):		

New Hampshire continues to make improvements in this area. ID verification continues to have a negative impacton first payment timeliness. New Hampshire continues to explore waysin which we can improveupon our current ID verifica tion process. NH is engaging with Login.gov to provide ID verifictaion and Multifactor authentication services to improve automation of this process.	
FY 2023 Quarter 4 Status Report(Quarter Endin g 9/30/2023):	

New Hampshire continues to make improvements in this area. ID verification continues to have a negative impacton first payment timeliness. New Hampshire continues to explore waysin which we can improveupon our current ID verification process. NH is engaging with Login.gov to provide ID verifictaion and Multifactor authentication services to improve automation of this process.	
New Hampshire continues to make improvements in this area. ID verification continues to have a negative impacton first payment timeliness. New Hampshire continues to explore waysin which we can improveupon our current ID verification process. NH is engaging with Login.gov to provide ID verifictaion and Multifactor authentication services to improve automation of this process.	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Ongoing assessment of claimsnot meeting firstpayment timeliness to determine cause	Completion Date
9/30/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
This taskhas been assigned to our Certifying Officer IV's (CO IV's). OurCO IV's are responsible for initial andongoing training of our adjudicators.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
ID Verification continues to havethe greatest impact.	
FY 2023Quarter 3 statusreport (Quarter Ending 6/30/2023):	
ID Verification continues to havethe greatest impact.	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	

New Hampshire continues to make improvements in this area. ID verification continues to have a negative impacton first payment timeliness. New Hampshire continues to explore waysin which we can improveupon our current ID verifica tion process. NH is engaging with Login.gov to provide ID verifictaion and Multifactor authentication services to improve automation of this process.	
ID Verification continues to havethe greatest im pact.	
FY 2024 Quarter 1 Status Report(Quarter Endin g 12/31/2023):	

FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. Develop training or business processes aime d at resolving issuesdiscovered in #2 above	Completion Date
9/30/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
Observations made throughout q- 4 2022 have resulted in a training being scheduled for March of 2023 to address identified issue s with underperforming Certifying Officers.	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
New Hampshire continues to exploreways in whic hwe can improveupon our current ID verification process.	
FY 2023Quarter 3 statusreport (Quarter Ending6/ 30/2023):	

FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
NH is engaging withLogin.gov to provide ID verifictaion andMultifactor authentication services to improve automation of this process.	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hanpshire is in development for implementat ion of Login.gov	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

4. New- FY 2024 - Go Live with Login.gov	Completion Date
3/31/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
N/A	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
N/A	
FY 2023Quarter 3 statusreport (Quarter Ending6 /30/2023):	
N/A	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hanpshire is in development for implement ation of Login.gov	

4. New- FY 2024 - Go Live with Login.gov	Completion Date
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
5. NewFY 2024 - Analyze performance of Login.gov for potential efficiency improvements - Ongoing	Completion Date
9/30/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
N/A	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
N/A	
FY 2023Quarter 3 statusreport (Quarter Ending6/30/2023):	
N/A	

FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hanpshire is in development for implementation of Login.gov	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. NewFY 2024 - Initiate Mutli-factor Authentication through Login.gov	Completion Date
6/30/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
N/A	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
N/A	
FY 2023Quarter 3 statusreport (Quarter Ending 6/30/2023):	
N/A	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hampshire is in development for implementation of ID verification through Login.gov. MFA is schduled to begin development aftertha launch of ID Verification services.	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	Completion Date
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Nonmonetary Determination Timelines

Nonmonetary Determination Timeliness

					Back to Biennial Overview2023				Back to Alternate Overview 2024			
State: New Hampshire					**Federal Fiscal Year2023**				**Federal Fiscal Year2024**			
				State's								

					Back to Biennial Overview2023				Back to Alternate Overview 2024			
		CAP Based on	**CAP Based on**	**Target/A**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**
Performance Measures	**ALP**	**04/01/2021 - 03/31/2022**	**04/01/2022 - 03/31/2023**	**ctual**	**022 Quarter**	**023 Quarte**	**023 Quarte**	**023 Quarte**	**023 Quarter**	**024 Quarte**	**024 Quarte**	**024 Quarte**
		Performance	**Performance**	**Performance**	**1**	**r 2**	**r 3**	**r 4**	**1**	**r 2**	**r 3**	**r 4**
Nonmonetary Determination Timeliness	≥ 80%	49.04%	76.54%	Target	80.0%	80.0%	80.0%	80.0%	82.0%	82.0%	82.0%	82.0%
Actual	**79.1%**	**76.5%**	**78.4%**	**81.7%**								

Regional Office Comments in cell below:
Corrective ActionPlan Summary
The Summarymust provide:
Alternate Year PlanUpdates

A. The Reason forthe deficiency.												

New Hampshire hadbeen resolving backlogs in adjudication resulting from the Pandemic
Alternate YearPlan Updates - New Hampshire's effortsat improving non-monetry timeliness have been successful. New Hampshire is passing non-monetary timeliness fy 2023 - 10/01/2022 - 9/30/2023 at 81.7%.

	Back to Biennial Overview2023	Back to Alternate Overview 2024
B. Provide a description of your "Plan-Do-Check-Act" corrective action plan whichwill be undertaken to achieve theacceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training,		

implementing process improvements, measuring effectiveness, etc.Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.
New Hampshire has fully addressed its backlog with non-separation - non-sep timliness returned to passing levels for the second quarter of 2022. Separation timeliness is expected to return to passing levels by q-3 2022.New Hampshire currently has 30% of its adjudication workforce assistingour Benefit Payment Control unit in triaging tipsand leads. Theseadjudicators will retu rnto adjudication by November 15, 2022. With current claims volume and where we have been meeting first payment timliness with a 30% reduction in our adjudication staff, we have every confidecne of meetingnon-monetary timeliness withtheir return.
Alternate YearPlan Updates - New Hampshire willcontinue to monitorits non-monetary proactive report to ensureclaims are addressed prior to their due date. New Hamsphire will also continue to monitor for improvements in efficiency of our ID verification process which has demonstrated a negative impact on non-monetary timeliness.
C. If a planwas in placethe previous year,an explanation of why the actions contained in that pla n were not successful in improving performance; and,an explanation of why the actions now specified will be moresuccessful.
N/A
Alternate YearPlan Updates - Actions of the previous plan were successful in improving performance and in meetingtimelin ess standards. New Hampshire will continue its current efforts to maintain Non-monetary timeliness.
D. A brief description of plans formonitoring and assessing accomplishment of planned actions and for controlling qualityafter achieving performance goals.
New Hampshire will monitor non-monetary timeliness. No additional action plans willbe put intoplace unless New Hampshire fails to return to passing levels in all categories by q-1 2023. We will continue to

implementing process improvements, measuring effectiveness, etc.Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.
monitor for deficiencies and will address timeliness issues as they arise. New Hamsphire has reinstated all of its quality control procedures including our Quality ClaimsReview Process (QCRP)as well as refres her training of all of our adjudicators anda comprehensive retraining for all new adjudicators, thosewith less t hantwo years experience.
Alternate YearPlan Updates - New Hampshire willcontinue to monitorits non-monetary proactive report to ensureclaims are addressed prior to their due date. New Hamsphire will also continue to monitor for improvements in efficiency of our ID verification process which has demonstrated a negative impact on non-monetary timeliness. I have modified New Hampshire's goals for non-monetary timeliness in upcoming quarters down. I did not fully take into consideration the impact ID verification would have on non-monetary timeliness when first

establishing the goals. Muchof the impactof ID verifiation is beyondthe states control. We continue to monitor areaswithin our control, such as claimant messaging, staff level of training and potential system modifications in an effort to improve ID verification efficiency.

NOTE: Enteran "**X**" in the box to theright if the desired improve ments will not be accomplished by the end of the two consecuti ve fiscal years for whichthis plan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.	

(*Enter Remaining MajorActions Here*)
Milestones

Complete refresher training for all experienced Adjudicators	**Completion Date**
3/31/2023	

establishing the goals. Muchof the impactof ID verifiation is beyondthe states control. We continue to monitor areaswithin our control, such as claimant messaging, staff level of training and potential system modifications in an effort to improve ID verification efficiency.		
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):		
New Hampshire felljust short of its goalof meeting Non-montimeliness for theperiod ended 12/31/2022. We are providing additional training to our staffregarding grid management in an effortto improve thesenumbers.		
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):		
All refresher training was completed in Q1 of 2023.		
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):		
All refresher training was completed in Q1 of 2023.		
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):		
All refresher training was completed in Q1 of 2023.		
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):		
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):		
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):		

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
Complete comprehensive training for all new adjudicators	**Completion Date**
6/30/2023	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
Ininital training was completed in q- 4 of 2022. An additional training has been scheduled for March of 2023 withongoing "on the job " review and training beingcounducted through q-1 of 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
Additional training hasbeen completed for most staff.We are finishing up with two newer adjudicators and expect thisto be completed by end of Q-2 2023.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
All training and retraining hasbeen completed.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	

Ongoing Random QualityClaims Reviews for all Adjudicators	Completion Date
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
Quality claims reviewhas been limitedto our newlyhired certifying officers for q-4 2022.This review will be expanded to include all adjudicators throughout 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
We have begunquality control reviews of all adjudication staff. This will be an ongoing and continuous process.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
This process is ongoing.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
This process is ongoing.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. New FY 2024- Go live with Login.gov	**Completion Date**
3/31/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

Ongoing Random QualityClaims Reviews for all Adjudicators	Completion Date
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	

FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hampshire hasbegun development for the implementation of Login.gov.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
5. NewFY 2024 - Analyze performance of Login.gov for potential efficiency improvements - Ongoing	**Completion Date**
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	

FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
New Hampshire hasbegun development for the implementation of Login.gov.	

FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024Quarter 2 StatusReport (Quarter Ending3/31/2024):	

FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Lower Authority Appeals Promptness

Lower Authority AppealsPromptness		
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan & Progress Report	Back to Biennial Overview 2023	Back to Alternate Overview 2024

Lower Authority AppealsPromptness												
State: New Hampshire					**Federal Fiscal Year2023**				**Federal Fiscal Year2024**			
				State's								
		CAP Based on	**CAP Basedon**	**Target/A**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**
Performance Measures	**ALP**	**04/01/2021 - 03/31/2022**	**04/01/2022 - 03/31/2023**	**ctual**	**022 Quarter**	**023 Quarte**	**023 Quarte**	**023 Quarte**	**023 Quarter**	**024 Quarte**	**024 Quarte**	**024 Quarte**
		Performance	**Performance**	**Performance**	**1**	**r 2**	**r 3**	**r 4**	**1**	**r 2**	**r 3**	**r 4**
				ance								
Average Age of Pending Lower Authority Appeals	≤ 30 days	137.40	51.50	Target	<45 days	<45 days	<30 days	<30 days	<30 days	<30 days	<30 days	<30 days
Actual	**50.6 (40day s)**	**51.5**	**58.6**									
Lower Authority Appeals Time Lapse - 30 days	≥ 60%	1.28%	19.82%	Target	>50%	>50%	>60%	>60%	>60%	>60%	>60%	>60%
Actual	**55.4%**	**19.8%**	**31.7%**									

Lower Authority AppealsPromptness												
Lower Authority Appeals Time Lapse - 45 days	≥ 80%	1.89%	32.66%	Target	>70%	>70%	>80%	>80%	>80%	>80%	>80%	>80%
Actual	**86.6%**	**82.5%**	**61.6%**									
Regional Office Comments in cell below:												

Corrective ActionPlan Summary
The Summarymust provide:
Note - DOL requires reporting of Average Age of LAA's at intervals that are not consistent with the requirements for this category (<= 25 days; 26-40; 41-90: 91-120: etc.) The numbers reported above are consistent with the required reporting and as a result underreport New Hampshire's actualperformance e.g. <=30 day numberis reported aboveas less thanor equal to 25 days.Without significant work on the part of our system developers I am unable to provide numbers consistent with requirements. New Hampshire will seek to exceed the requirements by meeting thestandard for a fewer numberof days, consistent with reporting requirements.
Alternate Year Plan Updates - please disregard the above. Whilethe system displays as stated ab ove,the reporting is accurate and can be accessed through a different source.- New hampshire is makingsignificant year overyear gains i n its timeliness of lower authority appeals.
A. The Reason forthe deficiency.
The deficiency is directly relatedto a backlog associated withthe COVID- 19 Pandemic. This backlog is resolved as of 9/30/2022. New Hampshire expects to meet all timeliness requriements with q-4 2022results.
Alternate Year Plan Updates - Although the associated COVID-19 backlog was resolved as of 9/30/2022, the deficiencies are still related to the COVID-19 Pandemic. New Hampshire has a unique Commissioner's Reopen level which allows for a reopened appeal based on fraud,

mistake, or newly discovered evidence. Many pandemic related appeals are being reopened. In addition, many claimants are able to show suffiicent grounds for a late appeal for a pandemic related issue. Both of these have increased the workload in Appeals. The Appeal Tribunal has committed two of the Unit's most seasoned appeals chairs to our Legal Section beyond 3/31/2023 to assist with the Commissioner's reopen backlog, which is 25% of the hearing officer staff. This reallocation of staff has had a continued negative impact on the Appeal Tribunal Unit's ability to meettimeliness measures. Lastly,the Appeal Tribunal Unit has returned to in-person hearings (required by statute). Although this is a normal business process, because many of the chairs in the unit are relatively new, they have not yet achieved the proficiency level needed to offset the additional prep time required for these hearings (mainly travel and setup time).
B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.

New Hampshire's deficiency was the direct result of an extremely high case load throughout the pandemic resulting in a large backlog of appeals. The backlog has been resolved and we havereturned to normal activities. New Hampshire does not expect to takeany further action on this item other than to monitor for timeliness and to develop a plan of action should we be unable to meet those requirements. New Hampshire has currently allocated 55% of its appeals chairs to our legal department to assist with the backlog at the Commissioner's reopen level. This may result in a delayed return to timliness in our Lower Level Appeals. New Hampshire is aiming at a return of these Chairman by3/31/2023. Timleliness in this unitwill likely not return until6/30/2023.
Alternate Year Plan Updates - Because the Appeal Tribunal Unit is assisting with the Commissioner reopen backlog, the number of pandemic related reopens should significantly diminish by q-1 2024. With that, staff allocated to the Legal section will return to the Appeal Tribunal. There has also been a marked reduction in the number of late appeal requests for pandemic related issues. All three of these will have a positive impacton the Unit'sability to conduct morehearings per week.The Unit has also beenconducting regular training sessions, to improve the proficiency of the chairs, which will negate the negative impact the return to in-person hearings has had on the Unit's timliness. The Unit has implemented built-in postponment and continuance days to ensure that each can be scheduled expeditiously

New Hampshire's deficiency was the direct result of an extremely high case load throughout the pandemic resulting in a large backlog of appeals. The backlog has been resolved and we havereturned to normal activities. New Hampshire does not expect to takeany further action on this item other than to monitor for timeliness and to develop a plan of action should we be unable to meet those requirements. New Hampshire has currently allocated 55% of its appeals chairs to our legal department to assist with the backlog at the Commissioner's reopen level. This may result in a delayed return to timliness in our Lower Level Appeals. New Hampshire is aiming at a return of these Chairman by3/31/2023. Timleliness in this unitwill likely not return until6/30/2023.
(although minor, each of these has had a negative impact on timeliness). Lastly, the Unit is going to be adding an adjudicator to its staff to identify appeal requests that may not require a formal hearing (i.e. single party issues in which the denial resulted from the claimant not responding to a request for information). Reducing the number of unecessary hearings will ensure thatthe chairs areutilize d as efficiently as possible.
C. If a planwas in placethe previous year,an explanation of why the actions contained in that pla n were not successful in improving performance; and, an explanation of why the actions nowspecified will be more successful.
No previous planwas in place.New Hampshire has consistently met this measure.
Alternate YearPlan Updates - New Hampshire believes the actions will be sucessful because the Appeal Tribunal Unit is taking a multi-faceted approach towards improving appeals timeliness. Although the positive impact any one of these actions will have may be aparent (increased staff and proficiency, decrease of unnecessary hearings, and a decrease in the scheduling time for postponements and continuances), the independence of each of these actions from one another will ensure thatthe Unit willstill achiev e successes regardless of whether thereis an implementation delay for any one of the actions.
D. A brief description of plans formonitoring and assessing accomplishment of planned actions and for controlling qualityafter achieving performance goals.
New Hampshire will continue to monitor fortimeliness and willdevelop a planshould timliness remain a concern. New Hapshire will temporarily allocate an additional resource to the Appeals unit to prevent the return of a backlog.

Alternate YearPlan Updates - TheAppeal Tribunal Unitregularly reviews theweekly ETA 9055report and eachchair's pendin g grid to identify all appeals that fall outside of the timeliness requirements. By indentifying the reason(s) for the delay, we will be able to determine whether our identified actions were ineffectual or it may highlight other potential actions we need to implement. The Unit conducts regular staff professional development sessions and we conduct focused quality reviews on specific issuetypes to ensurethe chairs consistently meet qualityand to indentify potential training and/orperformance issues as quickly as possible.		
NOTE: Enteran "**X**" in the box to the right if the desiredimprove ments will not be accomplished by the end of the two consecutiv e fiscal years for whichthis plan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and includea projected completion date as to when the performance goal will be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
Return All Reallocated Chairman t o their positions	**Completion Date**	
3/31/2024		
FY 2023 Quarter1 Status Repor t(Quarter Ending 12/31/2022):		
The last remaining chairman assis ting withour reopen processis exp ected to return to the appeals unit in Q-1 2023.		
FY 2023 Quarter2 Status Repor t(Quarter Ending 3/31/2023):		
All Chairs have been returned to the Appeals unit and are conducting Hearings. New Hampshire expects to meet timeliness Q2 2023. We are currently scheduling and hearing all appeals within 30 days. We are still experiencing some appeals/remands on pandemic claims as they are returned to appeals from higher levels. This will havesome impact on timeliness butshould not havea signifi cant impacton timeliness for Q2 2023.		

Alternate YearPlan Updates - TheAppeal Tribunal Unitregularly reviews theweekly ETA 9055report and eachchair's pendin g grid to identify all appeals that fall outside of the timeliness requirements. By indentifying the reason(s) for the delay, we will be able to determine whether our identified actions were ineffectual or it may highlight other potential actions we need to implement. The Unit conducts regular staff professional development sessions and we conduct focused quality reviews on specific issuetypes to ensurethe chairs consistently meet qualityand to indentify potential training and/orperformance issues as quickly as possible.		
FY 2023 Quarter3 status report (Quarter Ending 6/30/2023):		
Two appealchairs have beenreassigned to the Legal Unitto assist withbacklogs in ourcommissio ner's reopen process. This is continueing to have a negative impact on the timeliness of appeals. It is expected the Chair's will remain a support to the legal unit through Q-1 of 2024.		
FY 2023 Quarter4 Status Repor t(Quarter Ending 9/30/2023):		
Two Appeal Chairscontinue to sup port the Legal Unit and our reope n process.		
FY 2024 Quarter1 Status Repor t(Quarter Ending 12/31/2023):		
FY 2024 Quarter 2 Status Repor t(Quarter Ending 3/31/2024):		

FY 2024 Quarter 3 Status Report(Quarter Endi ng 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter En ding 9/30/2024):	
2. Returnto meeting LowerLevel Appeals Ti meliness	**Completion Date**
6/30/2024	
FY 2023 Quarter1 Status Report(Quarter En ding 12/31/2022):	
New hampshire's appealbacklog was wrapped up in thefourth quarter of 2022, continuing to ha ve an effect on that quarters timeliness. While	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
New Hampshire has been successful in meeting timelapse for Lower Authority Appeals, its LAA case aging remains a bithigh. New Hampshire's expectation is that a return to LAA timeliness, in all categories, will occur with the first quarter of 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
Chairpersons continued to assist ourlegal unit with the backlog in reopen requests throughout themajority of Q-12023. All chairshave been returned to the Appeals unit and are now holding hearings.Timleiness should return in Q-2 2023.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
New Hampshire has extended thegoal for a return to timliness to 6/30/2024. It isnot expected the two reassigned Chair's will returnto the unit until the end of Q-1 2024. It is expected the return of the two Chairs will result in a quick return to LAA timliness.	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
New Hampshire remains on track in meeting its goal of estalishing LAA timeliness by q-2 2024.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. Ongoing review of lateappeals to determine cause	**Completion Date**
9/30/2024	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
Late appeals forthe fourth quarterof 2022 werea direct resultof backlogs related to the COVIDpandemic. These backlogs have been resolved. New Hampshire willcontinue to monitorall late appeals for cause.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
The primary causeof late appeals has been the reassignment of Chairs to assist in other areas.Once the Chairsreturn, NH willresume reviewing late appeals to identify causeand address as necessary.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
The primary causeof late appeals has been thereassignment of Chairsto assist in other areas.Once the Chairsreturn, NH willresume reviewing late appeals to identify causeand address as necessary.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
3. Develop training or business processes aimed at resolving issuesdiscovered in #3 above	**Completion Date**

FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
The appeals unit has beenconducting ongoing training in support of their newlyhired staff. The appeals unitis in theprocess of hiringa second Appeals Chairman II with the specific goal of monitoring for quality and identifying training needs. This individual will provide needs specific training, as identified, to seasoned Appeals Chairs to improve both timeliness and quality.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
Objectives setfor Q-1 haveall been completed in Q- 2. All chairs havebeen through extensive training and continue with staff development on an ongoing basis. A second Appeals Chair II has been added to assist with staff development.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
The Appeals Administrator conitnues with weeklytraining sessions withall of theChair's. These ongioing training sessions have not onlyservied to increase productivity but also overall quality of decisions.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
The Appeals Administrator conitnues with wee klytraining sessions withall of theChair's.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

5. (Enter next milestone here)	Completion Date

5. (Enter next milestone here)	Completion Date
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):

Higher Authority Appeals Promptness

Higher Authority Appeals Promptness							
FederalFiscal Year: 2023-2024 SQSP Corrective ActionPlan & Progress Report				Back to Alternate Overview 2024			
State: New Hampshire				**Federal Fiscal Year2024**			
Performan	**ALP**	**CAP Based on 04/01/20**	**State's Target/Actu al**	**12/31/20**	**3/31/202**	**6/30/202**	**9/30/202**

Higher Authority Appeals Promptness							
ceMeasures		**22 - 03/31/2023 Performance**	**Performance**	**23 Quarter 1**	**4 Quarter 2**	**4 Quarter 3**	**4 Quarter 4**
Average Age of Pending Higher Authority Appeals	≤ 40 days	108.00	Target				
Actual							

Regional Office Comments in cell below:
Corrective ActionPlan Summary
The Summarymust provide:
Alternate Year PlanUpdates
A. The Reason forthe deficiency.
Alternate Year Plan Updates - New Hampshire's average age for HAA for the period ended 6/30/2023 was 66 days. New Hampshire's reopen process resolves themajority of claimsprior to reaching the HAA level.This results in an extremely lowvolume of claimsmaking it to the HAA level. In this case,there were two claims overthis period thatexceeded 100 days.This occerred as a resultof staff errorin logging the appeal requests timely. New Hampshire has addressed this issue and fully expects to meet timliness in this measure going forward.
B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.

Regional Office Comments in cell below:
Alternate Year PlanUpdates - New Hampshire willcontinue tomonitor forcorrect business proce ssin the filingand tracking of HA Appeals.
C. If a plan was in placethe previous year,an explanation of why theactions contained in that pla nwere not successful in improving performance; and, an explanation of why the actions now specified will be more successful.
Alternate Year PlanUpdates - No previous plan existed.

D. A briefdescription of plansfor monitoring andassessing accomplishment of planned actions and for controlling quality after achieving performance goals.	
Alternate Year Plan Updates - New Hampshire has provided additional training to the staff managing the HAA filingprocess. New Hampshire will contintue to moniror this individuals performance.	
NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal yearsfor which thisplan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscal yearsand include a projected completion date as to when the performanc e goalwill be achieved.	
(*Enter Remaining MajorActions Here*)	
Milestones	
1. Monitor staff business pro cesses in the filingand tracking of HA Appeals- Ongoing	**Completion Date**
9/30/2024	
FY 2024 Quarter1 Status Rep ort(Quarter Ending 12/31/2 023):	

D. A briefdescription of plansfor monitoring andassessing accomplishment of planned actions and for controlling quality after achieving performance goals.		
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):		
FY 2024Quarter 3 StatusReport (Quarter Ending6/30/2024):		
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):		
2. (Enter next milestone here)	**Completion Date**	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):		

FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	

FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
5. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**

FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**

FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Tax Quality

Tax Quality		
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan& Progress Report	Back to Biennial Overview 2023	Back to Alternate Overview 2024
State: New Hampshire	**Federal Fiscal Year2023**	**Federal Fiscal Year2024**

Performance Measures	ALP	CAP Based on 01/01/2021 - 12/31/2021 Performance	CAP Based on 01/01/2022 - 12/31/2022 Performance	State's Target/Actual Performance	12/31/2022 Quarter 1	3/31/2023 Quarter 2	6/30/2023 Quarter 3	9/30/2023 Quarter 4	12/31/2023 Quarter 1	3/31/2024 Quarter 2	6/30/2024 Quarter 3	9/30/2024 Quarter 4
TPS Sample Reviews	Pass	Debits/Billing - Reimbursing	Debits/Billing - Reimbursing	Target	fail	pass	pass	pass	pass	pass	pass	pass
Actual	**Fail**	**Fail**	**Fail**									

Regional Office Comments in cell below:

Corrective ActionPlan Summary

The Summarymust provide:

Alternate Year PlanUpdates

A. The Reason forthe deficiency.

These two
failed because during the period for which the universe/sample werecreated, benefit charging and billing of reimbursable accounts had not yet been restored. There was no universe of benefit charges or a sample of the billings of reimbursables to review.

Alternate YearPlan Updates
- NewHampshire failed Debits/Billing - Reimbursing as a resultof an invalid sample draw.New Hampshire will has started reviewing all of its data populations. We expect this to be a year long project.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your

Performance Measures	ALP	CAP Based on 01/01/2021 - 12/31/2021 Performance	CAP Based on 01/01/2022 - 12/31/2022 Performance	State's Target/Actual Performance	12/31/2022 Quarter 1	3/31/2023 Quarter 2	6/30/2023 Quarter 3	9/30/2023 Quarter 4	12/31/2023 Quarter 1	3/31/2024 Quarter 2	6/30/2024 Quarter 3	9/30/2024 Quarter 4

"Plan-Do-Check-Act" corrective action plan.

New Hampshire hasresumed charging of all employers. Taxable employer charging resumed in May of 2021and Reimburser charging resumed

in September of 2021.

Alternate YearPlan Updates - NewHampshire's development team
is currently analyzing all DV populations for failures. We expect to identify the issues causing the failures by 6/30/2024 and complete development by Calendar year 2024 end.

C. If a planwas in placethe previous year,an explanation of why the actions contained in that pla n were not successful in improving

performance; and, an explanation of why the actions nowspecified will be more successful.

N/A		

Alternate Year Plan Updates - Complexities in the interaltionships of the samples require signifi cant staffhours to determine causes of failures.

D. A brief description of plans formonitoring and assessing accomplishment of planned actions and for controlling qualityafter achieving

performance goals.

No Further actionis planned.		

Alternate Year Plan Updates - This cannot be assessed at this time. Early indications are, the implementation of the Federal programs over the
Pandemic period resulted in a corruption of data, invalidating samples. Until suchtime as thesei nterralationships are better understood, a plan

for monitoring and preventing is difficult to formulate.

Alternate YearPlan Updates - NewHampshire's development team is currently analyzing all DV populations for failures. We expect to identify the issues causing the failures by 6/30/2024 and complete development by Calendar year 2024 end.		
NOTE: Enter an"**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal years for which thisplan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
1. New Hampshire will resume testing the sample populations to ensure there are no issues prior to official sampling for TPS purposes (ongoing)	**Completion Date**	
9/30/2024		
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):		
New Hampshire passed benefit charging. New Hampshire failed Debits/Billing - Reimbursing as a result of an invalidsample draw. Thisissue is being corrected in our system and we expect to pass all quarters going forward.		
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):		
New Hampshire passedbenefit charging. NewHampshire failed Debits/Billing - Reimbursing as a resultof an invalidsample draw. Thisissue is being corrected in our systemand we expectto pass all quarters goingforward.		
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):		

New Hampshire failedDebits/Billing - Reimbursing as a resultof an invalid sample draw. New Hampshire willhas started reviewing all of itsdatapopulations. We expectthis to be a yearlong project.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Identify Areas Causing SampleFailure	**Completion Date**
6/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	

FY 2024Quarter 2 StatusReport (Quarter Ending3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

FY 2024Quarter 2 StatusReport (Quarter Ending3/31/2024):	
3. Development of Sample Corrections Identified in 2 above.	**Completion Date**
9/30/2024	
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024Quarter 1 StatusReport (Quarter Ending12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

5. (Enter next milestone here)	Completion Date
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

5. (Enter next milestone here)	Completion Date
6. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	

FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):

Effective Audit Measures

Effective Audit Measure (EAM) - Score≥ 7; exceed all 4 factors							
FederalFiscal Year: 2023-2024 SQSP Corrective ActionPlan & Progress Report				Back to Alternate Overview 2024			
State: New Hampshire				**Federal Fiscal Year2024**			
PerformanceMeasures	**ALP**	**CAP Based on 01/01/2022 - 12/31/2022 Performance**	**State's Target/Actu al Performanc e**	**12/31/2023 Quarter 1**	**3/31/2024 Quarter 2**	**6/30/2024 Quarter 3**	**9/30/2024 Quarter 4**
EAM - Factor 1 (Contributory Employers Audited)	Score ≥ 1	0.6	Target				
			Actual				
EAM - Fact	Score ≥ 1	0.6	Target				

			Actual				
or 3 (Total WagesAudited)							
Actual							
EAM - Factor4 (Avg # of Misclassified Workers Detected per Audit)	Score ≥ 1	0.5	Target				
Actual							
Effective Audit Measure TotalScore	Score ≥ 7	3.7	Target				
Actual							

Regional Office Comments in cell below:
Corrective ActionPlan Summary
The Summarymust provide:
Alternate Year PlanUpdates
A. The Reason forthe deficiency.
Alternate YearPlan Updates - Fieldaudits were limited through the firsthalf of the year dueto Department policies tied to the Pandemic. In addition, an increase in contributory employers equated to insufficient staffing to conduct the number of audits.
B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your

			Actual				
"Plan-Do-Check-Act" corrective action plan.							

Alternate Year PlanUpdates - Fieldaudits are nowcompletely in place.Additionally one new Fiel d Agenthas been hiredthis year to increase the number of completed audits.
C. If a plan was in placethe previous year,an explanation of why theactions contained in that pla nwere not successful in improving performance; and, an explanation of why the actions now specified will be more successful.
Alternate Year PlanUpdates - No previous CAP
D. A briefdescription of plansfor monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.
Alternate YearPlan Updates - Theadditional Field Agentis in training as of thisdate. An additional Field Agent, to replace an e xisting position, is also in training. Both new Field Agents should be fully capable by calendar year 2024 to produce the expected volume.

NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal yearsfor which thisplan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and include a projected completion date as to when the performanc e goalwill be achieved.	

(*Enter Remaining MajorActions Here*)
Milestones

1. Complete training of new Field Agent.	**Completion Date**
3/31/2024	

FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):		
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):		
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):		

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Quarterly Monitoring of AuditActivities to ensureannual compliance.	**Completion Date**
9/30/2024	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
3. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

4. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
5. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

6. (Enter next milestone here)	Completion Date
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Detection of Overpayments

Detection of Overpayments												
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan & Progress Report					Back to Biennial Overview 2023				Back to Alternate Overview 2024			
State: New Hampshire					**Federal Fiscal Year2023**				**Federal Fiscal Year2024**			
				State's								

Detection of Overpayments												
		CAP Based on	**CAP Based on**	**Target/A**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**
Performance Measures	**ALP**	**04/01/2021 - 03/31/2022**	**04/01/2022 - 03/31/2023**	**ctual**	**022 Quarter**	**023 Quarte**	**023 Quarte**	**023 Quarte**	**023 Quarter**	**024 Quarte**	**024 Quarte**	**024 Quarte**
		Performance	**Performance**	**Perform**	**1**	**r 2**	**r 3**	**r 4**	**1**	**r 2**	**r 3**	**r 4**
				ance								
Detection of Overpayments - Core Measure - ≥50% & ≤95% of Detectable/Recoverable Ops are Establishd for Recovery	≥ 50% & ≤ 95%	441.35%	448.77%	Target	200.00%	150.00%	100.00%	80.00%	80.00%	80.00%	80.00%	80.00%
Actual	**444.95 %**	**490.26 %**										
Regional Office Comments in cell below:												

Detection of Overpayments
Corrective ActionPlan Summary
The Summarymust provide:
Alternate Year PlanUpdates

A. The Reason forthe deficiency.												

This measure is completely outof range dueto the enormous amount of overpayments established by BPC, bothFraud and Non-Fraud, as they worked through the grids that contained many thousands of issues. This resulted in BPC detecting and establishing over 4 times as many overpayments as QC BAM Operations. Unreported work and earnings was the most popular cause during the Pandemic for most of the Non Fraud overpayments that BPC established.
Alternate Year PlanUpdates

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your"Plan-Do-Check-Act"corrective action plan.
Back logsin adjudication and appeals havebeen resolved. The backlog in BPC is expected to continue through Q3 2023.While SDNH and NDNH hits are expected to be completed by the end of the year, a backlog remains in BPC for those more involved fraud issues.
Alternate Year PlanUpdates
C. If a planwas in placethe previous year,an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions nowspecified will be more successful.

New Hampshire did not havea previous plan.		

Alternate Year PlanUpdates

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your"Plan-Do-Check-Act"corrective action plan.		
D. A brief description of plans for monitoring andassessing accomplishment of planned actionsa nd for controlling quality after achieving performance goals.		
New Hampshire has allocated a number of merit staffto assist withthe BPC backlog.		
Alternate Year PlanUpdates		
NOTE: Enteran "**X**" in the box to theright if the desiredimprovements will not be accomplished by the en d of the two consecutive fiscal years for whichthis plan is in effect. Summarize, below, the major actions remaining to betaken in subsequent fiscal years and includea projected completion date as to when the performance goal will be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
1. Eliminate BPC triage back log	**Completion Date**	
9/30/2024		
FY 2023 Quarter1 Status Rep ort(Quarter Ending 12/31/2 022):		
Our BPC unit continues to investigate and adjudicate fraudand non- fraud claimsresulting in thecreation of overpayments at a ratethat is much higher than normal while our curent claims volume has fallen significantly. This continues to result in somewhat skewed numbers for this category. It is expected, thisnumber will continue to be skewedthroughout 2023 and into 2024a s BPC workthrough a significant backlog.		

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your"Plan-Do-Check-Act"corrective action plan.		
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):		

Our BPC unit continues to investigate and adjudicate fraudand non-fraud claimsresulting in thecreation of overpayments at a ratethat is much higher than normal while our curent claims volume has fallen significantly. This continues to result in somewhat skewed numbers for this category. It isexpected, this number will continue to be skewed throughout 2023 and into 2024 as BPC work through a significant backlog. Thecurrent backlog in our BPC unitstands at 7700claims.	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
Our BPC unit continues to investigate and adjudicate fraudand non-fraud claimsresulting in thecreation of overpayments at a ratethat is much higher than normal while our curent claims volume has fallen significantly. This continues to result in somewhat skewed numbers for this category. It is expected, this number willcontinue to be skewed throughout 2023 and into 2024 as BPC workthrough a significant backlog. The current backlog in our BPC unit stands at 5600 claims.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
Our BPC unit continues to investigate and adjudicate fraudand non-fraud claimsresulting in thecreation of overpayments at a ratethat is much higher than normal while our curent claims volume has fallen significantly. This continues to result in somewhat skewed numbers for this category. It isexpected, this number will continue to be skewed throughout 2023 and into 2024 as BPC work through a significant backlog. The current backlog in our BPC unit standsat 4200 claims.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

Our BPC unit continues to investigate and adjudicate fraudand non-fraud claimsresulting in thecreation of overpayments at a ratethat is much higher than normal while our curent claims volume has fallen significantly. This continues to result in somewhat skewed numbers for this category. It isexpected, this number will continue to be skewed throughout 2023 and into 2024 as BPC work through a significant backlog. Thecurrent backlog in our BPC unitstands at 7700claims.	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
2. ReduceBPC backlog by 25% eachquarter through 12/31/2023	**Completion Date**
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

New Hampshire is makingsignificant gains in its Fraudbacklog although the 25% reduction goal was notmet for thequarter ended 12/31/2022. New Hampshire is seeing a significant increase in the number of claims being referred for prosecution. Claims referred for prosection involve a more significant time commitment on behalf of the BPC investigators to ensure a positive outcome, resulting in lower overall productivity.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
New Hampshire is meeting its goal of reducing backlog by 25% per quarter. New Hampshire is hopeful of its backlog being completely resolved by fiscal year2024 end.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
New Hampshire is meeting its goal of reducing backlog by 25% per quarter. New Hampshire is hopeful of its backlog being completely resolved	

New Hampshire is makingsignificant gains in its Fraudbacklog although the 25% reduction goal was notmet for thequarter ended 12/31/2022. New Hampshire is seeing a significant increase in the number of claims being referred for prosecution. Claims referred for prosection involve a more significant time commitment on behalf of the BPC investigators to ensure a positive outcome, resulting in lower overall productivity.	
by fiscal year2024 end.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
3. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):	

FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024Quarter 1 StatusReport (Quarter Ending12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
5. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	

FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Overpayments Recovery

Overpayments Recovery		
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan & Progress Report	Back to Biennial Overview 2023	Back to Alternate Overview 2024
State: New Hampshire	**Federal Fiscal Year2023**	**Federal Fiscal Year2024**

Overpayments Recovery												
		CAP Based on	**CAP Based on**	**State's Target / Actual Performance**	**12/31/2022 Quarter 1**	**3/31/2023 Quarter 2**	**6/30/2023 Quarter 3**	**9/30/2023 Quarter 4**	**12/31/2023 Quarter 1**	**3/31/2024 Quarter 2**	**6/30/2024 Quarter 3**	**9/30/2024 Quarter 4**
		PIIA Year2021	**PIIA Year2022**									
Performance Measures	**ALP**	**07/01/2020 -**	**07/01/2021 -**									
		06/30/2021	**06/30/2022**									
		Performance	**Performance**									
				Target	>68%	>68%	>68%	>68%	>68%	>68%	>68%	>68%
UI Overpayment Recovery Measure	≥ 68%	15.49%	7.93%	Actual	**155.90%**	**-16.43%**	**15.82%**					
Regional Office Comments in cell below:												
Corrective ActionPlan Summary												
The Summarymust provide:												
Alternate Year PlanUpdates												
A. The Reason forthe deficiency.												

New Hampshire had to suspend many of its collection activities throughout the pandemic as a result of pending appeals and/or waiver requests. New Hampshire law prohibits collection activities while an appeal or waiver request is pending. For much of 2020 and 2021, New Hampshire
was delayed in entering appeals and waiver requests into our system, as the numbers were too great for our staff to handle. This resulted in our having to cease collection activites for all claimants. Once the backlog was comeplted, we resumed all collection activities.

Alternate Year Plan Updates - For the quarter ended 6/30/2023 NH's UI OP
recovery measure was 61.06%. New Hampshire is making significant progress in achiving this measure.

1. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training,
   implementing process improvements, measuring effectiveness, etc. Please include a desc ription of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan.While the suspension of collection actitivies was the primary contributor to our overpayment recovery numbers, we have recognized a need to make some system improvements to our collection software, "collecticase". We have applied for funding through a recent SBR to allow for improvements to this system. We will be designing a more user friendly dashboard as well as more automation in the sending of notices. The system will also track the progress of collection activities,
   providing reminders to staff when next steps are required. All of this is being designed to allow for staff to better manage a high workload.Alternate Year Plan Updates - Some measure have been implemented which has shown some measurable
   improvements. Notices have been
   improved and automated and a claimant friendly E&GC waiver process has been implem ented. Improvements to the "Collecticase" dashboard are scheduled for development in Q-2 2024.New Hampshire did not have a previous plan.Alternate Year Plan Updates
   - Gains have been made as a result of the system
   improvements that have been implemented. Continuing with scheduled development will help to ensure success of meeting this standard for FY
   2024.Collection actiivites have fully resumed in New Hampshire. System enhancements to collecticase will be made to provide for a more efficient
   workflow.Alternate Year Plan Updates - Project management will continue to
   ensure this project is completed prior to expiration of the grant funding allocated to complete this.

    a. If a plan was in place the previous year, an explanation of why the actions contai ned in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful.

    b. A brief description of plans for monitoring and assessing accomplishment of pla nned actions and for controlling quality after achieving performance goals.

NOTE: Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal years forwhich this plan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscalyears and include a projected completion date as to when the performance goal will be achieved.(Enter Remaining MajorActions Here)

Milestones	
1. Continue with notifications forour Self-service Waiverprovisions (ongoing)	**Completion Date**
6/30/2024	

FY 2023 Quarter 1 Status Report(Quarter Ending 12/31/2022):

New Hampshire is recovering amountsgreater than whatis being established. This is dueto the very highnumber of overpayments created during the pandemic and the fall of claims resulting in feweroverpayments being established subsequent to the pandemic. New Hampshire expects these numbers to continue to be high for the foreseeable future.

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):

It is expected the Overpayment recovery rate will continue to be skewed as a resultof the pandemic. Our BPC unitcontinues with asignificant back log with many overpayments yet to be established. Collection activity will remain at higher than normal levels for several years to come.

FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):

It is expected the Overpayment recovery rate will continue to be skewed as a resultof the pandemic. Our BPC unitcontinues with asignificant back log with many overpayments yet to be established. Collection activity will remain at higher than normal levels for several years to come. NH now expects teh BPC backlog to be fully resolved by fiscal year 2024 end.

FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):

Development and implementation of our self-service waiver program is complete. At present graterthan 50% of all thosepostentially eligible for a avier have applied and received their waiver. NHES will continue to explore better communications with those remaining to improve overall uptake.

NOTE: Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal years forwhich this plan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscalyears and include a projected completion date as to when the performance goal will be achieved.(Enter Remaining MajorActions Here)
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023): **FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):** **FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):**

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Increase automation of notices for advanced stagesof collection activities	**Completion Date**
6/30/2023	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
This project hasnot yet begun.We expect to begin thisproject in q-2 of 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
This project has not yet begun. We expect to begin thisproject in q-3 of 2023.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
Some automation and improvement of notices has been completed - further developments will occur with the next phase of improvments to "Collecticase"scheduled to beginin Q-1 2024.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
We expect to begin phase two of this projectin q-1 of 2024.	

FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
NH has improved the automation of notices whichhas achieved a positive outcome. NH will makefurther improvements to the issuance of notices in itssecond phase of improvement to its collections system "Collecitcase".	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. Improve ability to trackcollections activity	**Completion Date**

	6/30/2024
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
This project hasnot yet begun.We expect to begin thisproject in q-2 of 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	

	6/30/2024
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. Enhance the staff dashboard in our collecticase program to allowfor ease of operation andefficient management of workload	**Completion Date**
6/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
This project hasnot yet begun.We expect to begin thisproject in q-2 of 2023.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
5. Incorporate auto-reminders to staffregarding next stepsin collection activities	**Completion Date**
6/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
This project hasnot yet begun.We expect to begin thisproject in q-2 of 2023.	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
This project hasnot yet begun.We expect to begin thisproject in q-1 of 2024.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

7. (Enter next milestone here)	Completion Date
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	

7. (Enter next milestone here)	Completion Date
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

Benefits Data Validation

Benefits Data Validation												
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan & Progress Report					Back to Biennial Overview 2023				Back to Alternate Overview 2024			
State: New Hampshire					**Federal Fiscal Year2023**				**Federal Fiscal Year2024**			
		CAP Basedon	**CAP Based on**	**State's**								
		Validation Year	**Validation**	**Target/A**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**
Performance Measures	**ALP**	**2022 4/1/2021-**	**Year 2023 4/1/2022-**	**ctual**	**022 Quarter**	**023 Quarte**	**023 Quarte**	**023 Quarte**	**023 Quarter**	**024 Quarte**	**024 Quarte**	**024 Quarte**

Benefits Data Validation												
		3/31/2022	**3/31/2023**	**Perform**	**1**	**r 2**	**r 3**	**r 4**	**1**	**r 2**	**r 3**	**r 4**
		Performance	**Performance**									

Data Validation Benefits - All Submitted and Passing		Population 4	Population 4	Target			Fail				Pass	
Not Submitted	Failed	Actual										
Population 5	Population 5	Target			Fail				Pass			
Not Submitted	Failed	Actual										
Population 6	Population 6	Target			Fail				Pass			

		NotSubmitted	Failed	Actual								
Population 8	Population 8	Target										

		NotSubmitted	Failed	Actual								
Not Submitted	Actual											
Population 9	Population 9	Target			Fail				Pass			
Not Submitted	Not Submitted	Actual										
Population 12	Population 12	Target			Fail				Pass			
Not Submitted	Failed	Actual										
Population 13	Population 13	Target										
Failed	Actual											
Population 14	Population 14	Target			Fail				Pass			
Not Submitted	Failed	Actual										
Mod 4 Seps	Mod 4 Seps	Target			Pass				Pass			
Not Submitted	Failed	Actual										

		NotSubmitted	Failed	Actual								
Mod 4 Nonseps	Mod 4 Nonseps	Target			Pass				Pass			
Not Submitted	Failed	Actual										

		Mod 4 Appeals	Mod 4 Appeals	Target			Pass				Pass	
Not Submitted	Failed	Actual										
Regional Office Comments in cell below:												
Corrective ActionPlan Summary												
The Summarymust provide:												
Alternate Year PlanUpdates												
A. The Reason forthe deficiency.												
New Hampshire has submitted all but Pop 3 for tax. There appears to be an issue on the DOL side with the Sun system. We are working with your IT folks to remedy the problem. We have submitted evidence of our submission of these reports. New Hampshire faileddata validation for populations 4, 5, 6, 9, 12 and 14 with our most recent submission. We have not yet identified a cause(s) for these failures. We are currently												

		Mod 4 Appeals	Mod 4 Appeals	Target			Pass				Pass	

investigating and will update withour quarterly SQSPsubmission as information becomes available.

Alternate Year PlanUpdates - NewHampshire continues to investigate the causes of the failures.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your

"Plan-Do-Check-Act" corrective action plan.

New Hampshire is aware of the failure of populaiton 5 which has an adverse effect on other populations causing additional failures. New Hampshire does havea plan to rewrite its mass layoffprogram within itsbenefit payemnt system. Competing priorities due to the availability of funds for various other projects has placed the Mass Lay Off rewrite on hold. We exepct to begin work on the mass layoff rewrite in early 2024.

Alternate Year PlanUpdates - New Hampshire remains on schedule to resolve DV issues in Calendar year2024. Developers arecontinuing to

investigate and identify the causes for the failures.

C. If a planwas in placethe previous year,an explanation of why the actions contained in that plan were not successful in improving

performance; and,an explanation of why the actions now specified willbe more successful.

New Hampshire had a prior planfor failures with Population 5
- this failure is the resultof multi claimant determinations reporting incorrectly on the 227 report. We have assessed this and determined that the issue is cannot be corrected without a rewrite of the multi claimant compnent of our benefit payments system. We intiated developement meetings in the fall of 2019, just prior to the pandemic. All development in this area ceased with the onset of the Pandemic. With competing priorities, this will not be able to be addressed until q-3 of 2023. However,
thiscould possibly beginearlier if it falls withinthe scope of current scheduled development projects.

Alternate Year PlanUpdates - NewHampshire remains on schedule to resolve DV issues in Calendar year2024. Developers are continuing to

New Hampshire had a prior planfor failures with Population 5 - this failure is the resultof multi claimant determinations reporting incorrectly on the 227 report. We have assessed this and determined that the issue is cannot be corrected without a rewrite of the multi claimant compnent of our benefit payments system. We intiated developement meetings in the fall of 2019, just prior to the pandemic. All development in this area ceased with the onset of the Pandemic. With competing priorities, this will not be able to be addressed until q-3 of 2023. However, thiscould possibly beginearlier if it falls withinthe scope of current scheduled development proj ects.		
investigate and identify the causes for the failures.		
D. A brief description of plans formonitoring and assessing accomplishment of planned actions and for controlling qualityafter achieving performance goals.		
We are currently investigating t he cause(s) for the failures.		
Alternate Year Plan Updates - New Hampshire remains on schedule to resolve DV issues in Cale ndar year2024. Developers are continuing to investigate and identify the causes for the failures.		
NOTE: Enter an"**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal years for which thisplan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscalyears and include a projected completion date as to when the performance goal will be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
1. Identify the causes for failure in our DataValidation	**Completion Date**	
9/30/2024		
FY 2023 Quarter1 Status Rep ort(Quarter Ending 12/31/2 022):		

New Hampshire had a prior planfor failures with Population 5 - this failure is the resultof multi claimant determinations reporting incorrectly on the 227 report. We have assessed this and determined that the issue is cannot be corrected without a rewrite of the multi claimant compnent of our benefit payments system. We intiated developement meetings in the fall of 2019, just prior to the pandemic. All development in this area ceased with the onset of the Pandemic. With competing priorities, this will not be able to be addressed until q-3 of 2023. However, thiscould possibly beginearlier if it falls withinthe scope of current scheduled development proj ects.		
Data Validation has not occurred for the quarter ended 12/31/2022 - no additional work has been done to correct the failing of popultaion 5. The cause of the failure has been identified as being relatedto the programming of the masslayoff component of our benefitpayment system.		
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):		
Data Validation has not occurred for the quarter ended 12/31/2022 - no additional work has been done to correct the failing of popultaion 5. The cause of the failure has been identified as being relatedto the programming of the masslayoff component of our benefitpayment system.		
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):		

New Hampshire had been passing all populations exceptfor those related to our flawedmass lay off program, priorto the pandemic. It appears the addition of several new benefit payment programs over the pandemic, have undone much of that work. New Hampshire has started reviewing all populations as part of a one year project to resolve our issues with data validation.We also plan to rewrite the Mass Layoff components of our system to resolve issues with Pop 4 and its related poulations. Expected completion of this project is end of Q4 2024. We had some additional problems with pop 9, we were unable to produce the file. This is currently with developers to determine why no fileproduced.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

New Hampshire had been passing all populations exceptfor those related to our flawedmass lay off program, priorto the pandemic. It appears the addition of several new benefit payment programs over the pandemic, have undone much of that work. New Hampshire has started reviewing all populations as part of a one year project to resolve our issues with data validation.We also plan to rewrite the Mass Layoff components of our system to resolve issues with Pop 4 and its related poulations. Expected completion of this project is end of Q4 2024. We had some additional problems with pop 9, we were unable to produce the file. This is currently with developers to determine why no fileproduced.	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Complete a rewrite of our multiclaimant functionality wihtinour benefit paymentsystem	**Completion Date**
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
No progress has been completed onthis project due to competing priorities. This project is expected to begin in early 2024.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
No progress has been completed on this project due to competing priorities. This project is expected to begin in early 2024.	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
No progress has been completed on this projectdue to competing priorities. This projectis expected to begin in early 2024.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	

No progress has been completed on this project due t o competing priorities. This project is expected to beg in in early 2024.	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. Complete Development of resolutions to causes identified in #1 above	**Completion Date**
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
No additional causesof failures havebeen identified. The failures are believed to be allrelated to the issues withour mass layoff program.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
No additional causesof failures haveyet been identified. We are workingwith our developers to i dentify thecauses. We expectthis project to continue through 2024 with an expected completion of 12/24.	
FY 2023 Quarter3 status report(Quarter Ending 6 /30/2023):	
No additional causesof failures haveyet been identified. We are working with our developers to identify the causes. We expect thisproject to continue through 2024 with an expected completion of 12/24.	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
No additional causesof failures haveyet been identified. We are working with our developers to identify the causes. We expect thisproject to	

No progress has been completed on this project due t o competing priorities. This project is expected to beg in in early 2024.	
continue through 2024 with an expected completion of 12/24.	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 3 Status Report(Quarter Endi ng 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter En ding 9/30/2024):	
4. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter En ding 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter En ding 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter En ding 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter En ding 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter En ding 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter En ding 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter En ding 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter En ding 9/30/2024):	

5. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**

FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	

FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	

FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):

Tax Data Validation

Tax Data Validation												
Federal FiscalYear: 2023-2024 SQSPCorrective Action Plan & Progress Report					Back to Biennial Overview 2023				Back to Alternate Overview 2024			
State: New Hampshire					**Federal Fiscal Year2023**				**Federal Fiscal Year2024**			
		CAP Based on	**CAP Based on**	**State's**								
		Validation	**Validation**	**Target/A**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**	**12/31/2**	**3/31/2**	**6/30/2**	**9/30/2**
Performance Measures	**ALP**	**Year 2022 4/1/2021 -**	**Year 2023 4/1/2022 -**	**ctual**	**022 Quarter**	**023 Quarte**	**023 Quarte**	**023 Quarte**	**023 Quarter**	**024 Quarte**	**024 Quarte**	**024 Quarte**
		3/31/2022	**3/31/2023**	**Perform**	**1**	**r 2**	**r 3**	**r 4**	**1**	**r 2**	**r 3**	**r 4**
		Performance	**Performance**	**ance**								
Data Validation Tax - All Submitted and Passing		Mod 4 Status New	Mod 4 Status New	Target			pass				pass	
Not Submitted	Failed	Actual			**fail**							
Regional Office Comments in cell below:												

Data Validation Tax - All Submitted and Passing		Mod 4 Status New	Mod 4 Status New	Target			pass				pass	

Corrective ActionPlan Summary

The Summarymust provide:

Alternate Year PlanUpdates

A. The Reason forthe deficiency.												

Difficulties with the SUN system led to delays in submission of many of our DV samples. Pop 4 has been submitted. Pop 3 Tax is p-resenting a problem for us. We are continuing to have difficulties in producing the historic files for this population. We will continue to work on resolving this issue. We have resolved the issue for Pop 3 tax going forward. New Hampshire operates with a legacy tax system which had difficulties processing necessary changes during the pandmic period. Also, at thestart of the pandmic theIT individuals responsible for the maintenance of our tax prgram retired. New Hampshire had significant diffuclty in finding candididates that have the experience to work on such an antiquated system We have since contracted with our benfit payment system vendor to take on this maintenance. We are also in plans to develop an

entirely new tax systemthat will have full integration with our benefit payment system.

Alternate Year PlanUpdates - Maintenance of our existing tax system has been transitioned to our benefitpayment system vendor.

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training,

implementing process improvements, measuring effectiveness, etc. Pleaseinclude a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.

We are currently working to recreate the historic filesthat produce thissample. We havecorrected the issuegoing forward and expect to

submit future reportstimely and accurately.

Data Validation Tax - All Submitted and Passing		Mod 4 Status New	Mod 4 Status New	Target			pass				pass	

Alternate Year Plan Updates - Our new Development Teamis currentlyworkingto identify causesof failure. Thisis expected to continue

through Q-2 2024 with development beginning in Q-3 2024.

C. If a planwas in placethe previous year,an explanation of why the actions contained in that plan were not successful in improvingperformance; and, an explanation of why the actions nowspecified will be more successful.

N/A		

Alternate YearPlan Updates - Since transition to
our contracted vendor,system defects andenhancements are occurring at a muchfaster pace. A team has been assigned to analyze existing defects including these failures. Prior to transition a single state employee had been responsible for all assessment and development for this program. We now believe we have sufficient resources in place to identify and correct these

defects.

D. A brief description of plans for monitoring andassessing accomplishment
of plannedactions and forcontrolling quality afterachieving

performance goals.

Developers are digging into the system to determine if the reportscan be recreated. We remain confident in future reporting.		

Alternate Year PlanUpdates - Weeklymeetings between thevendor, our in house Techteam and business to monitor progress and prioritize

development projects.

NOTE: Enter an"**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two	

C. If a planwas in placethe previous year,an explanation of why the actions contained in that pla n were not successful in improvingperformance; and, an explanation of why the actions nowspe cified will be more successful.		
consecutive fiscal years for which thisplan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscalyears and include a projected completion date as to when the performance goal will be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
1. Tranisition maintenance of our tax systemto in house vendor	**Completion Date**	
3/31/2023		
FY 2023 Quarter1 Status Report(Q uarter Ending 12/31/2022):		
The transition of our taxprogram from in houseIT to our contracted vendor,NH ACTS andour wage systemNH WAGES, hasbeen underw ay since 9/20/2022. The transition is almost complete and is expected f to be fully transitioned by April 15, 2023.		
FY 2023 Quarter2 Status Report(Q uarter Ending 3/31/2023):		

The transition of ourtax program from in house IT to our contracted vendor, NH ACTSand our wagesystem NH WAGES,has been under way since 9/20/2022 and is now complete. New Hampshire expects to begin work on a new tax program within the next year.	
FY 2023 Quarter3 status report(Quarter En ding 6/30/2023):	
The transition is complete.	
FY 2023 Quarter4 Status Report(Quarter En ding 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter En ding 12/31/2023):	

The transition of ourtax program from in house IT to our contracted vendor, NH ACTSand our wagesystem NH WAGES,has been under way since 9/20/2022 and is now complete. New Hampshire expects to begin work on a new tax program within the next year.	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
2. Assesshistorical file creation for Pop 3 tax	**Completion Date**
6/30/2023	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
No Action has been takenon this milestone as the transition of the programhas been the priortiy . Oncethe transition is complete we can begin working on this milestone.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
This has beencompleted	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	

FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
3. Implement necessary development to reproduce Pop 3 tax	**Completion Date**
6/30/2023	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
No Action has been takenon this milestone as the transition of the programhas been the priortiy. Oncethe transition is complete we can begin working on this milestone.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
This has beencompleted	
FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
	Completion Date

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
4. PlaceRFI for NewTax System Development	
6/30/2023	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
No Action has been takenon this milestone as the transition of the programhas been the priortiy. Oncethe transition is complete we can begin working on this milestone.	
FY 2023 Quarter2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

5. Complete assessment of samplefailure	**Completion Date**
6/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter3 status report(Quarter Ending 6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. Complete development of systemdefect correction as identified in number fiveabove	**Completion Date**
9/30/2024	
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023Quarter 3 statusreport (Quarter Ending6/30/2023):	
FY 2023 Quarter 4 Status Report(Quarter Ending 9/30/2023):	
FY 2024 Quarter 1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	

FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2024Quarter 3 StatusReport (Quarter Ending6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2023 Quarter1 Status Report(Quarter Ending 12/31/2022):	
FY 2023 Quarter 2 Status Report(Quarter Ending 3/31/2023):	
FY 2023 Quarter 3 status report(Quarter Ending 6/30/2023):	

FY 2023 Quarter4 Status Report(Quarter Ending 9/30/2023):
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):
FY 2024 Quarter3 Status Report(Quarter Ending 6/30/2024):
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):

Benefit Accuracy Measurement

Benefit Accuracy Measurement (BAM)							
FederalFiscal Year: 2023-2024 SQSP Corrective ActionPlan & Progress Report				Back to Alternate Overview 2024			
State: New Hampshire				**Federal Fiscal Year2024**			
Performance Measures	**ALP**	**CAP Based on 2022**	**State's Target/Ac**	**12/31/2023**	**3/31/2024**	**6/30/2024**	**9/30/2024**

Benefit Accuracy Measurement (BAM)							
		BAM Annual Determination Letter	**tual Performance**	**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**
BAM Operations Compliant - 90-DayPaid Timeliness	≥ 95%	92.80%	Target				
Actual							
Regional Office Comments in cell below:							

Corrective ActionPlan Summary
The Summarymust provide:
Alternate Year PlanUpdates
A. The Reason forthe deficiency.
Alternate YearPlan Updates - Casecompletion was delayed due to the fact that we werestill dealing with Pandemic eraissues such as difficulty obtaining wage and separation information and an increased number of cases referred to Benefit Payment Control for Fraud investigation.
B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing processimprovements, measuring effectiveness, etc. Please include a description of these actions/activities in each stageof your "Plan-Do-Check-Act" corrective action plan.
Alternate YearPlan Updates - Failure to achieve the ALP in this instance was not a fuction of ineffective processes or procedures but rather the result of the Pandemic and the challenges that it presented. For every quarter following the closeof the 2022PY BAM timeliness has exceeded the 95% requirement.

C. If a plan was in placethe previous year,an explanation of why theactions contained in that pla nwere not successful in improving performance; and, an explanation of why the actions now specified will be more successful.
Alternate Year PlanUpdates - N/A
D. A brief description of plans formonitoring and assessing accomplishment of planned actions and for co ntrolling quality after achieving performance goals.

Alternate YearPlan Updates - NewHampshire's BAM programhas not experienced any problems withmeeting the required 95% performance standard in the past. BAM case completion timeliness is monitored regularly by the BAM Unit Supervisor.		
NOTE: Enter an "**X**" in the box to the right if the desired improvements will not be accomplished by the end of the two consecutive fiscal yearsfor which thisplan is in effect. Summarize, below, the major actionsremaining to be takenin subsequent fiscalyears and include a projected completion date as to when the performanc e goalwill be achieved.		
(*Enter Remaining MajorActions Here*)		
Milestones		
1. PassBAM Operations Com pliance Standard for FY 2023	**Completion Date**	
9/30/2023		
FY 2024 Quarter1 Status Rep ort(Quarter Ending 12/31/2 023):		
New Hampshire has passed this standard with a score of 97.7% - Quarter ending9/30/22 – 96.7% Quarter ending		

Alternate YearPlan Updates - NewHampshire's BAM programhas not experienced any problems withmeeting the required 95% performance standard in the past. BAM case completion timeliness is monitored regularly by the BAM Unit Supervisor.		
12/31/22 – 96.9% Quarter ending03/31/23 – 98. 9% Quarter ending 6/30/23 – 97.8%		
FY 2024 Quarter2 Status Rep ort(Quarter Ending 3/31/20 24):		
FY 2024 Quarter 3 Status Rep ort(Quarter Ending 6/30/20 24):		
FY 2024 Quarter 4 Status Rep ort(Quarter Ending 9/30/20 24):		
2. (Enter next milestone her e)	**Completion Date**	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):		

FY 2024 Quarter 2 Status Report(Quarter Endi ng 3/31/2024):	
FY 2024Quarter 3 StatusReport (Quarter En ding6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter En ding 9/30/2024):	
3. (Enter next milestone here)	**Completion Date**

FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
4. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	

FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter4 Status Report(Quarter Ending 9/30/2024):	
5. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	

FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
6. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter 2 Status Report(Quarter Ending 3/31/2024):	

FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	
7. (Enter next milestone here)	**Completion Date**
FY 2024 Quarter1 Status Report(Quarter Ending 12/31/2023):	
FY 2024 Quarter2 Status Report(Quarter Ending 3/31/2024):	
FY 2024 Quarter 3 Status Report(Quarter Ending 6/30/2024):	
FY 2024 Quarter 4 Status Report(Quarter Ending 9/30/2024):	

State Quality Service Plan (SQSP) Integrity Action Plan (IAP)

New Hampshire – Fiscal Year (FY) 2024

Accountable Agency Official(s).

List the person or persons accountable for ensuring integrity in the state's unemployment

insurance (UI) program. **Name:** Michael Burke **Title:** UCB Director

Email: michael.h.burke@nhes.nh.gov

Phone: 6034471463

***Note:** Unemployment Insurance Program Letter (UIPL) No. 09-23, issued on June 30, 2023, makes reference to UIPL No. 22-21, Change 2, throughout the guidance. However, on July 13, 2023, the Employment and Training Administration (ETA) issued UIPL No. 10-23, which rescinded UIPL No. 22-21, Change 2. UIPL No. 11-23, also issued on July 13, 2023, changed the amount of the integrity grant funding originally issued under UIPL No. 22-21, Change 2, but maintained the guidance on required and recommended fraud prevention and detection and overpayment recovery activities.

(Topic #1: National Priority)
– Ensuring UI program integrity by assessing and evaluating fraud risks, implementing and maintaining sufficient controls to effectively mitigate the likelihood and impact of fraud, and reducing improper payments.

New Hampshire implemented a document upload feature to its benefit payment system in Marc h of 2021. This has allowed for claimants to submit documentation electronically in a secure

environment. New Hampshire utilizes this process in our homegrown ID verification process as well as for the PUA documentation requirement. Claimants can upload a government issued Identification along with a "selfie" to assist us in verifying their identity or w-2's/tax returns to verify eligibility for PUA. This process combined with our other claims review processes, including our Spidering program outlined below, for all new initial claims, has resulted in NH being very successful in minimizing payments to bad actors. We have since expanded this document upload process to waiver requests, which has streamlined that process. New Hampshire is in the process of onboarding a vendor for
document verification purposes in verifying Identities. We have recently onboarded a vendor to provide Multifactor Authentication and expect to have this capability added by 12/31/2022. New Hampshire incorporated "ReCAPTCHA" to assist in preventing bot attacks.

Prior SBR funding supported our project, "Spidering", which incorporates cross matches and sus pect data such as IP addresses into a complex scoring methodology to proactively identify situations that could lead to fraudulent payments. The Spidering program was deployed in September of

2017. Functionality in the deployment to production included:

- Random identity proofing – random requirement for claimant to answer questions to ve rify their identity before filing a claim.

- Selected identity proofing – an individual with a blocked attribute (such as a suspect address or bank account information) will be required to answer questions to verify their identity before filing a claim.

- Failed identity proofing - send individual down a parallel path for filing. If an individual fails
  the identity proofing questions, they will be allowed to proceed and file a claim so that w e can collect all data points and mark them as "suspect". The individual will be presented with a message at the end of the claims process advising them to report to a Local Office with identification. The claim is not processed until that time.

- Manual attribute marking – assign a score to various attributes whereby any individual f iling a claim with a matching attribute is flagged for review or blocking.

- Automatic attribute marking – the deceased flag received from SSA will be used to automatically mark the SSN. Other attributes will be marked, or the score increased dependent on circumstances or the number of claimants filing with the same attribute.

- Pro-active messaging. For example, an individual who has been previously found overpaid due to misreported or unreported wages will receive a message when filing their next claim
  that we are aware of the challenges they have experienced in the past and staff are avail able to assist if they need help accurately reporting work and earnings.

New Hampshire has applied for and received approval for funding under UIPL 28-20. We are utilizing a portion of these funds to rebuild our "Spidering" program incorporating the lessons learned over this pandemic. As stated above, New Hampshire developed its "Spidering" program several years ago to assist in identifying fraud. It utilizes a series of markers and scores to identify potential fraudulent claims. The program was not designed to handle the volume of claims we received at the start of the pandemic. Some of the components of the program needed to be shut off as they were producing too many false positives. In a normal recessionary environment, we would have been able to review all of
the results of the Spidering program, however, with the unprecedented numbers generated thro ugh the Pandemic, there were simply not the resources available to do so. The funds being provided, through UIPL 28-20, will allow us to leverage the existing system while incorporating lessons learned. In addition, we will be able to integrate additional protocols specific to individuals who would typically not be covered, such as GIG workers, self-employed, and those that lack sufficient quarterly earnings. We are also utilizing 28-20 funds to incorporate additional sorting and prioritization features in our fraud

system, "Investicase". In addition, manual queries used to assist in identifying potential ID theft, such as changes in banking information will be directly incorporated into our investicase system to prevent the need for manual creation and review of these spreadsheets.

Additional funds provided through the 28-20 series of SBR's will be used to develop a data analytics program to assist us in identifying fraud trends and allow us to better predict fraudulent activity. In the most recent 28-20 application, with change four, we are also rewriting our collections software,

"Collecticase". We will be designing a more user-
friendly dashboard as well as more automation in the sending of notices. The system will also track the progress of collection activities, providing reminders to
staff when next steps are required. All of this is being designed to allow
for staff to better manage a high workload.

New Hampshire is engaging with DOL in the implementation of Login.gov as our identity verific ation solution. New Hampshire will also contract separately with Login.gov to provide Multifactor Authentication services.

New Hampshire has applied for additional funding through UIPL 11-
23. New Hampshire intends to use a
portion of these funds to strengthen accountability in claimants reported work search efforts in an effort to improve integrity and reduce improper payments related to work search.

- In evaluating fraud risks, states should consider both eligibility fraud risks and identity (ID) fraud risks.

State plans to evaluate UI fraud risks and implement and maintain sufficient controls to effectively prevent fraud and reduce improper payments, including state actions to devel op their own state-specific antifraud strategy.

Eleanor Goodbread, Assistant to the Commissioner, is responsible for managing all fraud risk activities for NHES. New Hampshire developed and implemented a Fraud Prevention program i n 2017, "Spidering", see above for details of this program. Spidering was written in a modular design allowing for continual upgrades and improvements. Lessons learned from the Pandemic including the identification of new fraud methodologies as well as the identification
of additional markers indicating fraud have been incorporated into Spidering. New Hampshire is currently in the process of developing a data analytics program to assist in the identification of additional indicators of fraud. The Spidering program assigns a risk score to a claimant based upon the identified markers. A score above a certain threshold, configurable, creates a case in our Benefit Payment Control units case management system, investicase. Staff can then prioritize their investigative activities based upon the risk score associated to the claim. Other cross match activities such as new hire reports, prisoner cross matches, IDH and etc.,
link directly to Investicase and will create a case for investigation.

- Key elements of an antifraud strategy include:
    - **Who** is responsible for fraud risk management activities?
    - Establish roles and responsibilities of those involved in fraud risk management activities, such as the antifraud entity and external parties

responsible for fraud controls, and communicate the role of the Office of Inspector General (OIG) to investigate potential fraud.

- **What** is the program doing to manage fraud risk?

- Describe the program's activities for preventing, detecting, and responding to fraud, as well as monitoring and evaluation.
  - **When** is the program implementing fraud risk management activities?
- Create timelines for implementing fraud risk management activities, as appropriate, including monitoring and evaluations.
  - **Where** is the program focusing its fraud risk management activities?
- Demonstrate links to the highest internal and external residual fraud risks outlined in the fraud risk profile.
  - **Why** is fraud risk management important?

- Communicate the antifraud strategy to employees and other stakeholders, and link antifraud efforts to other risk management activities, if any.

- *See* A Framework for Managing Fraud Risks in Federal Programs at https://www.gao.gov/assets/gao-15-593sp.pdf for additional information.

State use of tools, services, strategies, process improvements, and/or procedural changes adopted by the state to combat fraud, verify identities, and enhance recovery efforts. States must identify which tools, solutions, and service provider(s) are used in the state's fraud management operations, including but not limited, to the following areas: data analysis, risk- based ID verification, fraud prevention and detection, and cybersecurity.

New Hampshire currently utilizes an in-house Identity verification process. However, New Hampshire is in the process of engaging with Login.gov for both Identity verification and multifactor authentication services. New Hampshire utilizes an in-house fraud prevention program, "Spidering", which has been described more fully earlier in this document. New Hampshire utilizes Lexis-Nexis for skip tracing activities. New Hampshire currently utilizes all DOL recommended collection activities. We are currently in the process of developing a data analytics program to assist in better identifying markers for fraud and also to aid us in providing equitable service to our customers. New Hampshire provides and requires monthly cyber security training for all of its staff.

New Hampshire did avail itself of the blanket waiver provisions as they applied to overpayments resulting solely from a change in programs. New Hampshire has applied for additional blanket waiver scenarios and is awaiting a decision from DOL. New Hampshire

instituted a self-service waiver process, by which, claimants may request a waiver, demonstrate through real time fact finding that they meet the equity and good conscience standard and receive a waiver approval or denial immediately. Only claimants who have been determined to not be at fault for their overpayment may avail themselves of this service. Invitations to apply are sent directly to the claimants from our benefit payment system if they have been determined to be without fault in creating the overpayment.

New Hampshire utilizes offsets, wage garnishments, property liens, distraints, IRORA, TOPS for claimants and employers as well as other inhouse collection activities in order to secure repayment. New Hampshire has only one case in which outside law enforcement were involved and this case resulted in a successful prosecution with an order of restitution. New Hampshire is actively prosecuting claimants who have committed fraud and meet a threshold for prosecution. Claims meeting this threshold are prosecuted through our Attorney Generals Office where New Hampshire Employment Security has a dedicated trial attorney on staff.

- Include strategies, solutions, and/or activities using funds the Department has made available to states for combatting fraud and strengthening UI program integrity under UIPL Nos. 28-20; 28-20, Change 1; 28-20, Change 2; 28-20, Change 4; 22-21; 11-23; and02-22.
- Provide details on overpayment recovery efforts including:
    - Actions with banks, financial institutions, and with Federal lawenforcement's for feiture and seizure efforts**.**
    - Information on how the state is using waivers of recovery of overpayments both for regular UI and temporary UC programs created by the CARES Act, including if the state is using approved blanket waivers as described in UIPL No. 20-21, Change 1.
    - How the state is using the Treasury Offset Program (TOP) for benefit overpayment recovery, how the state is ensuring covered debts are being submitted, and any barriers/challenges in working with TOP.

State use of UI Integrity Center resources, with a particular focus on state connection to the Integrity Data Hub (IDH) and use of its datasets to cross-match unemployment compensation (UC) claims and aid in the prevention and detection of fraud and improper payments (see Training and Employment Notice (TEN) No. 24-21);

New Hampshire successfully connected with all aspects of IDH/IDV in 2022. New Hampshire su bmits all claims for processing, Initial, Additional, Reopens and continued claims. IDH is fully integrated into our Benefit Payment Control's case management system, "Investicase". New Hampshire recently met with the IDH team for an assessment of its current utilization of the program. The IDH team responded with recommendations for improvement,

all of which are already in current plans for future development with funds acquired through previous integrity grants. In closing the IDH team offered the following comments: "NHES managers and staff are actively utilizing the tools offered by the IDH. Their engagement and involvement during the sessions detailed in this report was extensive and exce ptional. Staff are highly knowledgeable and highly motivated, which clearly flows down from their Assistant to the Commissioner and the BPC Supervisor. NHES's commitment to fraud detection and prevention, as well as overall UI program integrity, are above reproach."

New Hampshire has taken advantage of all of the knowledge resources offered through the UI Integrity Center and UI Knowledge Center. All BPC investigators have completed their certificate programs and all adjudicators have completed the adjudication series. New Hampshire is taking advantage of lower current caseloads to allow for adjudicators to also participate in the integrity series.

New Hampshire also
has availed itself of the many tool kits available on the UI Modernization website including RPA and Plain Language toolkits. New Hampshire engaged with the DOL's UI modernization team in developing a comprehensive project plan for RPA development in New Hampshire. New

Hampshire is currently engaged with NASWA's project management team in the development and implementation of our Plain Language Initiative. New Hampshire had originally intended to work with the DOL UI modernization team on this initiative, however, a reduction in available funding to DOL
forced a change in this plan. Through the Plain Language project New Hampshire will be engagi ng with a vendor specializing in behavioral insights to ensure appropriate development.

- Discuss the state's connection to the IDH, including frequency of IDH use.
    - Does the state submit all initial and continued claims for IDH cross- matching? If not, what is preventing the state from sending all claims?
- If the state is not connected to the IDH and/or is connected but not regularly submitting UI claims data through a webservice/real-time connection to IDH, provide details on the state's plan for how to increase usage and an anticipated timeline to:
    - Connect to the IDH.
    - Increase frequency of IDH use.
    - Fully leverage all available IDH capabilities. IDH capabilities include:
        - Suspicious Actor Repository (SAR)
        - Multi-State Cross-Match (MSCM)
        - Identity Verification (IDV)

        - Bank Account Verification (BAV)
        - Fraud Alerting
        - Foreign Internet Protocol (IP) Address Detection
        - Suspicious Email Domains and Patterns
    - Update the IDH connection to a webservice/real-time connection.
    - Identify barriers to using any of the available IDH capabilities.
- If the state has not executed IDH Participation Agreement - Version 5.0 (see TEN No. 24-21), provide details on the anticipated timeline to update to IDH Participation Agreement – Version 5.0.
- Discuss the state's use of the UI National Integrity Academy's virtual trainingsand/or eL earning lessons.
- Discuss the state's use of UI Integrity Knowledge Exchange Library resources,including the Behavioral Insights Toolkit (*see* TEN No. 15-21).
- Discuss the state's participation in State Consultative Services.

Note: The IDH Team has a one-page dashboard report for each state summarizing current IDH utilization and areas where IDH use might be expanded. Please reach out to IDHTeam@naswa.org to request a copy of your state's IDH utilization dashboard report.

State use of required and recommended integrity controls and overpayment recovery activities as outlined in UIPL No. 11-23, including any additional effective cross-matching and overpayment recovery activities and identified best practices.

Please see below for New Hampshire's detailed participation.

- Provide details regarding the state's use of each cross-match/integrity control and overpayment recovery activity (required and recommended) as outlined in UIPL No. 11-23. Include details on the frequency of crossmatch/integrity controls use (*e.g.*, conducted on all initial claims, all

continued claims, only when suspicious activity is identified?) and frequency of overpayment recovery activities.

- Cross-matches/integrity controls and recovery activities include:

<u>Cross-matches/Integrity Controls</u>

- ID Verification; - Yes

- National Directory of New Hires (NDNH); - Yes
- Quarterly Wage Records Cross-match; - Yes
- Systematic Alien Verification for Entitlement (SAVE); - Yes
- Referral of allegations reasonably believed to constitute UC fraud, waste, abuse, mismanagement, or misconduct to DOL-OIG; - Yes
- UI Integrity Center's IDH; - Yes
- Digital Authentication, such as Multifactor Authentication (MFA); - No - New Hampshire is currently engaging with Login.gov to provide this service. We expect to launch MFA by end of Q-2 2024.
- Device Fingerprint/Reputation Management; - No
- Fraud Risk Scoring (*i.e.*, Case Management Prioritization); - Yes
- Comparisons and cross-matches that detect shared characteristics;
- Social Security Administration cross-matches (*i.e.*, Unemployment Insurance Query (UIQ), Prisoner Update Processing System (PUPS), Death Master File); - Yes – New Hampshire is currently working with SSA in implementing PUPS. This is expected to be completed. By end of Q-1 2024.
- Federal, state, and local incarceration cross-matches; - New Hampshire has limited reporting of state prisoner cross matches – several counties in NH are unable to provide the information in a format that can be utilized for a cross match. New Hampshire is in the process of implementing PUPS for federal prisoner cross matches.
- Deceased Records cross-matches; - Yes
- Vital Statistics cross-matches; - No
- State Directory of New Hires (SDNH); - Yes
- Department of Motor Vehicle cross-match; - No
- Interstate Benefits (IB) cross-match;
- State Identification Inquiry (SID) and IB8606 enhancements made to the Interstate Connection (ICON) network cross-match to prevent concurrent claim filing in multiple states; - - Yes
- Use of a unique identifier to identify claimants instead of using the full SSN; - No – New Hampshire intends to initiate this change along with the masking of other PII with its UI modernization project.
- Fictitious employer cross-matches; - Yes
- Periodic IT security assessments and audits consistent with National Institute of Standards and Technology (NIST)-
compliant information technology security guidelines;- Yes

- Adequate internal controls to protect the integrity and security of state assets; - Yes
- Implement a cross-functional integrity task force to develop and implement state-specific action plans to reduce UI improper payments. - Yes
-

Overpayment Recovery Activities

- Benefit Offsets; - YesYes
    - TOP; - Yes – for claimants and employers
    - Cross Program Offset Recovery Agreement (CPORA); - No – New Hampshire is currently working with DOL and NASWA to enter into this agreement.
    - Interstate Reciprocal Offset Recovery Arrangement (IPORA); - Yes
    - Negotiating repayment plans; - Yes
    - Accepting repayments through various methods (*e.g.*, online, via debit/credit card); - No – New Hampshire is exploring options to incorporate additional payment options.
    - State Income Tax Offset Program; - No – New Hampshire does not have a state income tax.
    - Wage garnishments; - Yes
    - Property liens and assessments; - Yes
    - Offsets of lottery winnings, homestead exemptions, and other benefits; - No
    - Active participation in probate and/or bankruptcy proceedings; - Yes
    - Skip tracing; - Yes
    - Work proactively and collaboratively with banks and financial institutions; -
    - Civil actions; - Yes
    - Credit bureau referrals; - No
    - State/federal prosecution; - Yes
    - Penalties and interest on overpayments in compliance with state and federal law; - Yes
    - Collection agency referrals; - No
    - Implementing a voluntary fraud self-disclosure program; - - Yes
    - Other recovery methods as determined by state law or policy.

- Identify any additional integrity controls or recovery activities the state uses that are not listed in UIPL No. 11-23.
- Provide promising practices.
- Identify challenges with cross-matches or in overpayment recovery activities.
- If the state does not currently use one of the integrity controls or recovery activities listed in UIPL No. 11-23, provide the state's plan and anticipated timeline to request and obtain access to the cross-match/integrity control or to implement the overpayment recovery activity.

Note: If the state does not plan to obtain access to a cross-match/integrity control or implement a specific recovery activity, please explain.

State use and employer participation in State Information Data Exchange System (SIDES) (see TEN No. 12-16).

New Hampshire currently participates in the Separation information Exchange. New Hampshire has recently applied for grant funding under UIPL 11-23 for the purposes of adding two additional exchanges, Monetary and Potential Charges and Determinations and Decisions. New Hampshire prioritized these two exchanges as they have the next highest participation rate by

employers and TPA's. New Hampshire intends to implement all exchanges a funds and IT resources allow. The only barrier to participation in additional exchanges is the availability of financial and IT resources.

- Provide details on the state's current usage of SIDES.
    - If the state does not currently use all available SIDES exchanges, provide the state's plan for how to connect to all SIDES exchanges and an anticipated timeline to implement each SIDES exchange. Sides Exchanges include:
        - Separation Information
        - Monetary & Potential Charges
        - Additional Fact-Finding
        - Determinations & Decisions
        - Earnings Verification
        - Benefit Charges
    - Identify any barriers to SIDES exchange participation, either in state promotion or in employer adoption.

State strategies designed to facilitate claimants' compliance with state work search requirements while also supporting their reemployment such as adoption of the work se arch requirements in the Model Work Search Legislation (see TEN No. 17-19).

New Hampshire began an innovative approach to work search just prior to the pandemic with the addition of work search activities as a satisfying component of a work search effort. This approach alone resulted in a significant drop in improper payments related to work search. In the development of this process, New Hampshire recognized the varying skill and ability levels of the claimant population it serves and came to realize a one size fits all approach is not effective in returning claimants to employment and encourages fraudulent work search entries. For example, an unemployed physician would take a much different approach to work search than an unemployed restaurant worker. Requiring a physician to make three direct contacts with employers each week would be an unrealistic expectation and could result in fraudulent work search entries but may be an appropriate approach for the restaurant

worker. An individual with a disability or barrier to employment may need to take a different approach to work search to be successful. New Hampshire also recognized the need to place some additional controls in the program to limit which activities may be repeated in the work search process. There were also some controls necessary in the implementation of work search waivers and in the integrity of the information being provided by the claimants.

New Hampshire received funding through the 28-20 series of UIPL's to improve the integrity of the work search program in our benefit payment system. The objectives of this project were to reduce work search related fraud by implementing functionality to increase accountability and verifiability in the weekly work search information provided as part of the continued claim filin g process; and incorporating intelligent prompting to proactively encourage positive upcoming work searches rather than fraudulent after-the-fact entries. A second goal of this project is to create a foundation solution that can be further integrated with future projects such as RESEA and Plain Language to further enhance: (a) expectation setting via ongoing communications via different channels; (b) accountability and verifiability; and the effectiveness of work

searches. The full scope of this project is below:

1. Precise rules to automate: (a) setting of the initial work search requirements; (b) work search waivers for defined periods; and (c) modifications to these requirements and waivers.
    a. Functionality for authorized staff to view the work search requirements for a giv en benefit year and modify/waive any current or future work search requirement.
        i. Functionality for authorized staff to view and modify configurations.
        ii. New functionality to maintain an up-to-date Mass Layoff list to support the

automation of waivers and increase the accuracy of work search reportin g during and following mass layoffs.

iii. Develop a framework for intelligent prompting to the claimant in a manner that it
can be further extended and fully incorporated in future work search enh ancement projects.

iv. Clear and concise communication to claimants regarding their work search
requirements for the benefit year. This includes timely and precise com munications regarding any changes to these requirements via standard correspondence and prompts on their dashboard.

v. Fine tuning work search related "Spidering" rules based upon the new ru le being implemented ("Spidering" is NH's internal fraud prevention program).

New Hampshire is in the User Acceptance Testing stages of this project.

Through the process of this implementation and in working on the requirements of a separate RESEA enhancement project, we have identified an opportunity to further extend the Work Search implementation to create a comprehensive work search solution that will aim to:

1. Allow work search requirements to be customized for claimants based on their interactions with RESEA and local office staff. New Hampshire currently allows for certain activities to satisfy work search requirements along with direct contacts with employers. While this approach has served to reduce improper payments with regard to work search, this one size fits all approach in not always the most effective in returning claimants to employment. This new functionality would allow for an RESEA worker or other ES staff to be able to customize the work search requirements at the claimant level. In this case, staff, while meeting with claimants, would be able to select among a number of activities and/or add a custom work

search requirement based upon that claimant's specific needs. This could be for a single week or for multiple weeks. Utilizing the functionality created in the previous project, consistent messaging through multiple methods i.e. claimant dashboard, pop-ups during filing, NH is able to encourage non-fraudulent compliance.

2. Utilizing and enhancing the tracking features developed in the first project, New Hampshire will further enhance this by adding more accountability to theentries. For example, if a claimant were to indicate they made a direct contact with an employer in week one, the system would prompt the claimant for the results of
that contact in the following week or suggest next actions to assist the claimant with follow-through. Staff working directly with claimants, such as with RESEA, will be able to determine the next best courses of action based upon the claimant engagement and success or lack of success in previous efforts.

The goals of this project are several:

1. Allow for staff, who are interacting directly with claimants, to develop a work search approach based upon the level of skills and ability of the individual claimant that is most likely to reduce the duration of unemployment and recidivism.
2. Reduce the likelihood of fraudulent work search entries by designing a work searchappr oach that is consistent with the claimant's skills and abilities.
3. Provide an equitable approach to work search as it concerns individuals with disabilities or barriers to employment.

New Hampshire believes this satisfies all three pillars of the intent of ARPA funding, equitable access, fraud prevention and also timeliness of benefits. This prevents fraud through decreasing the likelihood of fraudulent work search entries; equity, in taking into consideration disabilities and barriers to employment in assigning work search requirements; and timeliness through the reduction in adjudication work related to insufficient or fraudulent work search entries.

- Outline the state's work search requirement and explain state challenges with work search improper payments.errors and strengthening reemployment.
    - Discuss the state's plan to improve work search compliance by reducing work se arch

(Topic #2) – State plans and actions to address the state's top three improper payment ro ot causes in Payment Integrity Information Act (PIIA) 2022.

See above for New Hampshire's efforts at addressing work search. New Hampshire also has been granted funds through the 28-20 series of grants to improve the intake of earnings in self - employment. Prior to the Pandemic, New Hampshire made significant improvement to its collection of earnings in employment. If a claimant indicates they are still employed the system will prompt them for earnings each week. If a week is reported as having no earnings, the

system prompts the claimant for a reason for separation. This approach reduced improper payments for both earnings and separations. New Hampshire's current improper payment rate remains below the 10% threshold at approximately 7.4%. Improper payments related to underreported earnings remain high as a result of the pandemic. The increased improper payments over this period was not the result of the state being unable to detect earnings in employment but rather the lack of resources to address the BPC hits received. New Hampshire

continues with a backlog of several thousand potential fraud claims which will continue to have a negative impact on improper payments related to underreported earnings.

- Identify the state's top three improper payment root causes.three root cause categories.category.
    - Explain the state's challenges in reducing improper payments in the top
        - Discuss the state's plan to reduce improper payments in each root cause

(Topic #3) – State coordination and collaboration with the DOL-OIG and other state and Federal law enforcement agencies to investigate and prosecute UI fraud and recover overpayments. This should also include state plans to continue providing all confidential UC information to DOL-OIG for purposes of both investigating fraud and performing audits.

New Hampshire continues in compliance with the provision of information to DOL-OIG and cooperates with DOL-OIG in all investigations which rise to that level of prosecution.

(Topic #4) – State plans to strengthen program integrity in UI tax operations, including cu rrent activities and plans to identify and prevent worker misclassification, State Unemployment Tax Act (SUTA) Dumping, and fictitious employer schemes, and development/use of effective employer audit strategies (i.e., use of remote audits).

New Hampshire resumed employer audits in 2022. New Hampshire has seen a significant increa se in the number of registered employers since the Pandemic. The number of registered employers has increased by nearly 20%. As a result, New Hampshire has hired additional Auditors and are performing more in person audits. New Hampshire continues to focus its audit efforts on those employers most likely to misclassify employees.

In order to facilitate a higher likelihood of identifying misclassification, data received from the

Internal Revenue Service, based on companies that have issued "single-payor 1099s" *, are sorted by the frequency the EIN has appeared in the data. Companies appearing on the comparative lists for sorting most frequently (both registered and unregistered), and have no prior audit are prioritized for auditing.*Single Payor 1099
– where the recipient's only 1099 sourced income (1099- MISC / 1099-NEC as of 2020) was issued by the business targeted for audit.

Reports are generated multiple times each quarter that reflect activity where employee's employment appears to have been transferred from one entity to another, especially where the previous employer of record had a higher tax rate. Research is performed on the two entities to

determine the possibility that SUTA Dumping has occurred. Criteria such as common ownership , if

the reported employees have simultaneous wages over a period of multiple quarters, etc., are considered. If it is determined SUTA Dumping has occurred, a determination letter is sent with appeal rights. A report is generated each quarter listing all recently established employer accounts against which claims have been filed immediately or soon after account establishment. All employers appearing on the list are examined using various criteria, such as ascertaining the actual existence of the business, the amount of taxes paid versus benefits paid, whether the claimant appears to have wages in the State for other employers, etc. Other queries are currently being examined based on recent experiences, such as a rise in attempted sole-proprietorship registrations (not LLCs, partnerships, or corporations) that have been filed online, but have been found to be fictitious.

Previous audit strategies have proven to be effective at meeting the criteria set forth in Federal standards. This includes prioritizing audits targeting misclassification, auditing a sufficient taxable
wage base, and a sufficient number of randomized audits. The Pandemic has significantly impact ed the State's ability to meet the requirements due to limitations set forth by Federal, State, and Department rules surrounding the Pandemic. Audits have been conducted remotely (online) since January of 2021; however, the limitations of remote audits have severely curtailed the number of audits completed. As of April 2022, in-person audits have been authorized; however, as Agent's schedule audits in advance, actual in-person audits did not resume until June of 2022.

- Identify current activities and plans to address:
- Worker Misclassification
- SUTA Dumping
- Fictitious employer schemes
- Development/use of effective employer audit strategies (including, but not limited to, use of remote audits).

(Topic #5) – State plans and actions to strengthen internal security and ensure that all appropriate internal controls and processes are in place and are adequate to assess inter nal risks and threats, ensure program integrity, and minimize program vulnerabilities (see UIPL No. 14-17).

New Hampshire employs an Assistant to the Commissioner, who is responsible for all security related matters. This person assumes the role of SSO and reports directly to

the Commissioner. New Hampshire undergoes annual independent state sponsored audits which
examine all areas of security. New Hampshire also participates in audits conducted by SSA, IRS, DOL, and OIG.

New Hampshire's UI IT Contingency Plan was reviewed and updated in December of 2019. In December of 2019, New Hampshire completed an extensive upgrade to the hardware (e.g., workstations, servers) and software of the systems used to process and store the information supporting New Hampshire's Unemployment Insurance System (NHUIS), staffing changes on cri tical disaster response teams, information regarding recent disaster recovery tests completed and updates to disaster recovery policy and procedure.

The NHES Unemployment Insurance
Operational Security Plan is has been reviewed and updated to
include the recent hardware and software upgrades as well as changes to the department's disa ster recovery procedures.

Upon completion of the hardware upgrade, New Hampshire completed a formal in-house Risk Assessment.

The NHES Information Security Officer has conducted internal inspections of the NHES Data Cen ter and NHES Administrative Building housing IRS Federal Tax Information (FTI) as required by IRS Publication 1075.

**(Topic #6) – State plans and actions to evaluate the effectiveness and equity of fraud prevention and detection, ID verification, and improper payment reduction activities. State should include strategies to ensure that processes used to detect and prevent fraud are
effective and do not limit the ability for a legitimate claimant to apply for and become elig ible for UC. States implementing or using facial recognition technology in their ID proofing processes must also report findings from bias testing and provide updates on efforts to mitigate biases or barriers in this section of the IAP.**

Claimants who are technologically challenged may face some barriers in successfully verifying their identity. Specifically, uploading documentation to prove their identity. For intrastate claimants this is not as much of an issue as they may simply report to one of our Job Centers for verification. For interstate claimants, there are currently not many options. New Hampshire has expressed interest in piloting identity verification through the US Postal Service for interstate claimants. That pilot program has not yet expanded to interstate. In communication

with the program's leaders, we expect to potentially be piloting this program in six to eight months.

- Through our Spidering program claimants are assessed a risk score for fraud. This program is fairly complex and defining all of the components and their weighting in this report would not be feasible. I have included a copy of the programs business requirements documentation with this SQSP submission, which defines in detail how items are scored and weighted. As this is the original document for the Spidering program, it does not include changes made to the Identity Verification process New Hampshire has currently adopted, nor does it indicate the integration of IDH/IDV.
- All elements of the Spidering program are user configurable. This allows for staff to change the weighting of each element and/or the prioritization. Additional elements can be added through code development and a system build. The process to add new items, depending upon their complexity, can be accomplished in as little as two weeks.
- New Hampshire is currently operating a home-grown ID verification process, although, we will be bringing on a vendor for document verification and for Multi Factor Authentication. The majority of claimants are able to successfully complete

ID verification through our document upload process. New Hampshire also allows for claimants to come into any one of our Local Job Centers for assistance and ID verification. Interstate claimants may also work directly with our benefit payment control unit to verify their identity over the phone. New Hampshire is currently in the process of engaging with Login.gov for both ID verification and Multifactor
Authentication. New Hampshire will utilize the Postal Service offering for in person ID verification and will also offer to assist folks with ID verification in all of its Job centers.

- Identify potential barriers that are created by fraud prevention and detection functions for legitimate claimants. Provide plans and actions designed to mitigate such risks.
- As required in UIPL No. 11-23, states must ensure there is at least one timely, effective, and accessible non-digital alternative to online ID verification, which should not be overly burdensome on applicants, limit access to public benefits programs or the timely receipt of benefits, or stigmatize members of the public in any way. Provide details on the state's non-digital ID verification option(s).
- Include how the state flags cases for suspected fraudulent activity and how investigation resources are assigned, including:

- What risk scoring elements and/or prioritization elements are used.
- How the risk scoring elements and/or prioritization elements are weighted.
- How the state evaluates the weights based on false positives and negatives.
- How risk scoring elements and/or prioritization elements are updated.
- How the state ensures the fraud risk scoring and/or prioritization of cases does not negatively affect legitimate claimants.

- Include details on how the state measures claimants' usage of both digital and non-digital identity verification options, how the state reviews digital services for false positive and false negatives, and how the state ensures legitimate claimants have alternative paths to prove their identity and/or resolve issues, including providing a possible recourse.

(Topic #7) – State plans and actions to mitigate negative consequences for victims of UI I D fraud, including ensuring simplified processes to remove the victim's liability for overpayments resulting from ID fraud.

New Hampshire includes messaging on its website and on claimant dashboards informing them of risks of ID Fraud. New Hampshire has developed a program which, when a claim is flagged for
Identity theft, the system will modify the SSN to an alpha designation, restore all wages to the va lid claimant and allow for the valid claimant to file a claim without interruption. Any overpayments that were established will remain associated to the Alpha SSN and will not impact the

claimant. Overpayments resulting from this will be expunged through our current expungement process. This process is fully automated and is immediate when triggered by our BPC unit.

- Include details regarding how the state provides a reporting mechanism for UI ID fraud on their websites, communicates status updates for such investigations, and takes action to protect the victim when the state determines that UI ID fraud has occurred (*see* UIPL No. 11-23 for more details on protecting victims of ID fraud).

- Include the state's procedures for mitigating negative impacts on the UI ID fraudvictim (*e.g.*, establishing a pseudo claim record, temporarily marking theoverpayment as "uncoll ectible", etc.).

(Topic #8) – If the state has not provided complete and accurate overpayment reporting on the ETA 227 reports (Overpayment Detection and Recovery Activities), and the ETA 902P report (Pandemic Unemployment Assistance Activities), the state must provide information
on plans for improvement, including timeframes and milestones, for addressing the issue and ensuring complete, accurate, and timely reporting in FY 2024.

N/A

If the state has submitted all data for the ETA 227 or 902P reports, this section is not applicable, and the state can input "N/A".