



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



State Workforce Innovation Board Program Year 2023 – Meeting 2

**February 6, 2024,
1:00pm – 4:00pm**

Meeting Location:

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



SWIB ROLE AND RESPONSIBILITIES

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

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



**State Workforce Innovation Board (SWIB)
Program Year 2023 Meeting 2**

February 6, 2024

1:00 pm

Agenda

- 1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of October 17, 2023, Meeting Minutes[4](#)
 - 1c. Welcome
 - 1d. Public Comment

- 2. 1:10pm—Informational Items
 - 2a. EasterSeals (All Youth Count)[22](#)
 - 2b. Rapid Response update[23](#)
 - 2c. Financial Update[24](#)
 - 2d. Performance update[28](#)
 - 2e. ELMI- WIOA Impacts in NH[29](#)
 - 2f. Program Success Stories[30](#)

- 3. 2:30pm—Board Motions & Discussion
 - 3a. WIOA Combined State Plan 2024- 2027[60](#)
 - 3b. Topics for June 4, 2024, Meeting[61](#)
 - 3c. Board Motions and General Discussion[62](#)

4:00pm—Adjourn

Next Meeting: June 4, 2024



Workforce Innovation Board (SWIB)**Program Year 2023 Meeting 1****October 17, 2023****1:00pm****Board Members:**

Mike Alberts

Jim Alden

Jo Brown

Kenneth Clinton

George Copadis

Mary Crowley

Patrick Fall

Lisa Hinson-Hatz

Micheal Kane

Shane Long

Donnalee Lozeau

Lori Ann Lundgren

Larry Major

Jim Proulx

Shannon Reid



Agenda

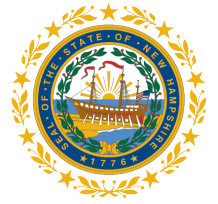
1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of June 6, 2023, Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. Rapid Response update
 - 2b. Financial Update
 - 2c. Performance update
 - 2d. PY22 Year End Program Performance Updates
 - 2e. PY22 Year End Program Performance Narratives
 - 2f. PY22 VIP Updates and Year End Program Performance
 - 2g. PY22 WIOA Annual Monitoring
 - 2h. Program Success Stories

3. 1:25pm—Board Motions & Discussion
 - 3a. SNAP E&T State Plan
 - 3b. One Stop Certification
 - 3c. Topics for February 6, 2024, Meeting
 - 3d. Board Motions and General Discussion

1:30pm—Adjourn

Next Meeting: February 6, 2024



P R O C E E D I N G S

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JOE DOIRON: A few of our members have been stuck in traffic. So we're going to go ahead and get started today. So we're starting the recordings. And I have this - okay, great.

MICHAEL KANE: Good afternoon. My name is Michael Kane, Chair of the State Workforce Innovation Board.

Some quick notes as we begin the meeting. This meeting is being 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, which is the Freedom of Information Act.

Meeting materials for the Board and the public can be found by visiting the Department of Businesses and Economic Affairs website. We have a number of items to work through today in a short time frame. You will find these items on the agenda with their enclosed supportive documents.

The agenda and these documents have been provided to the Board electronically. Printed copies are available today, and all materials were made available to the public via the BEA website.



Today will be a little different. We have an abbreviated meeting today, as we'll be having a technical work session to work collaboratively as a Board and make progress on New Hampshire - on the New Hampshire State Plan.

Joe, would you please call the roll for the meeting?

JOE DOIRON: Certainly. Thank you, Mr. Chairman.

Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Joe Alexander?

[Pause]

Kevin Avard?

[Pause]

Absent.

Rick Bartle?

[Pause]

Christine Brennan?

[Pause]

Jo Brown? And Mayor Brown is on her way, so I'm going to mark her no for now, but she will be here shortly.

[Jo Brown arrived at 1:23PM]

Anya Burzynski?



[Pause]

Kelly Clark?

Kenneth Clinton?

KENNETH CLINTON: Here.

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Adam Crepaux?

[Pause]

Bruce Crochetiere?

[Pause]

Mary Crowley?

MARY CROWLEY: Here.

JOE DOIRON: Tyler Eaton?

[Pause]

Patrick Fall?

PATRICK FALL: Here.

JOE DOIRON: George Hansel?

[Pause]

Cynthia Harrington?

[Pause]

John Hennessey?

[Pause]

Lisa Hinson-Hatz?



LISA HINSON-HATZ: Here.

Candace Hyde?

Michael Kane?

CHAIRMAN MICHAEL KANE: Here.

JOE DOIRON:

Justin Cantor?

[Pause]

Shane Long?

SHANE LONG: Here.

JOE DOIRON: Donnalee Lozeau?

DONALEE LOZEAU: Here.

JOE DOIRON: Lori Ann Lundgren?

LORI ANN LUNDEGRAN: Here.

JOE DOIRON: Larry Major?

LARRY MAJOR: Here.

JOE DOIRON: Ashok Patel?

[Pause]

Jim Proulx?

JIM PROULX: Here.

JOE DOIRON: Shannon Reed?

SHANNON REED: Here.

JOE DOIRON: Tim Sink?

[Pause]



Gary Thomas?

[Pause]

JOE DOIRON: Mr. Chairman, we have just barely a quorum.

MICHAEL KANE: Thank God.

COLLECTIVE: [Laughter]

MICHAEL KANE: Thank you all for being here. The minute meetings from the June meeting are found in your packet. If there are no edits, I will accept a motion to approve the meetings (sic) from the June 6 meeting.

Anyone?

All in favor?

GEORGE COPADIS: Aye.

JOE DOIRON: That's an aye. And real fast, it was Commissioner Copadis made the motion, and the second was?

MARY CROWLEY: Mary Crowley.

JOE DOIRON: Mary Crowley. Thank you.

MICHAEL KANE: Again, welcome everyone. Let's keep it moving. Did you really write that?

JOE DOIRON: Yeah.

MICHAEL KANE: We would like --

JOE DOIRON: Trying to get your voice down. Try to figure that out.



MICHAEL KANE: Yeah, good. You're doing great. Keep going, public comment?

JOE DOIRON: Yep.

MICHAEL KANE: We would like to take a moment to see if anyone from the public would like to provide any public comment. If so, state your name for the record prior to speaking.

[Pause]

Excellent. Informational items. We start our agenda today with some fundamental - some - I'm sorry, with some informational items. Staff will not be presenting. Rather, they will be answering questions you may have.

Joe, could you please guide us through these important items?

JOE DOIRON: Thank you, Mr. Chairman. So again, we have a little bit of an abbreviated meeting today. So the reports that are provided here, hopefully you've had a chance to look.

We're happy to answer any questions, and if you'd like to have an a deeper dive with the questions, Staff are available after the meeting, here today or elsewhere. We can do something virtual or meet with you.

But we really want to try to breeze through to the



best ability the agenda, so that we can get to the technical work session with Thomas P. Miller, Associates.

So we have item 2a, Rapid Response.

JIMMY HENSON: Hi. [Jimmy Henson, Office of Workforce Opportunities.] The reports were on page 87 and 88. One is an end-of-the-year summary and the other is just an update of what the current path is.

If you can review them, let me know if you have any questions and I'd be happy to answer them. Yes, sir?

UNIDENTIFIED SPEAKER: Are you seeing an increase in revenues?

JIMMY HENSON: Yes.

MIKE ALBERTS: And what's the mood looking like out there?

JIMMY HENSON: A lot of reorganization right now.

MIKE ALBERTS: And what does that mean?

JIMMY HENSON: A combination of layoffs or shifting of personnel. In cases, we have been very successful in helping people make the shift without losing too many employees or any at all. And then that's our goal.

But for the most part, we're seeing an uptick. I mean, with the rising costs of everything, it's just - it's inevitable that people have to reorganize and move things



around.

MIKE ALBERTS: All right. The placement of the folks that are being --

JIMMY HENSON: Having no problems at all. Yeah. Yeah.

MIKE ALBERTS: Thank you.

JO BROWN: Are you - have you heard anything about impacting the Rite Aids, the CVS and the Walgreens?

JIMMY HENSON: Yes. We're -

JO BROWN: Yeah.

JIMMY HENSON: -- we're working on it. We're staying ahead of it, and we're just waiting to see what happens.

MICHAEL KANE: What's that issue? I'm sorry, I'm --

JIMMY HENSON: Rite Aid had gotten some judgments against them in the opioid case.

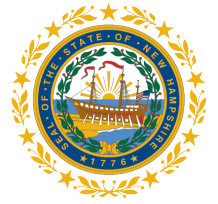
MICHAEL KANE: Oh, right. Yeah.

JIMMY HENSON: And as a result, it made their cash flow nonexistent.

MICHAEL KANE: Yeah.

JIMMY HENSON: And as a result, they closed several of their underperforming stores or pharmacies and they're looking to redo it again.

MICHAEL KANE: Got it.



JIMMY HENSON: So we should know by sometime in January if we have anything that are impacted.

MICHAEL KANE: Got it.

JO BROWN: Oh, thank you.

JIMMY HENSON: They did file for bankruptcy so they could reorganize, correct.

MIKE ALBERTS: The - first -- is it all through industries, or are you seeing one particular industry that's dominating that whole --

JIMMY HENSON: No, it's anybody that receives a delivery truck. And I'd be happy to talk with you in more detail about it. It's a rather in-depth conversation.

MIKE ALBERTS: Sure. Okay. All right.

JOE DOIRON: It's okay to move on to 2b?

MIKE ALBERTS: Thank you.

MICHAEL KANE: Great.

JOE DOIRON: It's item 2b, is that all right?

MICHAEL KANE: Yeah. Where are we? Where's 2b?

JOE DOIRON: Fiscal summary, with Barbara Shea, who just recently is a familiar face, but in a new role. So Barb is happy to answer any questions about item 2b.

MICHAEL KANE: Is there a 2b?

JOE DOIRON: Oh, it's on the -



BARBARA SHEA: 2b. So you'll find the fiscal information on - starting on page 89 and going through 93. And again, as Joe said, if you have any questions, let me know or we can talk after the meeting.

MICHAEL KANE: Is it time for me to do something?

JOE DOIRON: It doesn't seem like there's any questions.

MICHAEL KANE: Okay. So.

BARBARA SHEA: Okay.

MICHAEL KANE: So can we go to 2c? Page?

JOE DOIRON: 94.

MICHAEL KANE: All right. So what am I reading?

JOE DEMSHAR: Just is it okay if we go to item 2c?

MICHAEL KANE: Yes, sure.

JOE DOIRON: Oh, perfect.

MICHAEL KANE: Yeah.

JOE DOIRON: Item 2c is a Program Performance Update, and Lisa Gerard is happy to take any questions that you may have, especially hard questions.

LISA GERARD: Hello, I'm Lisa Gerard with the Office of Workforce Opportunity. I actually have, kind of, consolidating going from 2c to 2f. These are all Program Updates. Some are quarter, some are year-end, and some are



Program year-end in here.

So if you have any questions, I'd be happy to answer them.

JOE DOIRON: And that goes from page 94 - and where does it end, Lisa?

LISA GERARD: 133.

JOE DOIRON: Thank you.

MICHAEL KANE: So we go to 2g if there are no questions?

JOE DOIRON: Yes, sir.

MICHAEL KANE: Let's go.

JOE DOIRON: Okay. Item 2g is the annual Monitoring Summary Report, which goes back to Lisa Gerard. And again, that's on page 134. I know we're moving quickly, thanks for bearing with us.

Item 2g, Lisa go ahead?

LISA GERARD: So item 2g is our annual Performance Monitoring Update. Board member Kelly Clark came to the O (sic) office. We did the monitoring binder and signed off on the report. Mr. Kane as Board Chair has also signed off. It includes our monitoring schedule for next year - well, actually, this year PY23. So if there's any questions, I'd be happy to answer them as well.



JOE DOIRON: Item 2h.

MICHAEL KANE: Let's go to 2h.

JOE DOIRON: 2h, great. Item 2h are success stories.

At the last meeting, we had the Participant Showcase. So, you know, we always - at every Board meeting we like to put in a little bit about our success stories, about - you know, certainly we have really great performance metrics and the data that shows that and numbers. But this helps kind of give the human perspective on that.

So you'll find that in 2h if - unless if there are any questions, we're happy to move on to the next item, if there are no questions.

MICHAEL KANE: Let's move.

JOE DOIRON: Very good. Thank you, Mr. Chairman.

MICHAEL KANE: 3a?

JOE DOIRON: Which - that's the end of the informational items. Item 3a is a Board motion, Mr. Chairman.

MICHAEL KANE: Okay.

JOE DOIRON: It's a procedural motion that we undergo every year or two. We go between the SNAP E&T plan, which is the SNAP Employment and Training program and another program from DHHS, the TANF plan that they do.

So as part of the WIOA coordination in partnership, we



have to as a Staff review for the Board the different plans that they put out to provide perspective and kind of like advice and consent kind of deal.

The plan is in - after being reviewed by Staff, the plan is in compliance with the goals of WIOA and our current State Plan. So we have a requested action, Mr. Chairman, for the Board to approve of the New Hampshire Department of Health and Human Services SNAP Employment and Training Plan, State Training Plan, and we have a draft motion at the bottom that reflects that.

MICHAEL KANE: Great. Where's the motion?

JOE DOIRON: The motion, sir, is right there.

MICHAEL KANE: Okay, great. So should I read the motion?

JOE DOIRON: Please.

MICHAEL KANE: The State Workforce Innovation Board, Workforce Innovation Board, supports the New Hampshire Department of Health and Human Services, SNAP E&T State Plan as proposed.

DONALEE LOZEAU: Okay.

MICHAEL KANE: Great. Second?

JO BROWN: Second.

MICHAEL KANE: Great. Thanks.



JOE DOIRON: And we have a motion from Donalee Lozeau and a second from Mayor Brown. Sorry, Mr. Chairman.

MICHAEL KANE: All in favor?

COLLECTIVE: Aye.

MICHAEL KANE: Thank you for your support.

JOE DOIRON: Can you just check if there's opposition or abstention? Sorry.

MICHAEL KANE: Anyone opposed?

[Pause]

Thank you for your support.

JOE DOIRON: Awesome, thanks. Item 3b, Mr. Chairman, is a - that was a - we took care of that in June, so we're all set. So --

MICHAEL KANE: Great.

JOE DOIRON: -- item 3b we don't have to do. Look at us crossing things off the list. So we didn't think we'd make it in June, but we did here, so our apologies there.

Item 3c is the SWIB meeting dates for 2024. Our plan, Mr. Chairman, is to meet in this very same room --

MICHAEL KANE: Mm-hm.

JOE DOIRON: -- for Calendar Year 2024. We're currently working on a contract with the Audubon. And if we could get a vote on the next three meeting dates, that would



allow us to get into a contract with New Hampshire Audubon.

MICHAEL KANE: Great. What are the next three meeting dates?

JOE DOIRON: The next three meeting dates are February 6, 2024 at 1:00 p.m.; June 4, 2024 at 1:00 p.m.; and October 15, 2024 at 1:00 p.m. avoiding all major religious, cultural, federal holidays and other obligations.

MICHAEL KANE: Anyone have a problem with those dates?

[Pause]

Great. So let's move to accept those dates.

JOE DOIRON: Okay.

MICHAEL KANE: Who wants to make a motion?

[Pause/motion?]

Thank you. Anyone want to second it?

MARY CROWLEY: Second.

MICHAEL KANE: Great.

JOE DOIRON: Great. And a motion by Donalee Lozeau.

MICHAEL KANE: Yeah. All in favor?

COLLECTIVE: Aye.

MICHAEL KANE: Anyone who's opposed?

[Pause]

Thank you. Anything else?

JOE DOIRON: And that concludes our agenda, Mr.



Chairman, unless if anybody would like to put anything on the February 6 Meeting Agenda?

MICHAEL KANE: Great. So I'm reading that last line, right?

JOE DOIRON: Yep.

MICHAEL KANE: Okay. For the record, this is Michael Kane. This concludes the duly noticed meeting for the State Workforce Innovation Board. This meeting has been recorded and was conducted in a manner compliant with RSA 91-A.

[1:34 End of Proceedings]



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 2a. EasterSeals (All Youth Count)

All Youth Count



07/2023

PROGRAM DESCRIPTION

All Youth Count (AYC) is a unique public-private partnership comprised of Easterseals NH, New Hampshire Division of Children, Youth and Families (DCYF), service providers, and private sector partners.

This program aims to address gaps in service for youth ages 14-26 who are in or have exited the foster care system. The primary focus of this program is to connect youth to employment and other opportunities to build a successful future.

KEY ELEMENTS

- Individualized and person-centered approach will be utilized.
- Assessment of social determinants that impact successful employment outcomes.
- Referral and direct services provided to address barriers to successful employment outcomes.
- A dedicated and engaged advisory council comprised of individuals, businesses, and community leaders will identify private-sector partnerships and philanthropic funding opportunities.
- Private-sector fundraising will create financial resources (when unavailable through existing state and community sources) to address barriers to long term stability.



OUTCOMES

Program participants will demonstrate increased rates of:



- Employment
- Vocational Skills
- Financial self sufficiency
- Connection to Vocational Mentors
- Connection to employment focused resources.

PARTNERSHIP OPPORTUNITIES FOR EMPLOYERS

- Employ a youth enrolled in AYC
- Develop career pathways for youth
- Identify current employees to serve as vocational mentors
- Foster a positive and supportive environment



NH Works provides needed funding for the All Youth Count program

All Youth Count is an equal-opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, TDD NH 711.

For program funding details in compliance with the Stevens Amendment, please visit <https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency>



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 2b. Rapid Response Update

Transitioning into the second quarter of the current reporting year, (July 1, 2023, to Present) we are currently on track with Rapid Response requests from the previous year. From July 1, 2023, to present, we have documented twenty-one (21) Rapid Response Activities across New Hampshire, which is two (2) more than this time last year. These twenty-one (21) Rapid Responses affected 987 workers and impacted logistics, retail, pharmacy, higher education, health care, insurance, hospitality, and manufacturing.

The majority of Rapid Response Sessions were held in person, but we are continuing to use “live” Zoom video conferencing and our [NH Rapid Response Webpage](#) as resources when needed. With the unemployment rate remaining to stay low, and to ensure we meet the needs of our employers and workers, we continue to support smaller number layoffs. This includes all layoffs or closures that fall under or go over the mandatory response number of 25.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO provided follow-up and best practices training to Rapid Response Facilitators in January 2024. At the time of this report, OWO communicates regularly with all twelve (12) NH Works Offices and continue to stop by, whenever we are working in the area. Our goal in 2023/24, will be to re-visit all NH Works locations before the end of the fiscal 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: 2/6/2024
 AGENDA ITEM: 2c. Financial Update

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.

PY23Q2 WIOA Title I Financial Update: (as of December 31, 2023)

PY21 WIOA Title I:

The PY21 grant runs from 7/1/2021 through 6/30/2024. At the end of the 2nd quarter, the grant had \$7,182,648.07 (89%) expended with a remaining balance of \$867,262.93 and an obligation rate of 94% in the aggregate.

PY22 WIOA Title I:

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 2nd quarter, the grant had \$3,431,139.94 (47%) expended with a remaining balance of \$3,900,647.06 and an obligation rate of 87% in the aggregate.

PY23 WIOA Title I:

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 2nd quarter, the grant had \$556,308.78 (8%) expended with a remaining balance of \$6,145,958.22 and an obligation rate of 83% in the aggregate.

PY21 WIOA SUMMARY -- as of December 31, 2023

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2023	Remaining Balance 12/31/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,493,257.00	\$ 2,493,257.00	\$ -	100%	\$ 2,493,257.00	\$ -	\$ -	100%	100%
Local Program	\$ 1,983,067.79	\$ 1,983,067.79	\$ -	100%	\$ 1,983,067.79	\$ -	\$ -	100%	100%
Local Admin	\$ 152,338.21	\$ 152,338.21	\$ -	100%	\$ 152,338.21	\$ -	\$ -	100%	100%
System Costs	\$ 242,851.00	\$ 242,851.00	\$ -	100%	\$ 242,851.00	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,977,497.00	\$ 1,977,497.00	\$ -	100%	\$ 1,619,321.95	\$ 358,175.05	\$ 358,175.05	82%	82%
Rapid Response	348,970.00	\$ 348,970.00	\$ -	100%	\$ 176,479.24	\$ 172,490.76	172,490.76	51%	51%
Local Program	1,324,638.00	\$ 1,324,638.00	\$ -	100%	\$ 1,324,638.00	\$ -	-	100%	100%
Local Admin	132,464.00	\$ 132,464.00	\$ -	100%	\$ -	\$ 132,464.00	132,464.00	0%	0%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 118,204.71	\$ 53,220.29	53,220.29	69%	69%
Transfer between Adult									
ADULT	\$ 2,371,671.00	\$ 2,371,671.00	\$ -	100%	\$ 2,371,671.00	\$ -	\$ -	100%	100%
Local Program	2,194,318.28	\$ 2,194,318.28	\$ -	100%	\$ 2,194,318.28	\$ -	-	100%	100%
Local Admin	5,927.72	\$ 5,927.72	\$ -	100%	\$ 5,927.72	\$ -	-	100%	100%
System Costs	171,425.00	\$ 171,425.00	\$ -	100%	\$ 171,425.00	\$ -	-	0%	100%
Transfer between Dislocated Worker									
STATE 15%	\$ 1,207,486.00	\$ 698,398.12	\$ 509,087.88	58%	\$ 698,398.12	\$ 509,087.88	\$ -	100%	58%
OWO 5%	\$ 402,494.00	\$ 399,842.27	\$ 2,651.73	99%	\$ 399,842.27	\$ 2,651.73	\$ -	100%	99%
Discretionary 10%	804,992.00	\$ 298,555.85	\$ 506,436.15	37%	\$ 298,555.85	\$ 506,436.15	\$ -	100%	37%
TOTALS	\$ 8,049,911.00	\$ 7,540,823.12	\$509,087.88	94%	\$ 7,182,648.07	\$ 867,262.93	\$ 358,175.05	95%	89%

PY22 WIOA SUMMARY -- as of December 31, 2023

Program Year 2022 --- 7/1/2022 -6/30/2023 FUNDS EXPIRE 6/30/2025

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2023	Remaining Balance 12/31/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,269,007.00	\$ 2,268,522.39	\$ 484.61	100%	\$ 1,059,235.85	\$ 1,209,771.15	\$ 1,209,286.54	47%	47%
Local Program	\$ 1,702,626.00	\$ 1,702,626.00	\$ -	100%	\$ 627,756.27	\$ 1,074,869.73	\$ 1,074,869.73	37%	37%
Local Admin	\$ 170,263.00	\$ 170,263.00	\$ -	100%	\$ 53,488.38	\$ 116,774.62	\$ 116,774.62	31%	31%
System Costs	\$ 281,118.00	\$ 281,118.00	\$ -	100%	\$ 263,475.81	\$ 17,642.19	\$ 17,642.19	94%	94%
OWO Program	\$ 115,000.00	\$ 114,515.39	\$ 484.61	100%	\$ 114,515.39	\$ 484.61	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,813,083.00	\$ 1,813,083.00	\$ -	100%	\$ 253,189.34	\$ 1,559,893.66	\$ 1,559,893.66	14%	14%
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ -	\$ 360,205.00	360,205.00	0%	0%
Local Program	1,175,859.00	\$ 1,175,859.00	\$ -	100%	\$ 253,189.34	\$ 922,669.66	922,669.66	22%	22%
Local Admin	116,380.00	\$ 116,380.00	\$ -	100%	\$ -	\$ 116,380.00	116,380.00	0%	0%
System Costs	160,639.00	\$ 160,639.00	\$ -	100%	\$ -	\$ 160,639.00	160,639.00	0%	0%
Transfer between Adult									
ADULT	\$ 2,151,741.00	\$ 2,151,741.00	\$ -	100%	\$ 1,946,458.69	\$ 205,282.31	\$ 205,282.31	90%	90%
Local Program	1,915,789.98	\$ 1,915,789.98	\$ -	100%	\$ 1,915,789.98	\$ -	-	100%	100%
Local Admin	61,925.02	\$ 61,925.02	\$ -	100%	\$ 23,712.32	\$ 38,212.70	38,212.70	38%	38%
System Costs	174,026.00	\$ 174,026.00	\$ -	100%	\$ 6,956.39	\$ 167,069.61	167,069.61	0%	4%
Transfer between Dislocated Worker									
STATE 15%	\$ 1,097,956.00	\$ 172,256.06	\$ 925,699.94	16%	\$ 172,256.06	\$ 925,699.94	\$ -	100%	16%
OWO 5%	\$ 365,984.00	\$ 172,256.06	\$ 193,727.94	47%	\$ 172,256.06	\$ 193,727.94	\$ -	100%	47%
Discretionary 10%	731,972.00	\$ -	\$ 731,972.00	0%	\$ -	\$ 731,972.00	\$ -	#DIV/0!	0%
TOTALS	\$ 7,331,787.00	\$ 6,405,602.45	\$926,184.55	87%	\$ 3,431,139.94	\$ 3,900,647.06	\$ 2,974,462.51	54%	47%

PY23 WIOA SUMMARY -- as of December 31, 2023

Program Year 2023 --- 7/1/2023 -6/30/2024 FUNDS EXPIRE 6/30/2026

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 12/31/2023	Remaining Balance 12/31/2023	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,074,499.00	\$ 1,959,499.00	\$ 115,000.00	94%	\$ -	\$ 2,074,499.00	\$ 1,959,499.00	0%	0%
Local Program	\$ 1,525,801.00	\$ 1,525,801.00	\$ -	100%	\$ -	\$ 1,525,801.00	\$ 1,525,801.00	0%	0%
Local Admin	\$ 152,580.00	\$ 152,580.00	\$ -	100%	\$ -	\$ 152,580.00	\$ 152,580.00	0%	0%
System Costs	\$ 281,118.00	\$ 281,118.00	\$ -	100%	\$ -	\$ 281,118.00	\$ 281,118.00	0%	0%
OWO Program	\$ 115,000.00	\$ -	\$ 115,000.00	0%	\$ -	\$ 115,000.00	\$ -	#DIV/0!	0%
DISLOCATED WRKR	\$ 1,651,712.00	\$ 1,651,712.00	\$ -	100%	\$ -	\$ 1,651,712.00	\$ 1,651,712.00	0%	0%
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ -	\$ 330,342.00	330,342.00	0%	0%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ -	\$ 1,201,245.00	1,201,245.00	0%	0%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ -	\$ 120,125.00	120,125.00	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	#DIV/0!	#DIV/0!
Transfer between Adult									
ADULT	\$ 1,970,717.00	\$ 1,970,717.00	\$ -	100%	\$ 556,308.78	\$ 1,414,408.22	\$ 1,414,408.22	28%	28%
Local Program	1,791,561.00	\$ 1,791,561.00	\$ -	100%	\$ 549,352.39	\$ 1,242,208.61	1,242,208.61	31%	31%
Local Admin	179,156.00	\$ 179,156.00	\$ -	100%	\$ -	\$ 179,156.00	179,156.00	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ 6,956.39	\$ (6,956.39)	(6,956.39)	0%	#DIV/0!
Transfer between Dislocated Worker									
STATE 15%	\$ 1,005,339.00	\$ -	\$ 1,005,339.00	0%	\$ -	\$ 1,005,339.00	\$ -	#DIV/0!	0%
OWO 5%	\$ 335,112.00	\$ -	\$ 335,112.00	0%	\$ -	\$ 335,112.00	\$ -	#DIV/0!	0%
Discretionary 10%	670,227.00	\$ -	\$ 670,227.00	0%	\$ -	\$ 670,227.00	\$ -	#DIV/0!	0%
TOTALS	\$ 6,702,267.00	\$ 5,581,928.00	\$1,120,339.00	83%	\$ 556,308.78	\$ 6,145,958.22	\$ 5,025,619.22	10%	8%



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 2d. Performance Update

Background:

The Workforce Innovation Opportunity Act requires the review of the WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board as well as reiterated in the One-Stop Certification Policy. Below are the Title I, III, and IV performance outcomes for PY23Q1. (Adult Education is not required to report on a quarterly basis.)

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

PY23Q1 WIOA Title I Program Performance Updates:

Adult:

In PY23Q1, the WIOA Adult program met or exceeded median earnings, credential rate, 2nd quarter after exit, and 4th quarter after exit. However, it failed to meet the measurable skill gains with 28.9%.

Dislocated Worker:

In PY23Q1, the WIOA Dislocated Worker program met or exceeded median earnings, credential rate, employment rate 2nd quarter after exit, and employment rate 4th quarter after exit. However, it failed to meet the measurable skill gains with 17.3%.

Youth:

In PY23Q1, the WIOA Youth program met or exceeded median earnings, credential rate, and employment rate in the 2nd quarter 4th quarter after exit. However, it failed to meet the measurable skill gains with 39.3%.

PY23Q1 WIOA Title III (Wagner Peyser) Performance Updates

In PY23Q1, Wagner Peyser exceeded median earnings, employment rate in the 2nd quarter 4th quarter after exit. They do not have performance measures for Credential Attainment or Measurable Skill Gains.

PY23Q1 WIOA Title IV (Vocational Rehabilitation) Performance Updates

In PY23Q1, Vocational Rehabilitation exceeded median earnings, employment rate in the 2nd quarter 4th quarter after exit. Measurable Skill Gains is 6.7% (see note below). There was an issue with the data for credential attainment which will be fixed by PY23Q2.

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



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 2e. ELMI- WIOA Impacts in NH

Background:

The Economic and Labor Market Information Bureau (ELMI) of the New Hampshire Department of Employment Security (NHES), in cooperation with the U.S. Bureau of Labor Statistics, is the state agency responsible for collecting and disseminating labor force, employment, and economic data for the State of New Hampshire and its geographic and political subdivisions. In addition, ELMI produces specialized economic analyses for the legislative and executive branches of state government.

ELMI was asked to estimate the economic impact of federal and state Workforce Innovation and Opportunity Act (WIOA) expenditures in New Hampshire. ELMI was provided a breakdown of WIOA expenditures by program and funding source (federal or state) to perform this impact analysis. This analysis only estimates impacts from WIOA's direct program expenditures, it does not attempt to estimate the economic impacts that accrue to New Hampshire from increasing employment, skill levels, and earnings of WIOA program participants. From an economic perspective, the impacts from WIOA program participation on the labor force participation, skill levels, and earnings of WIOA program participation provide the most significant long-term benefits to the New Hampshire's workforce and economy.

Conclusion:

WIOA programs produced approximately two dollars of economic activity (output) in the state for every one dollar of program expenditures as well as increasing employment, income, population, and labor force in the state. These results highlight the economic benefits of direct WIOA expenditures in the state, but they should be interpreted as the minimum estimated impact of WIOA in New Hampshire. Although not estimated here, greater long-term term benefits to the New Hampshire economy are likely realized from WIOA program impacts on labor force participation, skill levels, and earnings of individual program participants. These benefits accrue to individuals and the state's economy cumulatively, each year of program operation, as more of the state's residents increase their education, training, and skill levels. These benefits extend for the working lives of program participants.



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 2f. Success Stories

Participant Success Story

Program Year: 2023 Quarter: 2

Program enrolled in:

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

Participant First Name: Alyaa

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

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

Success Story:

Alyaa, an amazing woman from Iraq, came here with her family in March 2022. She arrived here with her husband and four children. Back in Iraq, Alyaa had been an instructor at Thi-Qar University before coming to the US and knew she wanted to continue her career in education. Alyaa worked with the career services team at IINE to get a position as a paraprofessional at Webster Elementary School in Manchester. After getting her job as a paraprofessional, Alyaa enrolled in the WIOA VIP program.

Enrolling in the VIP program is now allowing Alyaa to go back to school to get her teaching credentials here in New Hampshire so she can have her own class in the future. As the primary income earner, Alyaa is working hard to provide for her family as she works full time as a paraprofessional and is getting ready to start her college classes this spring. Though it is hard work, WIOA VIP is supporting Alyaa to fulfill her dream of being back in the classroom as an educator here in the United States.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Amber

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

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

Success Story:

Amber was referred to WIOA Adult from ApprenticeshipNH’s CMC/Elliot LNA Apprenticeship in collaboration with Manchester Community College. As a child, Amber had a health condition which caused her to spend a good amount of time in and out of the hospital. During this time, she received such good care from the nursing staff that when she graduated from high school, Amber put herself through LNA to give back the same great care she received.

Amber was employed as an LNA at a long-term health care facility from 2015 to 2018, but due to a severe medical situation, Amber was forced to leave her position as an LNA, a job she loved. In 2019 Amber became employed as a Pharmacy Technician for a mail order company and worked there until 2022. While she enjoyed her time as a Pharmacy Technician, her dream was to return to work as an LNA, but she would need to re-take the LNA program again as her LNA license had expired. The training opportunity through ApprenticeshipNH’s CMC/Elliot LNA Apprenticeship came about and Amber applied and was accepted into the apprenticeship program.

When she started the LNA Apprenticeship, she was 7 months pregnant. During the course, Amber faced challenges. Between her coursework, missing class time due to doctor’s appointments, raising a newborn, and her health issues, she began to doubt herself. With the support from WIOA Adult, ApprenticeshipNH, Elliot, and her instructor at MCC, Amber was able to successfully complete her class and clinical, along with being one of the top five students in her class.

When Amber returned to work at Elliot Hospital, working her 12-hour overnight shift, she started to rethink her decision. Amber became exhausted and felt guilty about not spending enough time with her 2 children and considered quitting the job she loved so



much. Her supervisor realized she needed help and changed Ambers' hours to part time morning hours which made all the difference. With the support and encouragement of her fellow staff and managers, Amber is able to balance her passion for her job and family life. Amber's manager has seen great potential in her and is encouraging Amber to pursue her RN degree. Amber hopes to receive assistance from the DOL nursing grant received by Elliot Hospital and to continue in a career she is very passionate about.



Participant Success Story

Program Year: PY23

Quarter: 2

Program enrolled in:

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

Participant First Name: Amber

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Amber has overcome so much since joining the My-Turn OSY program. She came from an abusive upbringing, had to take care of herself and at the age of 17 was self-supporting. Amber joined the program, looking for a change. She struggled with finding her place but always knew she wanted to make others feel beautiful.

Amber learned to fall in love with herself and has taken that passion and is now transferring it to others. She worked two full time jobs and moved into her very own apartment. In the spring of 2023 Amber enrolled at Empire Beauty Schools and from then has been styling and profiling! Amber is in her second year of schooling and has booked over three dozen clients and is building a solid foundation. I had the pleasure of being styled by Amber and I can for sure say she makes everyone in that chair feel confident and heard.

Amber is a prime example of what can happen when you make lemonade out of lemons. I am so proud of Amber and am so excited to see her excel and do what she loves! Amber plans to become a master stylist and open her own salon. I find that true success happens when you love what you do!





Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Chris

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

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

Success Story:

Chris joined JAG in the Fall of 2023. He decided to take a break from his full-time fast-food manager job to dive into EMT training. Chris successfully completed the course on the beautiful Dartmouth campus, and he is now studying for the certification exam. Chris works as a volunteer firefighter for his town. His community and his local fire department will benefit from his new set of learned occupational skills.



**Participant Success Story**

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Darlene

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Darlene is a 56-year-old married female who lives with her husband and has no children still living at home. Darlene is a high school graduate and has had a succession of business-oriented jobs where she was either laid off or left for a better position. Her last position was as a title clerk at Collectable Trader in Pembroke when she was laid off in June 2023. Darlene was looking for something a little more stable as she had eight jobs in the last ten years.

Darlene entered the WIOA Dislocated Worker program in August 2023 and was working with Employment Counselor Specialist Beulah Green in the Laconia NH Works office. In Darlene's initial assessment, she scored very high on Social/Working with other, Conventional/Following set procedures, and Enterprising/ Starting and carrying out business projects. Darlene entered the Mastering Microsoft Office Applications through Hyslop & Associates, completed her program training, and received her credential in November 2023.

Shortly after completing her training, Darlene accepted a job with the State of New Hampshire. Darlene is working for the Revenue Administration as a Compliance Officer I where she collects outstanding balances, and field visits for compliance verification, specifically for tobacco taxation. Darlene says she is enjoying her new job, being able to work both in the office and in the field is great and her training is helping her in tracking compliance visits and mileage. Although her rate of pay of \$21.21 is a few dollars less than her last position, the benefits make up for the difference as well as the work environment.

Darlene stated she is not using as much of her training as she thought she would but believes being in the Dislocated Worker program helped her in acquiring her new



position with the state. Of special note is how the Dislocated Worker program helped by identifying Darlene's strengths and how they are suited to the position she acquired with the Revenue Administration.



Participant Success Story

Program Year: 2023

Quarter: Q2

Program enrolled in:

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

Participant First Name: Emily

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Emily, a participant in our Keene OSY JAG Program, had an exciting and successful December! She completed the online portion of her LNA training and got started with clinicals while she studied for the HiSet exam. She passed one section of the HiSet on her first try and is ready to complete another soon. Emily also applied for, interviewed with, and offered a job with Kohl's, which is a JAG-NH partner. She is excited to start her new job this winter.





Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Ezekiel (Zeke)

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

I have had the great opportunity to know Zeke since June 2023. Throughout my time knowing Zeke, I've seen him grow through the classroom, the field and on the court. In each respected environment he has proven to be a natural leader. He holds himself accountable and keeps a growth mindset. Zeke has maintained his job while playing 2 sports and picks up any opportunity that will help him grow as a young professional.

Zeke continues to focus on his personal growth through reading books and working on his many crafts in basketball and business. Zeke was honored as Captain on his varsity football and received All State Honors. Zeke is currently a Captain on the basketball team is on pace to achieve his milestone of 1,000 points this season. Zeke was indecisive when furthering his education through college. He has a newfound interest in furthering his education, so he can continue doing what he loves, pursuing his business career and playing basketball. He plans on attending a college visit within the next month.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Hailey

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

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

Success Story:

Hailey came to us as a referral from a former participant. She was at a crossroads not sure what she wanted to pursue as a career pathway and had been working as a detailer. She was considering automotive as a career track but after getting into the program, she was introduced to opportunities that she was unaware of. After speaking with her, she expressed that she had always loved math and science when she was in school.

Her career specialist then provided Hailey with information about a new groundbreaking apprenticeship that she could qualify for. The opportunity was for the Bio fabrication Technician Apprenticeship through the Advanced Regenerative Manufacturing Institute where if picked, she would be part of the first cohort. She would learn chemistry, biology, soft skills and industry-specific knowledge, hands-on laboratory experience, and good manufacturing processes. Hailey became very excited about the prospects.

Hailey's started the process, attending the informational meeting and did the testing that was required. Her career specialist then helped prepare her for the interview portion of the process. She sailed through the interview process and was asked to come back and interview for the final round. She said the interview prep helped her be more confident and was able to draw answers from the practice they had. Out of the 7 openings, Hailey was a finalist and secured her position.

Hailey has been attending classes and is near completion of the educational requirements. She will move to the on-the-job training portion, where she will be making \$22.00 an hour for the first 4 months, \$23.00 an hour for the next 4 months and \$24.00



an hour for the final months and secure job placement. Haliey has been checking in weekly and can't believe that if it had not been for her friend telling her about MY TURN, she would have missed out on a life changing opportunity. She has found her purpose and looks forward to applying these new skills to the workplace.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Hayley

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

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

Success Story:

Hayley is now a certified LNA. Hayley, a working single mother who did not complete high school, joined JAG in the fall of 2022. She had a few bumps in the road and briefly left the program but contacted her Career Specialist in the spring of 2023 with a renewed goal of getting her LNA license. She was able to achieve that goal the Fall of 2023 and is hoping to get her high school equivalency diploma in the near future. She has a job lined up as a LNA at a local assisted living facility.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Manchester Memorial HS Students

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

County: Belknap
 Carroll
 Cheshire
 Coos
 Grafton
 Hillsborough

Merrimack
 Rockingham
 Strafford
 Sullivan

Success Story:

JAG students from Manchester Memorial HS attended the SOAR Into Your Future Workforce Development Conference at Southern New Hampshire University. Students listened to mentors speak about becoming a leader and how to overcome barriers to employment. Employers were also on site to offer information about the path to a career in their field, which ranged from medical, to local restaurants, to HVAC, and mechanical trade school.



Memorial JAG students attended a tour of the Palace Theater to learn about its history, and how to obtain a job in the theater industry. They learned about back-of-house positions like sound and lighting, how to work the ropes backstage, what it takes to be an actor from the actors' themselves, and about their youth program. They were also able to walk to one of the many other properties the Palace owns and see where all the props and set pieces are stored as well as watch some of the pieces currently being made for the newest production.



JAG students from Manchester Memorial HS attended the Construction Career Day in Newmarket. Students got to learn and explore many different careers in the construction industry including welding, tree climbing, heavy equipment operation, drywalling, and water engineering. Many of these opportunities are available without a college degree and provide on the job training.



JAG students from Manchester Memorial HS created a community service project to deliver cards to the elderly. The students got other members of the high school to help as well, and they created these beautiful holiday and birthday cards. The cards were delivered to a local senior living community a week before Christmas.



JAG students from Manchester Memorial HS explored the Mall of New Hampshire to find out what companies hire high school students. They also learned where the bus stop was so they could get to the mall without a car or paying for an Uber. They also teamed up with Best Buddies to assist some of the life skills students in learning to make purchases, place orders in the food court, and count their change to make sure it was correct.





Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

- Adult
 Dislocated Worker
 VIP:
 Youth:

 IINE
 SNHS
 NH JAG
 My Turn
 AYC

 ISY
 OSY
 ISY
 OSY

Participant First Name: Isabel

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

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

Success Story:

Isabel, a JAG student at Manchester Memorial HS, attended a fire safety training event put on by the Manchester Fire Department and the Manchester School District. She received an industry-recognized credential in fire safety after learning the different types of fires and how to put out each kind. Her image, shown below, is now used in their marketing materials.





Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Jayda-Lyn

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Jayda-Lyn, graduated from high school in June of 2023. She immediately joined JAG. She was motivated to complete her goal of becoming an LNA within the same year. She was able to finish her LNA license in October of 2023. Her enthusiasm and motivation landed her a job at a local hospital where she now uses that license.

**Participant Success Story**

Program Year: 2023

Quarter: 1

Program enrolled in:

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

Participant First Name: Jisanah

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Jisanah has overcome a lot of obstacles since becoming a mother of one but that has not deterred her from becoming the best version of herself for her daughter. After losing her mother at the young age of 17, Jisanah found out she was pregnant. Determined to make her life better for her child, she started researching a program that could give her the quick education to be able to support her growing family. That's when Jisanah found MY TURN. She came in ready to get things done as fast as possible. Jisanah quickly enrolled into LNA Health Careers to become an LNA. Jisanah successfully completed her LNA training with high scores and a job offer in hand. This is only the beginning for Jisanah!



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Juan

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

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

Success Story:

Juan, the youngest of four siblings, graduated from UNH and was looking to obtain his LNA license so he could continue his education at Massachusetts College of Pharmacy and Health Science and work toward becoming a physician. Juan became a JAG participant in October of 2023, started his LNA training with LNA Health Careers in November, and passed the BON state exam in December. Juan is excited to find an LNA position as he hopes to strengthen his resume and gain more experience.



**Participant Success Story**

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Kendra

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

When Kendra was referred to Easterseals NH's All Youth Count (AYC) program, she was homeless and sleeping in her car in and around the Manchester area. She had a good job as a Licensed Nursing Assistant but struggled to find an apartment. Kendra's Division for Children, Youth and Families after-care case manager connected her with AYC to help her with that critical housing search.

AYC staff worked to get to know Kendra and, during a dangerously cold weather snap, provided her with financial assistance to stay in a warm, safe hotel until the weather passed. Soon, she faced another barrier related to an ongoing legal issue; facing a minor criminal charge, Kendra was informed that her LNA license had been suspended, causing her to lose her job. Kendra scrambled to find work elsewhere, resulting in a lower income than she had had previously.

After months of searching, AYC helped Kendra find an apartment in Concord that would accept her housing voucher. When Kendra realized that she didn't have enough money saved up for a security deposit, AYC was again there to give her the financial assistance needed to overcome that barrier. AYC also communicated with Kendra's landlord to help with the application process, facilitating communication around her housing voucher.

Once she had stable housing, Kendra was motivated to work toward other goals, including finishing her high school diploma and resolving her legal matter. AYC provided her with a letter of support and communicated with her attorney, emphasizing that whatever she had been involved in that led to the criminal charges was a lifestyle that she had put behind her.



Eventually, Kendra was able to settle the matter in a way that allowed her to appeal to the nursing licensing board and get her license reinstated.

In addition to providing financial assistance, AYC connected Kendra to other community resources to help her move toward independence, from furnishing her new apartment for free to connecting with adult education services, and even helping her research new job opportunities and learn new marketable skills.

Now, Kendra is focusing on regaining her LNA license and moving forward with a positive outlook on life. The stress of living out of her car had been overwhelming. But with support from AYC, she found stability, allowing her to focus her emotional and mental efforts on other ways to improve her situation. Along the way, Kendra was grateful for the help, repeatedly thanking AYC staff, and saying “I appreciate you [all] so much. You have gone above and beyond!”



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

- Adult
 Dislocated Worker
 VIP:
 Youth:

 IINE
 SNHS
 NH JAG
 My Turn
 AYC

 ISY
 OSY
 ISY
 OSY

Participant First Name: Naomi

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

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

Success Story:

In 2017, Naomi dropped out of high school and gave birth to a son in 2018, who is now 5 years old. In 2019, Naomi enrolled into Job Corp expecting to graduate with a diploma and a certification as a clinical medical assistant in 2020. However, due to Covid-19, it took more time than expected and she graduated in 2021. In February 2023, she applied to JAG so that she could receive financial assistance for LNA training at LNA Health Careers. Naomi started her LNA training at LNA Health Careers in October 2023, and successfully completed her training the following month. She is now a licensed nursing assistant. Her short-term goal is to save money and own a home so that she and her son can move to a better neighborhood. Her long-term goals are to receive more education in nursing and eventually become a registered nurse.





Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Nicole (Nikki)

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Nicole (Nikki) is a 34 y/o single mother of two, who contacted the WIOA program for assistance. She was working in the medical field as a Medical Assistant and had 12 years of experience in the healthcare field as an LNA, ER Technician and Certified Medical Assistant. She indicated that her long-range goal is to eventually become an RN, and she felt the next step in her path towards this goal was to become an LPN. Not only was this a natural progression in the health care field, but it would also increase her earning potential to assist her in providing and caring for her family.

After completing her comprehensive assessment, reviewing work history, skills, barriers, education and assessments, all factors taken into consideration, supported this goal as being an appropriate and obtainable career path and goal for Nikki to pursue.

Nikki was accepted into the LNA Health Careers LPN program and began her training on 9/22 and successfully completed her training on 8/23. The cost of the training was \$21,000.00. CN requested a waiver and Nikki was granted additional funding with the total of \$8,750.00 of WIOA funding, and with other scholarships and transfer credits taken into consideration, her out of pocket expenses were approximately \$5,500.00. She also received transportation support services while in training. It's important to note that while in training Nikki continued to work part time as a Medical Assistant, adjusting her hours accordingly, with an hourly wage of \$18.00 an hour.

As stated previously she completed her LPN training on 8/23 and passed her NH LPN state exam on 9/23 earning her NH LPN License. She was hired by Concord Hospital-Laconia on 9/23 at a pay rate of \$26.00 per hour plus benefits. In my last contact with Nikki, she informed me that she started work with Prime Care Medical as an LPN, now earning \$34.00 per hour with benefits. Nikki was hard working and committed to her



training and earning her LPN license. She currently is working on securing her IV certification and she has no doubt that she will continue to follow her career path and will eventually earn her RN license which would be a wonderful addition to her occupation.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Raquel

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Raquel joined the Franklin MY TURN ISY program while attending Franklin High School. When Raquel graduated from FHS, her cap stated vet tech. For Raquel, helping animals switched to helping people when she realized she was passionate about healthcare and decided to join the OSY program so she could pursue her goals.

Raquel is at a point in her life where she is able to make mistakes, and still have time to fix them. As well as make her dreams of working in the medical field a reality without having to expend money she does not have. MY TURN is able to assist her with covering tuition and setting up paid Work Based Learning opportunities.

With the assistance of the MY TURN staff, Raquel is recognizing her self-worth, creating boundaries, and creating realistic expectations both short term and long term. Even though MY TURN's tuition assistance is a huge help to Raquel, the most important work that MY TURN and Raquel have been working on together has been the work on herself and her growth as a person.

Even in the few months of getting to know Raquel, the growth she has made is visible in her attention to working on a budget, finding different jobs that pay more to help with her debt, and most importantly, working on using her voice to advocate for herself respectfully and professionally.

Raquel will be participating in an LNA program through LNA Health Careers starting in February 2024. She is beyond excited to begin, and just this past week we went to pick up her scrubs and stethoscope. Raquel has a true passion for helping people and we are excited to see her continued progression in the LNA program and with the MY TURN Franklin OSY program.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Shannon

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

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

Success Story:

Shannon is a 46-year-old married female with one child still living at home. Shannon had been employed by Computer Security Products for approximately 9 months when she was laid off. Shannon had experienced a number of layoffs over the preceding years and was ready for a change. Shannon entered the WIOA Dislocated Worker program at the very end of Program Year 2022 but was hesitant about training since she had been out of school for a number of years.

Employment Counselor Specialist Kim Gryglik encouraged Shannon along in the process. Shannon decided to enroll at Nashua Community College in the Microelectronics Boot Camp in August 2023 even though she was still nervous about the training. ECS Gryglik, with the help of the Nashua Community College team, and WIOA Dislocated Worker program, was able to assist Shannon in overcoming her concerns about returning to school. Shannon thrived in the training environment and completed the program and received her certification on November 16, 2023.

Shannon was hired almost immediately after completing her training by Mercury Systems in Andover Massachusetts as a Microelectronics Specialist with full benefits and making 17% more than she had at her last position. Shannon states she loves her new career and that it wouldn't be possible without the assistance of the WIOA Dislocated Worker program. She realized that she succeeded in not only a new career, but in overcoming her anxiety about going back to school and stepping up to a new challenge.



Participant Success Story

Program Year: 2023

Quarter: 2

Program enrolled in:

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

Participant First Name: Sergiy

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

Sergiy is a recent refugee from Ukraine, where he was a Truck Driver in his home country. When he came to the WIOA Adult program, his goal was to become a Truck Driver in the US. At the time of enrollment, he was receiving SNAP and Refugee Cash Assistance. He struggled to complete a CDL-A training because the school he was attending closed while he was still trying to obtain his learner's permit. Sergiy wanted to stick with it and with his persistence, he found another school on the ETPL where he successfully passed his learner's permit, finished the class, and received his CDL-A. WIOA Adult paid \$6,000 for the cost of his training along with mileage reimbursement to and from his training. He was then hired as a CDL-A Driver for Old Dominion Freight Line in Dracut, Massachusetts, earning \$31 per hour. He is no longer on SNAP or Refugee Cash Assistance and is able to support his family. Sergiy is also in the process of applying for a Hazmat endorsement for his CDL.



Participant Success Story

Program Year: 2023

Quarter: 1

Program enrolled in:

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

Participant First Name: Sydney

Age: 14-18 19-24 25-45 46-55 56-65 66-75 75+
 County: Belknap Carroll Cheshire Coos Grafton Hillsborough
 Merrimack Rockingham Strafford Sullivan

Success Story:

In July, Sydney came to MYTURN with a friend (and past participant) who referred her. Sydney, at only 20 years old, had recently been through a divorce, had no family, and had been living as a ranch hand on a farm in Vermont with her beloved dog Doobie. At Sydney's first meeting with MYTURN staff, she said she had become homeless and was couch surfing at a friend's house in town. Sydney had a drive in her that was rare to see. She was on a mission and knew she wanted to be free of her struggle.

After learning from her assessments that she was a natural caring person, she decided to explore a caregiving position. She applied for and took a job as an in-home health aid for a local company. After a month of non-consistent hours and paychecks that were not beneficial to her, she decided that the job was not a good fit. By this time, she found herself staying at a friend's house over an hour away.

MYTURN staff connected her with Harmony Homes, a memory care assisted living facility, where she applied and interviewed for a caregiver position. By September, Sydney was hired on as a caregiver and fell in love with the job and the elderly she was caring for. She was still making the hour-plus long drive which had taken its toll on her and her vehicle. In November, Sydney was allowed to rent a place of her own in a tiny home community. It was in its finishing phase and owned by the company that owned her new place of employment. Many conversations between the Harmony Home and MYTURN staff glowed about what a ray of sunshine and exemplary employee Sydney had become.

Despite a few hiccups with the move-in date, Sydney remained optimistic and persistent. She stayed focused and driven, all while battling the commute and long shifts. At the beginning of January, she was finally able to move her and her dog into



her very own home. She applied and will start classes soon at LNA Health Careers and is on her way to her chosen career path by obtaining her LNA certificate. When she first arrived, she was not sure what she wanted to do and now she is headed on her way to becoming an R.N. Sydney is a hard-working, caring, persistent, and amazing young lady who, in a very short time, has proven that nothing will stop her. She has taken guidance, help, and advice from MYTURN staff with grace and success, and I have no doubt she will exceed every expectation she sets for herself.



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 3a. WIOA Combined State Plan 2024-2027

Background:

In accordance with the Workforce Innovation and Opportunity Act (WIOA), each state must submit a WIOA Combined State Plan prior to March 22, 2024. Staff from the Office of Workforce Opportunity and NH Works partners have been working diligently to complete this plan prior to the deadline.

WIOA requires the Governor of each state to submit a Combined State Plan that includes a four-year strategy and operational plan for the continuing implementation of the state's workforce development system, with an update after two years.

Under WIOA, Combined State Plans communicate the state's vision for the state workforce system. WIOA planning requirements aim to foster better alignment of federal investments across job training and education programs in order to align service delivery across programs among shared customers, to improve efficiency in service delivery, and to ensure that the workforce system matches skilled individuals with high-quality job opportunities and employers. Additionally, it enables the workforce system to provide a wider range of coordinated and streamlined services to shared customers.

Staff from OWO and the NH Works partners held seven public comment sessions across the State of New Hampshire and solicited written comment from the citizens of the State of New Hampshire. These actions were advertised in the NH Union Leader, on the NH Works website and by our partners. Public comment sessions were held in Concord, Keene, Lebanon, Littleton, North Conway, Rochester and Windham.

OWO Staff Recommendation:

Approval of the proposed combined state plan as submitted within attachment A.

Requested Action:

Approval of the proposed combined state plan as submitted within attachment A.

Draft Motion:

Approve the proposed combined state plan as submitted within attachment A.



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 3b. Topics for June 4th Meeting

Item 3b. 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 June 4, 2024.



SWIB MEETING DATE: 2/6/2024
AGENDA ITEM: 3c. Board Motions and General Discussion

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



Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
CBO	Community Based Organization	NGA	National Governor's Association
CCSNH	Community College System of New Hampshire	NHDOL	NH Department of Labor
CEO	Chief Elected Official or Chief Executive Officer	NHEP	NH Employment Program
CSBG	Community Service Block Grant	NHES	NH Employment Security
CTES	Career Technical Education Schools	NOO/NOA	Notice of Obligation/Notice of Award
DED	Division of Economic Development	O*NET	The Nation's Occupational Information System
DHHS	Department of Health and Human Services	OIG	Office of Inspector General
DOE	Department of Education	OJT	On the Job Training
DOL	Department of Labor (USDOL) (NHDOL)	OMB	Office of Management & Budget
DVOP	Disabled Veterans Outreach Program	OSY	Out-of-School Youth
EEO	Equal Employment Opportunity	OWO	Office of Workforce Opportunity
ELMI	Economic & Labor Market Information Bureau	PACIA	Performance Accountability & Customer Information Agency
ES	Employment Services	PIRL	Participant Information Record Layout (WIOA)
ESL	English as a Second Language	RFP	Request for Proposals



ETA	Employment & Training Administration US DOL	SCSEP	Senior Community Services Employment Program
ETP (L)	Eligible Training Provider (List)	SDA	Service Delivery Area
FOA	Funding Opportunity Announcement	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
FUTA	Federal Unemployment Taxes	SNHS	Southern New Hampshire Services
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISSET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc.Rehab.)
ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth



State Workforce Innovation Board (SWIB) Members

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



Board Staff				
Doiron	Joseph	Director, OWO	Board Staff	joseph.a.doiron@livefree.nh.gov
Hinson	Jimmie	Workforce Development Administrator	Board Staff	jimmie.r.hinson@livefree.nh.gov
Gerrard	Lisa	WIOA Program Administrator	Board Staff	lisa.d.gerrard@livefree.nh.gov
Vacant		OWO Fiscal Administrator	Board Staff	
Salmon	Melissa	WIOA Program Specialist	Board Staff	melissa.m.salmon@livefree.nh.gov
Roth	Lucia	Administrative Assistant	Board Staff	lucia.i.roth@livefree.nh.gov