



# **State Workforce Innovation Board Program Year 2024 – Meeting 2**

**June 3, 2025**

**1:00 pm – 4:00 pm**

## **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.

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**State Workforce Innovation Board (SWIB)**

**Program Year 2024 Meeting 2**

**June 3, 2025, 1:00 pm**

**Agenda**

**1. 1:00 pm – Call to Order**

- 1a. Roll Call
- 1b. Approval of March 4, 2024, Meeting Minutes .....[4](#)
- 1c. Welcome
- 1d. Public Comment

**2. 1:10 pm – Informational Items**

- 2a. Participant Panel .....[37](#)
- 2b. Rapid Response Update .....[38](#)
- 2c. Financial Update .....[39](#)
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- 2f. NHWorks Conference 2025—Save the Date & Call for Volunteers .....[61](#)
- 2g. State Plan Sessions .....[62](#)
- 2h. Audit Report .....[65](#)
- 2i. SWIB Staff Training Memo Request .....[67](#)

**3. 2:00 pm – Board Motion & Discussion**

- 3a. Topic for October 14, 2025, Meeting .....[69](#)
- 3b. Board Motions and General Discussion .....[70](#)
- 3c. SWIB Meeting Dates for 2026 .....[71](#)
- 3d. WIOA Dislocated Worker Contract.....[72](#)
- 3e. NHWorks Conference.....[74](#)
- 3f. Approval Request of Fund Transfer Rapid Response to Program  
(Dislocated Worker Grant) .....[75](#)

**4:00 – Adjourn**

**Next Meeting: October 14, 2025**

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## P R O C E E D I N G S

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George Copadis: So, for the record, my name is George Copadis, and I am filling in today for chairman, Michael Kane who may be a little bit late or might not be here today, I am not sure. Some quick notes as we begin the meeting. This meeting is being recorded. Before speaking, please state your name, so the transcription service can accurately document today's meeting. Today's meeting is official meeting of the board. It's open to the public. We'll run our manner compliant with RSA-91A. Meeting materials for the board and the public can be found by visiting the Department of Business and Economic Affairs website. We have a number of items to work through today. You'll find these items on the agenda with their enclosed support documents. The agenda and these documents have been provided to the board electronically. Printed copies are available today, and all materials were available to the public, via the BEA website. Okay, Joe you want to do the roll call?

Joe Doiron: Thank you, Mr. Chairman. Mike Albert?

Mike Albert: Here.

Joe Doiron: Jim Alden? Joseph Alexander? Stephanie Ashworth?

Stephanie Ashworth: Here.

Joe Doiron: Kevin Avard? Rick Bartle?

Rick Bartle: Yes, here.

Joe Doiron: Christine Brennan?

Christine Brennan: Here.

Joe Doiron: Anya Burzynski? Paul Callaghan? Kelly Clark? Kenneth Clinton?

Kenneth Clinton: Here.

Joe Doiron: George Copadis?

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George Copadis: Here.

Joe Doiron: Mary Crowley? Tiler Eaton? Patrick Fall?

Patrick Fall: Here.

Joe Doiron: James Gerry? Chase Hagaman?

Chase Hagaman: Here.

Joe Doiron: John Hennessy? Michael Kane? Justin Kantar? Shane Long? Donnalee Lozeau?

Donnalee Lozeau: Yeah.

Joe Doiron: Lori Ann Lundgren?

Lori Ann Lundgren: Here.

Joe Doiron: Larry Major?

Larry Major: Here.

Joe Doiron: Ashok Patel? Jim Proulx? I think Jim is running a few minutes late, somebody told me. Shannon Reid? Jay Ruais? Richard Sala?

Richard Sala: Present.

Joe Doiron: Tim Sink?

Tim Sink: Here.

Joe Doiron: Gary Thomas?

Gary Thomas: Yes.

Joe Doiron: And Jim Proulx?

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Jim Proulx: Yes, sir.

Joe Doiron: Mr. Chairman we have a quorum.

George Copadis: Super. Thank you, Joe. Okay, everybody can you hear me, okay? The meeting minutes from the October meeting are in your packets. I hope you have had a few minutes to review those and if there are any errors, corrections, or omissions? If not, I will entertain the motion to approve.

Tim Sink: So, moved.

George Copadis: Moved by Tim Sink, second?

Donnalee Lozeau: Second.

George Copadis: Donnalee Lozeau. All those in favor.

Audience: Aye.

George Copadis: Opposed? Motion carries. Thank you. So, public comment. We'd like to take a moment to see if anyone from the public would like to – no? No, they are quiet and shy today. Informational items, we'll start the agenda with some information items now for the copy we're saying rather than the answering questions you may have. Joe, could you guide us through those items?

Joe Doiron: Absolutely, Thank you, Mr. Chairman. Just a quick note. I hope you all like the new format for the minutes. We did change providers. So, if you have any suggestions or anything on that, let us know. We're working with the new vendors. So hopefully, you will like the change. Item 2A, Mr. Chairman and members of the board, is a presentation for the board from staff Lisa Gerrard and Melissa Salmon will take it away.

Melissa Salmon: Hi, everybody.

Audience: Hi.

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Melissa Salmon: It's so nice to be here. Lisa's just going to get us started. So, we are going to take back a little bit to those COVID times, unfortunately. It is kind of like; we are done talking about that *[inaudible]* [00:04:11] look at today.

Male Speaker: Never.

Melissa Salmon: So, we want to invite you to learn about our Lunch and Learn Series.

Lisa Gerrard: So, I'm Lisa Gerrard, I am the WIOA Program Administrator with OWO. I've been here a little over 4.5 years, so I came right around COVID time. I was interviewed virtually. I never went into the office. I worked at home for pretty much, the first year coming into the office once or twice a week, but it was virtual, right? COVID was a virtual world. So, what we're first going to talk about is our Lunch and Learn Series, and we're going to go backwards to go forwards. So, the catalyst to kind of this series that we created came about around COVID time. So, during COVID, we had a mass exodus. Oh, yes, there is a slide presentation that was separate. If you all have it, you can pass it. Anyway, so there was a mass exodus throughout a whole workforce development system during COVID. NHES, was covering unemployment. They had a lot of staff turnover. OWO, we were completely brand-new teams under those leadership. Skill for new staff, it was very hard to train new staff virtually and remotely and the offices were not open, so people were kind of coming in for virtual way into our NH Works. Connections and resources that have been built kind of fell apart a little bit during COVID because staff were new, and people were just busy doing other things.

So, this is kind of laying the perfect storm, if you will, which we're going to talk about. So, everything was virtual. We were doing interviews virtually. We were training both our staff and our participants virtually. And we were doing placements virtually. So, everything was kind of being done in this electronic virtual world, which was brand new to the state because before that we didn't really have a virtual platform. And then the training opportunities that we had available for our workforce development staff kind of stopped. The last NH Worker's Conference was in 2018 up until this past year when we had it again. And there were limited training opportunities for all workforce development staff in this case.

Melissa Salmon: All right. So, the spark, spark for our Lunch and Learn started when I was actually in administrative assistant position. So, I was kind of organizing these stops that go all over the state. These are all of our locations. We had to do the one stop certification process. And this was the first time that our staff had done it, not virtually, right? So, it was our first time in-person. It's a nice, beautiful ride out there to the North Country, but some of the things that we realized

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that the staff, you know, some are co-located, which means they've got outside partners at the same office, and some are not. So, they didn't have any way to interact. They didn't know who to reach out to for resources and referrals. And some of them were so new they've never had a chance to meet the private staff or connect with anyone to make any meaningful changes or connections for the participants.

So, first time all new, and people were super excited to meet us. That's one thing. Every door we walked into, they hadn't met us in-person before. They wanted to tell us what they were doing, what they were implementing. Each office was doing something a little bit different from the door, person who's saying hello, having you sign in to the workforce staff. It was amazing.

Lisa Gerrard: So, we're working out technology as you can tell, which is something we do all the time at Lunch and Learn. So, globalization, so this is now we're talking April to July of 2023. We finished our one-stop certifications, which meant that we went to all of our New Hampshire Works Offices. We met the staff. We met partner staff as well. When we came back to the office, and we started to brainstorm. What were some ways that we could bring some more professional development [inaudible] [00:08:33] workforce development staff. So not just WIOV Title I, which is what OWO kind of will receive, but all workforce development staff.

We kind of looked at compacity right? So, OWO is a six-person team and only really two people do programs. So myself and the youth administrator. So, knowing what we have capacity, knowing what we could and couldn't do as far as what we could handle as a staff, we've decided to do something quick, right? A 30-minute kind of training on different topics. We decided to have it every month at lunchtime. So, we started the Lunch and Learn Series. We wanted to make it consistent every month. This day of the month the...

Melissa Salmon: Third Tuesday.

Lisa Gerrard: Third Tuesday of every month is our Lunch and Learn, last 30 minutes, quick and easy. People can sign on and not sign on. So, we decide this is where we're going to go, we're going to try it, right? Joe's really great about letting us bring him ideas and letting us go with them. And then we either fail miserably, which sometimes we do, or other times we really do a great job and do things as we go. So, this was one of the opportunities that we came up with was Lunch and Learn. But we had some trouble with having a database. There is no database of workforce development professionals, so we had to call in our partners.

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So, in August 2023, we held our first Lunch and Learn Series. It was an introduction to the OWO team at that time. And we also introduced workforce development staff to the New Hampshire Work System. You would be surprised how many workforce development staff we have that don't understand how our setup is here in New Hampshire with the Consortium, and the New Hampshire Work System. We have a 149 people attend that Lunch and Learn, and we haven't looked back since. *[Inaudible] [00:10:45]*.

Melissa Salmon: So, the areas of need that we identified, really, you know, we kind of spelled it out here, that these people that were so excited to tell us what they were doing, they needed and wanted training. They wanted to know how our system worked. They wanted to know who their resources were, who their external partners were. And we had to catalog them before we could give those pieces of information out. And really more importantly, they need to feel connected to people doing the work that had some success or some experience. So, new staff that had to work with someone who had been in their position for three or four years found that to be extremely valuable. We really saw that thing over and over again. We also found that OWO could use the platform for the Lunch and Learns to do technical assistance, which is kind of what the Feds say our job is, is technical assistance. And that's under the WIOA legislation, right? So, we're trying to bring people in there outside of WIOA, but part of workforce into understanding what our limits are because we do have limits. We have to stay within those boundaries.

So, we saved time and money by having an engaging and interactive platform for all of those people. And then we were able to hold more training specific to WIOA staff. So, to-date, we've had four trainings. These are about data validation numbers. So, making sure that people are getting the exact right data that we need to send to the Feds every year. We've actually gotten a lot better. It's really worked. We've had a measurable skills gain attainment training, which is something that they want us to check off for each participant in our program every year. Sometimes we're getting more than that now. We have had a credential attainment training. That's a really important one for our process and for our funding. And they want to know that we're spending our money appropriately and also that we're getting these people where they need to go. And then the end of the year reporting and performance measures is going to be coming in June. So, people will really understand now, you know, these four pieces of trainings have a big picture that we send out to the Feds, and then it says, oh, New Hampshire is doing it right and that's what we want them to see.

So now we know we have the technology to deliver these trainings. We can meet in-person as well as virtually. We can kind of provide that technical assistance as needed, but we also meet at those monthly organized Lunch and Learns save us money, which is awesome. Everybody loves

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that. We can provide that technical assistance in real time. So often people will send us emails, we do our research, but sometimes we're using that little chat box and people say, "Hey, wait, does this mean this?" And we can break it down for them right there. And we've got an audience of sometimes 70 or 80 people, which is fantastic.

Another thing that happened is we had to learn to plan for glitches. Teams is not perfect. We're not perfect, and our staff and the attendees have really learned to kind of go with it. And we've worked out all those systems largely and thanks to Jess. All right, so that's good.

Lisa Gerrard: So, I'm just going to pull that one, sorry. So, the thing about pivoting, being six people on our team here at OWO, we have to learn how to do it really quickly, and change tasks at the drop of the hat. So, having built this for the Lunch and Learns has allowed us to actually pivot it and start our trainings with our WIOV Title I sub-recipient. So, the Lunch and Learns, although they started as this only 30-minute kind of introduction to a topic, have really morphed into other things.

As Melissa said, technology is not always our friend. We've had a lot of glitches over the time that we've been doing our Lunch and Learns. But we have tried to figure out the best way possible, and the audience is really good about just kind of going along with everything with the glitches on our end. So, the next, is our progress. So, for our Lunch and Learns we're going to continue them throughout this program here. We already have topics coming in. We have them booked until June of 2025, and then we're going to start cooking up the rest of the year. We take suggestions from – every time we do a Lunch and Learn, we ask for more suggestions about the next topics. Or if somebody has an idea or a topic they want, they can send it into us, and we can, kind of research whether or not it would fit for the whole workforce development field and then try to get a presenter to come in and do the Lunch and Learn.

We've been able to expand the reach. Even though the first Lunch and Learn we relied on our partners, the management at each of our partner organizations to send that out to their staff. We now have a database. We keep that updated. We're streamlining and standardizing the process. So, Jess, our administrative assistant, has been a great addition to our team. She made sure that we keep the presenters notified of when they're coming in, getting their PowerPoint, and getting the audience, their emails, so that they can join the trainees. And I think some of the biggest thing that we brought to the workforce development staff is that we are bringing in collaboration and partners with outside of our little, tiny WIOA world. We are bringing in training providers in different entities. So, recently we had Jim Kraly from Keene State on talking about

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their new micro-optics, precision optics program, that is out at Keene State. So, it gives our audience an idea of some different training opportunities that are out there.

And then one of the greatest things that happened was in this December Lunch and Learn. Question was asked in a chat, and everyone in that audience came back with an answer for this person as to, "Hey, could you tell me where I can find this resource?" We had people giving them information so that that person could bring it back to their participant. But it also spurred an idea that we now have taken and we're running with. So hopefully, maybe this time next year we will have some updates on a new project that we can *[inaudible]* *[00:17:21]* that all came from a Lunch and Learn.

Melissa Salmon: And that's really exciting because we're working with two other partners because that's actually fun.

All right. So, our impact, you know, as Lisa was saying, we have a really great contact group of over 250 people. So, we can blast out information really quickly and get great buy in. This is a multiuse option, right? We use it to help us garner interest for the New Hampshire Works Conference. We're going to use it for other trainings and opportunities because we are sticking to WIOA as we have to, but we know that those connections have to be made. So, it lets us get a larger audience for some things that might not sit inside WIOA, which is fantastic. To-date, we've had 19 Lunch and Learns. They have all been supremely well attended. The questions that come out of there are so interesting. Sometimes we have to go back and get a little bit of information, but that gives us more information in other areas as well and allows us to work with those partners, which this idea that Lisa was just telling you about is so exciting. We cannot let the cat out of the bag, which is my least favorite part of this. But, you know, we have the audience driven questions. So as soon as they ask us a question, other people are interested. It means something to them. So, the value-added Lunch and Learn informational piece is just the tip of the iceberg. We're doing private and non-WIOA programs. You know, that really means a lot. I think when we're talking about business owners, that are not, you know, in the public sector. They don't necessarily understand how to get our funding or how to get people trained. So that really helps them. You can contact Lisa and Melissa; Jess's email is up there all the time. We actually want you guys to join our Lunch and Learns too. So that's it for me.

Lisa Gerrard: So far, Melissa did say we did 19 presentations since August of 2023. We have not missed a month. When Melissa and I are not available to be the cohost of the Lunch and Learns, it gets a little crazy, I must say. But it's all in good, good fun. We like to have a lot of audience engagement. But when Melissa and I not cohost, we have set the process up so that Jess and Joe

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or anybody else in the OWO team can be that host so that we don't miss a month. We're really proud of the fact that we have not missed a Lunch and Learn since we started.

Melissa Salmon: And we were ready at one point to have to pivot, right? We were ready, and it didn't happen. But it built into us that we do need to be ready based on what canceled or can't show up because it happens, right? Not us. But, it does happen. So, we are ready to go.

Lisa Gerrard: And so far, some of the presentations we've done, we focus really at the beginning on getting the core partners to explain all of the different programs that we have. Because what we heard loud and clear back in 2023 was that staff didn't know who or what the other programs were and how to connect to them. So, we made an effort to bring all of the four programs in that first year that we were doing them. We've done all of the WIOA title programs as presented, but we've also done our senior community service employment program. We've done JobCorp, we've done SNAP E&T, we've done Career and Technical Education. We've also brought in Broadband and Digital Equity that was really, highly attended presentations. We've done the Community College System in New Hampshire. We've done US DOL Apprenticeship. We've done our Eligible Training Provider List, so we have done a lot of presentations.

Melissa Salmon: Yes. So the, you know, the interesting part is we knew the first one. That's that big green one. We knew that was going to be well attended. It was directors. It was everybody. And we knew it would die off after that. But as you can see, you go on vacation in the summer, who knew? People are coming. They come back. It's pretty steady. Really interesting topics will sometimes get quite a few more people. As Lisa said, the eligible training provider, understanding them is really important. But all the opportunities, all the topics for future Lunch and Learns are coming right out of those meetings. People are requesting information that they want to hear, which is fantastic. The staff are learning about other opportunities and initiatives. So, they're finding out, you know, what can benefit my client the most right now. We're going to have a presentation next month. Its Early Head Start. People are really excited about this one because they can – anyone with a child under five can get some services, which is great for the people in our program. And the staff are now connecting with others in the field, and I think that is going to be the biggest piece.

All right. So, this is what we have next through June, as Lisa said.

Lisa Gerrard: So, we do have these presentations planned. So, we have Early Head Start coming up in March. Assistive Technology in New Hampshire. That's ATinNH, this April. May is the Labor Market and Information Bureau and then June we're having Work Ready on *[inaudible]*

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[00:22:24]. So, we're looking for presentations from the July through December. So, if anyone has any ideas, we welcome to entertain them.

Melissa Salmon: And we would love to have you attend *[overlapping conversation]* [00:22:26]. We would love. Even if you do not ask questions, so you do not have to have your camera on, you do not have to bring a lunch, but if you just attend and see what we called the dog and pony show because we like to inject a little bit of humor into things *[inaudible]* [00:22:44]. It is about a 20 minutes presentation and then we will reserve 10 minutes for questions. Sometimes people start asking questions in emails two days after. And we will get you answer. But we will love to have you see what we do and really make some suggestions on your own.

Lisa Gerrard: Does anyone have any questions about our Lunch and Learn series?

*[overlapping conversation]* [00:23:09].

Lisa Gerrard: Yes

Male Speaker 2: Okay, just for the record. I'm curious to know where we *[overlapping conversation]* [00:23:21] find the link to the Teams and/or *[inaudible]* [00:23:25] where the agendas are on or where they are posted someplace *[inaudible]* [00:23:28]?

Melissa Salmon: That is a great question actually. We should post it on our website. *[Overlapping conversation]* [00:23:32].

Lisa Gerrard: Yes, we should. Right now, the links go up in a two-month process. So, we'll do April and May together and then do it June and July or something like that because we had an issue with the links. Before we had two links for same meetings, so we are trying to eliminate issues. But right now, we only made to get the links to go on our kind of mailing list. So, if you are interested in getting the links, we will get you on mailing list and you will get them you can attend or not attend when the time comes. *[inaudible]* [00:24:07]. Chase, come on. I know you have a question.

Chase Hagaman: You've stunned me in the silence. You've done such great work.

George Copadis: Yeah.

Melissa Salmon: All right. All right. Well, thank you.

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Audience: Clap.

Joe Doiron: Thank you. Item 2B, is that...

Speaker George Copadis: Yeah. Okay. Ready to go.

Joe Doiron: Item 2B is rapid response update. The last meeting, we mentioned that Jimmy Hinson would be retiring. Did in fact retire. So that is not Jimmy Hinson, just so you know.

Male Speaker 3: That's Jimmy with a beard.

Joe Doiron: Yeah. So, Nick, take it away, please.

Nick Masi: All right. Hi everybody. I am Nick Masi. I take over Jim's role, the – as workforce development administrator. I am here since pretty much beginning of the year. I was stolen from New Hampshire Employment Security *[inaudible]* [00:25:12]. *[Overlapping conversation]* [00:25:15] update on the – so on...I'm sorry, I have to ask you.

So, I was a Program Manager for Dislocated Workers Program at NHES and in fact over a year and loved it so far. So just some quick details of this past quarter. We did have 17 responses to the second quarter *[inaudible]* [00:25:43] since the last meeting, that's down 22 since previous year. We covered all the covered distribution, logistics, manufacturing, retail and hospitality *[indiscernible]* [00:25:50]. So far this year we've had *[inaudible]* [00:26:00] another week or so when we do that manufacturing *[inaudible]* [00:26:09] I love it so far doing my best. Did anyone have any questions?

Mike Alberts: Hi Mike Alberts, Is there sort of a reason why it's so slow now *[inaudible]* [00:26:25]?

Nick Masi: I think it is combination of not getting notified by all *[inaudible]* [00:26:36] businesses. As I look at the – within the last quarter if I'm talking *[inaudible]* [00:26:41 - 00:27:02].

Joe Doiron: He's new. Don't make it so easy of him.

Chase Hagaman: Chase Hagaman for the record. I'll just compliment Nick. I know, we've got a whole team at the division that helped support Nick in rapid response, and we've already had face-to-face time together and gotten to know each other and updating processes and charging

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ahead. You know, there have been fewer rapid responses so far, but I do think it's not necessarily because the economy has suddenly revived in some areas, but some are not giving notice or they're very small instances that wouldn't necessarily warrant a full-blown rapid response.

Nick Masi: As an example, JoAnn Fabrics closing all their stores now *[inaudible]* [00:27:46]. Each store has some part-time employees ending seven, eight, nine, 10 people per store *[inaudible]* [00:27:55].

George Copadis: The only other thing, the unemployment rate came out today, and it was a tenth of a point higher than it was the previous month. They did benchmarking. Originally, December was 2.6 after the benchmarking when they put together the numbers again for the full year. It was actually 2.8 for December, so it went up one one-tenth of a percent.

Joe Doiron: Mr. Chairman, Item 2C is a fiscal update. I'll pass it over to Melissa Carter.

Melissa Carter: Melissa Carter for record. On page 45 and then the next couple pages, you see our tables of our where we stand in December. It has been a couple of months, I know, since I gave them all this information. So, the numbers have changed a little bit. We have some breakdown for these grants, and these reflect, but as we WOIA Title I grant since we have to all be 80% of the funds by the end of the first program here. In December, we're at 22% for this program year 2024. I don't think it's going to be an issue just because we had just received more funds in October, and we've processed *[inaudible]* [00:29:33] partners, I guess. Our sub-recipients are a little behind the invoicing, but when they do get them in, they are substantial. So, I don't think we'll have any issue getting that 80% combination right *[inaudible]* [00:29:52]. Any questions?

Joe Doiron: Melissa, you maybe touch on mentioning the audits we are currently under and when we will be audited by US Department of Labor?

Melissa Carter: So, we said – well, I think deadline is tomorrow for the single audit for the state. So, I've been working with our business office and many pulling everybody in, to get them all the information they need to complete that single audit. And then we do have our – they're not really calling it an audit. It is specifically a monitoring by USQL. We had a meeting with them the other day, and they were – we referenced it as an audit because that's how we're taking it as and they're very specific, it's monitoring. They're not auditing us. But that's going to be the beginning of May. So, we have a lot of documents to pull and information to gather for them between now and then. It's going to be a lot, but I've never done it. It's going to be great. It's going to be great.

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Female Speaker: It's always great.

Melissa Carter: Yes, it's going to be great. Whatever they need, we'll get it.

Male Speaker 5: Lovely optimist.

Melissa Carter: We will smile as we do it [*Inaudible*] [00:31:19].

Joe Doiron: Well, Mr. Chairman, if I could add. So, we are on a three-year cycle in terms of having what they call the comprehensive consolidated review where they don't audit us, but they send auditors. So that's a little federal logic there for you. So, yeah there's nobody from that fed here. And as I double check.

Male Speaker 5: It is just word audit.

Joe Doiron: I know. Yeah. There's word audit, right? So, we are considered low risk as a state. We take great pains to provide everything at these board meetings that you can see, working with technical assistance, working with our sub-recipients. So, we are on a three-year cycle. Well, our time is up. So, we got selected. So that's the three-year audit. But the single audit, we were selected randomly from the agency from the Department of Business Economic Affairs due to our spend rate and whatnot. So, we finally hit that threshold. So, it's because we're training people and spending money and that sort of thing. So, they're all regular sort of courses of business. So, nothing to be worried about other than our blood pressure and stress.

Melissa Carter: I think I am a little slow to get back to you. That's fine.

Chase Hagaman: It's okay. So, Mr. Chair, can I add?

George Copadis: Yes. Go on.

Chase Hagaman: So, Chase Hagaman for the record, just to add on to what Joe said, it's also in part because from what I recall correctly, our finance director indicated to me at the BEA that OWO was included because of, basically, ARPA money leaving the state. So, there's a lower physical, like, actual dollar threshold now to meet the audit requirement, and thus, OWO is now in the mix.

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Joe Doiron: Yeah. Yeah. They said – for the record Joe Doiron. They said that because the ARPA went away, they needed somebody else. So, we were again, randomly – was not really sort of random. We were the last person standing, if you will. Yeah.

Donnalee Lozeau: Donnalee Lozeau for the record. That's like when the monitor says, doing great, everything's wonderful, but I got to find someone.

Joe Doiron: Yeah. Give me someone.

George Copadis: Okay. Anything else there? You want to continue?

Joe Doiron: Item 2D, kicking it back to Lisa Gerrard.

Lisa Gerrard: Lisa Gerrard for record. So, on page 29, you'll see performance update for our WIOA Title I as well as our WIOA Title II *[inaudible]* *[00:33:40]* programs. Right now, within the *[inaudible]* *[00:33:46]* program here, we had *[inaudible]* *[00:33:49]* we put this together for quarter one, we just had quarter two finishing. But quarter one, as far as the performance measure show it is really early in the year to see where we are going to end up, but we are pretty much on target to meet or exceed most of our performance measures. The measure that always gets us at the end of the year is measurable skill team, attainment measure that's because it is a yearly measure. So, anybody that's enrolled, or enrolled in that program here is kind of *[inaudible]* *[00:34:27]* here. So that one is always a little *[inaudible]* *[00:34:29]* towards the end of the year and we will always end up pulling it out. So, I do not see that we will have any issues with performance.

George Copadis: Okay. Can you?

Joe Doiron: Okay. Item 2E, you'll see is success stories. Happy to provide any information, questions, on those. Again, each board meeting we like to provide these success stories, so you can kind of see the human element, if you will, of the folks that we trained and put into the economy working for good businesses and industry.

George Copadis: Do I take a couple of minutes so you can peek through there or any questions? No? Okay. To Joe.

Joe Doiron: Item 2F, I'm going to tag team with Lisa Gerrard. So, you know, as mentioned during the presentation, a big focus of ours is technical assistance to our sub-recipients, and also to our

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partners working together. And we also receive technical assistance from them, but also US Department of Labor. So, you know, we always have to be focusing on continuous improvement. So, our case management system, geographic solutions was offering a training. We have board funds that are available for stuff that the federal grant may not cleanly pay for. If I'm saying that, it would not be ineligible, but the amount of red tape that we'd have to go through to do it is not frankly worth the headache. So, we reached out to Chairman Kane, because our case management provider is offering some trainings. They are, I think, doing a much better job of providing these trainings to make life easier for our sub-recipients so they can focus less on the actual bureaucracy, if you will, and actually working with the individual.

So, you'll see here, we got authorization from Chairman Kane, and the process is to request it from him. He gives the thumbs up or thumbs down, and then we provide it as informational item to the board. So, I wanted to kind of set the table and then let Lisa, jump in there, and then we can answer any questions you might have.

Lisa Gerrard: Lisa Gerrard for the record. So as Joe was saying Geographic Solutions is our case management system and up until 2024, late 2024 they have never produced the actual WIOU Title I training. We had training when we converted, but there was no, structured Title I training. Our application is very different than our Title III partners. We just do a very different application. So, when this training came out, we were really excited about sending staff from each of our sub-recipients as well as myself and Melissa because we work within that case management system when we have to monitor our sub-recipient. So, we were able to register, two staff from – OWO, myself and Melissa. Two staff from MYTURN, two staff from NHES, which is our Dislocated Worker Program, and then two staff from CAPHR. Am I saying that right, CAPHR?

Donnalee Lozeau: You're all right.

Lisa Gerrard: Okay. So, that training happened in November 2024. All eight of us went through the training. We all successfully – it was a multi-day training. It was all virtual. We had our own kind of playground. It was a testing environment, so we could play in it without affecting any data, or anything like that. So, we were also able to get the scenarios that they use, the training scenarios, all of the handouts and recordings of every day of the training, and we can use that as much as we want. So, each of those sub-recipients now have an onboarding training for the case management system, which we did not have before. So, when a new staff started at CAPHR, staff had to sit down and walk them through every single step, and it just was not effective and efficient. So, this training not only trains key people, but the ability for us to now use it and train more of our staff in the case management system is just incredible.

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George Copadis: Great.

Joe Doiron: Happy to take any questions, Mr. Chairman.

George Copadis: Yeah. Any questions to anybody? Okay. If not, move one please.

Joe Doiron: Item 2G is just a reminder. Many of you have provided, I understand the secretary of state's office doesn't provide us a long runway to get the financial disclosure documents out. So, we do have a number of folks who have provided us financial disclosure forms. So, if you haven't or you're not sure, if you could see Jess at the end of this meeting, I think we have a list with us today. If not, you know, we'll reach back out, but we, for your convenience, have printed them out. If you'd like to do that with a little sign here sort of thing. So, if you could help us be compliant, that'd be great. I also mentioned that because the reviewers, not the auditors, will be looking at that during their review and not audit in May. So happy to take any questions there regarding that but just wanted to provide it in-person. Unfortunately, the email goes out around the holidays, which is a very busy time of year for everybody, and I know it can get lost.

George Copadis: Okay. Thank you.

Joe Doiron: Okay. Item 2H, the New Hampshire Works Conference. If you remember, we brought before the board a request to spend some funds. So going back to the earlier items, we try to – if – we have a runway – using that term again. We have an idea of when costs will come up. We like to bring them before the board, especially if we're looking for some guidance. So, if you remember, we took a vote a while back to approve us. I think it was up to \$15,000 to spend on a New Hampshire Works conference. We came in slightly under budget at \$4,154.47, and that was due to a lot of hard work from volunteers, working with the community college system, which provided us the venue for free, which is a huge cost savings, the audio visual for free, the tech support for free. So, we are very pleased with the attendance. We had about 180 attendees. We had great sessions all day. We also had; we presented awards for a number of folks with long-term service to the state in workforce development. So, I would consider it a really big success.

We put some of the feedback. We did do a customer satisfaction survey where we got – I pulled some key points where you can see kind of the satisfaction. We are looking to do it again based on the feedback. We are working with New Hampshire Technical Institute, which is the Community College of Concord, for an event, for a date. We have a date penciled in, but we just have to fill out a form. So, I don't want to announce the date yet because that's not the process.

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So, we should have an update, very soon. And at the June board meeting, we will be coming for another request, probably close to this \$4,100 now that we have an idea. Because we didn't know how much it was going to cost last time. And they've been a really great partner, they being the community college. I wish Shannon Reid was here today. She's stuck over at the legislature. She wished she could be here, but that's kind of the plan. So, we're going to come in probably around four \$4,500 request, given who knows what will be with inflation and whatnot. But we're going to have that for the board's consideration in June.

But you'll see how people rated the feedback. The biggest complaint they had was the food. We ran out of a few vegetarian options and there were a few very angry vegetarians at the end. So, they let us really have it in the comments. So, message received and...

Chase Hagaman: We took beef with the opening plenary session, which I was involved with.

Joe Doiron: Yeah, and also somebody with the closing where we provided awards. So, they were I guess we're really hungry and grumpy that day. So, all jokes aside, it was, you know, really good feedback. I mean, that's not a bad yelp rating, 4.37, so we'll take it. So happy to answer any questions.

George Copadis: Yeah. I just want to thank Joe and the team. I think they did a great job. And then, you know, if you get to the end of the conference and the biggest complaint you have is the food. You've done a superb job in it. We had been down for how many years?

Joe Doiron: We haven't done it since 2018.

George Copadis: Since 2018. So, to ramp up and to be able to get that number in attendance and, with the program that everybody put together, I mean, they did an outstanding job. They really did. And thank you. We appreciate everything you did for it.

Joe Doiron: Yeah, and I'll be getting an invitation again with a lot bigger of a lead time. We put it together not last minute, but it was stressful towards the end. We got it done. So, you'll all be getting an invite, and we will be doing actually a call for presenters. So, keep in mind, we might want a few of you presenting on a few topics.

George Copadis: Just make sure you have enough vegetarian this time.

Joe Doiron: Yep.

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Audience: *[Overlapping conversation]* [00:44:44].

Joe Doiron: Yeah.

George Copadis: Okay. Anything else under that item? No?

Joe Doiron: Nope.

George Copadis: Move on.

Joe Doiron: Item 2I, we like to report every so often on return on investment. So, our partners in employment security provided us a while back. We missed the last board meeting, unfortunately, to provide this update. But the crux of it is, essentially every \$3 that we get in WIOA – I'm sorry, every \$1 we get in WIOA, we turn into \$3 worth of economic activity. And so, we have a contract, an MOU, with the Economic Labor Market Information Bureaus. That's Brian Gottlob and his operation there. Brian has presented the board a number of times. So, we wanted to provide that because that is also the minimum economic impact, so they look for what they can quantify the best. So, for every \$1 we spend, about \$3 back in economic activity, which is pretty remarkable. So happy to answer any questions. But every year, we like to provide that update to the board. That's the service we pay for.

Rick Bartle: Rick Bartle for the record. Did you say the last meeting there was more comprehensive presentation on this?

Joe Doiron: No. No. Brian Gottlob presented in the past.

Rick Bartle: Got You.

George Copadis: He did a piece on the whole labor market information.

Rick Bartle: Can I ask a follow-up question on that? How does that 1:3 ratio measure up to other states in their program successfully?

Joe Doiron: So that's a great question. We have actually a partnership with FutureWork Systems that help us track some information. We can take a look at that. I think some states might try to keep that hidden, but we can take a look for that.

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Rick Bartle: Yeah. Maybe just, you know, we're doing them...

Joe Doiron: Yeah.

Rick Bartle: On *[inaudible]* [00:46:40].

George Copadis: Anything else? Okay. And there's that.

Joe Doiron: And then the full report you can see, just so you know that we're not making it up is after that item. But, yep, then we have three items.

George Copadis: Okay. Again, for the record, my name is George Copadis. Joe, could you present the board motion items that we need to go through?

Joe Doiron: Yep. So, thank you, Mr. Chairman. So, this kind of – the meeting was moved. There are a lot of federal actions happening right now. So, there's a number of things that we can't really answer and we're not really sure. We were put into a situation where we are given guidance from the Feds that we may have to stop spending, around the last time of the board meeting. We are pretty much a 100% federally funded as staff. So that is why we moved the board meeting to today because we were given unclear guidance. We weren't sure what to do. And the big thing is we want to be compliant with what the Feds provide us. That's the big thing. So out of an abundance of caution, we moved the meeting.

So, we do have a few things that we need to get guidance from the board. We have heard from the – so that's why we're meeting today. The board has asked us over several meetings to provide more opportunities for engagement, more opportunities to focus on the implementation. We took that feedback and guidance, and we brought before the governor and executive council an agenda item to work with the consultants. You may remember, Thomas P. Miller and Associates. They came into the meeting. We had the roundtable discussion, super productive. They helped us formulate our state plan, which we got really great reviews from the Feds, which was great. Kept them off our back, so to speak, because it was done exceptionally well.

The item, unfortunately, didn't pass. It garnered a lot of discussion, and that happens. So, we are looking for some board assistance on how to meet the expectations of the board. As Lisa and Melissa mentioned, we are only six people, and we keep very, very busy. I promise you. So, what we're hoping to do, like this session or this meeting here today was ideally going to be a technical

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work session again, where you'd be working in group work. We'd be identifying opportunities for implementation, strategies for implementation. So, we now have to take a step back and start thinking of how we're going to do this in-house. And if I can be perfectly honest with you, I'm not sure how we're going to be able to do that, but we need some of your feedback to help us with. Does that make sense?

So, I'm looking, and what we're looking for as staff is a little guidance of what you would like to see specifically that we can do in-house, and any ideas that you may have. Does that make sense? Accurately. Okay.

Male Speaker 4: Very diplomatic.

Joe Doiron: Yeah. I had a little practice. That was a lot. I can break it down a little bit more.

Male Speaker 4: Please.

Male Speaker 3: Yeah. That would be helpful.

Joe Doiron: Yep. So, we were going to work with consultants on and having them have monthly meetings with a specific implementation committee where they facilitate, keep track of what we're going to be working on and doing. But also, to your earlier question, relying on them and their network to identify information like, well, what other states have that return on investment? Because, you know, we don't have that data. We can ask USDOL, but I don't know where to kind of begin to even start there. So that was going to be one component of it. The board has also asked for regular, through conversations, more group work like we had about a year or so ago. But also, to, the item that was brought before, looked at the revisions to the state plan, which we also have to do. Every four years, we have to make a plan. Two years into it, we have to revise it. And revising it isn't just changing names, dates, that sort of thing. It's essentially a complete rewrite of the document. And the document is, correct me if I'm wrong, 420 pages. So, like, yeah, yeah.

And so, we have a staff to figure out how we're going to meet that requirement. We're working on an internal work plan to do that, but some things are going to suffer. Quite frankly, technical assistance, and other sorts of thing outreach. So, we're looking for the board of any ideas, concepts to help us with the implementation, whether it be meetings. And if you want meetings that staff do, how do you want them run? How do you want them, I guess, just how? Forgive me, you know? You know?

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Donnalee Lozeau: Donnalee Lozeau for the record. I mean, in watching it, having participated in the state plan before, I think probably I want to say a dozen years ago or so staff did it. And the Feds were not very pleased with the report. And so, the idea of going with a consultant to really put meat on the bones made a lot of sense. And the last time we got really great feedback on the state plan. And so, I'm a little concerned as a volunteer of board and six staff members can hit that bar, that we know we need to hit particularly in the times we're in with, you know, wanting to keep those workforce dollars coming into the state. So, I don't, you know, my magic wand is on the brink, so I'm not exactly sure what the next steps. But I can't imagine that we as a collective group between staff and support can really do hit the mark. So maybe, one of the things that we could do is look at the report and maybe divvy up, you know, these are the things that we could pretty easily do in house. And these are the things that maybe we'd be really concerned about and how could we maybe approach those or...

George Copadis: Look at the previous, George Copadis, look at the previous report.

Donnalee Lozeau: The existing one that needs to be updated.

George Copadis: Right.

Donnalee Lozeau: Because there's some of that we can maybe do ourselves. And I know that one of the concerns was the cost of the consultant and, you know, what that looked like. And there was a big gap between one of them and the other. And part of that was, you know, from my understanding, I wasn't at the meeting, but the chosen one that we brought to the executive council was the known entity that had done it before.

So, I just wonder if maybe we could break it into, like, a part and say, okay, we'll do pages 1 through 20 and you can have the other 400. And what would that look like and how can we do that?

George Copadis: Chase.

Chase Hagaman: Thank you, Mr. Chair. Chase Hagaman for the record. I'm going to try and be careful with how I phrase this question. I'm not trying to circumvent the will of governor and council, but I'm – when we look at, like, the conference, how there was some discretionary funding that the board was able to designate for a specific use. Are there elements of what, like, a facilitator would do that we could hire someone or an entity to do a specific thing within that process, based on the discretionary funding. So, like a Plan New Hampshire or New Hampshire

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Listens that can help facilitate certain conversations or certain gathering of resources that help keep us on a specific path of implementation?

Joe Doiron: Yep.

Chase Hagaman: Just asking because I don't know the answer.

Joe Doiron: For the record, Joe Dorian, so the funds that you've referred to on, like, the New Hampshire Works Conference and the training, those are nonfederal funds. Back in the day, this actually used to be a nonprofit. Some of you – my predecessor worked there. It was a separate nonprofit. It was an entity separate of state government. It was moved into state government in 2008, and they had privately raised funds that were then moved into a dedicated fund that the state held in its coffers. So, you had private individuals write a check that were generous. So, we have those dollars, and that's what the New Hampshire Works Conference used and that GSI training. But regardless, that still has to go before governor and council even though the state has not contributed a dime to it.

Also, keep in mind, all of our funds, the funds that we're going to use on a consultant were 100% federal discretionary dollars with the expressed use – amongst other things, we can use it for training and other programs like we have. We brought before you all youth accounts working with them. We have also...

Lisa Gerrard: Futureworks.

Joe Doiron: Thank you very much. The Futureworks platform, but also that's the primary funding stream that we've always used for our consultant. So, we budgeted that every two years. So, now we have an issue too of, we now have a \$500,000 budget or \$500,000 that we need to now reallocate and budget, but all of that still needs to go through governor and council. If I can ask if, you know, we are looking at still doing an implementation committee, but we're just also trying to understand what level of involvement that committee could have with us to accomplish our goals. So before, it was going to be more high level and strategic where we may now need folks to be a little bit more hands on. So, that's something too.

Male Speaker 5: I came into the state plan process kind of late last year, but I still had to go through my – I had to go *[inaudible]* [00:57:25] and so on. And I use AI to complete it all and it was not that hard. And so, I wonder if we could just start with the entities that are contributing, presenting on – or portion of their plan for last year. Like, I do not, but things change, things

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change that much, and I think if we are just starting to have *[inaudible]* [00:57:55] Feds feel great about it, but that's not a worthwhile using my time *[inaudible]* [00:58:03]. But I will be happy to come and present and show like this is what we have in the brand, last program, these are the changes that we've identified that we need to make some adjustments on, get feedback from the board, and then just go adjust that portion of my plan. There's significant portions of that plan that are not going to change that much.

George Copadis: Sure.

Male Speaker 5: Other than turn happy to collect. So, if every entity that had to produce that information at the beginning of the state plan process, we'd probably do that, get that kind of feedback, people ask questions. And then I'd be happy to give a presentation on how I use AI to generate it. Because it's not like, I think sometimes people think of using AI kind of as, like, plagiarism, but it's not. It's an evolved process that requires you to use your brain to create detailed prompts. And by the way, on my AI, I can go to my AI, pay for an account, and I can drop the last two state plans in there. And I can say, I just added two documents. These are the last two state plans that we used. I'm focused on pages 14 and 25. These are the changes that I recognize for the coming year, right? And then it's going to give me that. And I'm going to continue to have a conversation with that AI. I don't like this language. I don't want to use this term. This term is not exactly where I'm trying to get at. Try again.

I'm simplifying right now, but I'd be happy to come in and give a presentation on how I use that AI to get through that process *[inaudible]* [00:59:32]. Again, I came in never having done a state plan with all these, you know, remarks from the Feds that, you know, need to change, just we need to fix that. I am just being handled, like I just got the job, *[inaudible]* [00:59:45]. It will be like this...

George Copadis: Sure.

Male Speaker 5: This portion will be open and this is where it's coming from and I'll be like, okay, awesome. Not to wrap my mind around it, make some minor adjustments *[inaudible]* [00:59:57] of it.

George Copadis: Go ahead, Joe.

Joe Doiron: For the record, so I think, you know, maybe a staff will sit down with you on how to figure out how to input and change. But I think the perspective that you brought is if we have

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each entity come in by chunk and present and get feedback from the board, we can, I think, make a lot of headway there. It just can be a commitment from the board, you know, anything prior we send out to review because we can't cover everything because we have Title I programs which include adult, dislocated worker, and youth. We have your shop, the CTE. No, CTE isn't part of the combined plan.

Female Speaker 2: Adult Ed.

Joe Doiron: Adult Ed, and I'm forgetting somebody else. My blood sugar is down, but.

Female Speaker 3: *[Inaudible]* [01:00:51].

Joe Doiron: *[Indiscernible]* [01:00:52]. So we can bring – and SCSEP. Yeah. But we could bring the partners in, but it would just be a commitment to review and all that, and that would help – my blood pressure is going down. Thank you for mentioning that, if that's what the board would be agreeable towards.

George Copadis: For the record, George Copadis, I mean, that sounds like a good plan. I think, like, Donnalee had indicated, I think one of the things though, we need to get the previous plan out to everybody so they can take a peek at the plan because I'm sure most of the people here can't remember what the plan was, to be honest. I mean, it's been a little while. So, I think if we could get that, the previous appointment that was approved out to each of the members. Go ahead.

Chase Hagaman: Thanks, Mr. Chair. Chase Hagaman for the record. I'm assuming you're, Joe, what you're suggesting is if we're bringing in the partners to present, we're talking about multiple meetings, not just normal board meetings. So, I'm guessing you might want to frame this a certain way, so I have to worry about quorum issues. Like, oh, we have a work session with a task force or whatever and then have final approval at a regular board meeting.

Joe Doiron: Yeah.

George Copadis: Rick.

Rick Bartle: Thank you, sir. Rick Bartle for the record. And I would echo that it's even possible to do that with a remote component. You might get better attendance and people more engaged and be able to at least chime in. You know, I mean, I take more meetings from my car than I take

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with my office these days. So, that would, I think, get you some more participation. And just to echo that gentleman's comments, I mean, I think a little bit of a gap analysis. Okay, how much of the previous plan? If it was that good, how much of the previous plan really needs to change and be updated and revised? Are we talking 50% or are we talking 10%? You know, because let's not go through an exhaustive process if it's just duplication of effort.

George Doiron: Good point. Tim.

Tim Sink: Tim Sink, just curious, what are the consequences of not meeting the Fed's expectations?

Joe Doiron: Yeah. So, I got that question. So, we can be sanctioned by the Feds. We can see reductions in funding. We could see our funding delivered to us late. So, the plan has to be and help me, Lisa. The plan has to be submitted by...

Lisa Gerrard: Lisa Gerrard for the record. It's usually March or April for revisions, and then it goes back to DOL or Ed or wherever it's going. And then more comments in that and then we have a few rounds of *[inaudible]* [01:03:36] revisions. But they have to have a different plan in place by the end of June 30.

George Copadis: Okay. Of what?

Lisa Gerrard: 2026.

George Copadis: Yeah right.

Lisa Gerrard: So, we have to have plan by then, that either DOL for a follow up process.

Joe Doiron: Yeah. So, Joe Doiron, again, essentially reductions, delay, or not getting funds at all because we received two tranches of funding, that April funding, April 1 funding, and October. And the dates can fluctuate a little bit when the Feds they decide to get around to sending us. But if we don't have a plan in the portal ahead of time and they can kind of pass the snip test real fast. They could say, hey, we're not going to get this money to you until it passes our snip test.

Tim Sink: Tim Sink for the record, I would like to get direction of where this is going in, I think this is just *[inaudible]* [01:04:35].

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Joe Doiron: Okay. And also too, thank you, Mr. Chairman. Have I mentioned earlier, we're on a three-year cycle for the consolidated comprehensive review or the audit? If we don't, we become higher risk, and that means we could be audited every single year or every two years. And again, we have nothing to hide. I mean, that's what we provide you everything. It is what it is. Like, they can look as much as they want, but it's the amount of staff time that goes into these audits is substantial. Like, you know, you're talking to essentially a work plan of a month at least, and it depends on how much follow-up we have too back and forth. And that's multiple staff members, that sort of thing.

George Copadis: Okay.

Joe Doiron: I'm getting some good feedback.

Lisa Gerrard: Joe, I am sorry Lisa Gerrard for the record. To go back to how much has to be changed, there is not a percentage. I can guarantee you that, we have to update it, or they will kick it back, if we don't update every single section in some way, some shape, or form. And the whole plan has to be with one. So, it has to be with one voice, one plan. It's our combined plan. Just so that, you know, like, the revisions, the last time we had to do revisions, it was COVID. So, there was a lot of revisions that had to be done because COVID hit right when the plan, the first, two-year cycle hit. So hopefully there would be a lot of revisions based on what is happening. There very well could be a lot or a little.

George Copadis: Chase.

Chase Hagaman: Thanks, Mr. Chair. Chase Hagaman. Have we been directed to remove anything from the state plan?

Joe Doiron: So excellent question, for the record, Joe Doiron. So, we had a change in presidential administration. I'm sure you all have heard. So, we're going to be given guidance, and that's going to change what we have to put in the plan. You know, in the last – there are things that the feds required us to put in last time that had been through executive order stripped out. And that's their prerogative. You know, our job is to just meet what the federal requirements are. You know, there's no value judgment there. So, during the first Trump administration, there was a big push on apprenticeship, as you can imagine what, right? So, apprenticeship maybe not being part of the plan. You know, there are folks having to submit stuff. But when we were looking at the work product and what we had to do as a workforce system that was just one of those things that changed substantially. So, we could see that come into it, and other opportunities as well. So,

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we're not sure. We haven't been given that guidance, but, yeah, there's going to be whole sections that are gone, and then there's also going to be whole sections that are changed completely.

George Copadis: Yeah. Yes.

Richard Sala: Richard Sala. Just to Lisa's point, 100% right, *[inaudible]* [01:07:51] and some of the feedback I had got was this section substantially similar to the last plan updated. I would just, I think my thing on it is, if you are substantially compliant with each section that is in the work, and we can clearly pull it together after unified voice and it's not perfect. The system is designed to get us, you know, to a place where the plan passes.

Donnalee Lozeau: Donnalee Lozeau for the record, But all I can think of it with potentially less federal employees, they might drop the plan on their own AI program and say, it looks like yeah. you know? And I don't disagree with anything that's been said here and the approaches, and I'm hopeful that it's helpful to you. But by the same token, I'm afraid to just let it ride simply from us. And so, I'm just wondering if there's not a way to have us do some of the lift that needs to be done, but still maybe go back to the executive council with a smaller ask around what the consultant could do to maybe review our work or, you know what I mean? Something that might be more palatable to them if they really all understood what we're asking for.

Male Speaker 3: Great.

George Copadis: The other part too, with that...

Donnalee Lozeau: You have a SWIB board that's appointed by the governor and...

George Copadis: Right.

Donnalee Lozeau: You know and voted on by the executive council. I mean, maybe, you know, if we can show that we heard you, we did some work, and now we're coming back and saying, somebody just look at it and make sure the polish will get us through what we need? I don't know.

George Copadis: For the record, George Copadis again. So, the other thing that we're going to do too is we're going to reach out to NASWA, which is the National Association State Workforce Agencies, and just see what other states that haven't used the vendor, how have they gotten the

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plan done, who's been involved in the plan? And just get some feedback from them as well. Go ahead.

Joe Doiron: Mr. Chairman. So, we've gotten I think some good feedback. The one thing is, you know, have a meeting with the partners about when we could do maybe some presentations and analysis into each specific section to get that strategic perspective from the board. And we can do those virtually as mentioned by Rick. Those would not fall under 91A because we're not voting on anything. We would take – the process is we develop the plan, and then we provide it to you all with a lot of advance notice because it's a big document, and then we vote on it. In our work plan, which we're still putting together, we're looking at the board voting on whatever we put together at what would be this meeting next year, so that February meeting of 2026. And the work plan that we've almost have complete essentially everything would be written and done by January 1, so that you'd have over a month to review and ask questions.

We bring it before you. You'd review, and in the past, and we'll do whatever you want us to do. But essentially, you know, it's not really kind of editing for, like, no comma here or whatever. Certainly, if you find that, great. But more on the kind of high-level sort of stuff. You vote on it with whatever amendments that you have, and then staff begins with that next 24 hours to start inputting it, to get it into the portal on time and the last time that we did it on our sections, because we have a little bit more, it took us, you and I, a total of five weeks of work time. So, I wanted to throw that out there. Am I hearing what you want and accurately portraying that? So, we'll put together some virtual meetings, get a calendar together, work with Sarah, Richard, and a few of our other partners, and then go from there. And then we can do a touch point at the June board meeting and October board meeting as well.

George Copadis: How does that sound? Does that sound like a plan? Anybody else? Yeah.

Chase Hagaman: Chase Hagaman. Just sort of a request. When we get to that stage of a near final document, can there be sort of in between cheat sheet of here's where we were, here are the substantial changes, and then you review the document itself? Sort of guide, yeah.

Joe Doiron: I think we could provide, like, the items, like – for the record, Joe Doiron, the strategic goals.

Chase Hagaman: Yeah.

Joe Doiron: Those first pages, we could do anything beyond that.

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Chase Hagaman: Too much.

Joe Doiron: It would look like one of my college English papers. It would just be red lined everywhere.

George Copadis: Lori?

Lori Ann Lundergan: Lori Ann Lundergan for the record. Just a couple of questions, and I apologize I had to step out, so this might have already been covered. Is there any general resource available for those who would be brand new into looking at any documentation like this about what we're actually looking at? Looking at, like, narrative versus everyone's as a state plan. Is this a step one, step two, step three, we report our results like this kind of thing? That way, we're providing input. Is there a source that says what we're providing input on other than here's a plan? What do you think?

Joe Doiron: I'm having trouble.

Lisa Gerrard: Lisa Gerrard. If I'm gathering what you're asking, there is a *[indiscernible]* [01:13:53] that is released when we have to do revisions, and it kind of explains what we are supposed to do and what areas we're supposed to cover. Is that kind of what we would be looking for?

Lori Ann Lundergan: I think even higher than that too.

George Copadis: Yeah.

Lori Ann Lundergan: An example would be this would be the first time that I would be looking at it and invested in trying to make feedback that's helpful. Is there anything to learn about what would be most helpful in providing that feedback? I just don't agree with this approach, or you could say this approach differently? Or is it say this could be worded differently type thing? What kind of feedback would the group provide?

Joe Doiron: Could I, and forgive me. I'm sorry.

Lori Ann Lundergan: I'm working through it too.

Joe Doiron: Okay. Because would a – for lack of better words, like a primer on the process be...

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Lori Ann Lundergan: Yeah, probably.

Joe Doiron: Like a virtual like, if we did a, essentially, like a Lunch and Learn, you know, we would do it for the board.

Lori Ann Lundergan: Yeah.

Joe Doiron: In terms of, the process and some of the things that we have to do.

Lori Ann Lundergan: I think that would probably help. I'm just thinking back the last time we all met in the groups, and we came up with recommendations how things should get better. Something that's always stuck with me was an example of streamlining the process. So, it's less entry. It's less clicks. It's all integration. Right? All that techy stuff. I don't know how that translated into a plan. So, are we looking at the validity of that and how we move it forward if it needs to be changed? And, like, what kind of input is needed for the plan review.

Joe Doiron: I think we could put something together for you on that.

Lori Ann Lundergan: Just kind of like the first time looking at it.

Joe Doiron: Yep.

Lori Ann Lundergan: What would you look at? Because I hate to think it's like a step-by-step thing with some strategic initiatives and all of a sudden, they're like, oh, no, it's all just pure narrative and here's the results.

George Copadis: You had a second question as well? No? You did say it too.

Lori Ann Lundergan: I did. I don't know where it went.

Chase Hagaman: Named one big question.

George Copadis: Yeah.

Lori Ann Lundergan: Pretty much.

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George Copadis: Anybody else, anything they want to add?

Larry Major: *[Overlapping conversation]* [01:16:05].

George Copadis: Larry go ahead. Yeah.

Larry Major: Are you guys going to be sending out the plan to us that's a point?

Joe Doiron: Yeah. We can do that tomorrow.

Larry Major: Okay.

Joe Doiron: It's a big doc. I think it will fit in an email.

Donnalee Lozeau: Just send the link.

Joe Doiron: Yeah. Or if...

Donnalee Lozeau: The link to the website that we'll get you right to that.

Joe Doiron: Yep. Right. But we can send that out to everybody.

Donnalee Lozeau: Yeah.

Joe Doiron: Tomorrow.

George Copadis: Okay. All right. Sounds...

Christine Brennan: Christine Brennan. Have you already received the requirement *[Inaudible]* [01:16:30] or are you waiting for more guidance from the feds.

George Copadis: Go ahead, Joe.

Joe Doiron: So, for the record again, Joe Doiron. So, we're still waiting for that guidance. We know the gist of what they're looking for each and every single time. Certain sections we know we're going to go based on executive order and stuff like that. But we will get those specifics at some point. The problem is due to the fact that we don't have a consultant that can then turn on a

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dime and bring that added capacity. We have to start working on it, like, in the next few weeks once we get through the many audits that we've seem to have collected, all at the same time. So, they haven't provided us yet. They are talking, they being the feds, about reductions in force, which could also delay any notification coming out to us. So that's been communicated to us as well where if they're reducing staff, it's going to take longer to get that guidance out. So then that kind of dials up the pressure on us where we're not really a 100% sure what we're working on, but we can look at all the past plans and what they've had in common and work on that.

Christine Brennan: Christine Brennan. Is the stakeholders input always on *[inaudible]* [01:18:00]?

Joe Doiron: No. No. I'm sorry. Joe here, we're putting together a public comment session list around the state. We'll also be accepting written comment, and we'll also be reaching out to, you know, different stakeholders, different industry groups, and whatnot. So, one thing that we'll need help from the board is, you know, public comment sessions, to be perfectly honest throughout. Nobody shows up to those, so we provide that. But where we get a lot of value is the written comments that come in from businesses, industries, because we get it, everybody's busy, that sort of thing. So, we'll be notifying the board about when we're doing those public comment sessions. We're going to be asking to help spread the reach in terms of written comment from the board. So, the board plays a huge role, but we want feedback from everybody. Is that help?

Christine Brennan: Yeah.

Joe Doiron: Yeah.

Christine Brennan: *[Inaudible]* [01:19:00].

Joe Doiron: Thank you. And we have in the past, Voc Rehab has been awesome helping us with any assistive technology and stuff. And the partners, you know, Sarah has been on the road with us a bunch of times. Your predecessor, Richard, same thing. So, we all work together on that, to make that all happen.

Christine Brennan: Thank you.

George Copadis: Okay. All right. Sounds like we've got something in place. That's great. Thank you everybody for your input too. Go ahead. That's it.

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Joe Doiron: That's it.

George Copadis: Okay. Is there a motion to adjourn? Motion by Tim.

Tim Sink: Motion moved.

George Copadis: Second?

Donnalee Lozeau: Love to second.

George Copadis: All those in favor?

Audience: Aye.

George Copadis: For the record, this meeting, has been recorded and the time, 02:30.

Joe Doiron: Perfect.

George Copadis: The end of the meeting, 02:30. Thank you. Thanks everybody for coming.

*Transcribed by Transcription HUB*

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2a. Participant Panel

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**Background:**

The SWIB hosts a WIOA Participant Showcase every two years as part of our ongoing commitment to highlighting the success and progress of those served through our programs. This biennial event provides board members with a direct look at the real-life outcomes of our work. It's both a celebration of participant achievement and a reminder of the impact WIOA services have across the State of New Hampshire.

**Presentation:**

As part of our upcoming board meeting, we will be featuring a WIOA Participant Panel to highlight the impact of our programs through the voices and experiences of those we serve. This showcase is an opportunity to hear directly from program participants who have engaged in training, overcome barriers, and taken meaningful steps toward their career and education goals with the support of WIOA services.

Participants will share their stories, outcomes, and reflections on how WIOA programming has helped shape their paths. This is not only a celebration of their success, but also a valuable way for board members to see firsthand the results of our collective efforts in workforce development.

We look forward to sharing these powerful stories with you and highlighting the real-world impact of the WIOA program across the State of New Hampshire.

Participants on the panel have been given some opening prompts/questions to start the conversation. Once the participants have introduced themselves and answered the prepared prompts/questions the SWIB is welcome to ask questions.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2b. Rapid Response

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For the current program year, PY24, and the reporting period 7/1/24 through today (6/3/25) Rapid Response has documented 29 Rapid Response events across New Hampshire. These events included full-team Rapid Response presentations, visits to individual locations with distribution of pertinent material, and onsite discussions with company management to discuss the advantages Rapid Response Program can provide. The number of Rapid Responses for this program year are 36% less than PY23 (29 vs 45)

The Rapid Response activities covered / impacted 704 employees in the fields of distribution, hospitality, logistics, manufacturing and retail. Of the 29 Rapid Response events, 18 of these events were in person, with 10 being full-team presentations.

Seasonally adjusted estimates for April 2025, the latest figures we have, placed the number of employed residents at 752,990, a small decrease of 690 from the previous month and an increase of 2770 from April 2024. The number of unemployed residents increased by 380 over the month to 24,170. This was an increase of 5400 more unemployed than in April 2024. There was also a decrease in the total labor force between March 2025 and April 2025 to 777,160. This is a decrease of 310.

Nationally, the seasonally adjusted unemployment rate for April 2025 was 4.2percent, unchanged from the March rate, and an increase of 0.3percentage points from the April 2024 rate.

Since accepting the position of Workforce Development Administrator in January 2025, I have worked to build a cohesive team between all the NHWorks partners, to have consistency in our presentations, and provide Rapid Response services in an understandable, useful, and professional manner. Building adaptability into the current system to manage all situations that may be encountered with a consistent outcome.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2c. Fiscal 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.

***PY24Q2 WIOA Title I Financial Update (as of March 31, 2025)***

**PY22 WIOA Title 1:**

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 3rd quarter, the grant had \$7,331,752.50 (100%) expended with a remaining balance of \$34.50 and an obligation rate of 100% in the aggregate.

**PY23 WIOA Title I:**

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 3rd quarter, the grant had \$5,853,145.39 (87%) expended with a remaining balance of \$177,409.94 and an obligation rate of 97% in the aggregate.

**PY24 WIOA Title I:**

The PY24 grant runs from 7/1/2023 through 6/30/2026. At the end of the 3rd quarter, the grant had \$1,955,247.69 (33%) expended with a remaining balance of \$494,307.71 and an obligation rate of 92% in the aggregate.

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# PY22 WIOA SUMMARY -- as of March 31, 2024

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 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,269,007.00</b>	<b>\$ 2,269,007.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,269,007.00</b>	<b>\$ (0.00)</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,744,504.11	\$ 1,744,504.11	\$ -	100%	\$ 1,744,504.11	\$ (0.00)	\$ (0.00)	100%	100%
Local Admin	\$ 174,450.81	\$ 174,450.81	\$ -	100%	\$ 174,450.81	\$ 0.00	\$ 0.00	100%	100%
System Costs	\$ 235,052.08	\$ 235,052.08	\$ -	100%	\$ 235,052.08	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,813,083.00</b>	<b>\$ 1,813,083.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,813,083.00</b>	<b>\$ 0.00</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ 360,205.00	\$ -	\$ -	100%	100%
Local Program	1,321,894.45	\$ 1,321,894.45	\$ -	100%	\$ 1,321,894.45	\$ 0.00	\$ 0.00	100%	100%
Local Admin	130,983.55	\$ 130,983.55	\$ -	100%	\$ 130,983.55	\$ (0.00)	\$ (0.00)	100%	100%
Transfer between Adult						-			
<b>ADULT</b>	<b>\$ 2,151,741.00</b>	<b>\$ 2,151,741.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,151,741.00</b>	<b>\$ (0.00)</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	2,065,093.94	\$ 2,065,093.94	\$ -	100%	\$ 2,065,093.94	\$ 0.00	\$ 0.00	100%	100%
Local Admin	86,647.06	\$ 86,647.06	\$ -	100%	\$ 86,647.06	\$ (0.00)	\$ (0.00)	100%	100%
Transfer between Dislocated Worker						-			
<b>STATE 15%</b>	<b>\$ 1,097,956.00</b>	<b>\$ 1,097,921.50</b>	<b>\$ 34.50</b>	<b>100%</b>	<b>\$ 1,097,921.50</b>	<b>\$ 34.50</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
OWO 5%	\$ 365,984.00	\$ 365,949.50	\$ 34.50	100%	\$ 365,949.50	\$ 34.50	\$ -	100%	100%
Discretionary 10%	731,972.00	\$ 731,972.00	\$ -	100%	\$ 731,972.00	\$ -	\$ -	100%	100%
<b>TOTALS</b>	<b>\$ 7,331,787.00</b>	<b>\$ 7,331,752.50</b>	<b>\$ 34.50</b>	<b>100%</b>	<b>\$ 7,331,752.50</b>	<b>\$ 34.50</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>

# PY23 WIOA SUMMARY -- as of March 31, 2024

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 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,074,499.00</b>	<b>\$ 2,074,497.83</b>	<b>\$ 1.17</b>	<b>100%</b>	<b>\$ 1,402,786.16</b>	<b>\$ 671,712.84</b>	<b>\$ 671,711.67</b>	<b>68%</b>	<b>68%</b>
Local Program	\$ 1,781,362.82	\$ 1,781,362.82	\$ -	100%	\$ 1,170,702.19	\$ 610,660.63	\$ 610,660.63	66%	66%
Local Admin	\$ 178,136.18	\$ 178,136.18	\$ -	100%	\$ 117,085.14	\$ 61,051.04	\$ 61,051.04	66%	66%
OWO Program	\$ 115,000.00	\$ 114,998.83	\$ 1.17	100%	\$ 114,998.83	\$ 1.17	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,651,712.00</b>	<b>\$ 1,651,712.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,651,712.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ 330,342.00	\$ -	\$ -	100%	100%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ 1,201,245.00	\$ -	\$ -	100%	100%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ 120,125.00	\$ -	\$ -	100%	100%
Transfer between Adult									
<b>ADULT</b>	<b>\$ 1,970,717.00</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	1,892,838.76	\$ 1,892,838.76	\$ -	100%	\$ 1,892,838.76	\$ -	\$ -	100%	100%
Local Admin	77,878.24	\$ 77,878.24	\$ -	100%	\$ 77,878.24	\$ -	\$ -	100%	100%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,005,339.00</b>	<b>\$ 827,930.23</b>	<b>\$ 177,408.77</b>	<b>82%</b>	<b>\$ 827,930.23</b>	<b>\$ 177,408.77</b>	<b>\$ -</b>	<b>100%</b>	<b>82%</b>
OWO 5%	\$ 335,112.00	\$ 333,394.33	\$ 1,717.67	99%	\$ 333,394.33	\$ 1,717.67	\$ -	100%	99%
Discretionary 10%	670,227.00	\$ 494,535.90	\$ 175,691.10	74%	\$ 494,535.90	\$ 175,691.10	\$ -	100%	74%
<b>TOTALS</b>	<b>\$ 6,702,267.00</b>	<b>\$ 6,524,857.06</b>	<b>\$ 177,409.94</b>	<b>97%</b>	<b>\$ 5,853,145.39</b>	<b>\$ 849,121.61</b>	<b>\$ 671,711.67</b>	<b>90%</b>	<b>87%</b>

Total Local Admin \$ 315,088.38 6.27%

0.00  
(671,711.67)

# PY24 WIOA SUMMARY -- as of March 31, 2024

Program Year 2024 --- 7/1/2024 -6/30/2025 FUNDS EXPIRE 6/30/2027

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 1,971,125.00</b>	<b>\$ 1,867,640.23</b>	<b>\$ 103,484.77</b>	<b>95%</b>	<b>\$ 11,515.23</b>	<b>\$ 1,959,609.77</b>	<b>\$ 1,856,125.00</b>	<b>1%</b>	<b>1%</b>
Local Program	\$ 1,687,386.00	\$ 1,687,386.00	\$ -	100%	\$ -	\$ 1,687,386.00	\$ 1,687,386.00	0%	0%
Local Admin	\$ 168,739.00	\$ 168,739.00	\$ -	100%	\$ -	\$ 168,739.00	\$ 168,739.00	0%	0%
OWO Program	\$ 115,000.00	\$ 11,515.23	\$ 103,484.77	10%	\$ 11,515.23	\$ 103,484.77	\$ -	100%	10%
<b>DISLOCATED WRKR</b>	<b>\$ 1,624,880.00</b>	<b>\$ 1,624,880.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 824,372.18</b>	<b>\$ 800,507.82</b>	<b>\$ 800,507.82</b>	<b>51%</b>	<b>51%</b>
Rapid Response	324,976.00	\$ 324,976.00	\$ -	100%	\$ 77,817.73	\$ 247,158.27	247,158.27	24%	24%
Local Program	1,181,731.00	\$ 1,181,731.00	\$ -	100%	\$ 644,436.04	\$ 537,294.96	537,294.96	55%	55%
Local Admin	118,173.00	\$ 118,173.00	\$ -	100%	\$ 102,118.41	\$ 16,054.59	16,054.59	86%	86%
Transfer between Adult									
<b>ADULT</b>	<b>\$ 1,872,316.00</b>	<b>\$ 1,872,316.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,019,139.12</b>	<b>\$ 853,176.88</b>	<b>\$ 853,176.88</b>	<b>54%</b>	<b>54%</b>
Local Program	1,702,105.00	\$ 1,702,105.00	\$ -	100%	\$ 944,754.09	\$ 757,350.91	757,350.91	56%	56%
Local Admin	170,211.00	\$ 170,211.00	\$ -	100%	\$ 74,385.03	\$ 95,825.97	95,825.97	44%	44%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 474,612.00</b>	<b>\$ 83,789.06</b>	<b>\$ 390,822.94</b>	<b>18%</b>	<b>\$ 100,221.16</b>	<b>\$ 876,514.84</b>	<b>\$ (16,432.10)</b>	<b>120%</b>	<b>21%</b>
OWO 5%	\$ 321,664.00	\$ 40,485.05	\$ 281,178.95	13%	\$ 100,221.15	\$ 221,442.85	\$ (59,736.10)	248%	31%
Discretionary 10%	655,072.00	\$ 43,304.01	\$ 611,767.99	7%	\$ 0.01	\$ 655,071.99	\$ 43,304.00	0%	0%
<b>TOTALS</b>	<b>\$ 5,942,933.00</b>	<b>\$ 5,448,625.29</b>	<b>\$494,307.71</b>	<b>92%</b>	<b>\$ 1,955,247.69</b>	<b>\$ 4,489,809.31</b>	<b>\$ 3,493,377.60</b>	<b>36%</b>	<b>33%</b>

Need to add PY24 AD2 & DW2

Total Local Admin \$ 176,503.44 9.51%

0.00

(3,493,377.60)



SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2d. Performance Update

**Background:**

The Workforce Innovation Opportunity Act requires the review of 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 Title I, III, and IV performance outcomes for PY24Q3. (Adult Education is not required to report on a quarterly basis.) \*Measurable skill gains is based upon the program year and not based on the quarter.

Please note: This performance measure 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.

**PY24Q3 WIOA Title I Program Performance Updates:**

Adult:

In PY24Q3, the WIOA Adult program met or exceeded all five measures: median earnings, credential rate, 2<sup>nd</sup> quarter after exit, 4<sup>th</sup> quarter after exit, and measurable skill gains.

Dislocated Worker:

In PY24Q3, the WIOA Dislocated Worker program met or exceeded all five measures: median earnings, credential rate, 2<sup>nd</sup> quarter after exit, 4<sup>th</sup> quarter after exit, and measurable skill gains.

Youth:

In PY24Q3, the WIOA Youth program met or exceeded median earnings, 2<sup>nd</sup> quarter after exit, 4<sup>th</sup> quarter after exit, and measurable skill gains. However, it is failing to meet the credential rate at 58.4%.

**PY24Q3 WIOA Title III (Wagner Peyser) Performance Updates**

In PY24Q3, Wagner Peyser exceeded median earnings, employment rate in the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit. They do not have performance measures for Credential Attainment or Measurable Skill Gains.


**PY24Q3 WIOA Title IV (Vocational Rehabilitation) Performance Updates**

In PY24Q3, Vocational Rehabilitation exceeded median earnings Q2 after exit. The program is currently failing 2<sup>nd</sup> quarter after exit, 4<sup>th</sup> quarter after exit, credential rate, and measurable skill gains. Measurable Skill Gains is 18.8% (most of these are attained in Q4).

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2e. Success Stories

Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Ashlynn						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input checked="" type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
		<p>As a single parent of two young children, Ashlynn joined JAG with goals of improving job stability and increasing her income by earning her LNA license. After years of frequent job changes, she is excited to be working as an LNA at Maplewood Nursing Home, it was the perfect fit, she feels very comfortable there because this is where she trained during her LNA Clinicals. Ashley is also happy to report that she just purchased a reliable car and found a full time shift at the nursing home that works well for her and her family. Earning her LNA Credentials has already made a lasting difference in her life, it's been a real game changer.</p>					

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:							
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Lakes Region OSY recently had a participant complete the Phlebotomy Technician program at New Hampshire Technical Institute. She demonstrated strong commitment and skill throughout the program. She mastered essential skills such as drawing blood from patients for things such as lab tests, transfusions, or blood donations. Completing this program marks a significant achievement in her life, she hasn't had many of those and seeing her confidence build is really amazing as she learns more and more. She is a very compassionate person and Phlebotomy Technician will be a great career for her. Everyone she knows is very proud of her accomplishments, the journey wasn't easy but she never gave up and with the additional support of her Career Specialist as she works through the transition to full time employment I see this making a big long lasting change for her future.</p>							

Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:							
LizMarie							
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>In the past few months, LizMarie has made such great progress toward her future. She has excelled in all of her classes during her final semester in high school, toured Empire Beauty School and submitted her application, and just recently celebrated her 18th birthday. It has been really awesome to see how much LizMarie is looking at her future. She has outlined all of her goals and has set dates for when she wants to achieve them. Throughout the My Turn program, LizMarie has come out of her shell and really opened to myself and her peers. She takes the lead in the classroom and is always willing to help out her peers who may need a little guidance or advice. We are looking forward to seeing her graduate next month and continue this growth beyond high school. Way to go, LizMarie!</p>							


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Participant Success Story							
Program Year:	PY24			Quarter:	3		
Program enrolled in:							
<input checked="" type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Anisha					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton	
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan	
Success Story:							
<p>Anisha is a single mother of 3 and was currently on unpaid maternity leave when she first came to CAPHR’s WIOA Adult program. Her highest level of education was a GED and came to the CAPHR to become an LPN. Though she was employed, it was not full-time and was not an income that was sustainable for her and her 3 children. She was receiving SNAP benefits, Medicaid, and living in low-income housing when she first came to CAPHR. Anisha was extremely motivated, and had excellent follow-through when researching schools, completing entrance requirements, and securing the remainder of the funding she would need. CAPHR’s WIOA Adult program was able to pay for a portion of her tuition, pay for the TEAS exam, and provide career counseling along the way. Because the LPN program was \$25,500, Anisha was able to secure other funding through WorkNowNH, a scholarship through the NH Charitable Foundation, and received Pell, where she didn’t have to incur any loans or payments herself. Despite being a single mother of 3, including an infant, she successfully completed her year-long program and even made the Dean’s List. She passed the NCLEX and received her LPN license. Anisha recently interviewed for a position in a senior living facility, and was hired on the spot making \$36 per hour with benefits. She is no longer in low-income housing and is now living in a townhouse. She is also no longer receiving SNAP and Medicaid because she gets health benefits through her employer. Anisha is very thankful for this opportunity and credits the knowledge from her CAPHR CN for assistance along the way.</p> <p><u>Quote from Anisha:</u>  <i>“WIOA and their members; especially you Susan! Have helped me so much! WIOA helped me get through a major career goal where I can finally say I am off of welfare assistance and financially stable! I have recently moved out of housing and into a townhome! I am finally where I want to be!”</i></p>							

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Participant Success Story							
Program Year:	2025			Quarter:	3 <sup>rd</sup> quarter		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Nicole					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Nicole was brought over to us as a referral. She explored different opportunities and several career pathways she could embark upon. After much thought, she became very interested in the healthcare field and decided to pursue a career as an LPN after being exposed working as an LNA.</p> <p>She took the LPN class at LNA Health Careers. She had been working full-time whilst in school. Nicole is a very committed and hard-working young woman. MY TURN staff consistently touched base with Nicole regarding her classes, any struggles she was having and her sounding board when needed. She has expressed how grateful she was to have this support during her time pursuing her LPN.</p> <p>Nicole graduated from the LPN program at LNA Health Careers on March 14, 2025. She was the first in her family to achieve higher education. Her determination and grit pushed her one step forward to her goal of pursuing an RN. She is currently studying for her NCLEX to get her official license as an LPN.</p> <p>MYTURN staff assisted Nicole with opportunities to help offset the educational cost of pursuing her RN. She applied to the Elliotts PARTNERS Program and has an interview scheduled. If accepted into the program this will help her be able to achieve her goal of becoming an RN. Nicole is determined to reach her goals and has shown everyone she has what it takes to be successful. We can't wait to see what she does next.</p>							
							



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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Susan						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input checked="" type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Interested in pursuing a career in Project Management Susan came to Dislocated Worker seeking to update her skills after being laid off as a convention consultant. While working full-time at a 90-day temporary position Susan completed training with Visible Edge and obtained her PMP certifications. After receiving her certification, she continued on to take electives offered by VE completing 2 additional certifications and was hired for a permanent Business Solutions Architect position and promoted not long after hire.</p> <p><u>Testimonial from Ashley:</u>                      "I just got promoted to Director of Projects!!! That certification along with my experience really paid off!!!!"</p>							

Participant Success Story							
Program Year:	PY24			Quarter:	QT3		
Program enrolled in: Statewide OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker			<input checked="" type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Ezekiel						
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Ezekiel "Zeke" has successfully completed all his Business Management courses this semester at NHTI – and it's been a journey year in the making. Zeke first came across MY TURN back in high school when he was in the ISY program at Franklin High School. Back then, MY TURN helped him stay on track, stay motivated, and believe in his future. When Zeke decided to go back to school after high school, he turned to MY TURN again- this time in the Statewide OSY program.</p> <p>So far, MY TURN OSY has helped him take the next steps toward his new goals- getting into college, staying focused, and pushing through challenges. Thanks to his hard work and continued support from MY TURN, Zeke has now completed a full semester of Business Management classes at NH Technical Institute with success. This milestone has meant a lot to Zeke. It showed him how far he's come—from a student trying to direction, to a confident college learner building his future.</p>							



Participant Success Story							
Program Year:	2024-2025			Quarter:	March 2025		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Junior and Senior WIOA Participants						
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
		<p>In March JAGNH held its annual Career Development Conference which was held at the Lakes Region Community College. Several JAG Memorial students attended. They spoke with law enforcement members from different agencies such as the department of parole and probation and the department of corrections. They shared the career pathways with the students and learned about job opportunities. JAG participants also had the opportunity to compete in two employability skill competencies, Public Speaking and Job Employability Skills which included a resume and letter of interest and an interview.</p> <p>Several Memorial students received leadership awards. Jazymary won the Memorial JAG Leadership Award, and Damien won the Perseverance Award. Pictured by the windows is Irena who competed in Public Speaking and got her interview clothing donated by Catie's Closet so she will be prepared for the future job interviews.</p>					

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Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Cailey					
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton	
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan	
Success Story:							
<p>Cailey came to MY TURN about 4 weeks after giving birth, not knowing what she was going to do with her life and needing to make a change. She was a newly single mom with not much help from around her, no job, no car, a mother who didn't really care what she had going on, but Cailey was determined to get her life together and prove her family wrong. She knew she wanted to become an LNA and knew what she needed to do to get there. Although it wasn't going to be easy, she was going to figure it out.</p> <p>As soon as her child was old enough to be alone with her father without her having to be with her, Cailey entered the program and got straight into it. She made sure she was showing up and meeting with her Career Specialist at least once a week, getting everything she needed done to be the most prepared to begin her LNA course. She was and still is a great participant, leading up to her starting her clinicals she would come in and study flash cards with her case manager, do spreadsheets, practice taking our blood pressure, so she felt prepared. When she finally finished her clinicals, she passed with flying colors like we knew she would.</p> <p>Cailey didn't waste any time when she received her certificate of completion and took her state license test and passed the first time. Although things are still challenging being a single mother, she is finding a way to navigate through it and making the best life she can for her and her child. She has interviews lined up and is looking forward to using the skills she has learned and putting them to good use.</p>							

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Robert						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Robert was a participant co-enrolled in both the WorkNowNH and WIOA Dislocated Worker programs while working toward his CDL-A driving credentials. He expressed deep gratitude and shared how truly life-changing these programs have been for him. Thanks to the support he received through NHES, he now earns a livable wage and has experienced real career growth, without needing to work three jobs. Robert has been working with Schneider for approximately eight months and was recently awarded a raise. In his first driving job, he's earning \$88,000 per year, and is on track to reach \$100,000 in the near future. He asked his ECS to share his story and highlight the incredible impact and value these programs provide.</p> <p><u>Testimonial from Robert:</u> "Thank you all for the hard work you do to help make people's dreams a reality!"</p>							

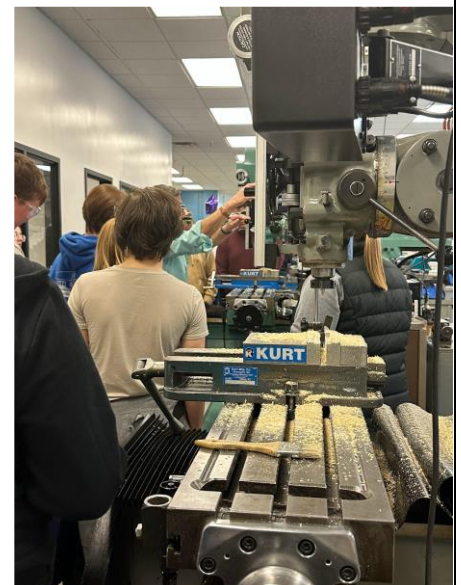
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Participant Success Story							
Program Year:	2024-2025			Quarter:	March 2025		
Program enrolled in: Memorial High School JAG NH Program							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn		<input type="checkbox"/> AYC
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Entire Roster					
Age:	<input checked="" type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton	
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan	

**Success Story:**

On Thursday March 6th Manchester Memorial JAG students attended the Manufacturing Career Day at Nashua Community College. This was the snow day for the event originally scheduled for December so the students were really looking forward to going. During the career fair they learned about bioengineering, welding, construction, automotive trades, and manufacturing trades with hands on activities plus they took a tour of the college, and got to test out some of the machinery making laser engraved keychains, and learning to pipe different substances to be analyzed by a computer. Students also had the opportunity to receive scholarship information and how to apply for FASFA directions. This event was fully funded by Nashua Community College. After this field trip my participants were differently more interested in the trades pathways and I look forward to exploring those interests with them.



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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Robert					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Robert is a veteran that came to the DW program when he was fired from his employment. Robert was struggling with confidence, obtaining employment and housing thus had a negative outlook at the time. With counseling, advocating and providing resources for Robert, he was able to secure housing, applied to and completed his Surgical Technologist training, and obtained employment in the medical field. Robert has stated that he is grateful for the opportunity. He is currently studying for his certification exam.</p>							

Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Daniel					
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Previously employed as a Graphic Designer, Daniel was laid off and job searching but was unable to find employment on his own. His goal was to make a career change into marketing, but felt he lacked the skills. After completing Digital Marketing training with Visible Edge Daniel secured a part-time position at Boston Impressions in Nashua. They noted that out of all the candidates he was the only one with the Digital Marketing Skill set they were looking for. After 90 days, Daniel was promoted to full-time, taking over for both the full-time and a part-time position, and at six months, he will receive a pay increase.</p>							
<u>Testimonial from Daniel:</u>							
“The training really gave me the boost and edge!”							

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Alexandra						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		

**Success Story:**



Alexandra joined JAG NH with the aspiration and ambition to earn her LNA credential but she knew she needed a little support to make her goals a reality. Since graduating from high school a few years earlier and English being her second language she knew taking online classes would be almost impassable for her and she the theory portion of a LNA class is usually held on line fortunately with some searching JAG NH was able to find her a program through LNA Health Careers which offered the LNA theory portion of the course in person and Alexandra thrived in that learning environment. She then went on to complete her LNA Clinicals at Hanover House in Manchester with a contagious good mood and a willingness to practice. She passed her course on the first attempt as well as the State Exam to earn her credential at the end of March! She is now in the process of researching different facilities to see where she would like to apply for employment and with the support of JAGNH she is learning about employee benefits like health insurance, PTO, retirement accounts and other factors that make up a great place to work. This is a very exciting time for Alexandra, prior to this she was making a living with DoorDash, earning her LNA credential will really make a lasting difference not only in her future but for those she cares for.

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input checked="" type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Ashley						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input checked="" type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>As a Ticket to Work participant on SS, Ashley came to Dislocated Worker interested in an apprenticeship after losing her job as an Assembler in a factory. DW paid \$1,800 for an apprenticeship with BAE and provided support services for mileage reimbursement and shoes for work. Ashley successfully completed the apprenticeship program obtaining two certifications and is now working full-time at BAE.</p> <p><u>Testimonial from Ashley:</u></p> <p>“Things at BAE are going great! I love it here. The atmosphere is awesome, my mentor is awesome and always willing to answer my questions, and my boss is amazing!</p> <p>“I just received the second of 2 “impact” awards. They are basically awards for doing my job well and getting things done on time for a contract. Each award came with money I can exchange for gift cards on the company website. Kind of like a bonus. Never been given that kind of credit at work before, so it's a little weird, but nice at the same time!”</p>							

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in: Rochester OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Brianna					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input checked="" type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Brianna enrolled in MY TURN in July 2024, carrying with her a quiet strength forged through years of caring for her mother during battles with cancer and other serious illnesses. Those experiences shaped her deeply and made one thing clear: she wanted to dedicate her life to helping others through a career in healthcare. In September 2024, Brianna enrolled in the EMT program at the New England EMS Institute. With determination and focus, she completed the intensive course by December — gaining a valuable certification that marked the beginning of her professional path.</p> <p>At the time she joined MY TURN, Brianna was unemployed. Today, she is gainfully working in the healthcare field and actively pursuing employment opportunities as a certified EMT. In preparation for an upcoming move to Vermont — where her mother will have access to improved medical care — Brianna is also in the process of obtaining her Vermont EMT license.</p> <p>Brianna's story reflects more than just academic and professional achievement; it's a story of purpose born from adversity. Her dedication to both her family and her future is an inspiring example of the resilience and compassion MYTURN seeks to cultivate in every participant.</p> <p><i>"Helping my mom taught me how important care is — now I get to turn that into a career." – Brianna</i></p> <p>Brianna's journey is still unfolding, but her direction is clear. With her training, her values, and MY TURN's support, she's building a future rooted in service, strength, and hope.</p>							



Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Olivia						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input checked="" type="checkbox"/> Sullivan		
Success Story:							
<p>Olivia came to JAGNH as a young parent with a strong desire to enter a field of work that would be reliable, meaningful and interesting. Through meetings with her Career Specialist and assessing her interest it was determined that her main interests were social and conventional and she decided to pursue her LNA Credentials. Olivia enrolled in the LNA program offered by the River Valley Community College, where she successfully completed both her theory and clinical training portions of her LNA training and earned her LNA license in early April. She is currently looking for full time LNA positions in the Claremont area. She has also applied and is now on the waiting list for a daycare placement for her daughter which will be a huge help as she transitions from part time to full time employment. In the meantime she is working on her resume and interview skills as well as other workforce development skills such as how to look for job postings online and financial literacy skills and money management. I look forward to seeing what the future holds for this participant. She has worked really hard to earn her credentials and know she will achieve her goals of full time LNA employment.</p>							

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Participant Success Story							
Program Year:	2024			Quarter:	3		
Program enrolled in: Rochester OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:		Kimora					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input checked="" type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		

**Success Story:**

Kimora enrolled in MYTURN in September 2024, just a few months after graduating from Dover High School in June. With a clear goal of entering the healthcare field, Kimora took the initiative and enrolled in the Medical Assistant Program at Great Bay Community College.

Through dedication and focus, Kimora successfully completed the program and earned her Medical Assistant certificate in December 2024. Shortly after, she transitioned seamlessly into the workforce, securing a position at a local outpatient facility — a testament to both her preparedness and the effectiveness of the training she received.

Kimora’s story illustrates the power of early career alignment and the strong impact of hands-on, industry-recognized training programs. Her swift move from education to employment reflects MYTURN’s mission to support youth in building strong, purpose-driven futures.

*“I’m proud of what I’ve accomplished — this program helped me get started in a career I care about.” – Kimora*

Kimora’s success adds to the growing number of young adults who are not only entering the workforce but doing so with confidence, training, and a sense of direction.

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Participant Success Story							
Program Year:	PY24			Quarter:	QT3		
Program enrolled in: Nashua OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:		Eyana					
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton	
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan	
Success Story:							
<p>When Eyana joined the MY TURN program, she carried with her more than just a dream—she carried a deep determination forged through years of adversity. Life hadn’t offered her many easy paths. Financial hardship, limited support, and the lingering doubts that often come from being underestimated had all taken their toll. But Eyana refused to let her circumstances define her.</p> <p>Growing up, Eyana always wanted to make a difference in people’s lives. Healthcare called to her—not just as a career, but as a purpose. Still, the road to becoming a Licensed Nursing Assistant (LNA) felt like a distant hope. She had no clear way forward—until she found MYTURN.</p> <p>The moment Eyana entered the program; things began to change. MYTURN met her where she was, offering not just training, but mentorship, structure, and encouragement. Still, nothing came easily. She juggled long hours in class with part-time work and personal responsibilities. There were days when exhaustion threatened to derail her, when self-doubt crept in. But Eyana kept showing up. She studied late, asked questions, stayed after to practice skills. She didn’t just want to pass—she wanted to excel.</p> <p>“I knew I had it in me,” Eyana says. “I just needed someone to help me bring it out.” And bring it out she did.</p> <p>Eyana completed her coursework with determination and grace. During her clinical training, she showed a natural compassion and attentiveness that made her stand out. Supervisors praised her professionalism. Patients felt seen and cared for in her presence. With every step forward, Eyana proved not just her capability—but her calling.</p> <p>Today, Eyana is a Licensed Nursing Assistant making a difference every single day. She works in a healthcare facility where she’s known for her warmth, reliability, and heart. She’s proud of how far she’s come—and knows this is just the beginning.</p> <p>“MYTURN didn’t just teach me how to be an LNA,” she reflects. “They reminded me who I am, and what I’m capable of.”</p> <p>Eyana’s story is one of perseverance, self-belief, and the power of opportunity. She’s living proof that when someone is given the right tools and trusted to rise, they can achieve extraordinary things.</p>							

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Participant Success Story							
Program Year:	2024-2025			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Alessandra						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
		<p>Alessandra joined the MY TURN program in October of 2024. Upon joining MY TURN Alessandra has shown tremendous growth with herself. She has always taken the necessary steps in exploring the training and schooling options available to her. Alessandra took advantage of all the resources available to her and always completed all her assignments that would allow her to take part in the Microelectronics boot camp at Nashua Community College.</p>					
		<p>Alessandra successfully completed the bootcamp and has always been one of the class favorites by demonstrating her willingness, desire and dedication to learn everything she needed to have a successful outcome with her training and to be able to start a new career with the skills she learned.</p>					
		<p>Alessandra received her Microelectronics certificate along with her White Belt Lean Six Sigma certificate in March of 2025. As Alessandras bootcamp was coming to an end she was successfully hired at BAE Systems, full time in Nashua as a Mechanical Assembler she is making twenty-four dollars an hour.</p>					
		<p>Alessandra used her time and resources with MY TURN successfully and because of this is on her way to a bright and exciting future with her new career. MY TURN staff could not be happier and is so proud of Alessandra and her success.</p>					

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2f. NHWorks Conference 2025—Save the Date & Call for Volunteers

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### **Background:**

On November 8<sup>th</sup>, 2024, the first NHWorks Conference since 2018 took place. Staff from the OWO along with volunteers from the NHWorks partnership assisted in the successful execution of a daylong conference designed to provide education and training to frontline workforce staff. The SWIB authorized funds to be utilized for food and ancillary costs for the conference. Educational sessions were led by volunteer presenters who donated their time and expertise at no cost.

The conference was well attended with 180 attendees representing all the different NHWorks partners from across the State of New Hampshire.

Staff has been diligently working to organize this year's NHWorks conference. Members of the SWIB are invited and are welcome to attend. An email will be sent in late summer or early fall to RSVP.

### **Details:**

Friday, October 17<sup>th</sup>  
8:00am-4:00pm  
NHTI-Concord's Community College  
31 College Drive, Concord NH 03301

### **Request for Volunteers:**

The NHWorks Conference Planning Committee is seeking volunteers from the SWIB. We are looking for volunteers to present at the conference and to also serve as members of the Award Selection Committee for the awards that will be presented.

The Award Selection Committee is tasked with reviewing nominations for the three awards that will be presented at the 2025 NHWorks Conference. The Committee will receive the nomination materials including score sheets in mid to late September, with the goal of meeting on October 6<sup>th</sup> to deliberate and make decisions.

If you are interested in being a presenter or serving on the selection committee, please speak with Joe Doiron or Jessica Thompson.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2g. State Plan Sessions

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**Background:**

The New Hampshire Workforce Innovation and Opportunity Act (WIOA) Combined State Plan for Program Years 2024–2027 outlines the state's strategic approach to workforce development. Mandated by federal law, this plan ensures New Hampshire's eligibility for funding across six core programs:

- Adult Program
- Dislocated Worker Program
- Youth Program
- Adult Education and Family Literacy Act Program
- Wagner-Peyser Employment Services
- Vocational Rehabilitation Program

The plan emphasizes a demand-driven workforce system that aligns with the needs of both job seekers and employers. It promotes integrated service delivery, career pathways, and sector strategies to enhance employment opportunities and economic growth within the state.

Guided by the State Workforce Innovation Board (SWIB), the plan's vision is to foster healthy and vibrant communities that provide an innovative workforce meeting current and future industry needs. The mission focuses on promoting talent development through partnerships with businesses, agencies, educational institutions, and organizations to support a unified and innovative workforce development system.

Key values and priorities identified by the SWIB include proactive solutions, flexibility, lifelong learning, collaboration, social mobility, a demand-driven system, inclusion, effective technology, and efficiency. These principles guide the implementation of the plan's goals and strategies.

For a comprehensive understanding of New Hampshire's workforce development strategies and objectives, you can access the full WIOA Combined State Plan for 2024–2027 here:

All states must revise their plans two years into the 4 year WIOA Combined State Plan. The revisions require a large amount of effort and staff time. We will also need SWIB guidance and input.

**Board Involvement:**

Members of the SWIB are welcome to attend any of the WIOA Plan Public Comment Sessions, listed below. Staff is requesting the SWIB to join OWO staff on virtual calls through Microsoft Teams on June 17<sup>th</sup> at 4:00pm and June 24<sup>th</sup> at 4:00pm. Invitations will be sent out to the SWIB. Further, OWO staff will invite the SWIB in early fall for additional virtual calls.

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***WIOA Combined State Plan Public Comment Sessions*****Conway**

Date: May 28<sup>th</sup>, 2025  
Time: 10:00 am – 11:00 am  
Location: One Stop Center at 518 White Mountain Highway,  
Conway, NH 03818-4205

**Berlin**

Date: May 28<sup>th</sup>, 2025  
Time: 1:00 pm – 2:00 pm  
Location: One Stop Center at 151 Pleasant Street, PO Box 159,  
Berlin, NH 03570-2006

**Littleton**

Date: May 28<sup>th</sup>, 2025  
Time: 3:15 pm – 4:15 pm  
Location: One Stop Center at 646 Union Street, Suite 100,  
Littleton, NH 03561-5351

**Somersworth**

Date: May 29<sup>th</sup>, 2025  
Time: 9:15 am – 10:15 pm  
Location: One Stop Center at 6 Marsh Brook Drive,  
Somersworth, NH 03878-1595

**Salem**

Date: May 29<sup>th</sup>, 2025  
Time: 11:30 am – 12:30 pm  
Location: Kelley Library at 234 Main St,  
Salem, NH 03079

**Manchester**

Date: May 29<sup>th</sup>, 2025  
Time: 2:30 pm – 3:30 pm  
Location: Community Action Partnership Hillsborough and Rockingham Counties  
(CAPHR) Opportunity Center at  
130 Silver Street, Manchester, NH 03103

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**Laconia**Date: June 4<sup>th</sup>, 2025

Time: 9:00 am – 10:00 am

Location: Lakes Region Community College at 379 Belmont Rd.,  
Laconia, NH 03246**Nashua**Date: June 18<sup>th</sup>, 2025

Time: 10:30 am – 11:30 am

Location: Nashua Community College at 505 Amherst St.,  
Nashua, NH 03063**Keene**Date: June 18<sup>th</sup>, 2025

Time: 3:00 pm – 4:00 pm

Location: Keene Library at 3 Washington Street,  
Keene, NH 03431**Concord**Date: June 25<sup>th</sup>, 2025

Time: 9:00 am – 10:00 am

Location: Department of Business and Economic Affairs  
State of New Hampshire, 100 North Main Street, Suite 100,  
Concord, NH 03301**Lebanon**Date: June 25<sup>th</sup>, 2025

Time: 1:00 pm – 2:00 pm

Location: Kilton Library at 80 Main St.,  
West Lebanon, NH 03784[RETURN TO AGENDA](#)



SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2h. Audit Update

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### **Background:**

This year, our office has undergone three separate audits, each requiring significant preparation, coordination, and follow-up. While we recognize the importance of these reviews in ensuring compliance and accountability, the frequency and timing have placed a considerable strain on staff capacity and office resources. Balancing audit demands alongside our regular workload has been challenging, and we appreciate the board's understanding as we continue to navigate these pressures.

### **Single State Audit:**

A Single State Audit is a financial and compliance audit of a non-federal entity (like a state, local government, or non-profit) that receives \$750,000 or more in federal funds annually. It ensures these entities use federal funds appropriately and comply with federal regulations.

We received one finding regarding from the single state audit. Due to staff transition our Federal Funding Accountability and Transparency Act (FFATA) reporting was deficient. Prior to the audit concluding staff took part in a FFATA training webinar and began to work on the deficient reporting. The FFATA reports have been submitted as of this meeting and we consider this finding resolved unless we hear otherwise. This was an exhaustive audit, originally supposed to be only two weeks long. Staff was working on this audit for approximately 2 months and provided a number of documents.

### **Senior Community Service Employment Program (SCSEP):**

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program designed for low-income, unemployed Americans aged 55 and older. Authorized by the Older Americans Act and administered by the U.S. Department of Labor, SCSEP provides participants with part-time, paid community service assignments at non-profit and public agencies, such as schools, hospitals, and senior centers. These assignments offer valuable work experience, enabling participants to develop skills that facilitate their transition into unsubsidized employment. Eligibility for the program requires individuals to be at least 55 years old, unemployed, and have a family income not exceeding 125% of the federal poverty level. Priority enrollment is given to veterans, individuals with disabilities, those with limited English proficiency or low literacy skills, residents of rural areas, and others facing significant barriers to employment.

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We received no findings from this audit. Staff from USDOL will audit OWO again next year. This was a shorter audit, lasting only a week. However, the time to gather documents took a great amount of time.

### **Consolidated Compliance Review (CCR):**

The Consolidated Compliance Review is a triennial occurrence from USDOL. The State of New Hampshire is considered low-risk and the triennial occurrence reflects this low-risk designation. Staff from USDOL review all programmatic and fiscal operations related to the implementation of WIOA.

At the time of writing this report staff have not received any notice on the results of the CCR. Staff will let the SWIB know of the results at the October SWIB meeting. The CCR took approximately 2 weeks of meetings, submitting approximately 850 documents and setting up interviews with program participants. Our partners at NH Employment Security were also part of the CCR and we collaborated closely with each other during this process.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 2i. SWIB Staff Training Memo Request

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Item 2i. is a memorandum requesting the use of New Hampshire State Workforce Innovation Board Funds to allow SWIB staff training opportunities.

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DATE: 3/19/2025  
MEMORANDUM FOR: Michael Kane  
FROM: Joseph Doiron  
SUBJECT: State Workforce Innovation Board Funding Request

We respectfully request the use of New Hampshire State Workforce Innovation Board Funds to allow Lisa Gerrard, WIOA Program Administrator, to attend the Supervisory Academy offered by the Bureau of Education and Training and the Certified Public Manager Program. The NH Supervisory Academy is designed to develop and refine the skills needed to supervise effectively-and be prepared for unexpected change. This 8-week training increases success for supervisors to make effective choices about leadership development. Time management, priorities, communication and team building are focuses along with developing skills to manage stress and conflict, and to motivate staff toward better performance. Completion of this training allows for eligibility for the Certified Public Manager Program.

The NH Certified Public Manager Program is a nationally accredited management development program. This 12-month program provides a comprehensive course of study addressing seven key professional competencies for managers in federal, state and local government. This program's goal is to improve the performance of public sector managers and the organizational performance by acquire and apply best practices in management and public administration. The core competencies are personal and organizational integrity, managing work, leading people, developing self, systemic integration, public service focus, change leadership. The completion of this program allows the individual to be awarded the Certified Public Manager designation and be a registered service mark of the National Certified Public Manager Consortium.

<b>Costs:</b>		
	NH Supervisory Academy	\$799.00
	NH Certified Public Manager Program	\$2,500.00
	<b>Total</b>	<b>\$3,299.00</b>

The total cost that will be used from the SWIB funds would be **\$3,299.00**. If this is an acceptable cost, OWO will proceed in authorizing the staff development training. These funds can only be utilized after your approval. Thank you for your time and consideration. I am happy to answer any questions you may have. If you agree please sign the bottom of the page.

Date 3/19/2025

Mr. Michael Kane  
Chair, State Workforce Innovation Board



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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3a. Topics for October 14th Meeting

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Item 3a. serves as an opportunity for the Board to have a general discussion and make any motions and take votes as applicable. Please note the next meeting is October 14th, 2025.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3b. Board Motions and General Discussion

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

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3c. SWIB Meeting Dates for 2026

**Background:**

**Background:**

The State Workforce Innovation Board (SWIB) is appointed by the Governor and is tasked with administering Workforce Innovation and Opportunity Act (WIOA) funds across the state and overseeing the Governor’s state workforce development initiatives. The SWIB is comprised of business owners, union representatives, state legislators, statewide agency heads, local elected officials, and representatives from other workforce partners at the State level.

The current bylaws require 3 meetings a year and a schedule of the meetings to be developed annually. The dates selected below mirror our yearly meeting schedule. Staff has reached out to the Audubon with these requested dates and is waiting to hear back from them. If we are unable to secure those dates we will provide the SWIB with the updated dates.

**OWO Staff Recommendation:**

That the SWIB approve the next three meeting dates to ensure that staff have time to provide updates, reports and information to the Board on a scheduled and regular basis. Further, regular and scheduled board meetings will allow the Board to better prepare for meetings and propose topics for discussion. Lastly, with an approved meeting calendar board members can ensure that they are available for meetings.

**Requested Action:**

Approval of the next three proposed meetings dates and times for calendar year 2026.

**Draft Motion:**

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on February 3, 2026, at 1:00pm, June 9, 2026, at 1:00pm and October 13, 2026, at 1:00pm.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3d. WIOA Dislocated Worker Contract PY25 – PY29

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### **Background:**

The WIOA Adult Program, authorized under the Workforce Innovation and Opportunity Act, is a key federal investment in building a skilled, resilient workforce aligned with regional economic needs. It provides targeted employment and training services to adults, with priority given to low-income individuals, those with basic skills gaps, and recipients of public assistance. Delivered statewide through local NHES offices by Community Action Partnership Hillsborough Rockingham Counties (CAPHR) staff, the program supports career readiness, credential attainment, and job placement in high-demand industries. By connecting underserved populations to quality employment and helping employers address critical labor shortages, the WIOA Adult Program advances economic mobility and supports broader state and local economic development goals. The WIOA Adult Program is one of three WIOA programs that BEA administers on behalf of the SWIB.

The WIOA Adult Program along with the WIOA Youth and the WIOA Dislocated Worker Programs must be procured regularly. Part of the procurement process is for the SWIB to approve the Review Committee's selection.

BEA released an RFP and received two responses. Proposals were reviewed and scored by a selection committee of OWO staff and members of the State Workforce Innovation Board (SWIB).

After a thorough review, although both proposals received came in at the same price point, the committee identified CAPHR as the highest-ranked proposer, citing their proven success, robust service delivery plan, and alignment with state and federal workforce objectives. CAPHR has a proven track record of delivering results and ensuring program compliance. They have been a trusted provider of this program for decades through different iterations of what is now WIOA. CAPHR continues to exceed enrollment goals and runs an efficient operation. The proposal was scored by the committee and received an average score of 94.68.

Unique Systems Skills LLC was not selected. The proposal was scored by the committee and received an average score of 55.68.

Please note this item will be acted upon at the June 4<sup>th</sup> meeting of the Governor and Executive Council.

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**OWO Staff Recommendation:**

That the SWIB approves the Review Committee's selected recommendation.

**Requested Action:**

SWIB vote approval of the contract between The Department of Business and Economic Affairs and the Review Committee's selected recommendation.

**Draft Motion:**

Approve the WIOA Adult PY25 – PY29 award to the Community Action Partnership of Hillsborough and Rockingham Counties and the Review Committee's recommendations, effective on Governor and Council approval.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3e. NHWorks Conference

**Background:**

In June 2023, the SWIB approved the NH Works One-Stop Certification Review Summary. One of the recommendations in the report was regarding training and professional development for the staff of the NH Works system.

On November 8<sup>th</sup>, 2024, the first NHWorks Conference since 2018 took place. Staff from the OWO along with volunteers from the NHWorks partnership assisted in the successful execution of a daylong conference designed to provide education and training to frontline workforce staff. The SWIB authorized funds to be utilized for food and ancillary costs for the conference. Educational sessions were led by volunteer presenters who donated their time and expertise at no cost.

Currently, there is a NHWorks Conference planning committee that has been meeting since March. The committee is developing the agenda and coordinating the 2025 NHWorks Conference.

The funds requested are to help with costs including food, materials and other expenses that may come up. We have identified a source of funding for the food but this request is a contingency plan. Last years food bill came to approximately \$3,500.00 for breakfast and lunch for 180 attendees not counting staff and presenters.

**OWO Staff Recommendation:**

Staff recommends authorizing the use of Board funds for the 2025 NHWorks Conference.

**Requested Action:**

Take a vote to authorize staff from the Office of Workforce Opportunity to utilize Board funds to plan and execute the 2025 NHWorks conference.

**Draft Motion:**

To authorize staff from the Office of Workforce Opportunity to utilize Board funds not to exceed \$5,000.00 to plan and execute the 2025 NHWorks conference.

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SWIB MEETING DATE: 6/3/2025  
AGENDA ITEM: 3f. Approval request of fund transfer from Rapid Response to Program  
(Dislocated Worker Grant)

**Background:**

The Office of Workforce Opportunity (OWO) is requesting board approval to transfer \$150,000 from the WIOA Dislocated Worker Rapid Response to Local Program to support the success of enrollments for our subrecipient’s DW program.

Staff make recommendations to move funding between programs as allowed under WIOA. The SWIB must approve these recommendations. Staff will move money between programs to ensure that funds are deployed effectively and used prior to their expiration. The DW program has been exceeding enrollments despite low unemployment. Staff at NH Employment Security continue to do an excellent job administering the program. These additional funds will help the program continue to successfully deliver services to eligible individuals.

**OWO Staff Recommendation:**

Approval of the transfer of \$150,000 of PY2024 WIOA Dislocated Worker Rapid Response funds to Local Program funds in the same grant to support the local program(s).

**Requested Action:**

Approve the transfer of \$150,000 from PY2024 WIOA Dislocated Worker Rapid Response funds to the local program funds within the same grant.

**Draft Motion:**

Approve the transfer of \$150,000 from PY2024 WIOA Dislocated Worker Rapid Response funds to the local program funds within the same grant.



### 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
CAPHR	Community Action Partnership Hillsborough and Rockingham Counties	NGA	National Governor's Association
CBO	Community Based Organization	NHDOL	NH Department of Labor
CCSNH	Community College System of New Hampshire	NHEP	NH Employment Program
CEO	Chief Elected Official or Chief Executive Officer	NHES	NH Employment Security
CSBG	Community Service Block Grant	NOO/NOA	Notice of Obligation/Notice of Award
CTES	Career Technical Education Schools	O*NET	The Nation's Occupational Information System
DED	Division of Economic Development	OIG	Office of Inspector General
DHHS	Department of Health and Human Services	OJT	On the Job Training
DOE	Department of Education	OMB	Office of Management & Budget
DOL	Department of Labor (USDOL) (NHDOL)	OSY	Out-of-School Youth

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DVOP	Disabled Veterans Outreach Program	OWO	Office of Workforce Opportunity
EEO	Equal Employment Opportunity	PACIA	Performance Accountability & Customer Information Agency
ELMI	Economic & Labor Market Information Bureau	PIRL	Participant Information Record Layout (WIOA)
ES	Employment Services	RFP	Request for Proposals
ESL	English as a Second Language	SEA/SEIU	State Employees Association / Service Employees International Union
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 (former name of CAPHR)
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc. Rehab.)
ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth

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