



State Workforce Innovation Board Program Year 2021 – Meeting 3

**October 18, 2022
1:00pm – 4:00pm**

Meeting Location:

**New Hampshire Employment Security
Tobey Building
45 S. Fruit Street, Concord NH 03301**



SWIB ROLE AND RESPONSIBILITIES

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

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



State Workforce Innovation Board (SWIB)

Program Year 2021 Meeting

October 18, 2022

1:00 pm

Agenda

1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of June 7, 2022, Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. Donnalee Lozeau introducing John Rees: Career Cliff Ladder.....[48](#)
 - Questions with John
 - Questions with Christine Santaniello
 - 2b. JMS Outage update.....[49](#)
 - 2c. Rapid Response update.....[50](#)
 - 2d. Financial Update.....[52](#)
 - 2e. Contract Updates.....[57](#)
 - 2f. Program Success Stories.....[58](#)
 - 2g. WIOA Impact.....[67](#)

3. 2:30pm—Board Motions & Discussion
 - 3a. SNAP TANF State Plan[68](#)
 - 3b. Return to Community Contract Approval[69](#)
 - 3c. PY2022 Distribution of Funds.....[70](#)
 - 3d. Topics for February 7, 2023 Meeting[76](#)
 - 3e. Board Motions and General Discussion.....[77](#)

4:00pm—Adjourn

Next Meeting: February 7, 2023



P R O C E E D I N G S

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COMMISSIONER GEORGE COPADIS: Let's get started. Good afternoon, everybody. Thank you for attending. Today I see a lot of new faces out there, which is always a good thing. Get some new, fresh ideas to the table.

I want to thank Joe and thank all the members of the Board who have joined us here for the record. My name is Commissioner George Copadis, and I'm substituting today for Michael Kane, the Chairman of the State Workforce Innovation Board.

Mr. Kane unfortunately could not join us today and has asked me to step in for him.

It's wonderful to welcome a number of new members to the Board and welcome some familiar faces back to the Board as well. Chairman Kane and I thank you for stepping up and serving on this important Board.

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

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

Meeting materials for the Board and the public can be found by visiting NH Works webpage www.nhworks.org. We've got a number of items to work through today. You will find these items on the agenda with the enclosed support documents.

The agenda and these documents have been provided to the Board electronically last week. Printed copies are available today and all materials are available to the public via the New Hampshire Works website. With that, Joe, could you conduct the roll call?

JOE DOIRON: Thank you, Commissioner. Again, for the record Joe Doiron. We're going to take a roll call attendance by last name.

Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Thank you. Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Thank you. And also welcoming a number of new Board members [from the transcriptionist, all new names are phonetic if no spelling provided], if I do say your last name or name wrong, please let me know, I'm happy to correct.



Joseph Alexander?

JOSEPH ALEXANDER: Here.

JOE DOIRON: Thank you. Kevin Avard? Rick Bartle?

RICK BARTLE: Here.

JOE DOIRON: Thank you. Christine Brennan? Joe

Brown? Anya Burzynski? Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Thank you. Kenneth Clinton?

KENNETH CLINTON: Here. Thank you.

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here, present.

JOE DOIRON: Thank you. Bruce Crochetiere? Mary

Crowley?

MARY CROWLEY: Here.

JOE DOIRON: Thank you. Tiler Eaton? Patrick Fall?

PATRICK FALL: Here.

JOE DOIRON: Mayor George Hansel?

MAYOR GEORGE HANSEL: Here.

JOE DOIRON: Thank you. John Hennessey? Mr.

Hennessey will be late, Mr. Chairman, he let us know ahead of time. Michael Kane is absent. Justin Kantar?

JUSTIN KANTAR: Here.

JOE DOIRON: Thank you. Tina Kasim?

JOE DOIRON: Tamir Koheil?

TAMER KOHEIL: Here. Thank you. Shane Long?

SHANE LONG: Here.

JOE DOIRON: Thank you. Donnalee Lozeau?

DONNALEE LOZEAU: Here.

JOE DOIRON: Thank you. Lori Ann Lundgren? Larry

Major?

JOE DOIRON: Jonathan Melanson?

JONATHAN MELANSON: Here.

JOE DOIRON: Thank you. Ashok Patel? Jim Proulx?

Shannon Reid?

SHANNON REID: Here.

JOE DOIRON: Thank you. Tim Sink?

TIM SINK: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Gary Thomas?

GARY THOMAS: Here.

JOE DOIRON: Thank you.

Mr. Chairman, with the roll call conducted, we do have a quorum.

COMMISSIONER GEORGE COPADIS: Great. Thank you, Joe.



The next item is the meeting minutes. The meeting minutes of February 1 are found in your packet. If there are no errors, corrections or commissions, I will entertain a motion to approve the minutes.

UNIDENTIFIED SPEAKER: So, moved.

COMMISSIONER GEORGE COPADIS: Move. Second?

KELLY CLARK: Second.

COMMISSIONER GEORGE COPADIS: Second, Kelly Clark.

All those in favor? THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Again, I'd like to welcome you today. Again, my name is Commissioner George Copadis from the New Hampshire Department of Employment Security.

Appreciate you being with us today, and we've got a lot of items to attend to, so we've got a lot full agenda and a lot of information to get covered, so I want to get started.

Public comment, we'd like to take a moment and see if there's anyone from the public that would like to provide any public comment?

[Pause]

Okay. Informational items for the record - again, this is Commissioner George Copadis. We start our agenda today with some informational items. These are reports and updates provided to the Board. These do not require a vote; however, if the Board members would like to make a motion, I would ask you to please wait until the next section on our agenda.

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

JOE DOIRON: Thank you, Mr. Chairman. So we have the Informational Items you see in Section 2. We're honored to have former Judge Broderick here with us, but before we - we welcome former Justice Broderick up, we have something that's not on the agenda; something that's very new that's part of what we're trying to do to transform the Board, to thank many - to thank the Board members for their service.

We're joined today by David Cioffi, who was a longtime Board member. Dave stepped off the Board, and we have a small award and presentation we'd like to present to Dave. He took a trip down from the Upper Valley on this beautiful day.

Dave joined the Board under former Governor Craig Benson, and has served for a number of years on the Board. Dave has been an incredibly active Board member, having read I think thousands of pages of RFP and policy documents that we've put -



don't worry, you won't have to read thousands and thousands of pages unless if you want to.

But Dave, whenever we needed a volunteer, Dave always stepped up. He was always so helpful, providing great feedback not only in between Board meetings but here at the Board meeting.

We want to thank Dave, and we created an award, the David M. Cioffi Award, which will be presented annually to a Board member thanking them for their exceptional service. So we'd like to present the first annual David M. Cioffi award to David Cioffi for his many years of service.

[Applause]

And I'd like to say -- a few words, sir?

DAVID CIOFFI: Oh, yeah. I'd just like to thank everybody. It's always been fun coming down meeting everybody. And the Staff, of course, whenever we have questions, we can e-mail the Staff to answer them. It's been an incredible ride. You all will enjoy it.

I remember when we - when I started a while ago, Dick Anagnost was the Chair. And I remember him telling us that, "Look, New Hampshire is one of the only two states in the U.S.A. without a JobCorps. We need to do something about it." And he did something about it.

He'd come to a meeting and say, "Well, the Planning Board approved the JobCorps and the utilities and foundation." Pretty soon the buildings went up. And suddenly we had a JobCorps.

And the best part of it is Tamir came along to run the JobCorps. And I encourage every one of you to go down and visit the JobCorps in Manchester and see what a crown jewel it is. And we really are fortunate to have it, and to have the Workforce Board and all you people involved here and your time.

So I encourage you to get active, don't just come to the meetings, but do things like Kelly Clark. She's always on board with something. And that's about all.

The only other thing, Joe, was I was hoping you would have given me some sap buckets.

[Laughter]

DAVID CIOFFI: Some of mine are getting rusty. Thank you.

JOE DOIRON: Thank you, Dave.

[Applause]

COMMISSIONER COPADIS: Dave, I just wanted to extend my sincerest congratulations too for all you've done over the



years. You and I started way back then in --

JOE DOIRON: Yes.

COMMISSIONER COPADIS: -- 2004?

JOE DOIRON: Yep.

COMMISSIONER COPADIS: And, you know, you always brought significant ideas to the table, you were always fully engaged with the process, and you did your due diligence on everything that we had that came before the Board. So I just want to thank you for your commitment.

I hope you've been going to the gym lately, because that piece is fairly heavy. And you're - it's going to take a little bit for you to carry that baby home with you. So I think --

DAVID CIOFFI: I've been playing lots of golf, so I'm just going to handle it.

COMMISSIONER COPADIS: That's good. So thank you so much, Dave.

DAVID CIOFFI: All right. Thank you.

JOE DOIRON: And then thank you for indulging us, and we look forward to presenting to you, to a member of the Board next year the second David M. Cioffi Award.

So we'd like to welcome former Chief Justice John Broderick for a presentation on mental health, followed by a conversation about how we can try to implement some best practices into the Workforce system here in New Hampshire.

Again, we're trying to provide opportunities to the Board to hear from experts in the field about what's going on, but then to tie it back into more high-level discussions after. So we would like to thank Justice Broderick for being here and welcome him up.

[Applause]

JUSTICE BRODERICK: Good afternoon. Can you all hear me? Yes, you can? [_00:10:11_from the transcriptionist: I can't, capturing what I can] I want to thank the Commissioner for inviting me here tonight. He told me I should not go longer than three hours.

[Laughter]

JUSTICE BRODERICK: I promise I will not do that. I'm also here with Paula Booth, who is the head of the Employee Assistance Program for the state of New Hampshire. And my - today I'm going to try to tailor a bit to why you're here and what you're doing in this commission.

Let me start by saying that for the last six years of my life, I've been traveling and speaking wherever I - because I



- and I'm able to do it. Tried to change the culture of the conversation around mental health in the United States, not because I'm smart, but because I was pretty ignorant.

Over the last six years, I've traveled by car 95,000 miles. I'm on my second - by the way. I've traveled all the way to - I've spoken at almost 300 middle school and high schools to 100,000 kids - 60 - probably 40,000 adults beyond that.

I have no right to understand this generation, but I feel like I'm part of it. I love these kids. And I feel a fiduciary duty after six years of travel and talks in hundreds and thousands of gyms with what - I use my voice for that. That's why I'm here.

I am a baby boomer, not that - increasingly I'm the oldest person in every room I address, which is pretty disquieting to me, but it's true.

And in the world that I grew up in, no one talked about - I don't remember no one talked about it, just it was too - just - conversation pass. We all kind of knew somebody that nobody wanted to identify with.

And I didn't understand how - it didn't exist in my time, by the way. Trying to count some people. Every marriage in my town was happy, too. That's the world I'm from.

And so I didn't see it or understand it until I met it in my own house. I had two sons, 11 and 13, that took up residence, and my 13-year-old son - smart, decent - my wife and I are baby boomers, we didn't see it for what he was, and we didn't appreciate him for what he was.

Made sense; how would you know that he had a mental health problem? Just - how do you feel and how do you react? Other people?

But he was something. He thought it was just him. And it wasn't just him, but we didn't see it.

In the years to follow, my son got a Master's Degree, got a Master's in - which was really accomplished, a really decent cushion - but we saw his problems and - that's what we saw. And we reached out to the alcohol experts, and they confirmed that he was an alcoholic. He denied it of course.

Eventually, we went to Al-Anon meetings, my wife and I, to deal with our son's alcoholism. We thought that was great. He said, "Dad, I'm not an alcoholic. If I didn't have these feelings, I wouldn't be drinking."

I told that to the alcohol people, that didn't change their mind, by the way. "Judge, every alcoholic has a reason,



and your son's an alcoholic."

At some point he said, "You're going to have a decision to make, and here it is. You can either put your son out - literally out of your house - hope he hits bottom, and -- I remember that, I was fresh - in -- or you can let him stay in your house and make sure there's not drinking in your house, not tomorrow, next year or - he can't drink like he's drinking and have a long life."

He persuaded my son to go to alcohol rehab. It will be the world tour of alcohol rehab. New Hampshire, Connecticut, Cape Cod, and finally he went to Florida.

And we prayed to have insight - but I picked him up from Logan airport on Saturday, and he said, "Dad, I had a drink on the plane on the way home, and I don't remember drinking."

Finally, my wife and I had to make that decision they told us we had to make. We loved our son, and it should happen if we didn't want him to die drinking. I was on the Supreme Court at the time. And we finally said, "There really is no choice. We need to put him out." It was the hardest decision we've ever made, and it was the worst decision we ever made, literally.

He lived on the street for a while, he slept in his truck - made it to the soup kitchen and was eating, slept at the shelter. Eventually we brought him home -- we didn't want that phone call that no parent wants. And once he came home, he was drinking as much as he had been before, and was trying to hide it, trying to conceal it.

And looking back I think he was probably scared to death - and it really hurt me a lot. So one night when he was drinking, he assaulted me, I went to the intensive care unit at the - hospital and was in the ICU for six days.

And I'll never give that - but my wife did. My educated, funny, talented, decent son was arraigned in a public photo before the press and I was on the Supreme Court. And he went to the Congress Street Jail.

I don't know how my wife endured that time; I don't know how my son endured that time. It was all over the news here in Massachusetts. They wrote about it in the *Los Angeles Times* and the *New York Times*. And the doctors went on *The Today Show* and I was in the ICU. Wanted to know how I was doing.

The Attorney General was saying press conference at the time. But I wasn't exactly with the program, so I didn't know any of that was happening. But my wife did.

She did - when I was in the hospital saying he had a



jumpsuit on, orange, and his legs were shackled and I talked to him by phone with the Plexiglass between us. And he was really upset, she said. "I can't believe I did that to him." She was telling him how he was going to be okay. "I can never forgive myself." And her only thing is she didn't know.

She would visit him twice a week, but then on days when she couldn't, then we agreed that she would go to the street corner by the cemetery, you can see that from the cells, right? "I'd know my family didn't abandon me if I saw you."

My wife would drive there by herself late March or April, kind of dreary. She said, "I'd walk to the street corner at the appointed hour, and I'd wave at the jail. I didn't know what floor, what window, or even if he was looking around."

It was all very tiring. I don't know how she went, to be honest. After - days they brought you in a top-floor room. And by the way if you visit people in the hospital, try not to say, "I love you." Don't say those things."

[Laughter]

She used to say to me, "I'm amazed." But I went out - but as they were pushing me down the hallway, I said, you know, "What am I doing here?" She said, "I think you fell." I have no memory of that, I have no memory of anything else, either.

After about a day and a half in that room, when my wife and I were finally alone, and the doctors and nurses left. And she told me as best she knew what had happened when I had the fall. And she told me where my son was, and I just cried. I've never judged him more in my whole life than that morning, but I knew what it meant.

I don't know the dictionary definition for it, but I know - that's exactly what it feels like. I couldn't get out of bed, I couldn't go home with my wife, I couldn't call my son.

I loved nurses by the way. I loved the nurses.

I was just thinking, there was a nurse that was there from the 11:00 to 7:00 shift. She'd come in some nights at 2:00 a.m. and sit by the side of my bed and hold my right hand and talk to me. I said to her one night, "Isn't there something more we should be doing?" She said, "I think this is preparing you for it." I loved her. There's a chair in health --

I didn't see my son for six months. The court wouldn't allow me to visit the jail either. I didn't see him until he came to a [_00:20:39_ indiscernible widow's vigil -- so he sent us to the same --] Hope we don't have that -- anymore. I would have liked to leave him -- at the home and what have you and all that, I could never in my -- it was on that day.



My son came in through a side entrance from the bailiff. My wife and I were on the first public row, and I said, "You look great." He was wearing civilian clothing, and I hadn't seen that for years.

And he walked over to me and gave me a big hug and hugged my wife and he held me back so that he could look at him so slow, "I don't know why I did that to you." Just tell me you're going to be okay. He said, "They tell me I'm going to be fine." But he said it in that way and, "If you don't quit, you're more than -" but I'm not sure I believed that, but that's what I told him. He said, "I won't quit, Dad."

Then my - every day - funny, talented son, was sentenced to seven and a half to 15 years in the state prison. I don't know how it all - the court suspended four of the seven and a half, and he'd served six already at [00:21:51_indiscernible proper name proper name] Street.

But he was thrown in jail for three to 15 years. And then he was gone. And I'm - after 30 days - visit - go in and I'd go to - wasn't sure they live on this campus. I wish I didn't know that factually, but I did.

Anyway, we finally went up and met with the head psychiatrist. These social workers my son would have - my wife and I. The psychiatrist, Dr. Lewis, was talking to me and - your son --, he says, "I really like him. He's really smart." He said, "He's funny." He said he's done every - you need to be successful." And secondly, I know we love our son, but we're twisting -

He said, "I know that too. I'll tell you what's going to happen." He says, "Your son has really serious depression. He has high anxiety and panic attacks, that feeling you're about to die." He said, "Those were off the charts for him. He was - but there was nothing - abbreviated crime. He was self-medicating for his mental health problem.

And when he said that to us in that place, I knew we had failed him - we were, after all, the parents. We should have done something in our family.

And I thought all mental health problems by the way were hopeless; if you had them, you had them and good luck. That's so far from true. I know treatment works. But I didn't know that then.

After about four months we would visit twice a week. He came out one night, hugged us as he always did. He said, "Dad, I feel so different."

I said, "What do you mean, different."



He said, "Dad, I'm sleeping through the night now - they had me on mats -- I can focus, Dad. My mind's not racing all the time."

And she (sic) came to the prison. I said, "Well, what are they doing for you?" He said, "Well, I see a counselor and she's -- and I take medication, and I take it at night and in the morning. It really changed me." I knew we had failed him. I should have noticed something.

He was like that for the balance of his time. And he was pretty bright. And I was on the Supreme Court. 20 percent of my day job was hearing appeals from the very population he was living with 24/7. And I imagine I wasn't - at the state prison. Keep your wife - jail.

He said, I don't believe the court." I wouldn't. He said, "You work too hard. If it gets bad in there, I'll let you know - double --

And he never asked me to.

After three years, he was up for parole. And I tried to condition him and probably wouldn't even get it without the Chief Justice thing. And so, we're finding - I don't think they're going to do it.

And the day was - ran it - my wife and I came out of his hearing and there was a camera there from Channel five and - knew nothing about our story, lights in front of our face and she said to me, "If you have anything you want to say" I said, "Actually I do." I said, "I'm really happy my son can leave and come back to regular life."

"And I want to tell you something else. My son's not a bad person, and now suddenly a good person. He's always been a good person; he was not well. And those are very different things."

My son was drinking every day for years. There was not another drop of alcohol --. He said, "Dad I'm not that guy anymore. I don't feel like that guy."

That first Thanksgiving he and I were driving and he hadn't been home in four years. We were driving to pickup some last-minute item and he was at the cash machine tapping his chest like this and he said, "Dad, have you always felt like this?" -- "like I feel." He said, "Dad, I probably have it." I knew we had failed him.

He said to me during that trip, he said, "Dad, I should have told you this, but when I was in prison, they gave me my treatment." I knew he was smart; I was curious. So I said, "How did you do in there? He said, "Well they told me I



was three-quarters of a genius." So I was kidding. I said, "You could be a genius?" He said, "Dad, my ankles were shackled, they were watching me through a two-way mirror," and that's what he went through twice.

[Laughter]

I don't know -- somehow, he was a lot smarter than - I love my son.

I'm the last guy on earth to be here today. I was thinking about that as I walked in. Life is funny. It's the most important - in my lifetime. I didn't do anything, by the way, when my son was incarcerated. I was kind of hoping nobody read the paper. Maybe that wasn't realistic. But for that first year, people would come up to me - perfect strangers - grocery stores, gas pumps, pharmacies, it didn't matter.

"Hey, Judge, you're looking good." I knew what they meant. I said, "Thanks, I'm really - my son's doing better too." "Oh, I didn't want to ask you about your son." I said, "That's okay. It's not helpful - seen him. He's doing much better now." And every one of those people - strangers - my mother, father - brother, my sister, my best friend - your son.

I heard about anxiety, depression, schizoaffective disorder, bipolar disorder, suicide, suicide attack. This may be from anxiety. I said to my wife, "We probably would love - I didn't do anything. Seven years ago, I got involved in the campaign to - today. It was the product of a psychologist in Maryland who was on *Time* magazine's 100 list in 2012. Her name was Barbara Van Dahlen.

She wanted to start a nationwide campaign so that people could understand the five most common types of mental illness, as we understand and know the signs of a heart attack. Most of us know, but we didn't know it. I would have called 911. I thought it was genius. I got involved in the campaign and helped raise money. I hadn't done anything in the years that -

And when I raised money, it was the easiest money I ever raised. I was dealing in Wall Street at UNH at one time, so I know what it is at my age - dealing with, who deal with - I knew - money - mental health story - send.

We lost this nonpartisan, nonpolitical campaign for mental health. We used the empty State House in Concord, the health chamber - the Speaker said we could use it, they weren't in session. I thought -- this on a Monday - I thought it was really - but it was actually the very same speech. Because whenever you say that - my wife and I got there that more, there



were over 425 people there.

UNIDENTIFIED SPEAKER: Wow.

JUSTICE BRODERICK: It was the single most impressive room I'd ever seen and sat in in my life. -Tribune -- Attorney General -- of our entire Congressional delegation, three members of the Supreme Court, law enforcement, C [_00:30:14_indiscernible POs?] of all kinds.

Barbara Van Dahlen was there that day. And she asked this question in the most impressive room I'd ever been in, "Is there anyone in this chamber this morning --" she said, "-- who's been untouched by mental health? Yourself, your family, your extended family and friends, your coworkers?" And then she said, "If anyone - touch -- she said, "--raise your hand." I had no idea what she was driving at. I was scanning the room to see how many hands went up, to find who had been untouched. Not one hand raised. Not one hand. Every single person.

I said to her afterwards, "Barbara, how is that possible?" she said, "John, it happens in almost every room when I ask the question. Just because people don't want to talk about it, doesn't mean their families aren't - I'm sure at least statistically. One in five adolescents in the United States - one in five, they're part of your future workers - has a diagnosable mental health problem. One in five - too. Do the math; tens of millions of people.

Last year in the United States over 48,000 people took their own lives. - that we track, actually - every 90 minutes every day, including this day, some brave American Veteran - shoot or end their own lives. We're just diagnosing that they have committed suicide. Are you okay with that? They don't talk about it much. Not a lot.

Do you realize last year more police officers in America and First responders in America died by suicide than every other cause than the line of duty?

From 2007 to 2017, according to the CDC, the rate of suicide for people ages 10 to 24 have increased 56 percent. Just - numbers. 2019, the Center for Disease Control conducts anonymous surveys in public high schools - the age, the sex, and the year in school, that's it. 70 high schools in New Hampshire took the idea, take it -

46.6 percent of high school girls in the United States of America in 2019 before COVID were depressed. - depressed, it said, "Have you been sad or hopeless for two consecutive weeks in a row? In the last four months they haven't been able to engage in normal human activity." 46 percent of high schoolers.



25 percent of high school girls in that survey said they had given serious consideration to suicide from the previous 12 months.

15 percent said they had made plans to kill themselves. 11.3 percent of high school girls nationwide through COVID said they had attempted suicide one or more times. It's 8.3 percent in New Hampshire, by the way, and 8.9 percent in New Haven. Can you imagine if 46 percent of high school girls in America had COVID or diabetes or cancer of any kind? There would be a public health emergency.

The Surgeon General of the United States - issued an advisory, which is an unusual thing to do. He described what's happening with adolescents in America as a, "National Crisis." The American Academy of Pediatrics - I was actually listening to - last July described it as a, "National Emergency." It's -

I'm not blaming anyone. I'm blaming all of us who when we find ourselves - over the last six years after we lost that [00:34:39_indiscernible last had a?] campaign, we waited to see if anyone would ask us to speak anywhere. Over those six years I spoken 680 or 690 times in five states, and sometimes we'd have 140,000 people. I remember 300 grade schools and high schools.

I hugged more kids in New England with [00:35:04_indiscernible] than anyone alive, not because I'm special, but because I'm - and I'm willing to open things to kids and they're willing to return the favor. If you were with me on those trips to gyms and auditoriums and heard what I've heard, talking about my life, you would say, "This is not right."

You are here today to talk about the State Workforce and the future of it. I've interviewed your future workforce. In the United States, every year now, this is - large - it's between \$100 and \$200 billion dollars a year, because of mental health and substance issues. Now how has that gone? You train people, and we spend a lot of time and money training people and they don't stay because of mental health problems, or areas with somebody they like.

Absenteeism from work - the new drivers of absenteeism is mental health and - employees - person at work is much more than - two and a half days a month he was rather hopeless and nothing left to talk about.

Any future workplace in New Hampshire, public or private, if you want to attract and retain this rather incredible generation - I love these kids - you're not counting



them, they're not staying, and you're not dealing with insurance - and it's that simple.

Having good policies, having good workforces and good insurance is not just a nice thing, it's an economic imperative. Whatever the generation was that came before me, they showed up at work for, they did the best they could, they put in long hours, they worked hard.

These kids will too - it can be very difficult. The amount of anxiety and depression among young people is epidemic. We can pretend that's not true. I know it's true. I know what the stats say. And I - I like the stats. They don't suddenly leave in their car in the morning and enter the workplace and give 100 percent.

-- develop social and emotional strengths - that's the role of - not here. There is no social or emotional program - and I'm not antitech, I have hope. And also, I have this - need help. If anyone understands.

I talked to the pediatrician, and he said, "Let me tell you the difference between the kids 25 years ago and today, kids today don't look you in the eye." He said, "Parents come into the exam room," that's good, but they don't even look up themselves, they're all doing this." It's true.

I spoke this morning with Paula Booth on - insurance department. We do not have in the United States of America in 2022 a mental health system. Heart stopping. It used to be like that for breast cancer by the way, not now. It used to be that way for HIV/AIDS, not now. It used to be that way for ALS. And I say - start with the challenge, not now.

Magic Johnson left the NBA in 1991. He said, "I have HIV." We thought it was an absolutely certain death. "Not Magic?" We don't let our doors - lose someone like Magic, and we didn't want to lose Magic, and he's starting on July -- we need that Magic Johnson moment. We don't have mental health system.

Will Torrey, who's the Head of Psychiatry at D-H I love the man. Harvard Medical - I said to him in the [_00:40:04_inaudible, not using the mic] I was attending - "Doctor, how would you rate the mental health system in America versus Europe? One being terrible, 10 being the most favorable?" He said, "I would rate it a 1 or a 2."

I spoke to the Head of Mental Health in every university in Atlanta. Very impressive - Chair of Mental Health. I said, "Doctor, give me a grade of 1 to 10, 10 being the best? He said, "John, I can't do that." I said, "Why is that?" He said, "We don't have a mental health system in the



United States.” That was March of 2022.

Are we okay with that?

The folks that I’ve met, these kids who I love, they’re smarter than we were, they’re more worldly-wise than I ever was, and they’re the least judgmental generation of Americans in the history of our country. But they have issues we didn’t have. They’re growing up in a world most of us don’t remember from our childhood. We’re shortening childhood in America. We’re compressionalizing childhood in America.

These kids are almost - these kids are afraid to fail, whatever that means. And I know that. They share that with me. Some of them there are sharing with some of their parents about their mental health condition. They’re going to come to your workplace. They’re not going to leave those in the car.

I spoke this morning with Paula Booth, and what we came out to -- being helpful is a - full of health, he said, “I’m ashamed of my problems.” I almost cried when he said that. Can’t miss that. If she had a bad back or breast cancer, she’d be talking about it. And we’d all be supporting her. And that’s what I’m talking about.

And so, if you sit here and you’re taking this out of the future workforce, and a lot of those I’m sure I’m can’t understand - this in young people, who are going to lead this state in private posts and public posts, a lot of them are -- medicine tablets - or allow them to suffer.

It doesn’t even get better - description - and if you’re hiding it, it’s worse.

Let me close with this now. I was in Portsmouth High School about three weeks ago. I spoke to 1100 kids in the gym. My thought was, -- class I have spoken to. And they listened to me, the grandfather they don’t know. It’s not me, it’s this time. And afterwards, kids came up, -- some of the kids who were -

One kid came up. He had crutches and hand was all bandaged, he was trying to carry his books. And I said, “What happened to you?” And he said, “I beat on myself, I have a concussion.” I said, “You know what mental health looks like?” It’s like you’re saying to someone with a mental health problem, “You really do need crutches, you shouldn’t have your hand, and somebody who should be helping you with your books. You can’t do that.

So I don’t want you to - I want you to pretend you’re fine. Throw your crutches down, take the bandage off, and take gym with no shirt. - sprained ankle - you’re fine with this -



from the neck down, you're totally out of order. But the neck up, it's almost like you're afraid to go there."

And Will Torrey, the other psychiatrist said to me, "Treatment works. Most mental health people are private pay, not because they're making gobs of money, but because they don't reimbursed at the same rate as procedural medicine. That's why they're -

Why are you telling me that? I've had parents say to me, "I can't get my son or daughter in to see anyone in four or five months." But their son or daughter told them they broke their ankle, they'd call 911. There would be an ambulance there within 10 minutes. That's what I'm talking about.

Any consideration of what the future workplace needs to be and look like needs to be mental health-friendly and supportive. And if it isn't, they're not coming in and they're not staying, not for very long.

I want to ask Paula Booth [_00:44:50_inaudible, not using the mic] listen to him. Paula Booth is - this state. Everybody needs to get comfortable with mental health. And if you're a state employer or a family member, on the twenty-sixth she's free. And -

So I hope you're giving your attention. And I want to thank Commissioner [_00:45:17_inaudible, not using the mic.] I'm sorry to go on, but it's just that I see - you know, we need the education.

[Applause]

PAULA BOOTH: I say this every time - Chief Justice - following him is a very difficult - thank you so much for your honesty and vulnerability. Commissioner, Assistant Commissioner, thank you for having me.

My name is Paula Booth, and I am the Director of the State of New Hampshire Employee Assistance Program. We provide services to the three branches of government, the state employees, and their family members.

And as time has gone on, I've had the opportunity to I would say follow-up with the Chief Justice with his message. And it's a message that we really have been trying to support for many years.

I will tell you I have worked for the state 36 years, and in the first year of my employment, I've been at the Employee Assistance program.

And for those of you that don't know what that is, it's a program that's made available for the employee around any issue that may challenge their ability to be productive in the



workplace.

When I made that call 36 years ago, I was looking for somebody neutral that I would be able to problem solve with.

And so now here I am 36 years later, and I'm the Director of that program. And my thought at that time decades ago was that, "I'm a healthy person looking for help." And that's our philosophy today.

And what we're really trying to do is have people find their voice and be able to talk about this, so that we can remove the stigma.

It's been a challenging couple of years, as you know. It continues to be, and I have the best job in the world, that I can help support the employees that are providing services.

But when you think about some of the people other than the Chief Justice that have spoken out, some of you will probably recognize Naomi Osaka, who was the tennis star that was being interviewed. And she decided at that interview that she did not want to continue, because she was having a lot of anxiety. So she was taking care of herself.

And the reward she got for taking care of herself was a \$16,000 fine. Now here she is on the front of *Time* Magazine with a quote, "It's okay not to be okay." This pandemic is the only shared experience that I can think of that has touched everyone. And it is okay not to be okay. And to not hide and pretend.

There's another person, and many of you have heard of others - Kevin Long, who's been talking about it, right? Prince Henry - Harry, excuse me. And then we had Simone Biles, right? who had the pressure of the Olympics - and I know it's a little controversial, but she stepped away, because she said her mind and body weren't in tune for her to do the work that she was there to do. I disagree. I think she was [_00:49:08_inaudible], which is what kept her safe during that time.

There's a gentleman in the North country, and for those of you that are from the North country, you might recognize his name - Wayne Saunders. Wayne Saunders is or was a former Fish and Game Officer that was involved in an event that happened at the Colebrook about 25 years ago.

And a couple of years ago, Wayne called me and said, "I just wanted to tell you I'm retiring today." He had made it through his career. "And I want to thank you", because this is really isn't about me personally, just me mentioning this what his message is.



And what his message is, is that because he was able to get assistance following that event, he was able to continue his career, which is what we're hoping the next generation is going to be able to do, right? With the support.

And his message now to law enforcement and others is that it is okay to ask for help. We did a podcast together where his message - and he had said it's okay that I use his name - is that it is okay to ask for help.

Now, when I was over in the Insurance Department this morning, I asked the room these questions: If you were building a house, and you had to wire it, would you hire an electrician? If you had plumbing, would you hire a plumber? If you had a complicated tax situation, would you use an accountant? We already asked for help in so many ways; we should incorporate this in us asking for help as well.

Treatment does work, and now that we are talking about this, the stigma is coming down a little bit. But we want to keep the momentum. And sometimes the workplace is the safest place for somebody to get involved. It might be the only place. It might be the place during a break that they can make a call. It might be the place that if they have a sick leave policy that they're able to see a clinician or a doctor.

So we want to make sure that the workplace is responsive to the needs of the employees and the people that are coming through.

And I will say there is a difference between when I came into work and some of the people I am working with now. The 36-year veteran who is 48 like I am, sometimes is a little scarce, right? But those people that we're hiring now are sharp, they're skilled, and I think that everyone needs them.

And so, it is okay not to be okay. And it is okay to talk about it. And if you can connect with somebody that can be helpful, so your employees can have faith and trust that somebody can help. It can make all the difference to your bottom line.

And I do know, because I do have the best job in the world supporting employees, I do know that there are situations where people's work life has been saved, or their personal life has improved, and it's affected the bottom line of work.

And Chief Justice and I want to get this message out to anyone that will listen. We do have to - and even though we are, as I - a little bit, we're still facing some monumental issues. And so, if we tap the brakes, we're going to miss the opportunity to move forward.



And so, I encourage you to be looking at what are the resources that are available, what can we enhance, are they visible to people? Do they know how to access us as a resource? Is there education?

Who can you have to come in and speak like the Chief Justice, that can make a difference to your community? The man who is standing at the front of an auditorium of sixth- to twelfth-graders and the line that follows you out the door, just like what happened this morning.

So please, if there's anything that I can do to support the work that you do, I am the Director of the State of New Hampshire EAP. I'm happy to give some guidance if it's possible. I do a little bit of work with a couple of different hospitals. I'm not the expert on everything, but I might have some thoughts that you haven't considered.

And so, I'm going to close with this one example of a woman that came to me and how it is (sic) to make a difference in her work life and her personal life. Now remember, healthy people ask for help, and not everyone has to be in crisis to make a call.

This Mom asked to meet with me, and when she sat down, she said, "I know you don't give money, give away money. But I just needed somebody to hear my story." And this is what she said, "I have a son who has a significant anxiety issue. And we've done everything that parents typically do. We've contacted the guidance counselor, we've had therapy, we dealt with medication. The best thing that we ever did for our son was to enroll him into karate."

Now, this isn't about being able to put somebody out there - culture of what karate had taught him. And it made a significant difference in this child's life, as well as his family.

However, her partner lost his job. And they could no longer afford to send their child to karate. Not saying - how my life helped this person, it just pulls on my heart strings, and then everything -

So I asked her, "How do they market this program?" And she said, "They have what they call, "Buddy Day." And Buddy Day is when he would bring a friend of his to class, they get a free lesson, they get a white belt at the end of the lesson, with the hope that they might enroll. I said, "We've done that." Oh, yeah. I said, "Has anybody enrolled in the program?" Three people.

So I'm thinking she's brought in - family has



supported the Dojo. I said, "Have you spoken to the 先生 about what's going on in your family? And she said, "No." I said, "How about if we give them a call and go visit, and talk about the situation, and remind them of what you've done? And tell them that you will continue to do it?" She said, "Well, that's an idea."

So she went, and she talked to the 先生, and about two weeks later, I got an e-mail that said that they gave that deal six months free. We might not have the answer for everything, but we might have a thought that can have an answer for.

And because the service is free, we serve so many different agencies at every branch of the government, we benefit from the - that we gave work.

So my point is, if we're pointing in the direction where there is help, treatment does work. It doesn't always have to be a crisis. It can make a difference in the workforce and in their family life.

So again, thank you for having me today. Thank you, Chief Justice, for your part in this. And if there's anything that I can do, please don't hesitate to call me. Thank you.

[Applause]

COMMISSIONER GEORGE COPADIS: Well, I want to thank the Chief Justice and Paula for coming today and sharing this information with us.

This is the second time that I've - this is the second time that I've heard the Chief Justice and Paula back when we had the Commissioner's group meeting, and their story is just as powerful now as it was back then. And it's - you know, there's no more important topic that needs to be addressed and taken care of in this state.

And I want to thank you for your commitment and going all over not just New Hampshire, but other New England states to talk about this and doing your outreach, because that is very, very important. And I want to thank you for your commitment.

"You're great to have me. I appreciate all the time, I really do. I need your help is what I need."

COMMISSIONER GEORGE COPADIS: Well, that's what we're going to talk next. So first off, before you leave, are there any - anybody have any questions they'd like to ask, either the Chief Justice or Paula? If you do, just please identify --

JUSTICE BRODERICK: You have no obligation. It's been a privilege actually, thank you. It really has.

COMMISSIONER GEORGE COPADIS: Thank you both.



JUSTICE BRODERICK: Yeah, thank you.

[Applause]

COMMISSIONER GEORGE COPADIS: One of the things that Joe and I had spoken about too is, obviously this is a very, very important topic. And we're losing people through mental health issues that can't be actively engaged in the community, you know, whether they're going through the school process, whether they're going into employment.

And one of the Boards that we have is the Workforce Development Policy Committee. And that's - you know, we're thinking about possibly having a subcommittee to continue this dialogue and to continue this going along.

So if any of you have any desire to serve on that Subcommittee, please reach out to John and please reach out to Joe and let him know.

And with that, we're going to continue with the Board motions and discussion. Again, this is Commissioner George Copadis of the Department of Employment Security.

Before speaking -- we're going to move on with the Board motions and discussion portions of the agenda - before speaking, please state your name so that the transcription service can accurately document today's meeting.

Please also state your name when you make a motion or second a motion. And Joe, could you please guide us through these items?

JOE DOIRON: Yes. Thank you. Thank you, Commissioner. Again, thank you. And I know it can be kind of difficult repeating your name each time, but it helps with the transcription service and saves us money. We try to be good stewards of public funds, so it does save us quite a bit.

Mr. Chairman, just noting that we had three Board members join us during Justice Broderick's presentation: Christine Brennan, John Hennessey, and Tina Kasim. So just adding them, and we still have way more than a quorum. So we're doing great.

If I could draw your attention to the Board members page 119, item 2b, since we're in Informational Items, the - for new, for returning Board members, I think you can remember we provide, again, these documents in advance that you can review.

Informational Items are exactly that. They don't require a motion, but they can always - if there's a motion that comes from that, if you could wait until Section 3 to make them, just so we can keep things organized.

But these Informational Items serve as reporting out



from Staff to the Board, and we certainly have different staff members that can answer questions. We try to refrain from giving a total presentation, because - again, that's why we provide the packet in advance. So we try not to rehash things that are, of course, provided in front of you.

Lisa Gerard - Lisa, do you mind waving just for folks? -- Lisa Gerard is happy to take any questions about item 2b if there are any from members of the Board.

I will say - real fast, these are performance measures that we have to be held accountable by U.S. Department of Labor. For new Board members, that's - it's put out by a statistical model from U.S. Department of Labor, but we do have the opportunity to negotiate and push back.

We did exactly that, and the Feds kind of caved to our negotiation. So staff is available if you need to buy a car to host this meeting, because apparently, we're pretty good at that time.

So it's part of the process. Again, U.S. Department of Labor funds are very formulaic and very prescriptive. So whenever there's flexibility within that, we try to exercise that. So that's item 2b. Mr. Chairman, can we continue?

COMMISSIONER GEORGE COPADIS: Yes. Any questions, anybody? Okay.

JOE DOIRON: Great. Item 2c, Mr. Chairman, is a Rapid Response Update. And I know we have Jimmie HINSON here.

Jimmie, do you mind waving? And Jimmie, do you mind just taking 30 seconds to explain what Rapid Response is - or maybe a little bit more than that, but a brief what is Rapid Response, because it might be a new term for Board members, and also maybe report out a little bit of what's happening, just to familiarize new Board members?

JIMMIE HINSON: Rapid Response is when any business closes or has a layoff or suffer an emergency. As an example of that: the Red Lantern. After a discussion with them, they ended up closing down operations and laying off 50 percent of their workforce.

So in a nutshell, that's what encompasses Rapid Response.

COMMISSIONER GEORGE COPADIS: Yep

JIMMIE HINSON: We get called in mandatory - it's a mandatory visit where we have to outreach at least 25 or more. But in the state of New Hampshire, we are trying the NPS; a lot easier. So any time there's a layoff of any number, we respond, whether it's one person or several hundred.



The services that we provide is basically taking all the services that are heading towards OneStop systems, bringing them as a team on location for providing that information on the Internet..

And then making sure that they understand how to file for unemployment, how to look for Dislocated Worker and other training programs, how to get the help they may need with the Community Action Program, if they run into child care or health issues and at the Department of Health and Human Services.

If they haven't done any interviewing in a while, there's the community health system that can help with the WorkReadyNewHampshire program. And if they're individuals with disabilities, we also have - make sure they will have people that assist them moving forward.

So that's a general overview of Rapid Response. Any questions on that?

I would say as far as where we're standing right now, we're in good shape. We're only seeing as of today - we only have 12 Rapid Response activities, which is 13 fewer than last year at this time. However, when you're looking at those 12, you're talking about 523 people in aggregate.

One of the great things that I can tell you is when you do the rapid responses, the mental instability of people losing their jobs wondering what's going to happen with them is tremendous. Having a team on site to answer questions and the ability to give a person a phone number and say, you know, for [in this case, "Call Stephen, Stephen will work with you."]

And I pick up the phone and call Stephen, and say, "This person is going to be calling you" and make sure that connection takes place. We have a one-on-one connection with our Rapid Response teams, and it really does make a difference.

We are doing Rapid Responses in person, with a lot of communication through we can't get when we do that over zoom. And a lot of emotional fatigue that can be seen in person. We've approached them separately after the presentation, to help meet their needs better.

We have also updated our Reemployment Guide, which we give out to every person. And that way when they're in that fog and they're listening to a presentation, and they're not necessarily capturing it all, it's all included in that trifold, and along with contact phone numbers and e-mail addresses. And of course, they can contact Joe or myself at any time.

We were also doing visits to each one of our 12 NH Works offices, continuing to do training, continuing to update



our materials.

So far to date, we've been able to visit 12 - or six of the 12 offices in person and talk to Staff, and we're going to visit the other six by the remainder of this year.

The one I think caution that we're looking at, we are seeing businesses kind of hunker down. They're stopping the hiring, they're stopping buying. They're having trouble hiring new people.

So whenever there is a big Rapid Response, we did overwhelming response with the other employers going to hire. So that's on the good side. However, we're still seeing this as an opportunity for those people to get trained and upskilled in training dollars that we have through the WIOA program, the Dislocated Worker program, and the adult and youth programs.

We're going to continue to promote those programs. And, you know, the one - the other thing is we are preparing - Sarah and I worked, looking to generate some business paper to reupdate the Reemployment Guide.

The 300 items set aside for myself based on last year's and the previous years' numbers: We're already halfway through that. There's two Rapid Responses, the Red Lantern and Vapotherm took half those guides.

So I've printed another thousand, and we are optimistic still, but I'm anticipating an uptick in the Rapid Responses as we go in the next year.

Businesses tend to be hunkering down, but due to rising cost of fuel with the rising heating cost and equipment cost and the supply chain issues all out of our control we just want to be ready and prepared if businesses have to make those cuts, those calls.

COMMISSIONER GEORGE COPADIS: Any questions, Jimmie? If so, please just state your name. Questions? Nobody? Okay, why don't we move on to 2b.

JOE DOIRON: Item 2d is a Financial Update. And if there are questions, we have Laura LeCain from the team. Laura, do you mind waving or standing up?

And one thing: Forgive me, but for returning Board members, you all know - returning Board members know Laura is actually, I'm sad to say, leaving us on June 17 will be her last day. She's still in state government.

Our loss is the Department of Administrative Services gain. We're going to miss her tremendously. So if anybody has a really, really tough question for her on her way out the door, we would happily entertain that.



But Laura has been just an integral member of the OWO team. So those are big shoes to fill, we are sad to see her go, but excited to see her new opportunities.

It's a great position. Commissioner Arlinghouse is very lucky. I'm very sad. But does anyone - I'm sorry, Mr. Chair.

COMMISSIONER GEORGE COPADIS: No, no, no, no.

JOE DOIRON: No?

COMMISSIONER GEORGE COPADIS: No, go on.

JOE DOIRON: Just so. We're going to miss you. But, you know, any tough questions for Laura?

UNIDENTIFIED SPEAKER: Have you replaced your divet?

LAURA LECAIN: No. [Laughter]

JOE DOIRON: Working on that.

UNIDENTIFIED SPEAKER: Perhaps you should pitch in.

JOE DOIRON: There's a workforce crisis.

[Laughter]

LAURA LECAIN: Thank you very much, Joe. It's certainly been a pleasure to work for the office and to serve the Board. Thank you.

COMMISSIONER GEORGE COPADIS: Wishing you the best of luck in your new position.

LAURA LECAIN: Thank you.

[Applause]

COMMISSIONER GEORGE COPADIS: Okay, item 2e, the Performance Update.

JOE DOIRON: Item 2e, Lisa's happy to answer any question that might - any questions that might be relative to 2e.

COMMISSIONER GEORGE COPADIS: Any questions, anybody? Okay. We'll move on. 2f, Success Stories.

JOE DOIRON: For new Board members, we always try to - we always include success stories. Returning Board members might remember at this time last year we had several program participants, and I like many people had a sudden allergy attack of the eyes. There was some really, really good stories.

So we're hoping to have some program participants at the next meeting for you all so that you can hear - and not just see the numbers and performance data and read the stories, but actually have an opportunity to interact and talk about these life-changing programs.'

I'm happy to entertain, Mr. Chairman, any questions on 2f.

COMMISSIONER GEORGE COPADIS: Okay. Questions,



anybody? Okay, we'll move on. 2g, Subcommittee Volunteer Requests.

JOE DOIRON: Okay. Thank you, Commissioner. We are looking for volunteers - we being, of course, the Board. Speaking with Chairman Kane, certainly wanted to try to put out the volunteer opportunity first before the - kind of the -- draw the names from a hat sort of deal.

We have three standing committees per our bylaws. They are the Review Committee, which is currently comprised of Kelly Clark, Tina Kasim, and Tim Sink - sorry, Tim, my coffee's wearing off. Thank you. And we thank the Review Committee for the hard work they've put in so far.

We of course would love other folks to join, to maybe subsequent out - especially if there might be a conflict, or if just people are away on vacation or just to give people a break.

So we're looking for at least three Board members for the three committees. We have 32 members of the Board. So we'd really love to have volunteers.

And if you would like to volunteer for any of those committees, do you mind raising your hand? I believe you all have Melissa Salmon's e-mail.

And we'd be really appreciative for any volunteers, especially having heard from Justice Broderick earlier, which would be a conversation of how to carry that conversation forward night and look at ideas. That would be, like, the work of the Workforce Development Policy Committee.

So if what you heard earlier inspired you to action and you'd like to keep the conversation going and how we can implement that into the Workforce system, that would be a great example there.

So - and of course we can always chat after the meeting, but please contact Melissa directly and we can put together information for that.

COMMISSIONER GEORGE COPADIS: Thanks, Joe. Okay. We're going to move on to Board Motions and Discussions, item 3a, Eligible Training Provider Letter.

JOE DOIRON: Thank you, Commissioner. Lisa Gerard, do you mind kicking this item off?

LISA GERARD: So in the Board packet, there's a letter that had been drafted by OWO. Basically, our Eligible Training -- is growing, and it's getting ever bigger.

So this is our first performance here that - as well. We asked to see the waiver, that we did not have - so we want to encourage our - providers to give us that data so that they can



remain on our list. If they fail to provide the data, the performance data for this program year, they will be fined.

So we thought that it might be something that the Board could get behind and draft a letter. And if that's something that you are all interesting in hearing, you could send that out to all of our eligible providers that are currently on our list.

COMMISSIONER GEORGE COPADIS: Okay. Questions, Representative?

JOSEPH ALEXANDER: Thank you. Is this performance data specific to, like, names of students, or is it -

LISA GERARD: So it would be Social Security Numbers of what we're looking for. That way we can match the wage data, in order to show performance. So it would be student data. It would be, obviously, protected in the system. It is basically populated in our system. So then that data can be cross-matched within the wage-based system.

JOSEPH ALEXANDER: Thank you.

COMMISSIONER GEORGE COPADIS: Other questions? If not, is there a motion?

DONNALEE LOZEAU: Move, Donnalee Lozeau.

COMMISSIONER GEORGE COPADIS: Moved, Donalee Lozeau.

GEORGE HANSEL: Second.

COMMISSIONER GEORGE COPADIS: Second, GEORGE HANSEL. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Okay. Item 3b, In-Demand Occupation List.

JOE DOIRON: Thank you, Commissioner. I will I guess kick this off, and then Lisa will correct me where I leave off. So the high-demand occupation list is something that we put together every two years.

For returning Board members, this is something that, again, comes up at least once a term. We've worked with our partners are New Hampshire Employment Security to put together this high-demand occupation list.

Any position on this list allows us, or unlocks the opportunity for training dollars within the WIOA - Workforce Innovation Opportunity Act - system. So this is a required action that we have to take every two years, per the federal requirements.

You'll see in there that it's - what 106 positions. The criteria is minimum 106 openings annually, with a minimum wage rate of \$11 an hour. And now that might trigger a



question, you saying, "Well, Joe, I'm looking everywhere, and most places are hiring above \$11 an hour."

Correct, but we wanted to make sure - and again, whenever, you'll see kind of a consistent theme is whenever the Feds try to give us some leeway, we try to utilize that to make things easier for frontline staff to have more people come into the programs.

Again, it's about access and unlocking and allowing folks to utilize these dollars. So we acknowledge that wages have gone up. We are not blind to that. However, if we increase the wage requirement on that, we could find some other jobs potentially being knocked off the list. And we don't want to see that.

So that's stuff like, you know, we were kind of worried about, like, LNA for instance, which is I think we can all agree it's a very, very in-demand occupation that we desperately need.

But on top of that, you know, with the goals being inclusivity and protecting us from the volatility of the labor market, we're unsure as to where we're going to be six months from now or two years, you know?

It's - I think - my first Board meeting a few years ago, we were talking about, you know, 12 bucks an hour being high. Now we're talking about \$11 being low. So things have changed.

So we've put together this list with our partners in Employment Security and it requires a Board motion for us to be able to continue.

COMMISSIONER GEORGE COPADIS: Questions, anybody, of Joe or Lisa? If not, is there a motion to approve?

[_01:18:32_unaudible sounds like Mayor Hansel] So moved.

COMMISSIONER GEORGE COPADIS: Moved. Second? Justin Kantar: Second.

COMMISSIONER GEORGE COPADIS: Second, Justin Kantar. Okay. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Support - item 3c, Support Services Cap.

JOE DOIRON: All right. And Commissioner, we're going to kick that over to Lisa, who's still standing. Lisa.

LISA GERARD: [_01:19:00_from the transcriptionist: also inaudible, not using the mic, people are whispering she needs to speak up and their whispering is louder than her] So



other than the old programs that -- we have a set category called, --to remove barriers from employment, and --.

So right now, our participant costs or cap is \$1000 per program -- so we are looking at increasing that to \$1500 per year per participant. There is also a waiver in place that should we get to that cap of \$1500, we can have the participant, the case manager, submit a waiver process. We can at OO approve it. So they can actually increase that cap.

But looking at the situation, looking at -- you know, gas prices and child care and housing and all of the different things we can provide, the increase has just been astronomical. So we thought -- support service cap to \$1500 --

So that's the motion for the request.

COMMISSIONER GEORGE COPADIS: Okay. Any questions, anybody? Yes.

SHANNON REID: Hi, I just don't understand how the information lays out. But can you explain where the impact -- increase comes from?

COMMISSIONER GEORGE COPADIS: Shannon, can you speak up a little bit? We can't -- I can't -- we can't hear you down here.

SHANNON: I'm asking -- I had no public motion, I'm just curious as to what the impact -- broadly -- raising this planning amount is? Like, where does that money come from? Does it have to be offset? Does it get reduced some? And is -- some other increase?

JOE DOIRON: So, and we're happy to kind of -- and we have, we can -- I can loop in Laura, but if I misspeak or Lisa, but we took a look at the numbers prior. The Feds give us the ability -- the flexibility to raise and increase that.

For new members, you might remember the training. \$6500 for training, currently \$1000 for support of services, and \$5500 for on-the-job training. So we took a look at Staff to recognize the fact that inflation, everything is increasing.

Certainly, child care, because that falls under an eligible expense under this item, including gas and transportation.

So we tried to put together a conservative estimate that would protect the integrity of the program. We're comfortable with the \$1500. And it comes from the greater pot, if you will, that we have come to us.

So we wouldn't be pulling away on services for folks. We've actually seen increases in our allocation during the financial report in the numbers. And I think we have -- yes, in



item 3e, we talk about a little bit more of when we receive funds, how we receive funds, and what funds can be spent on.

The increase will, of course, require more money to come out of that specific Report of Services line item, but we will have enough to cover everybody, because we're seeing more funds come from the federal government, and we anticipate that.

But we also usually have carryover too. So from a financial standpoint, we're going to be fine. And it's a change that I think will for frontline staff save money on the back end, so we're not doing a million waivers where they're charging more and more time.

So we took a look at the numbers. We came to 1500 other states like Vermont has 3000. That would be a big jump. But we have - we're normally a minimally funded state from U.S. Department of Labor who are like us - Wyoming, Vermont; smaller states, smaller populations.

We get the bare minimum funding - as you would imagine California, since its formulaic receives I think the City of Los Angeles gets more than us and Vermont and Maine combined.

So with COVID, we saw our unemployment rates shoot up, as unfortunately Commissioner Copadis knows too well, so the Feds pumped more money into the program, and everybody saw an increase in funding. So I'm sorry if I'm going off in too much of a tangent. I hope that was helpful. And if not, Lisa and Laura are much smarter than me and can probably answer your question better.

SHANNON: That's fine. Thank you.

JOE DOIRON: Okay.

UNIDENTIFIED SPEAKER: Good?

COMMISSIONER GEORGE COPADIS: Yes.

MARY CROWLEY: I just have a question on the waiver process. Is there a cap to the waiver after -

LISA GERRARD: There is not. So we don't have a cap for the waiver, but each waiver is looked at specifically as to that case. So we look at the case in general, we look at specifics as to what's happening - and what the request is for.

Sometimes the waiver is a lifetime waiver for conditional - but each waiver is looked at specifically for that - based on their --.

UNIDENTIFIED SPEAKER: Is there data that shows 2020 -

LISA GERRARD: So the waiver process is in place internally. And it's not recorded anywhere. But I do track. So every request that comes into the OO - program - I track them and make sure, you know, as to what we're seeing for a waiver,



to create that - sometimes you see more and more additional waivers that - cap.

COMMISSIONER GEORGE COPADIS: Any other questions? Okay. I'll entertain a motion. Is there a motion? Joseph Alexander moved. Second?

MAYOR HANSEL: Second. Mayor Hansel. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Item 3d, topics for the October 4 meeting. Joe?

JOE DOIRON: Thank you, Commissioner. And this serves as an opportunity. Justice Broderick's presentation was a direct result of conversations of exactly 3d, of - of Commissioner Copadis mentioning the importance and the work that justice Broderick has done.

So as Staff we wanted - we want to be responsive to members of the Board, and we tried to look for one to two topics each Board meeting so that next - for the October meeting, Staff can put together and seek out presenters for the Board to help inform decision-making relative to workforce issues.

COMMISSIONER GEORGE COPADIS: Yes, Mayor?

JOE DOIRON: Mayor George Hansel, just one suggestion. There's a lot going on in higher education right now, between the University System and the Community College System. It would be great to understand how responses to those systems would impact this Board.

MAYOR GEORGE HANSEL: Okay. Great. Great suggestion.

COMMISSIONER GEORGE COPADIS: Others? Any others? Yes. Joe?

JUSTIN KANTAR: In the fire service, I think it's no denial that we are losing members left and right. The attraction to the industry seems to be dwindling. We have a couple different -- I know we've spoken to training -- I know there's a Recruitment and Retention Committee that was formed in the Fire Academy- obviously there's a lot of state agencies, you know, I don't know if - just New Hampshire, but it isn't just the effects aren't -- as well.

I'd love to get someone here to speak more to what are the issues and what has been identified why this is happening and - getting to this point.

COMMISSIONER GEORGE COPADIS: I'm sorry, why - I didn't hear the whole thing. [_01:27:28_ from the transcriptionist: I cannot hear either.]

JOSEPH ALEXANDER: Why people aren't entering the



workforce of first responders anymore?

COMMISSIONER GEORGE COPADIS: Maybe Brian can do that. I can check with Brian. I'll check with our economic Labor Market Director. He might be able to bring something to the table on that, and just the workforce in general he can address as well some of the issues.

I mean, the two big age brackets you have where people haven't returned to the labor force are the 60 to 64 and the 25-29. They've been big percentages of people that just - they're not back in the labor force yet.

I mean, obviously the 25 to 29, you're not talking 40-year retirement. So they're going to be back, it's just a question of when. And the 60 to 64, you know, I mean, with the whole COVID situation, and at that point their 401k is way up, and the value of their homes are way up, they just haven't come back into the labor force.

I mean, our numbers are down - I mean, when Joe had brought it up earlier, I mean, we had shot up to 116,000 claims a week during the height of the pandemic, and now we're at about 1500 claims a week, which is the lowest it's been since 1987. So people aren't coming back on Unemployment. You know, there just aren't - the numbers aren't there.

But Brian could probably give an update on that as well, I think, to the whole Board. And I'll check on availability. Anything else anybody has that they - I'm sorry, yes, Patrick?

PATRICK FALL: Part of the building trades - obviously construction trades in general, there's a disconnect, a serious disconnect to our construction industry country wide, I would say. And the amount of participants that are willing to go into construction trades is a fraction of the percent of our available workforce.

0.9 percent of our construction industry is, you know, occupied by women and over half of our country's population is women - there's more women in our country than men. So we're missing out on half of our country in the entire trade - plumbers, pipefitters, electricians, and everybody - they know who they are.

There's a disconnect there. We need to fix that. I don't know how, but - pipefitter, but, you know, somebody knows how, or you can get together and figure that out.

So there's - you know, obviously the potential misogyny aspect of - right? The trades got their reputation over time, right? I'm not saying, you know, it's unwarranted or



whatever, but it has to change, obviously.

And I think ideas have changed, but nobody realizes that. How do we make help in trades more palatable -- how do we show that it's a viable option for that? That's a life choice that they can make for their family. Because there are wonderful jobs out there --

COMMISSIONER GEORGE COPADIS: Sure.

PATRICK FALL: -- that you can feed families on for generations. You know? And we're missing out. There's a huge portion of - thank you.

MIKE ALBERTS: Mike Alberts.

COMMISSIONER GEORGE COPADIS: Mike, yeah.

MIKE ALBERTS: I'm curious on what we're doing from a state level to attract employees to our state? So they come from other states and they come to New Hampshire and, you know, 20 years ago - residential - what are we doing? Is our population going up, is it going down? How do we draw the workers to this state and are we doing it through the state when we do that?

We've got a lot of advantages that other states don't have. I just want to know what we - how we --

COMMISSIONER GEORGE COPADIS: I think Brian could --

JOE DOIRON: Yep.

COMMISSIONER GEORGE COPADIS: Brian Gottlob could address that as well. Over the past two years, we've had 6000 new employers that have come into this state, as well as the in migration has been somewhere above 13,000 people.

MIKE: I'd be interested to see that. You've got employers coming in, that's great.

COMMISSIONER GEORGE COPADIS: Yep.

MIKE: You've still got to fill those jobs.

COMMISSIONER GEORGE COPADIS: Oh, yeah. Oh, yeah.

MIKE: Some of those jobs come in with the new people

--

COMMISSIONER GEORGE COPADIS: Yeah, I mean, yeah -

MIKE: -- once - and should we expect to see more, you know, is there a way to attract more employees from Mass, Maine, Vermont or whatever?

COMMISSIONER GEORGE COPADIS: I agree. I mean, you know, and one of the - obviously one of the big issues is housing, too, in New Hampshire.

MIKE: Sorry?

COMMISSIONER GEORGE COPADIS: Housing.

MIKE: Sure.



COMMISSIONER GEORGE COPADIS: You know? I mean, when you've got a vacancy rate that's less than 1 percent -

MIKE: Yeah.

COMMISSIONER GEORGE COPADIS: It's tough to bring people in, because where are they going to live? Right?

MIKE: Anyway, just to think about.

COMMISSIONER GEORGE COPADIS: No, I know. I - yeah. No, that's a good topic. Yes.

UNIDENTIFIED SPEAKER: Quick question. Has the increase in New Hampshire workers' wages kept up with inflation? Do you have that?

COMMISSIONER GEORGE COPADIS: I don't have that handy, but I would say no.

UNIDENTIFIED SPEAKER: You would?

COMMISSIONER GEORGE COPADIS: Yeah. I mean...

UNIDENTIFIED SPEAKER: Yes.

UNIDENTIFIED SPEAKER: So we've talked about mental health, right? So when we opened our doors back in 2003, we couldn't hire any mental health - so, because the amount of hours it would take for someone to be certified, which is - I don't know, six, seven, 11 hours, like, in order for you to be, like, named in the field so we need to look at the requirement for someone being a certified mental health --. It's -

I talked to Senator [_01:33:20_inaudible] way back in 2015, and she said that it's on the state level, not on the federal level, so it's really needed. I have, like, 120 students currently and about 65 to 70 of them see their mental health consultant on a weekly basis.

JONATHAN MELANSON: I would say - I'd say on that note to follow-up on that. Maybe have Lindsay Courtney (phonetic) come in and give a presentation on what OPLC does to expedite licensing in the state to support workforce needs.

COMMISSIONER GEORGE COPADIS: Anybody else? Do you have all this down?

JOE DOIRON: Yes, sir.

COMMISSIONER GEORGE COPADIS: I trust.

JOE DOIRON: Yes, sir.

COMMISSIONER GEORGE COPADIS: Okay.

JOE DOIRON: It's going to be a busy next few meetings.

COMMISSIONER GEORGE COPADIS: Yeah. Okay, thanks, everybody, for those suggestions, and all great suggestions.

3e, WIOA Master Budget and Distribution Funds for PY 2022. Joe?



JOE DOIRON: Thank you, Mr. Chairman. And I'm going to try to - I'm going to give this over to Laura, because I don't know how well I did answering Shannon's questions, so I'll pass it over to you, and Laura, for this.

LAURA LECAIN: Thank you, Joe. So 3e is a - kind of a narrative, and at the end of that you can see the PY22 Budget Distribution. So for PY22, the funding that we're getting for WIOA Title I is \$7,319,728. You can see there the breakdown.

So it - because, as Joe said earlier, it is formulaic, we really don't have much flexibility in the distribution, other than with Rapid Response funding.

The funding: This year we had a meeting to discuss in Rapid Response you're allowed to withhold up to 25 percent of Dislocated Worker funding for Rapid Response.

For Program Year 22, we found that 17 percent seem to be a good number for our office, and based on - you know, the need we're seeing - Jimmie especially has been seeing.

So just for a little bit of background, I know the narrative does go over it, but as we have a lot of new Board members, WIOA Title I funding, we receive the funds, we have them for one program year, and then they are carried forward for two additional.

So it's a total of 33 years. So if you refer back to Item 2b, it was an informational item. You can see the current status or as of the end of March, the funding that we have, not including these new funds for the new program year.

And for reference, because of COVID, you know, as Joe had said we are a minimally funded state - because of COVID, we saw a big increase in funding and PY21, so that funding was awarded last July. It was about a million-dollar increase; I actually think a little bit more than that, from what we had seen the prior year. It was a large increase.

This year, PY22, we're receiving about \$700,000 less than last year. So we're still not back to even the minimum, but, you know, it has to do with the formula, and of course unemployment. So a rather large swing. But again, we three years to spend those funds.

So a little bit back to Shannon Reid's question about the Support Services, you know, we do have those fund - that funding available for that. 85 percent of Adult and Youth Funding has to be withheld for the program. At least 65 per dislocated worker - that depends, again, on how much is withheld for Rapid Response funds.

So we've seen certainly increased need in support



services, and we do have the funding for that. So that is also why, you know, it's not taking away from any other parts of the program at this time. So any -

So this item is to approve the PY22 budget. Of course, if you have any questions about the budget or the allocation or the formula, the narrative does kind of go over it, but I'm also happy to answer any questions.

COMMISSIONER GEORGE COPADIS: Thank you. Questions? Anybody? Okay. If not, is there a motion to approve the budget? Move by Christine. Second?

MAYOR GEORGE HANSEL: Second.

COMMISSIONER GEORGE COPADIS: Second. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. SWIB meeting dates? 3f. Joe?

JOE DOIRON: Thank you, Mr. Chair. So For returning Board members, we've always historically had meetings on Tuesdays. That avoids commitments of the Governor and Executive Council meetings, where we don't want to have our state partners where we have to - of course that's really fun.

And we avoid on Thursdays and Fridays due to Fiscal Committee and other so commitments. I think they meet on Fridays, don't they? I haven't been in forever, which is great.

So we have historically have meetings on Tuesdays, and we're just kind of keeping with the consistent schedule of meeting again. What staff is proposing trying to avoid any major holidays.

For February 27, 2023; June 6, 2023 and October 17, 2023, and that allows for you all to plan well in advance for vacations and work commitments, and that allows for us as Staff to make sure that we put together clear and concise and meaningful meetings for you all.

So we've put together three meetings, three meeting dates for 2023. The previous Board had approved this year's calendar, which I am forgetting the next date of the meeting. It's in October. But that allows us, again, to plan.

And the bylaws require three meetings a year, and that allows us too for our RSA 91-A compliance to post those dates on our website so the public knows and all that sort of stuff.

So we try to make sure that we plan ahead. Proper planning prevents poor performance.

COMMISSIONER GEORGE COPADIS: Okay. Thank you, Joe. Any questions? If not, I'll entertain a motion for those three



dates. February 7, June 6, and October 17 of 2023.

So moved, Justin, Donalee second.

All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Subcommittee Actions and Reports, Joe?

JOE DOIRON: And again, so we have a little typo here. The Review Committee did meet twice, but not on October 7. And again, we had - we're very thankful to have dedicated members of the Review Committee - Kelly Clark, Tina Kasim and Tim Sink, myself and Lisa Gerard provided Staff support, as the Review Committee reviewed and scored two different RFPs.

And those stand for Request for Proposals, the first being the Vibrant, Inclusive and Prosperous program or VIP program, which seeks to engage historically marginalized communities within the state, for those different communities to take part in in the workforce system.

We have a very vibrant - for instance refugee-to American community and so those are different groups that we're trying to do outreach to, again, and other historically marginalized groups as well in the state - again, to address the workforce shortage, and trying to get these different populations into workforce training or into good, meaningful careers with upward mobility. And again, not jobs, but careers.

So the State Workforce Innovation Board Review Committee approved two awards from the VIP program. Those two awards, the highest scoring was the International Institute of New England for an award of \$561,635, followed by the second-place scorer, Southern New Hampshire Services for \$638,365. The total allocation for that program was \$1.2 million.

So you might say, "Why did the first-place finalist get less money?" Well, that's what they put in for. So we met their budget exactly. We did talk with them over on their budget, make sure everything was fine. And then when that was approved, the Review Committee asked us to approach Southern New Hampshire Services. They had put in a higher bid and proposal.

And we said how much money would be left on the table from that, and that would - and if they could work within those parameters. We had conversations, went back and forth and we settled on the \$638,365 number as you see.

So a little bit - I guess kind of doesn't make sense when you kind of take a look at it, but it makes sense as we kind of explain it.

So again, the first - the top two choices were - the



top choice was fully funded, and the second choice was partially funded.

We also had - are there any questions of the VIP? Is that okay before I --

COMMISSIONER GEORGE COPADIS: Absolutely.

JOE DOIRON: Any questions about the VIP program, before I go to the State Workforce Assessment, or Kelly or any other members of the Board Review Committee want to mention?

SHANNON REID: I just - I have a question about the review process and more about the service itself. Would that be appropriate? Yes? The Community College System is going to be expanding our LPN programs.

And one of our goals was to attract into the programs some of the same folks I'm talking about here --

JOE DOIRON: Yep.

SHANNON REID: -- that were previously marginalized. Is this -- [_01:44:00_inaudible, not using the mic], you know, leverage what's going to be happening already?

JOE DOIRON: Yep.

SHANNON REID: Just to try to --

JOE DOIRON: Absolutely.

SHANNON REID: -- try to achieve that?

JOE DOIRON: Absolutely. And if I can add, we're partnering with the Community College System. We provided - Chairman Kane provided a letter of support for that grant initiative and we'll be as an office supporting that through a number of means that they requested.

So we've talked to Becky Lewis and Beth Doiron at the Community College System. So the VIP program is going to partner with existing structures, but also new structures like you mentioned, Shannon.

The goal is to do that outreach to generate more referrals and to get more people into the workforce system, however that entry may be. We of course are trying to get folks into the adult program, which would then allow them to access funding to support themselves at the Community College System of New Hampshire or any other eligible training providers.

While our first choice is of course always Community College System of New Hampshire, they're a state entity, they're accredited, they have ample - they have great teachers, great resources, that sort of thing, but of course as we mentioned earlier, we do have eligible training providers who are private, or other non-profit entities as well.

So we see the VIP effort as being complimentary to



that and acknowledging too - I mean, we're talking about \$1.2 million over - Lisa, correct me if I'm wrong - is it three years?

LISA GERARD: 24 months.

JOE DOIRON: 24 months, I'm sorry. Two years, thank you. So, you know, the goal is to kind of set the foundation and have that continue beyond that. So once the funding expires, that those pipelines and open lines of communications continue. So is that helpful, Shannon? I can -

SHANNON REIDS: Yeah, it is.

JOE DOIRON: Okay.

COMMISSIONER GEORGE COPADIS: Okay. Go ahead, Joe.

JOE DOIRON: Night and day the last is the State Workforce Assessment. So that was also scored upon the Review committee. The finalist was Thomas P. Miller and Associates.

For returning Board members, you might remember those are the folks who helped us with the state plan, which we'll talk about down the line as well with new Board members. It's not a fun conversation, but we all talk about that down the line.

But as a Workforce system, we've never taken any look under the hood to see how we can do things better. So we wanted to, as Staff and as a Board really take a look at that. Where can we find efficiencies, where can we streamline, where can we lean things out? What are we doing great? What are we doing not so great? Again, focused on continuous improvement.

So we're going to have, if approved by the Board, TPA, or Thomas P. Miller Associates will actually come to a Board meeting. I - correct me if I'm wrong, Lisa, at the end to report out or -

LISA GERARD: We have rescheduled for the end of [01:46:54_inaudible, not using the mic] - and one kind of in the middle to --

JOE DOIRON: Yeah. So they'll be coming actually before the Board so you can ask questions and what not. But again, helping inform decisions of how we can do things better and improve.

COMMISSIONER GEORGE COPADIS: Great. Thank you, Joe. Any questions? Any further questions from anybody? If not, I'll entertain a motion on the VIP Southern New Hampshire Services and International Institute of New England, and the statewide Workforce Assessment with Thomas P. Miller and Associates.

UNIDENTIFIED SPEAKER: Motion.



COMMISSIONER GEORGE COPADIS: Motion. Second?

JONATHAN MELANSON: Second.

COMMISSIONER GEORGE COPADIS: Okay. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries. Thank you, everybody.

UNIDENTIFIED SPEAKER: Note that I would abstain.

COMMISSIONER GEORGE COPADIS: Yes, one abstention. And 3h? Joe?

JOE DOIRON: So again, I guess consistent message - whenever Federal Government gives us an opportunity for flexibility, we really do try to run with it. So we are looking to move \$300,000 from the Dislocated Worker program to the Adult program.

For those who have been on the Board for a number of years, back in I think it was 2018 or several - it predated my joining the office - we actually moved Adult funds to Dislocated worker to reflect the need and the different programs.

We - between the VIP effort and a number of other efforts were trying to increase enrollments within the Adult program. So just - we're trying to strategically move money around between the two different funding streams.

Additionally, because of the COVID-19 pandemic, the Dislocated Worker, which is run by New Hampshire Employment Security, you had 116,000 claims. And people who were filing for unemployment, we were finding were not really seeking training. So then we had - we ended up with a surplus in these funds. So we're trying to move them to the appropriate area.

So in the term, you know, I hope that the economy - I don't like to use the word that has "recess" in it, because I'm trying not to say that worried - we might, of course, come back to the Board for the next program year and move Adult into Dislocated.

So it's just a natural thing that we try to do, take a look at enrollments, take a look at different efforts and initiatives, and move money around, because - again, the Feds give us the ability and we try to match that whenever possible.

COMMISSIONER GEORGE COPADIS: Questions from anybody? Thank you, Joe. No questions? Is there a motion to approve?

JOSEPH ALEXANDER: Motion.

MAYOR GEORGE HANSEL: Second.

COMMISSIONER GEORGE COPADIS: Joe Alexander and Mayor Hansel. Motion made and seconded. All those in favor?



THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries.

UNIDENTIFIED SPEAKER: Abstain.

COMMISSIONER GEORGE COPADIS: Abstain.

UNIDENTIFIED SPEAKER: Thank you.

COMMISSIONER GEORGE COPADIS: And one abstention.

Okay.

UNIDENTIFIED SPEAKER: Two today.

COMMISSIONER GEORGE COPADIS: Yeah, that's two, back-to-back. Board motions and General Discussion, Joe?

JOE DOIRON: And thank you. So this is when - you know, this is an opportunity for new - for returning Board members, this is always an item that will - that you have seen before.

For new Board members, this will always be an item where it's an opportunity for any motions or just general discussion that you'd like to have.

And we've put that at the end too, because that's the last item. So it's up to you on when you would like the Board meeting to end?

COMMISSIONER GEORGE COPADIS: Okay, thank you, Joe. Anything anybody have they'd like to add? Yes, sir.

UNIDENTIFIED SPEAKER: Joe, I just had a question. When you talk about the state [_01:50:51_inaudible, not using the mic] cap and just being approved, what does that cost us?

JOE DOIRON: Absolutely, and I wish - Lisa I think just excused herself for a quick moment. So I was asked by Commissioner Quinn to join the Recruitment and Retention Committee Department of Safety.

And during that work, we realized the New Hampshire Fire Academy is not one of our eligible training providers. We have great partnerships with the Community College System, we have trucking schools across the state, we have a number of providers.

But the New Hampshire Fire Academy, which is funded through tax dollars, provided an essential service, was not on there.

So we worked with Director Cutting. We actually received their paperwork. I think I mentioned at the Board meeting - the Board training - I think that day or the day prior. So they're going through the process. I'd have to circle back with Lisa on an exact date.

But what that means is that those two are eligible for



our programs and we'd like to thank - if I can real fast, you know, thank Governor Sununu -- and I know Jonathan's from the Governor's Office - we approached the Governor on expanding eligibility for our Adult program, because we tend to serve more low-income and just kind of low middle income.

And we've actually got - the Feds again gave us that flexibility to expand eligibility. So we took that opportunity and did that. And that's good for a whole lot of different programs on the Eligible Training Provider list. And of course, now the Fire Academy will become placed on that list.

So our whole goal of an office is how do we break down barriers and expand access to good quality employment and jobs. And of course, the Fire service being one.

I come from a firefighter family. And so, the paperwork has gone through. Question on the Fire Academy paperwork, where is that in the process? Do you have an update, Lisa, or can you mention that?

LISA GERARD: They have submitted the paperwork for Eligible Training in Fire list. They now have to add programs to our [_01:52:58_inaudible, not using the mic] core development site, which is the system, so that everyone can see them. They'll go through an -- process, and then they will be eligible to be a trade provider --

JOE DOIRON: Mm-hm.

LISA GERARD: -- at the program, so we're very close.

JOE DOIRON: And we're happy to work with any Eligible Training provider. If folks around the room have a program that they would like to see training - whether it be new or old or whatever, we're happy to do that. We've added through that work, the Recruitment and Retention Committee, we've added two EMT programs --

LISA GERARD: Correct.

JOE DOIRON: -- which is incredibly helpful, because that's an in-demand occupation as well. We've had conversations with the Police Academy as well. Thankfully, the firefighters have really kind of taken and run with it. We're still waiting - you know, cops are kind of - they've got to play catch up.

But what's going to be great is new firefighters are going to be able to access \$6500 in training dollars, now \$1500 in support of services, so that's boots, books, milage, child care -

LISA GERARD: SUVs (sic) --

JOE DOIRON: Testing fees (sic).

LISA GERARD: [_01:54:00_indiscernible]



JOE DOIRON: Yep.

LISA GERARRD: -- the other things that cost - support services.

JOE DOIRON: And \$5500 in on-the-job training, and we think that this could have potentially some really positive property tax implications as well for towns and cities, to help defray some costs, but also further incentivize young people to find fire careers here in New Hampshire and not look to other states in the region. So did I help answer your question?

UNIDENTIFIED SPEAKER: No, for sure I know here in Concord [_01:54:32_inaudible, not using the mic information.] A lot of feedback that we get from Concord specifically, which is very common - Career Department - volunteers, is there's no avenue that you can yourself with us unless you're employed with us.

So what makes that difficult is when you go to take your Fire - state Fire Captain's - for example, Firefighter I, which is the first level, certification, there's two different price points to take that class. One is the affiliated class, which is just basic - you can go join a fire department, and it's like a \$200 fee to take that class. If you're not affiliated with, it's over \$2000.

JOE DOIRON: Yep.

UNIDENTIFIED SPEAKER: And so, if you live in a city or any town that has a Career Department that doesn't have a way for you to affiliate yourself, you're stuck paying that full tuition cost versus if you live in a community lucky to have a volunteer department and you say, again, "Hey, I'm [_01:55:23_inaudible and you join the fire department, lot of savings, a lot of savings.]"

So if you're trying to break into these areas, then we can say, "Here's an opportunity to go with them and join in this career, that is also a formal -- [_01:55:35_inaudible] versus - they'd never get in.

JOE DOIRON: And - and I guess I probably shouldn't say this, but I'd really love to come to the Board and say that we've done such a good job of getting out in the community outreach, and that all Adult Funding - all Adult money has been expended.

That would be honestly a great problem to have, where we can go back to the Feds, because that means we're getting workers trained and upskilled. Again, with the help of the Governor's office, expanding eligibility, expanding opportunity of choice as well.



You know, we're meeting with anybody. But outreach to faith and religious groups, different ethnic communities across the state, different industries that - because the Fire Service has never had an issue recruiting before.

Same thing with Police. They've never - in the history, you know, as we're talking, you know, they - you know, we've had five slots, you had 20 applicants.

And so, you know, we're trying to expand to meet the demands of employers of all shapes, sizes - public, private, that sort of thing. We're having conversation with municipalities as well about different training opportunities there, because everyone is hurting for workers.

COMMISSIONER GEORGE COPADIS: Okay. Anything else, anybody? Before we close, I just want to introduce Sarah Morrissey, too. She's our Employment Services Director. There are so many new faces here. I just wanted to make sure I introduced her before we close.

And she's very active out there. She's getting out of the community. We're doing virtual job fairs throughout the state. And her team does a great job attracting new folks, getting them back into the workforce. So - among other things.

And our offices are fully open now. They were open four hours a day, and they're fully open now - each and every office throughout the state. So.

With that, for the record, again, George Copadis, Commissioner of Employment Security. I'd like to thank all the members for attending today, all the new members that attended today, the presenters that came to make the presentations that were very powerful presentations.

And this meeting was compliant with RSA 91-A. So this meeting was recorded. I also want to just give one last round of applause to Dave for 18 years.

[Pause]

18-year-commitment. Did you ever miss a meeting?

DAVID CIOFFI: I don't know.

[Applause]

COMMISSIONER GEORGE COPADIS: That's an honest answer.

DAVID CIOFFI: Depending on whether there was a golf schedule.

COMMISSIONER GEORGE COPADIS: Well, again, thank you, everybody, for attending today. And we'll see you at the next meeting, and thank you for everything that you offered at the meeting today. Lot of good information. Thank you.

[End of Proceedings]



SWIB MEETING DATE: 10/18/2022

AGENDA ITEM: 2a. Cliff Career Ladder with John Rees, Q&A with Christine Santaniello



John Rees serves as a senior policy adviser on the Atlanta Fed's Community and Economic Development team. He is engaged in research and partnerships to identify barriers to economic mobility and mitigation strategies that can improve economic security for families and meet the talent needs of businesses for a healthy economy. Rees has 15 years of experience in economic development. Before joining the Atlanta Fed, he served as director of research for EY's Economic Development Advisory Services practice where he conducted economic and demographic analyses for public, private, and philanthropic organizations throughout the United States. He has a master's degree from Georgia Institute of Technology's School of City and Regional Planning and holds undergraduate degrees in journalism and psychology from the University of Georgia.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2b. Job Match System (JMS) Outage Update

Background:

In 2020, the Office of Workforce Opportunity joined the contract held by New Hampshire Employment Security (NHES) for case management services provided by Geographic Solutions Inc. The WIOA Title I Adult, Dislocated Worker and Youth programs were converted and staff have been utilizing the Job Match System (JMS) to capture and record all case data.

On June 26, 2022, Geographic Solutions Inc. experienced a cyber-attack that they were able to stop. No participant data was breached in this attack. Due to the attack, Geographic Solutions took all of their systems offline including the NH Job Match System (JMS), our WIOA case management system. This case management outage has caused a significant backlog of data that needs to be entered into JMS.

The outage couldn't have come at a worse time: PY21 was days away from ending. With the end of a program year, comes mandatory reporting to the US Department of Labor. PY21Q4 performance reporting is normally due by August 15th. Due to the widespread outage of Geographic Solution systems, they have issued an extension for the PY21 Q4 reporting requirements until August 30, 2022. In addition, the Office of Workforce Opportunity (OWO) has requested an additional extension until September 30, 2022, which has been granted. Additionally, OWO requested and received an extension for submitting PY21 year-end performance reporting from October 1, 2022 to November 1, 2022.

Actions:

OWO met with WIOA Title I subrecipients, NHES and Geographic Solutions on numerous occasions to discuss the outage and backlog procedures. A directive from OWO was sent out on August 16, 2022, by OWO, outlining the time frames of when data entry would need to be completed by in order to meet our performance reporting requirements. Further instructions and updates were sent to subrecipients via emails following this initial directive.

Outcome:

On September 8, 2022, NHES informed OWO that WIOA Title I Adult and Youth programs could begin entering all PY21 backlog data. Due to the connection to unemployment insurance claims, the Dislocated Worker program was not able to begin entering PY21 backlog data until September 19, 2022. All PY21 backlog was completed on September 23, 2002 and work began on the PY22 backlog.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2c. Rapid Response End of Year Update

The Office of Workforce Opportunity (OWO) ended the July 1, 2021 – June 30, 2022, reporting year, documenting 14 Rapid Response Activities that affected 784 workers, which is a noticeable drop from last year. Based on last year’s numbers, we documented 25 Rapid Response Activities that affected 1,168 workers. Throughout this year, all Rapid Response Sessions were offered as “in person” events to all businesses announcing closures and/or substantial layoffs (25+ RR). Final numbers indicate that 427 workers attended one of our “in person” Rapid Response sessions in 2021/22. Industry’s affected were health care, manufacturing, education lending, hospitality, meat processing and wireless communications.

As we transition into the new 2022/2023 reporting year, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will continue to use Zoom video conferencing and our [NH Rapid Response webpage](#) as resources. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

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



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2c 1. Rapid Response Update

Transitioning into the first and second quarter of the current reporting year, (July 1, 2022, to Present) we are starting to see a small uptick in Rapid Response request than from the previous year. From July 1, 2022, to present, we have documented six (6) Rapid Response Activities across New Hampshire, which is three (3) more than this time last year. These six (6) Rapid Response events affected 307 workers and impacted logistics, retail, manufacturing, and hospitality.

All Rapid Response Sessions are held in person, but we continue to use Zoom video conferencing and our [NH Rapid Response webpage](#) as resources when needed. To ensure we meet the needs of our employers and workers, we continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

With the assistance of the Interagency Business Team (IBT), we finished updating our Rapid Response Program presentation and are using our recently updated “Your Guide to Re-Employment Services” trifold out in the field.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will continue to provide follow-up and best practices training to Rapid Response Facilitators as needed. At the time of this report, OWO has visited eight (8) of the twelve (12) NH Works Offices with a goal to visit all NH Works locations before the end of the year. This gives OWO the opportunity to meet new field staff, update marketing handouts and ensure each presenter is comfortable with our Rapid Response presentation materials.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2d. 1 Financial Summary

Background:

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

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

PY21Q1 WIOA Title I Financial Update:

PY19 WIOA Title I:

The PY19 grant runs from 7/1/2019 through 6/30/2022; however, OWO received an extension from US DOL to spend remaining discretionary funds until 6/30/2023. At the end of the 1st quarter, the grant had \$5,990,580.30 (98%) expended with a remaining balance of \$118,687.70 and an obligation rate of 98% in the aggregate. The remaining discretionary funds of \$118,687.00 will be spent by the second quarter of PY22 as these funds have been obligated to a new contract.

PY20 WIOA Title I:

The PY20 grant runs from 7/1/2020 through 6/30/2023. At the end of the 1st quarter, the grant had \$4,747,626.82 (81%) expended with a remaining balance of \$1,111,937.18 and an obligation rate of 89% in the aggregate.

PY21 WIOA Title I:

The PY21 grant runs from 7/1/2021 through 6/30/2024. At the end of the 1st quarter, the grant had \$1,782,000.84 (22%) expended with a remaining balance of \$6,267,910.16 and an obligation rate of 87% in the aggregate.

PY22 WIOA Title I:

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 1st quarter, the grant had \$0.00 expended with a remaining balance of \$7,319,728.00 and an obligation rate of 83% in the aggregate.



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2d PY21



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2d PY22



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2e. Contract Updates

Background:

On June 7, 2022, The SWIB approved the award of the Vibrant, Inclusive and Prosperous (VIP) Workforce Program to both the International Institute of New England and Southern New Hampshire Services. The SWIB also approved the award of the Workforce Innovation and Opportunity Act (WIOA) Statewide Workforce Assessment to Thomas P. Miller and Associates LLC, contingent upon Governor and Council approval which was received on July 27, 2022

Updates:

Both the International Institute of New England (IINE) and Southern New Hampshire Services (SNHS) have been recruiting and hiring to fill the necessary positions for this grant. Work is being done in creating processes and procedures on referring identified potential participants from historically marginalized communities as outlined in the RFP. Although it is early on in the period of performance, it is encouraging to see the work that is already being done with both participants and businesses throughout New Hampshire.

Thomas P. Miller and Associates LLC (TPMA) held a launch meeting with the staff at OWO to outline the design and plan for the Statewide Workforce Assessment. Bi-weekly check in calls have been established so that TPMA and OWO staff have a clear line of communication and continuous progress can be made. An asset inventory of documents has been provided to TPMA for review. Discussions regarding the secret shopper experience is ongoing as well as the scheduling of focus groups for senior staff at the NH Works offices. OWO looks forward to continuing to work with the staff at TPMA on this assessment.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2f. Success Stories

Nashua Manufacturing My Turn

Tony joined the MY TURN Mfg. program in need of some assistance with school and employment. While in our program he set goals with his caseworker and created a timeline to achieve them. As he saw success from being in the program, he told his friends about what MY TURN was doing for him and how they could help them. He was living proof that what we did works, and he brought in a steady stream of applicants wanting the same thing for themselves.

During his time with MY TURN, we secured a Work Based Learning Experience with Clear Align, as a Computer Network Specialist. Clear Align specializes in optical fabrication and electro-optic systems as well as Subsystems Integration. He would get to work under the systems administrator putting what he learned in school into real-life work situations. His supervisor was so impressed with his professionalism, his eagerness to tackle new challenges, and his resourcefulness in finding answers as well as performing research on his own. Tony made a great addition to his team while there and though they did not have an open position at that time, they said they hoped that they would be able to work again together in the future.

Tony soon graduated from NHTI in June of 2022 with his Associate in Information Technology. He came into the office to update his resume and work on individual cover letters for each application he submitted for a job in his field. He soon began to receive calls for Interviews, and we practiced interview questions and discussed wardrobe for each interview. I received a referenced call regarding Tony, and they spoke about how professional he was during the interview and how impressed they were with him. The HR representative inquired more about what our program does and after explaining he said, he wished more young men and women had this opportunity to get this invaluable experience from what he saw in Tony. He got the job and now is an Assistant Systems Administrator with the Nashua School District.

Tony has worked tirelessly toward his goals while also being a Corporal in the Marine reserves. He specializes in communications in the Reserves and is currently in Brazil for training.

We are so proud of Tony and all that he has accomplished while in the program. His determination and perseverance are something to be admired and that is the recipe for his success.



WIOA Adult program

Talita a WIOA customer, attending St. Joseph's School of Nursing for Medical Assisting. She is an excellent example of someone working their way up the career ladder, as she is already an LNA, plans to work next as a Medical Assistant, and eventually, become a Registered Nurse, her dream job!

Talita is a 32-year-old single parent, with 2 children. She speaks Portuguese as her first language and has never been to ESOL classes; instead, Talita states that she just practices her English language skills every chance she gets.

Talita is finding the training for Medical Assistant at St. Joseph's very intense but is doing well with positive comments from her instructor. Financially, she was recently struggling as her public assistance was stopped. With the assistance of the Career Navigator, she was able to get in all required documentation and should have her benefits restored in the next few days. While her benefits were stopped, she was unable to pay for childcare, so had to limit her work hours, as well. WIOA is trying to see if her arrears can be paid, so that her childcare can be restored.

Talita is grateful for this opportunity and recently sent the following email to her Career Navigator:

“My parents are helping me a lot and so proud of how good I am doing. I am proud of myself too because I know where I was with my depression and suicidal thoughts, and now I am looking forward to step by step have my goal of becoming a registered nurse realized. And that is because of you! Thank you for all that!”

Talita and her proud Dad





WIOA Adult

Southern NH Services staff have been working in collaboration with the Rockingham County Department of Corrections (DOC), to help identify soon to be released inmates that would benefit from the services that are available in the WIOA Adult program. Many of the inmates are excited to learn about the program and its ability to help people establish meaningful careers. In addition to finding something that will pay good wage, the inmates are often looking to create a life that they can be proud of.

During the 4th Quarter of Program Year 2021, the SNHS team began working with Chris. Initially the DOC staff was surprised to hear that Chris actually followed through with the WIOA Adult referral, as he had been very guarded and appeared to be somewhat disinterested in the program initially. When he connected with SNHS he had been fully released from the Brentwood facility and was temporarily living with his parents. The Career Navigator determined Chris eligible due to low income and having basic skills deficiency.

Chris had his high school diploma and limited work experience at a fast food restaurant. He didn't care for that work environment and was interested in doing something completely different. After finishing his vocational assessments and spending some time reviewing the in-demand occupations of NH, Chris seemed to really gravitate towards commercial truck driving. The SNHS staff provided him with more information about this occupation, frequently used training providers, and a list of companies that are open to hiring CDL drivers that have a felony conviction on their record.

Before long, Chris was accepted into a 540-hour CDL-A training program. His SNHS Career Navigator was able to approve Chris for \$6,500 of tuition assistance to cover a sizable portion of the programs overall cost. His Career Navigator also helped him to apply for a Pell grant and explore other scholarship opportunities to help eliminate any out-of-pocket expenses. With gas prices on the rise, Chris was worried about the cost of traveling to and from training each day. SNHS was able to approve Chris for support services, making him eligible for mileage reimbursement, which eliminated this sizable expense.

Chris has been making the most of this opportunity and hasn't missed a single day of training. His instructors report that he always arrives a little early, with a positive attitude and a willingness to learn everything that the instructors cover. Chris is still in training, but we're encouraged by his level of commitment to the program and to creating a brighter future for himself. It has been a pleasure working with Chris and watching him grow. He has been incredibly grateful for the assistance SNHS and the WIOA Adult program has been able to provide him with.



WIOA Youth

NH JAG Concord OSY

Patient Care Bundle Program Success Story

In 2022 LNA Health Careers announced the launch of the Patient Care Bundle Program bringing together a mix of entry level healthcare trainings including NH BON *Licensed Nursing Assistant*, NH Certified *Phlebotomy Technician*, NH Certified *EKG Technician*, and AHA *BLS Certification*.

NH JAG successfully enrolled 6 students to begin the PCB program in June 2022. The NH JAG students who all completed the six-week intensive course achieved FOUR certificates. The program was thorough and included professional and practical hands-on clinical experiences to help prepare participants for work in a variety of health care settings. By stacking the courses in the PCB program, students can earn the four industry recognized credentials at one time and start on a solid career pathway in health care while earning higher wages.

Of the six NH JAG students who participated in the PCB program 5 are employed at a skilled nursing facility and 1 student is engaged in an employment search while waiting for her Board of Nursing LNA license to be processed. Two more NH JAG students have been enrolled in the next PCB program to begin in September 2022.

NH JAG Lakes Region OSY

Making Progress One Step at a Time

Carmen is working hard to improve her life one step at a time. She started with the NH JAG Lakes Region program in February 2022 facing several barriers. By the end of quarter 4 of the 2021-22 program year, she had completed Licensed Nursing Assistant training. Now employed as a fully licensed LNA, Carmen is determined to study hard for her next achievement, completing the HiSET to obtain her high school equivalency. She knows she does well when she commits to her studies, so she is ready to apply herself again to take each subject test one at a time. Carmen does not drive but would like to obtain her license in the future, another project that will require one step at a time planning. For the time being she was able to find employment near her home which solved her transportation issue. Carmen, a single parent, is already successfully making progress and working to tackle her barriers one at a time. She is a NH JAG success story in the making. NH JAG will continue to support Carmen on her path to academic, workforce and life success.



NH JAG Manchester Memorial ISY

JAG Student Leading by Example

Carly came into the JAG program at Manchester Memorial in November 2021 during her junior year. She has a learning disability and was showing an excessive number of school absences on her record. Engaging with JAG can help students recognize their potential and Carly is no exception. Carly began to use the JAG classroom as her “go to” study place. When she had a big project due for other classes, she would spend extra time at JAG to complete her work.

According to her Specialist, Carly maximizes and utilizes her time in JAG to work on her employment skill building, classwork, and advances herself academically to improve her grades. Carly has worked hard and now has her first cover letter and resume and the knowledge necessary to do one on her own. While Carly was gaining new skills and improving her grades and attendance, she began to acquire leadership skills she didn’t know she had.

In May 2022 Carly was presented with the “Leads by Example” award at NH JAG’s Career Development Conference. Steven Cannon, her JAG Specialist nominated Carly for the award stating: *She doesn’t waste time, her positive and upbeat attitude is infectious. She is a student “going places” and will continue to inspire others, leading by example.*

Now in her senior year, Carly has completed almost all her required classes, is doing well in school and on track to graduate in June 2023. Her JAG Specialist will continue to work with her to help her reach her goals and develop a solid post-secondary plan to attend college and major in Biochemistry.





Franklin ISY

Let me introduce you to Jenna. Jenna is a Senior at Franklin High school. Jenna is a funny, free spirited, loving girl. Every time you see Jenna, she has a huge smile on her face.

Jenna is one of the hardest working girls I know. She works 25-30 hours a week at Five Guys Burgers in Tilton. She would go to work right after school, working until 10:00pm everyday. Working this late on a school night didn't give Jenna much time to get her homework done for the next day. She started to fall behind on her school work and her grades began to fall. Jenna wanted so bad to do good for herself, she refused to work less hours to focus on school.

When asked why she works so many hours, Jennas response was "If I want things, I have to work for them. I take care of myself, no one else takes care of me." Jenna had no doubt in her mind that she wouldn't be walking with her friends at graduation. However, her grades were slipping and we, her teachers, were concerned she wouldn't pick up her grades in time to graduate. Conversations were had with Jenna about what she needed to get done to make it happen.

As it got closer and closer to June, Jenna became more excited to graduate and get her diploma. Seniors received their cap and gowns and were preparing for the big day. Then, Jenna got the bad news, she was not graduating. I remember the day Jenna came into my class after she got the news. She was crying, disappointed and angry. She stated, " I am going to do whatever I have to do in the next couple of weeks, because I am graduating this year. No one is telling me that I can't do something. " Jenna was a determined young lady. When she put her mind to something, she could make it happen.

Jenna and I had a conversation about the amount of work that needed to be completed in order to graduate. We talked about the fact that she would need to work less hours and focus on coming into school to get the help that she needed to get her work done.

Jenna did not get her work completed in time for graduation, however, she got it done a week later. She may have not walked with her class, but she made what seemed impossible, possible! She worked hard, focused and made it happen!

Jenna is a Franklin High School graduate. Class of 2022!

Not only did Jenna graduate this year, but she also got her 1st car. She saved the \$5000 to put down and financed her car all on her own!

To give you a little insight on Jenna. Jenna grew up without either parents. High school is tough on every teenager, imagining being a teenager without the support, guidance, encouragement or



praise from your parents. As teenagers, we feel good when we succeed. But, it's also the sense of pride we feel when someone else is proud of our accomplishments as well. Luckily, Jenna has her aunt and all of her teachers who cheered her on the entire way!

Success isn't easy. It takes determination, drive and hard work. If we stay focused and keep moving forward, reaching our goal is the end result.

We are so very proud of you, Jenna!





My Turn OSY Franklin

I'd like to talk about August

August has such a calm, yet ambitious demeanor. At 21 years old, and a High School Graduate from Prospect academy, she reached out to My Turn in July of 2021 after seeing a Facebook post about LNA courses.

August met with a Career Specialist here in Franklin and immediately started researching career choices. After some time, she decided to steer away from LNA and enter EMT classes in Laconia. August not only continued to work full time but had also endured some personal struggles during the length of her classes. She was determined to push through those challenging moments and never lost sight of her end goal. In May of 2022 she completed her courses and is currently awaiting her final EMT exam. and She recently left a job as a receptionist in the ER and accepted a job offer as a PCA with the Veterans Home. She looks forward to starting her career as an EMT and wants to continue growing her education.

Also since joining My Turn, August has developed excellent budgeting skills and was able to purchase a new vehicle. She inspired and encouraged her boyfriend to join My Turn and he is in the process narrowing down his options as well.

August has a personality that makes you want to be around her. She's funny, smart, has overcome many obstacles, and has a sense of humor that has me laughing throughout all our time together. Her motivation and ability to continue moving forward regardless of the challenges she's faced, is simply inspiring.

Rochester

Trinity has been in OSY Rochester for four months. She had come from being homeless and living on the streets of Rochester NH. Trinity was walking the streets, living on the streets and needing a lot of services. Trinity had no support systems in place as she and her family were estranged. Trinity was referred to MY TURN by a referral of another participant that was an active participant. Trinity and MY TURN staff worked together to get her very basic needs meet. MY TURN staff and Trinity worked with area Churches to get her some food, clothes and for some shelter for her instead of sleeping outside and being hungry.

Trinity and MY TURN staff met every day working out an action plan for her so that we could tackle her barriers one by one. Trinity needed many things but the most important was shelter. Trinity and MY TURN staff completed a lot of paperwork during that time; one of which was for Community Action Program for emergency housing. She had phoned them and followed up with them on the daily basis so that she could be approved as soon as possible. She finally got approved for emergency housing which allowed her to go into a local motel for 90 days. Trinity was working with MY TURN on the daily basis to gain employment so that she could ultimately live in an apartment.

Now that Trinity was housed the next action plan was to get her employment. Trinity and MY TURN staff updated her resume and updated her cover letter before applying to varies positions.



Trinity and MY TURN staff sent out applications, walked to various places of employment within the area. Trinity received a call from Dunkin' Donuts to come in for an interview. She eventually obtained employment with Dunkin' Donuts. She began on June 5th and is currently still employed.

We are currently working on exploring training for various positions out in the work force... potentially a Work Based Learning scenario. Trinity continues to come into the office for updates and everyday assistance. She continues to be a model participant and assists newer participants as needed.

Nashua

Viana has been in the MY TURN program for the past year and has made some excellent strides and continues to excel on her path to financial freedom. Viana joined the MY TURN program in hopes to further her education and received much more! Viana had a strong passion for the beauty industry and was committed to completing school and becoming an esthetician. Unfortunately, when she joined, we were unable to offer funding for esthetics due to it not falling into one of the sectors. Even with this impediment Viana with the help of MY TURN staff was successful in securing funds and she graduated from Empire Beauty School in May of 2022.

The goal crushing did not stop there! Viana sat for her state exam and became a licensed Esthetician, and with her license was able to not only service clients in a salon but start her own business which is exactly what she did! MY TURN staff assisted Viana with creating a portfolio to showcase her work and gain clientele. In August of 2022 Viana created an LLC and became the owner of a small business by the name of VVS Beauty. She was able to secure a space in the heart of Downtown Nashua where she provides services from facials to manicures to her. I have received services from Viana, and no bias but she is the best around!

Viana is now established and is making great money. Her goal is to expand. She plans on going to school for marketing in the near future so that she can grow her brand. Viana will begin classes this Saturday at the Academy of Health and Beauty so she can cross over to the world of Cosmetology.

We are so proud of Viana and will continue to support her in her educational and business endeavors!

Dislocated Worker

Dale was laid off from Credit Adjustments Inc as a programmer making \$28.85 an hour. Dale entered the Dislocated Worker program and was interested in data analytics. Dale entered the Visible Edge training for Data Analytics and completed the training. He was offered a position with Monument Tech, but the offer was lower than expected. In discussions with the president of the company, a deal was created where Dale was hired as a consultant at \$150,000 a year (\$72.11 per hour) in April 2022.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 2g. WIOA Impact

Background:

A regular analysis of the economic impacts of the Workforce Innovation and Opportunity Act (WIOA) has been conducted by the NH Department of Employment Security, Economic and Labor Market Information Bureau. The included power point presentation details the economic impact of WIOA programming in NH for the year 2021. This analysis shows the economic value of WIOA to the State of New Hampshire.

Key Takeaways:

For every WIOA dollar spent in 2021, the NH Gross Domestic Product increased by \$1.76.

For every WIOA dollar spent in 2021 yielded \$2.95 in total production including intermediate goods and services.

In 2021, 522 jobs were supported by WIOA expenditures.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 3a. New Hampshire Supplemental Nutrition Assistance Program (SNAP)

Background:

The Office of Workforce Opportunity partners with a number of entities in the State of New Hampshire including The Bureau of Employment Supports, Division of Economics and Housing Stability within the NH Department of Health and Human Services (NH DHHS). The Board regularly votes on to approve the revisions to the Temporary Assistance for Needy Families (TANF) Supplemental Nutrition Assistance Program (SNAP) State Plan. We partner with NH DHHS on a number of initiatives, including to provide high quality job training education and support services in conjunction with state and local workforce development partners.

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

The plan was sent as an attachment with the SWIB materials for this meeting and can be found on the NH Works website.

Requested Action:

Board approval of the Bureau of Employment Supports, Division of Economics and Housing Stability within the NH Department of Health and Human Services, Supplemental Nutrition Assistance Program as part of the Temporary Assistance for Needy Families (TANF) State Plan.

Draft Motion:

The State Workforce Innovation Board supports the Bureau of Employment Supports, Division of Economics and Housing Stability within the NH Department of Health and Human Services, SNAP TANF State Plan as proposed.



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 3b. Return to Community Contract

Background:

On August 3, 2022, the Office of Workforce Opportunity solicited a Request for Proposal for Return to Community Strategic Partner Engagement and Study to look at the barriers that justice involved individuals face when trying to reenter the workforce after release from incarceration. The review committee scored several proposals and selected Public Consulting Group LLC after evaluating all of the submissions.

The scope of services includes two main components: *strategic partner engagement*, and *feasibility*. The results of these two components will be used to determine if a Return to Community program is needed in New Hampshire. The amount of the contract is \$167,159.00 between Public Consulting Group LLC and the Department of Business and Economic Affairs with a contract end date of April 30th, 2023, effective on Governor and Council approval.

Proposer	Average Score	Rank	Funded (Yes/No)	Bid Amount
Public Consulting Group, LLC	94.33	1	Yes	\$167,159
Social Contract, LLC	89.33	2	No	\$272,100
Commonwealth Medicine, UMass Chan Medical School	81	3	No	\$314,825
Thomas P. Miller and Associates, LLC	73	4	No	\$125,000

Requested Action:

SWIB vote approval of the contract between The Department of Business and Economic Affairs and Public Consulting Group

Draft Motion:

Approve the Return to Community Strategic Partner Engagement and Study award to Public Consulting Group LLC in the amount of \$167,159.00.



SWIB MEETING DATE: 10/18/2021
AGENDA ITEM: 3c. PY2022 Distribution of Funds

Background:

WIOA Title I State Formula Funding Detail Program Year (PY) 2022

HOW MUCH DO WE RECEIVE?

- The Workforce Innovation and Opportunity Act (WIOA) authorize three funding streams under Title I of the Act: **Youth, Adult, and Dislocated Worker**.
- Funds are received through a grant awarded by the **United States Department of Labor (USDOL)**
- Total funding for PY22 is **\$7,319,728** (Youth \$2,669,419; Adult \$2,531,459; Dislocated Worker \$2,118,850)

WHEN DO WE RECEIVE THE FUNDS?

- WIOA **Dislocated Worker and Adult Programs** are funded on a **July-to-June** program year (PY) basis (i.e., Program Year 2022 is the one-year period beginning July 1, 2022 and ending on June 30, 2023).
- WIOA **Youth Funds** are funded on an **April-to-June** program year to allow for summer services.
- The WIOA Dislocated Worker and Adult program years overlap two Federal fiscal years - the program year begins on July 1 of each year and covers the last three months of one federal fiscal year, which began the previous October. The program year continues from October through June of the following federal fiscal year. That is, on the federal level, the WIOA Adult and Dislocated Worker programs are funded through two separate appropriations.
 - The first funding becomes available for obligation on July 1; this portion is commonly referred to as the "**base**" funds.
 - The second round of funding becomes available for obligation on October 1; this portion is commonly referred to as "**advance**" funds. They are called "advance funds" because they are provided in the appropriations act passed during the fiscal year preceding when the funds are available. For example, PY 2022 advance funds, which become available to the state on October 1, 2022 are funds appropriated during Federal Fiscal Year (FFY) 2021, but they are not made available until FFY 2022.
- Looking at the Master Award and Distribution Chart PY2022 - 2025 you will see the amount of funds allocated as of July 1, 2022 for which the state has received a Notice of Award (NOA);



beneath that amount you will see the amount of funds “planned” for release on October 1, 2022. The “planned” funds are not available for use at the state level until the USDOL issues a NOA (typically by mid-September).

- However, even after a NOA has been awarded the federal government may reduce approved amounts through the process of “sequestration”, or simply “rescind” funds based on changes to the budget on the national level. Conversely, USDOL may add funds to the original allocation; when this happens it is typically toward the end of a program year. For example, in September 2019 the Secretary of Labor decided to decrease the amount that was withheld on the Federal level for set-aside funds which increased New Hampshire’s original allocation received for WIOA Title I funds by \$12,747.

HOW DOES USDOL DETERMINE HOW MUCH EACH STATE RECIEVES?

- WIOA funds are allocated to states based on formulas prescribed in the Act. These funds are called **State Allotment Formula Funds**, commonly referred to as “state formula funds”.
 - The federal formula used to calculate the funding level for each funding stream is explained in detail below.
 - State formula funds are **available for expenditure for a three-year period** beginning July 1st and ending June 30th of the third year, for the Adult and Dislocated Worker funds, and beginning April 1st and ending June 30th of the third year for WIOA Youth funds.
- Historically NH has been a “**Small State Minimum Allotment State**” – WIOA establishes a minimum threshold for funding a state will receive to ensure sufficient funds are available to maintain a statewide program without dramatic decreases in funds.

WHAT ARE THE REQUIRMENTS FOR EXPENDING FUNDS?

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



demonstration efforts, innovative incumbent worker programs, and special projects to assist local areas in carrying out local employment and training activities).

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



STATE ALLOTMENTS METHODOLOGY

- Historically NH has been a “**Small State Minimum Allotment State**” – states that meet the minimum allotment definition are those states that receive a PY 2022 WIOA Youth allotment of \$2,256,341 or receive a PY 2022 WIOA Adult allotment of \$2,146,308, as directed in TEGL 19-20.

Youth Funds:

- The Department has allotted the PY 2022 Youth Activities program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 - The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period, July 2020 through June 2021, as prepared by the States under the direction of the Bureau of Labor Statistics (BLS);
 - The number of excess unemployed individuals or the ASU excess (depending on which is higher) averages for the same 12-month period, July 2020 through June 2021; and
 - The number of disadvantaged youth (age 16 to 21), excluding college students in the workforce and military) from special tabulations of data from the American Community Survey (ACS). The data used in the special tabulations for disadvantaged youth were collected between January 1, 2011, and December 31, 2015.
- Since the total amount available for States in PY 2022 is below the required \$1 billion threshold specified in WIOA sec. 127(b)(1)(C)(iv)(IV), which was also the case in PY 2021, the Department did not apply the WIOA additional minimum provisions. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. WIOA also maintains that no state may receive an allotment that is more than 130 percent of the allotment percentage for the state for the previous year.

Adult Funds:

- The three formula data factors that the Department uses to distribute WIOA Adult Activities funds among the States are the same as those used for the Youth Activities formula, except that data is used for the number of disadvantaged adults (age 22 to 72, excluding college students in the workforce and military), rather than the number of disadvantaged youth. Since the total amount available for the Adult Activities program for States in PY 2022 is below the required \$960 million threshold specified in WIOA sec. 132(b)(1)(B)(iv)(IV), as



was also the case in PY 2021, the WIOA additional minimum provisions are not applicable. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. Like for the Youth program, WIOA also provides that no state may receive an allotment that is more than 130 percent of the previous year allotment percentage for the state.

Dislocated Worker Funds:

- WIOA prescribes different data factors for the federal allotment of Dislocated Worker funds by the Department to the States. The Department has allotted the PY 2022 Dislocated Worker State program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The relative number of unemployed individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2020 through September 2021.
 2. The relative excess number of individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time period for comparison is the 12-month period, October 2020 through September 2021. No comparison to ASU excess is required for this data factor.
 3. The relative number of individuals in each State who have been unemployed for 15 weeks or more, compared to the total number of individuals in all States who have been unemployed for 15 weeks or more. For this factor, the time period for comparison is the 12-month period, October 2020 through September 2021.
- WIOA sec. 132(b)(2)(B)(iii)(I) required the Dislocated Worker formula to adopt a 90 percent minimum of the prior year allotment percentage. WIOA also provides that no State may receive an allotment that is more than 130 percent of the allotment percentage for the State for the previous year under section 132(b)(2)(B)(iii)(II).

OWO Staff Recommendation:

Approval of the proposed WIOA Title I PY 2022 budget.

Requested Action:

Approval of the proposed WIOA Title I PY 2022 budget.

Draft Motion:

Approve the proposed WIOA Title I PY 2022 budget as submitted by staff.



State
Workforce
Innovation
Board



New Hampshire Department of
**BUSINESS AND
ECONOMIC AFFAIRS**

3c Master Budget PDF



SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 3d. Topics for February 7th Meeting

Item 3d. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable. Please note the next meeting is February 7th, 2023.



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SWIB MEETING DATE: 10/18/2022
AGENDA ITEM: 3e. Board Motions and General Discussion
