



State Workforce Innovation Board

Program Year 2025 – Meeting 2

February 3, 2026

1:00 pm – 4:00 pm

Meeting Location:

**New Hampshire Audubon
PSNH Room**

84 Silk Farm Road, Concord NH 03301

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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 2025 Meeting 2****February 3, 2026, 1:00 pm****Agenda****1. 1:00 pm – Call to Order**

- 1a. Roll Call
- 1b. Approval of October 14, 2025, Meeting Minutes [4](#)
- 1c. Welcome
- 1d. Public Comment

2. 1:10 pm – Informational Items

- 2a. Presentation from NH Job Corps [30](#)
- 2b. Rapid Response Update [31](#)
- 2c. Financial Update [32](#)
- 2d. Performance Update [36](#)
- 2e. Program Success Stories [43](#)
- 2f. NHWorks Conference 2025 [58](#)
- 2g. PY24 Analysis of the Impact of the Workforce Innovation and Opportunity Act [61](#)

3. 2:00 pm – Board Motion & Discussion

- 3a. Topic for June 9, 2026, Meeting [65](#)
- 3b. Board Motions and General Discussion [66](#)
- 3c. One Stop Operator Certification Policy and Procedures [67](#)
- 3d. State Plan Update [85](#)

4:00 – Adjourn**Next Meeting: June 9, 2026**[RETURN TO AGENDA](#)



P R O C E E D I N G S

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Joe Doiron: Nobody go to the bathroom.

Male Speaker: Yeah.

Joe Doiron: We're right at quorum.

George Copadis: We are?

Female Speaker: *[Inaudible]* [00:00:06].

Joe Doiron: I think we have one.

George Copadis: Bathroom breaks will be limited today. Good to see you all this afternoon. So, I want to call the meeting to order. For the record my name is George Copadis. I'm Commissioner of Employment Security setting in for our chair, Michael Kane, who hasn't been with us today. We've got a number of items we've got to go through. Today's meeting is official meeting of the board. It's open to the public, but we run on a manner complaint with RSA 91-A. Meeting materials for the board and the public can be found by visiting the Department of Business and Economic Affairs website. We've got a number of items to work through, and we're going to get started now so if we can have the roll call, please?

Joe Doiron: Thank you, Mr. Chairman. Mike Alberts, Jim Alden, Joe Alexander, Stephanie Ashworth?

Stephanie Ashworth: Here.

Joe Doiron: Kevin Avard, Rick Bartle, Alan Beaulieu?

Alan Beaulieu: Here.

Joe Doiron: Christine Brennan, Anya Burzynski, Paul Callaghan, Kenneth Clinton, George Copadis?

George Copadis: Present.

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Joe Doiron: Mary Crowley?

Mary Crowley: Present.

Joe Doiron: Tiler Eaton. Patrick Fall. James Gerry. Chase Hagaman?

Chase Hagaman: Here.

Joe Doiron: Michael Kane. Shane Long?

Shane Long: Here.

Joe Doiron: Donnalee Lozeau?

Donnalee Lozeau: Here.

Joe Doiron: Lori Ann Lundgren?

Lori Ann Lundgren: Here.

Joe Doiron: Larry Major. Ashok Patel. Larry Major?

Larry Major: Present.

Joe Doiron: There we go. Perfect timing. Tracey Pelton?

Tracey Pelton: Here.

Joe Doiron: Jim Proulx. Shannon Reid?

Shannon Reid: Here.

Joe Doiron: Jay Ruais. Richard Sala?

Richard Sala: Here.

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Joe Doiron: Gary Thomas. Cullen Tiernan?

Cullen Tiernan: Here.

Joe Doiron: Mr. Chairman, we have a quorum.

George Copadis: Okay, great. Thank you again all for coming today. The meeting minutes are found in your packet, and I hope everybody's had an opportunity to review the minutes. Any errors, corrections, or omissions? If not, I'll entertain a motion to approve the minutes.

Donnalee Lozeau: So, moved.

George Copadis: Moved.

Tracy Pelton: Second.

George Copadis: Second. All those in favor.

Group: Aye.

George Copadis: Opposed? Motion carries. Anybody from the public that would like to speak? You're good? Okay, we're going to start the agenda with some informational items. Staff will not be presenting, they'll be answering any questions you have. Joe, could you please walk us through that?

Joe Doiron: Thank you, Mr. Chairman. So, we have a presentation today from my friend and colleague, Janel Lawton, from our department, from BEA, to talk about outdoor recreation.

Janel Lawton: Hello. Good afternoon, everyone. Thank you for this introduction and thank you for the welcome. I am the Director of the office of Outdoor Recreation Industry Development and I'm here today to talk to you about some workforce opportunities in New Hampshire and how we can use something we have in abundance of the outdoors as a recruitment and retention tool. So, the Office of Outdoor Recreation Industry Development Board sits within the BEA that's been strategically placed there to put together businesses and communities and partners to help grow the economy. And one big way we can do this is by leveraging the outdoors. So, this is just thought of hiking and skiing and all the fun stuff. This is a \$3.9 billion industry here in New Hampshire, and that's something that we can use as a tool to attract talent and retain talent and

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to make New Hampshire really stand out as a place where people want to live and work. So, we created the workforce toolkit for the outdoor lifestyle. Now, I'm going to jump into this and explain it.

All right, why this toolkit? So, we know that workforce changed, and we saw this coming out of the pandemic. We know that people wanted more than just a paycheck. They were looking for a need. They were looking for flexibility and a lifestyle that aligns with their values. At the same time, businesses are faced with challenges in hiring and retention. So, how do we compete? How does a small state like New Hampshire compete? And what we can do is lean into what we do really well that makes us really special. Our natural outdoor settings and the high quality of life that we have in the state.

So, the toolkit is based on the concept of developing an Employee Value Proposition or an EVP. And this is really about defining what makes your company unique and a rewarding place to work. Your EVP offers your employee something beyond salary. It's things like culture and growth. And right here, we have this pyramid. I'm going to talk you through in just a little bit. The baseline is your compensation and your benefits. That's where you come in and be as competitive as you can. That's contractual with your employees, but the next level up is differentiated level that is where your employee comes in, in experiential position. They want to know what their career look like working for a business. They want to know what their career development opportunities are, what work-life balance is, and the company culture. The next level is what really allows a company to call out why they're unique. And this is the emotional connection to their employee, the purpose and the mission. We know that employees want to align with the company they're working for. They want to believe in the purpose and mission of the business.

All right, so the toolkit talks about putting the EVP to work, and we've broken it out into these five modules, recruitment and employer branding, company culture and value integration, career skills and development, and community resources model. Each section has tools. They have ideas that can be adopted no matter the size of the company or the budget that the company might be working with.

So, the first module is recruitment and employer branding. This is how a business tells their story to demonstrate what their company values and a company's employer brand is the first impression that goes out to employees. That is really important. It's when candidate see when to post a job. They are imagining when they see this and agree to posting what their life is going to look like looking forward to company like yours. So, what we want to do here in New Hampshire is show them what working in New Hampshire can look like. We want to talk about

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things like your trails, lakes, the seacoast, small town charm, mountain views, vibrant cities. Whatever it is that your region is talking about, that messaging can be included in that job description to try and recruit employees to your area or to your business.

All right, it just woke up. Hold on there. A little bit of a lag. All right. Here we go. So, recruitment and employer branding. This is a great example, sorry, the image on the right is not popping up. It's actually a video, but we have two examples here. But in the toolkit, you'll see many more examples. Searching outdoor uses employee testimonial and photos to tell their story. NEMO equipment has a great video, which is what's not popping up, but if you go online to the tool, you'll see it and it's a quick watch. But it really blends company culture and outdoor lifestyle. And this really talks about how your employees are your best brand ambassadors. Let them tell your story.

All right. Company culture and value integration. This is really about how you can tell your value, sell your value as a business as part of your company's identity. It doesn't have to be an add-on or a plus. You can easily talk about things or incorporate benefits like flex Fridays or encouraging walking meetings that show that you value balance and health and well-being of your employees as much as you value productivity or even more so. And this is really going to be important to employees. We have a couple of examples here about some companies that are doing this. Minus33 gets 10% of their summer slots to support Mount Washington Observatory score. This was something that the Minus33 employees chose. The BIA hosts an annual ski and snowboard day. Hopefully, we'll see some of you guys there. But, again, you know, to show this investment in employees, it doesn't have to be big. It can be something as simple as putting a bike rack outside the front door of your office. So, employees can bike commute to work or creating a space to have lunch for, you know, your group walks. It can be something really simple as that that really shows a sense of purpose for your organization.

A little bit more about the benefits and programs. We give great examples of pre-tax, post-tax, and employee perks. And one thing I'll say about this is you need to find out what your employees actually want. Companies need to ask them. We've got great examples of short surveys that employers can use to ask their employees. What is meaningful to you? Would you like to do a volunteer day off? Would you like an extra day at PTO? Would you like recreation passes to go to a state park? Lots of ideas in here, and we have a couple I'm going to share with you. These are a couple that came up when we were researching this project. And I'll just note that the Lifestyle Spending Accounts, the LSAs, those are the post-tax dollar program that can be used for anything, including gear and fitness classes or park passes, Burgeon *[indiscernible]* [00:11:23] is a

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great example. They offer each employee up to a \$1,000 per year in a wellness fund. So that's a great example of that program in action.

Okay, module 4 career skills and development. We have learned that employees stay where they are growing. They stay where they feel valued and investing in your team through professional development, through membership, through education support, all these show an alignment with your company values, and they build loyalty with your employees along the way. So, we give great examples in the toolkit of building your professional pipeline, professional development, and networking, all that are connected to the outdoors. A little bit more on module four, it talks a lot about learning through experience. And I'm kind of preaching to the crowd here, but we have a section that says, hey businesses, are you looking at your local career tech centers? Are you looking at apprenticeship in NH? Are you looking at all these other organizations out there that are doing great work as potential next generation or your next set of employees coming into your space?

Module five is community resources model. And this really is about helping your employees really envision working for you. So, when employees are coming to work for you, they're saying, hey, where can I live? Can I find housing? What about schools? What about childcare? What about transportation? We have a section that talks about all these things, not in a level that you'd be like, okay, you know, we've got the answers to all your questions, but you can really get creative in how to be specific to your business. And this is something, like, for example, there's a business on the Seacoast that offers their current employees' stipends to host new hires. So, this is, like, a simple human solution to a housing problem, right? It helps people who are coming to the area, land on their feet, feel welcomed, and feel connected. A little bit more about module five. This is really about local lifestyle connections in a way for employers to really create and promote these experiences out to their employees. We have a lot more examples in the toolkit.

All right, so connecting, aligning, and promoting. One thing I'll say is that you know, no one size fits all. I've been a small business owner, and I've worked in big businesses. Big business of all stay in New Hampshire, right? And I'll have to say that this toolkit is so flexible. It's really made for businesses to start where they're at. And they can have a budget or zero budget. Whatever it is, there's ways for any employer to come in here and find something that's really going to elevate their EVP that's going to help them with their recruitment and retention strategies. And then last, I would like to give you all this great QR code and the postcard that I've left on in front of your new booklets there additionally in the back. So, feel free to take these. There are more in the back, and you're welcome to take more and hand them out to anyone who are interested. There are a few booklets back there as well that is just a curated version of full toolkit, which is quite

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big. So, encouraging all to check it out and totally reach out to me questions if you have any questions. And thank you for your time.

Joe Doiron: Questions. Okay?

George Copadis: Questions anybody?

Tracey Pelton: Hi. Tracey Pelton from PROCON. How do you share this out to businesses in New Hampshire?

Janel Lawton: So, it is hosted on the BEA website. The QR code will take you directly to the link. How am I getting it out there specifically? I'm working through the other agencies through, you know, giving a lot of presentations like this. We've put a huge effort through the chambers and provided packets to the chambers. So, they're getting them out to more businesses as well.

Tracey Pelton: We're member of two chambers and I haven't heard of any of this. So, it'd be great to, I think, have the chambers get it actually physically out to the members.

Janet Lawton: Absolutely. Yeah.

Tracey Pelton: Via email and, you know, to all the membership. And then another thing that might be of interest is there's lists, like the book of list, the New Hampshire book of list, New Hampshire Business Review, and things like that, where they give you a contact and you can just send it out to those people as well. Like, top private companies, top family-owned companies, and that kind of thing that they have the most employees in the state, so you can reach a lot of people.

Janet Lawton: Great. Thank you for those suggestions.

Tracey Pelton: It's a great resource.

George Copadis: Thank you. Any other questions?

Male Speaker 1: Sure. Piggybacking off of that, and I think you mentioned the concept of brand ambassadors.

Janel Lawton: Yes.

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Male Speaker 1: And I've always thought the state of New Hampshire needs brand ambassadors. I used to think that liquor store employees would make really good ones because everyone has to interact with them, you know, when they come into New Hampshire, but maybe it is more Department of Natural and Cultural Resources or BEA or I mean, do you guys have any thoughts on trying to empower people to be brand ambassadors for the state?

Janel Lawton: We do have the brand state ambassadors, and, you know, they tend to be a little bit more focused on the tourism side of things. But it's a really great idea on how we really at a state level, you know, have a tool for getting this information out. And, you know, we talked about having our list search and, you know, really a lot of this is building and developing. So, this was just launched in May. And as we're moving forward, you know, it's been on a couple of, like you said, chambers that can get included on the emails, but they might get overlooked, right? And a lot of this is just getting this information out over and over again. So, people see it, and they're like, oh, yeah, and they remember it. And we're all in the same boat. We all have a to-do list like this long, right?

So, when I go out and they talk about these things, I'm always like, who's going to remember it, right? What's the takeaway? So, the big takeaway for me is the postcard. If you have it on your desk and you think about it later, reach out to me. Would happily connect into any resources that you have.

George Copadis: Okay. Yes.

Chase Hagaman: Chase Hagaman just to add to what Janel said. So, not only do we do that but like Janel just spoke on Friday?

Janel Lawton: Yeah.

Chase Hagaman: At the MEP summit about this. There are over 300 businesses in the room for that discussion. We have our business resource staff that are now sharing this tool with businesses in their regions. So, it's something that we're pushing out broadly as an agency as one of the many tools, that we can bring to bear to support the business community.

Tracey Pelton: We almost want to reach out the HR professionals.

Chase Hagaman: Yeah.

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Tracey Pelton: At all the big businesses to save free resource.

Chase Hagaman: Absolutely.

Tracey Pelton: Please leverage it, you know?

Chase Hagaman: Absolutely.

Janel Lawton: Yep. And I did reach out to them on Friday, but again, you know, I know it's not everyone's priority. Like the follow-up and the follow-up and the follow-up again. So, it's a resource. It's free. That's the big thing. I really would love for this to get out to as many businesses as possible.

George Copadis: Great. Have a question, Shannon?

Shannon Reid: Shannon Reid. Has the state of New Hampshire embraced this as a recruitment tool?

Janel Lawton: So, that's a good question. You know, we actively use it in the BEA. You know, we have a lot of our departments use these tools. But as a whole, on a state level, I'd have to get that at the HR team and ask.

Shannon Reid: Okay.

George Copadis: Any other questions? Thanks so much. That was great.

Janel Lawton: Thank you.

George Copadis: That was great.

Janel Lawton: So much.

George Copadis: And good job.

Joe Doiron: All right. Item 2B, kick it over to Nick Massi.

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Nick Massi: All right. I'm going to talk about the year-end program year 2024 and then where we are in start program year 2025. The Office of Workforce Opportunity ended the July 1, 2024 through June 30, 2025, reporting year, program year '24 documenting 73 rapid response activities that affected 1,459 workers. This is an increase in rapid response activities but a decrease in affected employees from program year '23. The previous program year 50 rapid response activates affecting 1997 workers were documented. All rapid response sessions are offered as in-person events to all businesses announcing closures and/or substantial layoffs affecting more than 25 employees. Many times, depending on the specific situation, a rapid response session was held when less than 25 employees are affected but impact to the community warrants assistance. Virtual rapid responses have also been offered when the staff are remote/virtual or are scattered throughout the state and not centralized or is the best solution to the specific situation.

For program year 2024, 867 affected employees attended one of the in-person rapid response sessions. The industries that were provided with rapid response sessions were retail, retail pharmacy, education, healthcare, manufacturing, and logistics. So, they're going to go to the program year of 2025, we will start so far. With the start of program year 2025, the completion of the first quarter, and the start of the second quarter, we have had 17 rapid response activities up through today across the state. This is an increase of five from the same period in program year 2024, which had 12. The 17 rapid response activities affected a total of 626 employees in total that were employed by just about all industries - manufacturing, IT, healthcare, retail, education, social services, forestry. Of the 17 rapid response activities, 14 resulted in rapid response presentations and all but one were in-person. There were 240 employees that attended our presentations in total. One item to note is five of the organizations that scheduled rapid response presentations required multiple sessions due to the number of employees affected and the need to continue operations while providing access to all shifts.

And this is another thing to note – the two largest industries affected are IT/tech and manufacturing. These two industries account for more than half of this layoff so far on this program year, at 364 affected employees and all were based in Hillsborough County. So that's *[indiscernible]* *[00:23:16]* concentration in their location and industry *[inaudible]* *[00:23:19]*. Thank you. That's it.

George Copadis: Any questions from anybody? Okay.

Joe Doiron: Okay. We're going to kick it over to Melissa Carter for Item 2D.

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Melissa Carter: Melissa Carter for the record. This is a financial update that is for the last program year. I do want to point out that the summary tables have the wrong date on them. The information is accurate. It's pretty end of June, not first. So, I'll let you know that. Our program year 2022 grants were to end on June 30, and they will obviously be extended. I'm in the process of closing those out now. The program year 2023 grants are actually further along than it shows here, you know, it was for June. We are now in October, but we have obligated about 100% of all the funds, but I thought we were going down 92% of those and then our program year 2024, we have obligated 94% of them and expended 59%. So, we are using the funds as rapidly as we can. We are not getting as much as we did last year, but they are going out to everybody [inaudible] [00:24:58], everybody having a contact with. Any questions?

George Copadis: Questions, anybody?

Melissa Carter: We will update the website with the correct date on those tables.

George Copadis: Superb. Thank you. Next item?

Joe Doiron: Yep. So, Lisa will take us to the next few items. Instead of bouncing back and forth, we thought we'd give Lisa the show for a bit. So, take it away.

Lisa Gerrard: So, Lisa Gerrard for the record. Agenda Item 2E is Program Performance update for PY2024 Q4. At the end of the Q4 we have looked in pretty good shape across our Title 1 Programs. We did finish all the year, which is the next item number. We were very close on credentials for two of the programs at the end of the quarter, adult and youth credential attainment. We did not end up pulling out, getting to the measure for the youth credential measure. We're short by quite a few percentage points. However, they do go through a statistical adjustment model. So, I'm hopeful that we will, after the statistical adjustment model is put in place that we will be at the 90% of the goal. US Department of Labor counts it meeting your goal if you get to 90% of that goal. So, we're hopeful that we can still kind of pull that measure out and not come that close to it without meeting it. So, that was kind of Q4, for PY2024, which rolls right into your prior year end performance.

So, for Title 1, adult program and dislocated worker program met or exceeded all of their performance goals, as set forth by US Department of Labor. And just to note that we do have extremely high-performance measure goals for RC, when you compare it to the region, but also across the country. Our goals are pretty high for the number of folks that we serve. So, it's an ever-challenging measure when every two years they keep going up. So, negotiations will happen

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this year for the next two years, so we'll be looking at all of that data. Like I said, the youth credential we just missed it, by a few percentage points. So, we are working on a plan with youth sub-recipients, and as to why it happened, it really was a combination between, in-school youth have a different measure to meet. They have to not only get their diploma, but they also have to be working for a secondary education up to a year after exit.

So, the diploma was not the problem, it's that working for secondary education. We don't always have those kids coming out of high school back in the workforce or in a secondary education program. As well as we had more high school students struggle this year with completing their programming, their trainings. So, we didn't have as many successful contributions, which means not as many for that to be attained. So, we're working with the sub-recipients across the board on not just eligibility, but suitability. We're really talking this year about the suitability of folks running a program because it is not just about eligibility, it is also about suitability and wanting everyone to succeed because another failure really does kind of hit them hard. So, on a whole, Title II, adult education, as well as Title III and Title IV, we're looking good across the programs. We are also working within all the title programs to find a way to provide this performance data in a more easily digestible format as well as on a more regular basis. So, we have a work group meeting to try and figure that out. But on the whole, it was a pretty good year.

The enrollment numbers were not as high as they were in the previous couple of years. And that is mainly due to funding as Melissa Carter said. We're getting less money. We're spending the money that is this year's money, so there's not a lot of carryover, which means we can't enroll as many folks as we used to the last few years. So, that's performance in a nutshell. Any questions?

George Copadis: Any questions anybody? No?

Lisa Gerrard: So, Item 2G, is informational only. These are year-end reports that our sub-recipients for our Title I program submit to the Office of Workforce Opportunity. So, you will see a narrative from CAPHR for the adult and WIOA Plus Program. You'll see one from the interim finance period on the dislocated worker program. You'll see one from about JAG-NH as well as MY TURN for the youth programming. So, it gives you a nice synopsis of how the year end this year. Any questions about those?

George Copadis: Nope. Okay.

Lisa Gerrard: And then I think my final item is 2H, which is the PY2024 WIOA Annual Monitoring. So, we at the Office of Workforce Opportunity do a lot of monitoring so that the state level, the

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local level, the federal level, we have a couple of federal audits this year. We also have a lot of state monitoring that we did. We go out to each sub-recipient at least annually. We also do desk reviews for compliance. We do equal opportunity annual reviews. We do a lot. We do data validation. So, this monitoring report is basically a synopsis of the different monitoring activities that took place this year as well as some of the findings that we had. It also talks about the 2024, Q1 2024 calendar, but also it allows us to create Q1 '25 monitoring calendar. The whole monitoring binder is about 300 or 400 pages big. It was reviewed by board member, Deputy Commissioner, Christine Brennan, and, Chase as well, kind of signed off on it on behalf of the board members. Any questions...

George Copadis: Questions?

Lisa Gerrard: About the monitoring?

George Copadis: Everybody's good.

Lisa Gerrard: And that is it.

George Copadis: Thank you. Okay, Joe?

Joe Doiron: Thanks, 21, which begins on page 76, is the program success stories. Again, for the record, Joe Doiron, 21, program success stories. Happy to entertain any questions about that. Questions? There are some really good, some really good stories. I mean, we talk about performance metrics, and whatnot, but these are the stories of the folks that we serve, which is pretty awesome.

Donnalee Lozeau: Mr. Chairman?

George Copadis: Yes.

Donnalee Lozeau: Donnalee Lozeau for the record. I just wanted to point out as somebody that operates a program that works with you, a lot of the reports that you see here that...

George Copadis: Can you speak up just a little bit, please?

Donnalee Lozeau: Pardon me?

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George Copadis: Can you just speak up just a little bit? Is there another recorder, no?

Joe Doiron: There's one right there too.

George Copadis: Okay. All right. Okay.

Donnalee Lozeau: There's a little scan in the middle [*inaudible*] [00:33:50].

George Copadis: No, that's okay.

Donnalee Lozeau: I won't be here because I'm in cold recovery mode. I'm trying to be respectful, but I just think it's important as a SWIB board member to know that this – at the end of the day this is the crux from our work. And being able to see that, you know, what we are doing across the board with the people of state, it not only helps the employers, but it allows people to see a path to success. And when they repeat it to other people in their circle of life that they can find this path forward, that there's a way to make it affordable, that partnerships that have been developed with community colleges and all those different things and employers willing to take a chance to give people second chances and all that sort of stuff really is, you know, I like to say that's the gas that fills the engine, right? And so, if you do nothing else, which you should do at all, but reading those stories makes it worthwhile for you to come to the meetings and participate in the planning for the future.

George Copadis: Thank you so much Donnalee.

Donnalee Lozeau: You're welcome.

Tracey Pelton: Do we follow up with them after and write stories about their full-time employment?

Lisa Gerrard: Lisa Gerrard for the record. We follow up with the participants for a year after success. So, every participant that needs the Title I program gets follow-up services per year. We don't necessarily go back once that we have success stories on for an update, but we could very easily kind of get that, because we do follow them for a year. We're asking questions about employment. We're asking questions about work life. Do they need any other assistance? So, we do that follow-up, as well.

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Tracey Pelton: It'd be great for the board to see how many of them have full time jobs and have maintained them from the work that you did.

George Copadis: Yeah, great.

Joe Doiron: And we get, for the record Joe Doiron for the record. When we look at the median income, that's what we get as well because then they're working, or you can talk a little bit of the money.

Tracey Pelton: Yeah.

Joe Doiron: Because we are pretty good on those, metrics do really good.

Lisa Gerrard: So not at a participant level, but at an overall level, your performance measure, your second quarter after exit, are those individuals that exited and are employed second quarter. Your fourth quarter after exit, are those same employees or participants that exited. And now it's four quarters after their exit. So, your percentage is how many of those people are still employed. So, we're seeing it as an aggregate, but we're not necessarily seeing the stories, the participant level stories. And the median wage or your median income is your second quarter after exit for each person that is employed. It basically takes that medium wage. So, we're seeing it, but not at a participant level kind of. At the participant level we are not seeing it. But we could potentially ask some of the subrecipients to take one or two of these success stories and see if they could update them. It's something that we could absolutely ask for.

Tracey Pelton: I think it'd be helpful. Right?

George Copadis: I agree. I agree. Absolutely. Okay. Other questions, anybody?

Cullen Tiernan: Yeah.

George Copadis: Yes.

Cullen Tiernan: Cullen Tiernan, so, I just kind of processed. The last meeting it was only my second meeting, so it was kind of an absurd question. But there were people here sharing their success stories. Does that not happen every meeting, or how often is that, something that happens?

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Lisa Gerrard: So, Lisa Gerrard from the record. In June, every other June is when we do what you're talking about, which is our participant panel. So, we do that every other June. But the success stories that are in the packet are every single board meeting will have a variety of success stories. The actual panel is every other year, because one, it takes, a lot to kind of organize it, and two, it takes away for other board activities that we might need to get done. But it's every other year.

Joe Doiron: And for the record Joe Doiron as well, so part of, the whole goal is to get folks into work so then it's hard to then take them out of work.

Lisa Gerrard: Yeah.

Joe Doiron: And that's why I thought on willingness, it just becomes logistically very difficult, you know, for especially folks in the dislocated worker program. You know, they were out of work for so long, then we got them trained, they're in a good gainful employment and then to pull them out, you know, that sort of thing. So, we try to strike that balance, but we can see what we can do in the future if you want something more regular because it's our favorite meeting. It's, you know, playing with our cards facing out. We love it because it's on full display, you know, what we do, but the why, the gas in the engine, as Donnalee said.

Cullen Tiernan: Well, I mean, if I could just say, even if it's just a couple of individuals who have the bandwidth or the capability, I think it would be valuable to have more success stories, you know, seeing the people and hearing from them.

Joe Doiron: We can definitely take a look at it. It just becomes a challenge, that's all, logistical and getting the folks here. I'm looking at the program, like, on the youth side, you know...

George Copadis: Kind of tough, I would think?

Joe Doiron: Yeah.

George Copadis: I mean I think it is a good idea.

Joe Doiron: Yeah.

George Copadis: Just think that, you know, let's put it this way. I don't want them to lose their job and then end up having to collect unemployment.

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Cullen Tiernan: It is stressful.

George Copadis: Yeah.

Joe Doiron: And we may have two other, maybe, WIOA programs. Maybe I'm looking at Stephanie Ashworth who is sitting over there, you know, who represents Job Corps. Maybe we can look at other folks and other sort of things that we could do. That is a good thing.

Stephanie Ashworth: Yeah, Stephanie Ashworth for the record. So, I'm Center Director at New Hampshire Job Corps. So, we are obviously associated with WIOA, and our students' success stories are we're most proud of. So, if they can we had to, you know, we've been fighting for the program since the end of May. So, we've turned to video success stories because we don't want them to necessarily take time out of work. But occasionally, they would love to come, I'm sure, and brag a little bit about how, you know, proud of their story they are. So, we're happy to do that if that's something people would like to occur more often. And if not, the videos have been a really powerful tool for us to use as well when we're not able to physically get them to the table.

Joe Doiron: And for the record...

Lisa Gerrard: That was something that we could start looking at is doing more electronically with video success stories where you might be able to get the programs to do a little video, and then we could show, you know, one or two at the beginning of each meeting or even have them rolling as you all come in to the meeting so that, it's continuously playing or something like that. It's just we have to figure out how that would work and how to get it done and utilize it. But as Joe said, you know, the success stories are our favorite part as well. You know, we're moved from the participants, but the success stories allow us to kind of put the gas in our engine as well. So, if there's anything that we can work out, we would definitely entertain it.

George Copadis: Go ahead.

Mary Crowley: Mary Crowley for the record. I like the idea of video only because, one, we can do a video now and also do video later on, couple years later or you can play both of them as their story and that really can give us an insight on how we affected their lives and changed their lives in a positive way and I think, would show some really positive impact for us. I love seeing them

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here in-person, but I think seeing the now and then the two years from now would be a much more impactful statement to me.

Stephanie Ashworth: Stephanie Ashworth for record. I know I'm speaking for myself, but if I knew, like, with some time in advance, like, we would be happy to do our home videos, so it wouldn't put any extra work on anybody else, but we would be happy to do something like that.

George Copadis: Anything else? If not, we'll move on.

Joe Doiron: Item 2J is New Hampshire Works Conference. So just wanted to flag. So, we'll be seeing a few of you twice this week, so sorry for that. So, we are having, after the first successful one, we're going to have the second New Hampshire Works Conference this Friday. Huge shout out to NHTI and the Community College System who have donated it for free. Thank you. CAPHR generously donated the opening plenary session and food. So, thank you. The board was very generous with, allotting funds to us for supplies. So, thank you. We're way under budget, which is great. But we'll be seeing, a few of you, five or six of you, board members at the New Hampshire Works Conference this Friday. So, we're still smiling as a team. Still a few more days. So, Revelstoke Coffee has been getting certainly an increase in business from us, but we're going to be, very excited.

We have a 180 people registered. We unfortunately had to send a few people away. We closed registration, what, two or three weeks ago, Jess? And then we were just kind of filtering a waitlist, if you will. So, some people had to drop, childcare fell through, situation life happened, and then we were filling it as a, first come, first serve basis. So, if you are interested and you haven't registered, talk to us after we probably can't feed you. I'm looking at Jess, but maybe we can see what we can do, but we're excited. So, if you have any questions about that happy to entertain that. But also, two, we had our award committee.

I'm looking two to three. Rick Bartel, unfortunately, he's in Vegas today for a conference. I tried to get him to take me with him or go with him, but we have two of the three, Tracey Pelton and Alan Beaulieu who served on the award review committee. So, thank you both for volunteering. So, we put together a process. We're going to tweak it for next year with their feedback, but some really great folks are going to be honored to Friday because it's about professional development, but it's also great to acknowledge, great work being done by the folks. So, happy to entertain any questions about that.

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Tracey Pelton: So, Tracey Pelton for the record. For the board members that are attending, what would you like us to do? What role would you like us to play? Should we be thanking people and just meeting people and hearing their stories?

Joe Doiron: Yeah. I think just meeting folks, enjoying going to the sessions, learning, you know, because we're going to have not only, you know, kind of the usual suspects, if you will. You know, you're going to see some names that are very familiar to you. We have other partners that are presenting as well, which will be good for you just enrichment wise to learn a little bit more about the system and whatnot. But please let people know that you're SWIB members and who you are and what you do. The award folks, I was going to bug you both, but I'd love to have you on stage at the end for the award presentation system.

Tracey Pelton: What time is it?

Joe Doiron: 03:00.

Tracey Pelton: Okay.

Joe Doiron: So that's the last thing of the day. But, yeah, just being there.

Tracey Pelton: Are we going to name tags?

Joe Doiron: Yep.

Tracey Pelton: Okay.

George Copadis: I just want to commend Joe on the committee too. I mean, we just reinstated. We could stop for a significant amount of time, and then we reinstated, but I think, you know, the success of last year is evident when you've got, you know, a 180 people that registered for this year. Obviously, they enjoyed the time that they had together and sharing their stories and listening to some of the presentations, probably full too.

Joe Doiron: Yes.

George Copadis: Would come in to play at some point. But I want to thank Joe and the committee for all their hard work in putting this together too. Okay.

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Joe Doiron: Which we're excited for it, but I'm more excited for 04:00 PM that Friday. You can see me as a Common Man at 04:15.

Tracey Pelton: Is there limitation?

Donnalee Lozeau: Yeah, *[overlapping conversation] [00:46:42]*.

Joe Doiron: I mean, if you're buying.

Donnalee Lozeau: All \$35 for me?

Joe Doiron: Yeah. Yeah. Well, \$35. So, I'm sorry, so...

Donnalee Lozeau: Off the record.

Joe Doiron: Yeah. Off the record.

Male Speaker: *[Overlapping conversation] [00:46:41]*.

Joe Doiron: Not the weirdest thing we've said on the, you know, on these. The Feds do listen every so often, and I think it's hilarious. So, it's good for them. 2k is State Plan Update. So, we saw a number of you over the summer. Can't get rid of us, and thank you for that. We appreciate you all. We did two virtual sessions in which we got some feedback on some goals. So, what we did was we took out the goals and strategies section and put it here. So that's what you see here. And I used your feedback from the notes that we took, from the conversations that were had. Hopefully, it sounds okay or it looks better. The goal is to, well, get the goals done and the strategies. So, once we're done with the conference, Lisa and I get to spend the next few months writing the state plan, which will be very fun. But you'll see here, goal four, especially we amended that or changed it, you know. And so, I think it was Tracey Pelton who mentioned the goal of outreach and marketing.

So, that was something that we took too. We also updated some stuff in goal five, especially around, to Cullen Tiernan's point about emphasizing state employee, the role of state employees played in the New Hampshire work system. So hopefully, you've had time to read this and digest this. This is not a vote today on this. This is a temperature check. How we doing? Is this something you like, something you don't like, something you hate? And we don't have to wordsmith everything here. If you feel more comfortable, if you want to shoot us an email with some edits

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or thoughts, you can share your edits and thoughts here. But, we are just moving towards that goal of at February, we need to provide you, we need to hold a vote here, so to get that state plan in on time. And we have received zero guidance from the federal government on how we will get it. This time of year, last time – so two years ago, we had access to the portal. We had instructions on what needed to do. We had briefings. We had guidance, and we have nothing.

Richard Sala: So, maybe they'll get rid of it.

Joe Doiron: My prayers will be answered then, Richard.

George Copadis: Any thoughts, questions, suggestions, anything? Yes.

Cullen Tiernan: Cullen Tiernan, one for our friends listening from the federal government. I hope you're not furloughed. But, I just wanted to actually say thank you for including the state employee piece. I think it looks really great, and it was a good experience giving you all feedback and working as a team on this.

Joe Doiron: Thank you.

George Copadis: Thanks. That's great.

Joe Doiron: If we love, you know, don't feel, there's no pride of ownership here. This is a document that you all have to vote on and agree to. So, if there's something you don't like, something you do like, please let us know. Thank you for that. And just happy to make edits.

Donnalee Lozeau: Well, good. I have Doiron also. Well, if you need help with people to read, edit and look for typos, because you're eyes glaze over [inaudible] [00:50:22] at some point, so there are people on this board that might be willing to do that breaking into small chunks.

Joe Doiron: Are you perhaps saying, volunteer?

Donnalee Lozeau: I'm not afraid there.

Chase Hagaman: I was just thinking she didn't really volunteer for people really.

Joe Doiron: Yeah.

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Donnalee Lozeau: Oh, I just figured that I really don't have to *[overlapping conversation]* [00:50:39].

Chase Hagaman: Yeah, me too.

Donnalee Lozeau: I copyright that at all the times, so consider that.

Joe Doiron: Perfect.

George Copadis: Yes, Chase.

Chase Hagaman: Chase Hagaman, just wanted to commend the team and the board for jumping into this strategy and process, which is different than years past and, really appreciate the time and effort you all put into it. You know, it's been a lot of hard work, but it's churning out a good product, I think.

George Copadis: Thank you. Anybody else? Anything?

Joe Doiron: Did we nail it and can *[indiscernible]* [00:50:55] go forward, did we get this?

Donnalee Lozeau: Yeah.

Joe Doiron: Okay.

Donnalee Lozeau: Thank you. That's awesome.

George Copadis: Okay. We're going to move on to board motions and discussions. Again, for the record George Copadis, and Joe if you could guide us through these items as well please?

Joe Doiron: Thank you, Commissioner. So, Item 3A is something that we do every so often for our, *[indiscernible]* [00:51:18] we have from DHHS here, but DHHS is part of the New Hampshire work system. They'll be at the conference this Friday. They're great partners. And, they have to put together a SNAP employment and training program, the, SNAP E&T State Plan. So, they have their own state plan that they have to do as well. And thankfully, the only thing we have to do, we as a staff, is essentially look at that plan, make sure that it is meeting the goals of the existing New Hampshire State Plan, which it is, and then bring it to the board. It was included in the board item. So, it was one of the attachments. There's nothing in there that is controversial. There's

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nothing in there that doesn't seem right to us. It's very well-done document, very well done plan. And it's between this SNAP E&T plan, and what's the other one, Lisa? There was one other plan that we do. It's like once we do this one this year and then there's another one next year, and I can't remember which.

Lisa Gerrard: Is it the TANF?

Joe Doiron: It's the TANF one, I'm sorry. So, it's staggered. So, this time next year, we'll bring before you the TANF one as well. And it's the same sort of process. So, they bring it to us. It's a federal requirement that the workforce innovation board for each state or each, locality in the case of local boards have to review it, provide the blessing, and then they do so through a vote. That makes sense. Some board members you've been around; we've done this a few times. So, if you're wondering why we're going to do this again next October, it's just a staggered thing. Happy to take any questions if that didn't make a whole lot of sense.

George Copadis: Any questions, anybody? If not, you need a motion on this?

Joe Doiron: Correct. And we don't need a roll call. We just need an up or down.

George Copadis: Okay. Motion made by, well, is that what you're doing?

Donnalee Lozeau: Yes.

George Copadis: Okay, I'm sorry. I didn't know whether you still had a question or not. Go ahead.

Donnalee Lozeau: Donnalee Lozeau making motion on the State Workforce Innovation Board, supports the New Hampshire Department of Health and Human Services [*inaudible*] [00:53:40] SNAP E&T State Plan as written.

George Copadis: Okay. Motion made. Second?

Tracey Pelton: Second.

George Copadis: All those in favor.

Group: Aye.

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George Copadis: Opposed, abstain. Motion carries.

Joe Doiron: Mr. Chairman, Item 2B, we are going to have, one of the topics for the February 3 meeting, which is I don't love talking about 2026, but it's right around the corner. And I won't say how many shopping days left till Christmas. I'm already counting at home. The next meeting is February 3, but, we'll have the state plan that day. But if there's anything else that the board would like us to put on the agenda for that meeting?

Male Speaker: General *[indiscernible]* [00:54:30].

Joe Doiron: I just pray every year it doesn't snow on February 3.

George Copadis: Good luck with that.

Joe Doiron: I know.

Tracey Pelton: Tracey Pelton, if it's possible to have some of the longer-term stories of people that have maintained a work experience and all round, there are some pretty exceptional nursing and EMT and different things like that that we have a high need for even in the skilled work force and trade force. It'd be great to hear some of those long-term stories.

Joe Doiron: Okay.

Tracey Pelton: It'd be good, yeah, maybe a survey just saying, you know, you got this training. Are you actually using it now as your career continues?

Joe Doiron: We can work on that.

George Copadis: Anything else, anybody? Thank you, Tracey. *[Overlapping conversation]* [00:55:16]...

Cullen Tiernan: Curious, Cullen Tiernan, that the commentary and the implementation of the goals, is that something that we might discuss naturally or would that need to be agendas? Or I thought we just went over the...

Donnalee Lozeau: Yeah. Are you referring to the state plan goals? And that's still going to be online in February.

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Joe Doiron: Yeah. Yeah. Yeah. So, from there so the goal would be on the February 3 meeting is, so we'll provide you the, if I could and I don't mean to over explain just so you understand kind of a little bit of the process because it's very different for us this time around than in the past. So, we're hoping to have I don't have work plan in front of me, but the goal would be by January is to have a final plan that we'll put out for public comment on the website. We are not going to do any public comment sessions, but we'll put it out there, make sure everybody has a chance and wants to read it, can read it, and then we will then send it out to the board, for your review. So, give you a few weeks on that, and then we'll have a vote on February 3 on that. And that also will allow for any edits that need to be done.

So, you know, anything real substantively, you know, we don't want to get, oh, Joe, there's a comma on page 88. You know, we can do that contingent upon, as we've done in the past, contingent upon, like, a final run through of grammatical spell check errors, that sort of thing on February 3. So then once February 3 has happened, then we can talk about how do we do this? That sort of thing. But we need to get the board to approve the plan, but then it goes to the Feds who have to then review and approve or kick it back to us. So that's a long process. So, we may not even have review or approval by the June meeting, which is frustrating. We've come close where the board packet, you know, that day we got word from the Feds. Does that make sense?

Cullen Tiernan: Yeah.

Joe Doiron: Am I helping?

Cullen Tiernan: Clarity. Yeah. And I'm glad the Federal government gets to review it.

Joe Doiron: Yeah. Last time we did it, we actually received really high marks from them for what it's worth. It was, like, the easiest one they said in the country to read. It's one of their favorites for the entire region. Like, we did really, you know, really well at meeting the requirements.

Chase Hagaman: And that was when we had a vendor who did...

Joe Doiron: Correct.

Chase Hagaman: So now you got, like, a comparison.

Joe Doiron: We're just looking at doable and compliant. That's what we're trying to get.

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George Copadis: Anything else? Anybody?

Joe Doiron: That's it for us. Mr. Chairman.

George Copadis: Is there a motion to adjourn?

Donnalee Lozeau: So, I've been on the roll so I [*inaudible*] [00:58:14].

George Copadis: Okay. Motion by Donnalee.

Cullen Tiernan: I'll second it.

George Copadis: Second by Cullen. All those in favor?

Group: Aye.

George Copadis: Okay. Opposed? Motion carries. Thanks everybody for coming today.

Male Speaker: Thank you.

[Off the Record Conversation] [00:58:29 - 00:58:58]

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2a. Presentation from NH Job Corps

NAME OF PRESENTER: Joseph Doiron & Stephanie Ashworth

Background:

From time to time, the State Workforce Innovation Board (SWIB) hears directly from partners within the NH Workforce system to better understand program operations, outcomes, and emerging needs across the system. NH Job Corps is a core WIOA partner. At the most recent SWIB meeting, Board members requested the opportunity to hear from NH Job Corps, including firsthand perspectives from program participants, to gain a deeper understanding of the program's impact and the experiences of individuals it serves.

Job Corps is a federally funded, residential education and workforce training program that serves young adults ages 16–24. The program provides participants with academic instruction, career and technical training, industry-recognized credentials, and supportive services designed to help them enter the workforce, enlist in the military, or pursue further education. As a core partner in the NH Workforce system under WIOA, NH Job Corps plays an important role in preparing young people for in-demand careers while supporting employers' talent needs across the state. The NH Job Corps Center is in Manchester.

Presentation:

The presentation will begin with introductions of the students, followed by a brief overview of NH Job Corps provided by Center Director and SWIB member Stephanie Ashworth. The Board will then hear directly from several current Job Corps students. Director Ashworth will pose a few introductory questions to help guide the discussion, after which SWIB members will have the opportunity to ask questions and engage directly with the students.

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2b. Rapid Response Update

PRESENTING STAFF MEMBER: Nick Masi, Workforce Development Administrator

Since the last update on October 14, 2025, the Rapid Response program held thirteen (13) Rapid Response activities up through today across New Hampshire. This is a decrease over the last report, which was seventeen (17), but the number of employees affected or laid off has increased to 408 as compared to 364. This is due to two large national companies closing their New Hampshire locations. Most affected employees were employed by these two companies. In total, 365 employees attended the presentations.

The two large employers required multiple Rapid Response presentations since each had employees working three shifts. The Rapid Response team was able to hold either multiple presentations in one day, or several over a span of several days

The Rapid Response team scheduled several question-and-answer sessions given the large numbers of participants. Subject experts were able to assist individuals in addressing their specific situations. The team was also able to assist in organizing an on-site job fair with 19 companies ready to hire.

Rapid Response was able to use layoff aversion tools in conjunction with NHES WorkShare Program in preventing the layoff of 39 employees in the Lakes Region. As of January 3, the affected employees have returned to work.

There were two industries affected during this period- manufacturing and healthcare. Most of the layoffs occurred in the manufacturing field with 358 of the 408 layoffs and were in Hillsborough and Cheshire Counties.

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2c. Fiscal Update

PRESENTING STAFF MEMBER: Melissa Carter, Fiscal Administrator

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.

PY25Q1 WIOA Title I Financial Update

PY23 WIOA Title I:

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 1st quarter, the grant had \$6,440,381.29 (96%) expended with a remaining balance of \$261,369.02 and an obligation rate of 100% in the aggregate (accruals, expenditures and obligations).

PY24 WIOA Title I:

The PY24 grant runs from 7/1/2024 through 6/30/2027. At the end of the 1st quarter, the grant had \$4,612,631.25 (72%) expended with a remaining balance of \$1,832,425.75 and an obligation rate of 94% in the aggregate (accruals, expenditures and obligations).

PY25 WIOA Title I:

The PY25 grants run from 7/1/2025 through 6/30/2028. At the end of the 1st quarter, the grant had \$454,288.22 (2%) expended with a remaining balance of \$3,043,118.78 and an obligation rate of 87% in the aggregate (accruals, expenditures and obligations).

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PY23 WIOA SUMMARY -- as of September 30, 2025

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 9/30/2025	Remaining Balance 9/30/2025	Federal Uniq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,074,499.00	\$ 2,074,499.00	\$ -	100%	\$ 1,813,129.98	\$ 261,369.02	\$ 261,369.02	87%	87%
Local Program	\$ 1,781,362.82	\$ 1,781,362.82	\$ -	100%	\$ 1,553,355.73	\$ 228,007.09	\$ 228,007.09	87%	87%
Local Admin	\$ 178,136.18	\$ 178,136.18	\$ -	100%	\$ 144,774.25	\$ 33,361.93	\$ 33,361.93	81%	81%
System Costs	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
DISLOCATED WRKR	\$ 1,651,712.00	\$ 1,651,712.00	\$ -	100%	\$ 1,651,712.00	\$ -	\$ -	100%	100%
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%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult									
ADULT	\$ 1,970,717.00	\$ 1,970,717.00	\$ -	100%	\$ 1,970,717.00	\$ -	\$ -	100%	100%
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%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker									
STATE 15%	\$ 1,005,339.00	\$ 1,004,822.31	\$ 516.69	100%	\$ 1,004,822.31	\$ 516.69	\$ -	100%	100%
OWO 5%	\$ 335,112.00	\$ 334,595.31	\$ 516.69	100%	\$ 334,595.31	\$ 516.69	\$ -	100%	100%
Discretionary 10%	670,227.00	\$ 670,227.00	\$ -	100%	\$ 670,227.00	\$ -	\$ -	100%	100%
TOTALS	\$ 6,702,267.00	\$ 6,701,750.31	\$ 516.69	100%	\$ 6,440,381.29	\$ 261,885.71	\$ 261,369.02	96%	96%

Total Local Admin \$ 342,777.49 6.31%
0.00
(261,369.02)

PY24 WIOA SUMMARY -- as of September 30, 2025

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 9/30/2025	Remaining Balance 9/30/2025	Federal Uniq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 1,971,125.00	\$ 1,915,911.61	\$ 55,213.39	97%	\$ 593,231.42	\$ 1,377,893.58	\$ 1,322,680.19	31%	30%	
Local Program	\$ 1,687,386.00	\$ 1,687,386.00	\$ -	100%	\$ 473,391.49	\$ 1,213,994.51	\$ 1,213,994.51	28%	28%	
Local Admin	\$ 168,739.00	\$ 168,739.00	\$ -	100%	\$ 60,053.32	\$ 108,685.68	\$ 108,685.68	36%	36%	
OWO Program	\$ 115,000.00	\$ 59,786.61	\$ 55,213.39	52%	\$ 59,786.61	\$ 55,213.39	\$ -	100%	52%	
DISLOCATED WRKR	\$ 1,624,880.00	\$ 1,624,880.00	\$ -	100%	\$ 1,593,176.73	\$ 31,703.27	\$ 31,703.27	98%	98%	
Rapid Response	174,976.00	\$ 174,976.00	\$ -	100%	\$ 143,272.73	\$ 31,703.27	\$ 31,703.27	82%	82%	
Local Program	1,331,731.00	\$ 1,331,731.00	\$ -	100%	\$ 1,331,731.00	\$ -	\$ -	100%	100%	
Local Admin	118,173.00	\$ 118,173.00	\$ -	100%	\$ 118,173.00	\$ -	\$ -	100%	100%	
Transfer between Adult										
ADULT	\$ 1,872,316.00	\$ 1,872,316.00	\$ -	100%	\$ 1,796,924.77	\$ 75,391.23	\$ 75,391.23	96%	96%	
Local Program	1,702,105.00	\$ 1,702,105.00	\$ -	100%	\$ 1,675,474.97	\$ 26,630.03	\$ 26,630.03	98%	98%	
Local Admin	170,211.00	\$ 170,211.00	\$ -	100%	\$ 121,449.80	\$ 48,761.20	\$ 48,761.20	71%	71%	
Transfer between Dislocated Worker										
STATE 15%	\$ 976,736.00	\$ 629,298.33	\$ 347,437.67	64%	\$ 629,298.33	\$ 347,437.67	\$ -	100%	64%	
OWO 5%	\$ 321,664.00	\$ 247,860.28	\$ 73,803.72	77%	\$ 247,860.28	\$ 73,803.72	\$ -	100%	77%	
Discretionary 10%	655,072.00	\$ 381,438.05	\$ 273,633.95	58%	\$ 381,438.05	\$ 273,633.95	\$ -	100%	58%	
Need to add PY24 AD2 & DW2										
TOTALS	\$ 6,445,057.00	\$ 6,042,405.94	\$ 402,651.06	94%	\$ 4,612,631.25	\$ 1,832,425.75	\$ 1,429,774.69	76%	72%	

Total Local Admin \$ 299,676.12 7.52%

0.00

(1,429,774.69)

PY25 WIOA SUMMARY -- as of September 30, 2025

Program Year 2025 --- 7/1/2025 -6/30/2028 FUNDS EXPIRE 6/30/2028

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2025	Remaining Balance 9/30/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,002,333.00	\$ 2,002,333.00	\$ -	100%	\$ -	\$ 2,002,333.00	\$ 2,002,333.00	0%	0%
Local Program	\$ 1,698,600.00	\$ 1,698,600.00	\$ -	100%	\$ -	\$ 1,698,600.00	\$ 1,698,600.00	0%	0%
Local Admin	\$ 188,733.00	\$ 188,733.00	\$ -	100%	\$ -	\$ 188,733.00	\$ 188,733.00	0%	0%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ -	\$ 115,000.00	\$ 115,000.00	0%	0%
DISLOCATED WRKR	\$ 319,436.00	\$ 319,436.00	\$ -	100%	\$ 50,112.81	\$ 269,323.19	\$ 269,323.19	16%	16%
Rapid Response	55,075.00	\$ 55,075.00	\$ -	100%	\$ -	\$ 55,075.00	\$ 55,075.00	0%	0%
Local Program	237,925.00	\$ 237,925.00	\$ -	100%	\$ 43,361.56	\$ 194,563.44	\$ 194,563.44	18%	18%
Local Admin	26,436.00	\$ 26,436.00	\$ -	100%	\$ 6,751.25	\$ 19,684.75	\$ 19,684.75	26%	26%
Transfer between Adult									
ADULT	\$ 372,976.00	\$ 372,976.00	\$ -	100%	\$ -	\$ 372,976.00	\$ 372,976.00	0%	0%
Local Program	335,678.00	\$ 335,678.00	\$ -	100%	\$ -	\$ 335,678.00	\$ 335,678.00	0%	0%
Local Admin	37,298.00	\$ 37,298.00	\$ -	100%	\$ -	\$ 37,298.00	\$ 37,298.00	0%	0%
Transfer between Dislocated Worker									
STATE 15%	\$ 402,662.00	\$ 4,175.41	\$ 398,486.59	1%	\$ 4,175.41	\$ 398,486.59	\$ -	100%	1%
OWO 5%	\$ 154,869.00	\$ 4,175.41	\$ 150,693.59	3%	\$ 4,175.41	\$ 150,693.59	\$ -	100%	3%
Discretionary 10%	247,793.00	\$ -	\$ 247,793.00	0%	\$ -	\$ 247,793.00	\$ -	#DIV/0!	0%
TOTALS	\$ 3,097,407.00	\$ 2,698,920.41	\$ 398,486.59	87%	\$ 54,288.22	\$ 3,043,118.78	\$ 2,644,632.19	2%	2%

Total Local Admin \$ 6,751.25 13.47% 0.00
(2,644,632.19)



SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2d. Program Performance Update

PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

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. This performance update allows the WIOA Core Program Directors, members of the Consortium, as well as members of the SWIB to review the performance as whole prior to the end of the program. The attached document provides additional background information.

Please note: This performance measure update is not final and for some programs serving youth, Measurable Skill Gains (MSG) often show increases in Quarter 4 to coincide with secondary school exit. As a result, MSG rates may not follow a linear progression across quarters and can appear lower earlier in the program year before increasing significantly in the final quarter. Additionally, WIOA requires a statistical adjustment model to account for variation in participant characteristics as well as labor market conditions which is completed by the departments at the close of the program year.

(report continues with chart on next page)

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PY25Q1 WIOA Program Performance Updates:

Color Code:

Green = meets or exceeds the Negotiated Performance Goal

Yellow = is meeting 90-99% percent of the Negotiated Performance Goal

Red = is failing the Negotiated Performance Goal

Performance Indicator	Title I Adult goal	Adult PY25Q1	Title I Dislocated Worker goal	DW PY25Q1	Title I Youth goal	Youth PY25Q1	Title II Adult Education goal	Adult Ed PY25Q1	Title III Wagner Peyser goal	WP PY25Q1	Title IV Vocational Rehabilitation goal	VR PY25Q1
Employed 2 nd Quarter After Exit (2QAE)	79.0%	84.6%	84.5%	97.1%	78.0%	72.4%	33.5%	18.22%	72.0%	75.0%	65.0%	53.9%
Employed 4 th Quarter After Exit (4QAE)	76.0%	79.8%	75.0%	83.3%	75.5%	84.8%	33.5%	23.06%	67.5%	72.5%	62.0%	53.1%
Median Earnings (2 nd Q)	\$8,750	\$10,400	\$10,250	\$13,258	\$4,800	\$5,551	\$7,000	\$9,229	\$9,250	\$10,305	\$4,600	\$5,118
Credential Attainment Rate	75.0%	69.8%	70.0%	60.7%	73.5%	82.6%	24%	24.91%	N/A	N/A	59.0%	58.7%
Measurable Skill Gains	67.50%	40.7%	63.5%	69.5%	55.5%	31.1%	31%	11.53%	N/A	N/A	60.0%	5.6%



WIOA Core Programs Performance Measure Goals and Definitions

The New Hampshire Consortium, the One-Stop Operator for the NH Works system, tasked the Directors of the WIOA Core programs (Titles I, II, III, IV) to designate an individual to serve on the WIOA Performance Subcommittee. The Consortium appointed Lisa Gerrard to chair the subcommittee.

Subcommittee Members

Name	Title	Agency	WIOA Title Program
Lisa Gerrard	WIOA Program Administrator	Department of Business and Economic Affairs, Office of Workforce Opportunity	WIOA Title I Adult Dislocated Worker Youth
Melinda Antonowicz	Program Specialist III	New Hampshire Employment Security	WIOA Title III Wagner Peyser
Courtney Frederick	Program Specialist IV	Department of Education, Adult Education	WIOA II Adult Education and Family Literacy Act
Christopher Semonelii Jr.	Business Systems Analyst	Department of Education, Vocational Rehabilitation	WIOA Title IV Vocational Rehabilitation

Background: On January 6, 2025, the US Department of Labor and US Department of Education (the Departments) released joint guidance titled [Negotiations and Sanction Guidance for WIOA Core Programs](#). This guidance updated the performance negotiations process, included changes made to the effectiveness in serving employers performance indicator, and clarified the standards for meeting state and local area performance.

WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. Under WIOA, there are six (6) primary indicators of performance.

Employment Rate Second Quarter after Exit - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program (for the title I Youth program, the indicator is the percentage of program participants in education or training activities, or unsubsidized employment, during the second quarter after exit);

Employment Rate Fourth Quarter after Exit - The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program (for the title I

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Youth program, the indicator is the percentage of program participants in education or training activities, or unsubsidized employment, during the fourth quarter after exit);

Median Earnings Second Quarter after Exit (MEQ2) - The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;

Credential Attainment Rate (CRED) - The percentage of program participants enrolled in an education or training program (excluding those in OJT and customized training) who attain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program. Under this primary indicator, the attainment of a secondary school diploma or its recognized equivalent is included only if the participant is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;

Measurable Skill Gains (MSG) - The percentage of program participants who, during a program year (PY), are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and

Effectiveness in Serving Employers (ESE) - The percentage of program participants in unsubsidized employment during the second quarter after exit from the program who were employed by the same employer in the second and fourth quarters after exit. For the six core programs, this indicator is a statewide indicator reported by one core program on behalf of all six core programs in the state.

Each core program must negotiate the levels of performance with its respective Federal agency every two years. Below is a listing of the negotiated performance goals for New Hampshire's six core WIOA programs for PY25 (July 1, 2025-June 30, 2026).

Performance indicators and PY25 Negotiated Goals

Performance Indicator	Title I Adult	Title I Dislocated Worker	Title I Youth	Title II Adult Education	Title III Wagner Peyser	Title IV Vocational Rehabilitation
Employed 2 nd Quarter After Exit (2QAE)	79.0%	84.5%	78.0%	33.5%	72.0%	65.0%
Employed 4 th Quarter After Exit (4QAE)	76.0%	75.0%	75.5%	33.5%	67.5%	62.0%
Median Earnings (2 nd Q)	\$8,750	\$10,250	\$4,800	\$7,000	\$9,250	\$4,600

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Credential Attainment Rate	75.0%	70.0%	73.5%	24%	N/A	59.0%
Measurable Skill Gains	67.50%	63.5%	55.5%	31%	N/A	60.0%
Effectiveness in Serving Employers (ESE)	Statewide Indicator – Baseline					

The Departments will determine state performance success or failure at the end of each program year. To make a determination of success or failure, the negotiated levels of performance for that year will be adjusted using the statistical adjustment model, which will factor in data on the actual economic conditions of the state and the actual characteristics of the populations served by the program during that year.

If a performance failure occurs at the end of the program year, the respective Federal agency and the state agency will work to develop a performance improvement plan, and the Federal agency will provide technical assistance in accordance with section 116(f)(1)(A) of WIOA. The Departments want to make it clear that if a state has the same performance failure occur in two consecutive program years, the Departments will apply sanctions, pursuant to section 116(f)(1)(B) of WIOA.

(Please see TEGL 11-19, Change 2 attachments for more information on the calculation of performance and sanctions.)

Additionally, each WIOA program allows individual participants to be excluded from performance measures should they meet the criteria for that program. For example, under WIOA Title I, participants who have been hard exited from the programs for the following reasons are not counted in the performance measures.

- Participants who have become institutionalized or incarcerated and expected to remain institutionalized for at least 90 days
- Participant who exits because of medical treatment and the treatment is expected to last for at least 90 days
- The participant is deceased
- The participant is active military or a member of the National Guard and is called to active duty which is expected to last 90 days or longer
- The participant is in the foster care system and exits due to movement out of the area
- Participant is later determined not have met eligibility
- Participant is a criminal offender and is in a correctional facility

To determine the inclusion and exclusion of participants in each WIOA Core program, please see the following documents:

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Adult Education: <https://www.ed.gov/media/document/performance-accountability-guidance-wioa-core-programs-2024-36958.pdf>

Vocational Rehabilitation: <https://rsa.ed.gov/sites/default/files/subregulatory/TAC-19-01.pdf>

Wagner Peyer, Adult, Dislocated Worker and Youth:

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2019/TEGL%2011-19%20Change%202/TEGL%2011-19%20Change%202.pdf>

Procedures:

Since all WIOA Core Programs performance outcomes factor into the overall State performance score, we must work together to ensure that our individual programs meet or exceed our actual levels of performance. For transparency and accountability purposes as well as to keep program directors, the Consortium and the SWIB updated, the performance workgroup will gather and share performance information quarterly. Each performance group representative will provide their quarterly performance data to the OWO representative no later than 60 days after the quarter ends. The OWO performance representative will compile the information for the group and will share the compiled information with the members of this group who will share with their individual program directors. The OWO performance representative will update the Consortium and the SWIB as appropriate.

Additional Terms:

Expected levels of performance are the levels of performance proposed by the state in the initial submission of the Unified or Combined State Plan and in the required two-year modification of the Unified or Combined State Plan prior to negotiations (section 116(b)(3)(A)(iii) of WIOA) for each primary indicator of performance for each core program;

Negotiated levels of performance are the levels of performance mutually agreed to by the state and the Departments for each respective program. The negotiations process must be based on four factors described in section 4 of this guidance. These negotiated levels of performance must be incorporated into the approved Unified or Combined State Plan and the approved two-year modification of that Plan (section 116(b)(3)(A)(iv) of WIOA) for each primary indicator of performance for each core program;

Adjusted levels of performance are levels of performance determined by adjusting the negotiated levels of performance at the end of the program year to reflect actual characteristics of participants served and the actual economic conditions experienced using the statistical adjustment model (see below) (section 116(b)(3)(A)(vii) of WIOA);

Actual level of performance is the outcome reported by a state on the Statewide Performance Report (ETA-9169 OMB No. 1205-0526) for each primary indicator of performance for each core program (section 116(d)(2) of WIOA). The Departments will compare actual levels of performance to the adjusted levels of performance at the close of the program year to determine the state's performance success or failure pursuant to section 116(b)(3)(A)(vii) of WIOA;

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Adjustment factor is a positive or negative difference that will be added to the negotiated level of performance to determine the adjusted level of performance. The adjustment factor is the difference between the estimated levels of performance predicted by the statistical adjustment model based on pre-program year estimates of participant characteristics and economic conditions and the levels of performance re-estimated by the statistical adjustment model after the close of the program year based on the actual participant characteristics and economic conditions. This calculation will yield a positive or negative difference, which will be used as the adjustment factor for the program year;

Individual indicator score is the proportion the actual level of performance represents of the adjusted level of performance for a single performance indicator for a single program. It is calculated by dividing the actual level of performance achieved by the adjusted level of performance (20 CFR § 677.190(c)(5) and 34 CFR §§ 361.190(c)(5) and 463.190(c)(5));

Overall state program score is the average of the individual indicator scores for a single WIOA core program across performance indicators (20 CFR § 677.190(c)(1) and 34 CFR §§ 361.190(c)(1) and 463.190(c)(1));

Overall state indicator score is the average of the individual indicator scores for a single performance indicator across WIOA core programs (20 CFR § 677.190(c)(3) and 34 CFR §§ 361.190(c)(3) and 463.190(c)(3)); and

Statistical adjustment model is an objective regression model, developed pursuant to section 116(b)(3)(A)(viii) of WIOA, used to estimate levels of performance and derive the adjusted levels of performance based on participant characteristics and economic conditions. Economic conditions include differences in unemployment rates and job losses or gains in particular industries. Characteristics of participants include but are not limited to: indicators of poor work history, lack of work experience, lack of educational or occupational skills attainment, dislocation from high-wage and high-benefit employment, low levels of literacy or English proficiency, disability status, homelessness, ex-offender status, and welfare dependency (20 CFR § 677.170(c) and 34 CFR §§ 361.170(c) and 463.170(c)). The statistical adjustment model also considers other factors that, through empirical support, are determined to have an effect on state outcomes. The Departments are committed to a transparent process for assessing state performance. Accordingly, ETA, the Office of Career, Technical, and Adult Education (OCTAE), and the Rehabilitation Services Administration (RSA) will publish the statistical adjustment model for all primary indicators of performance on their websites.

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2e. Success Stories

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

Participant Success Story							
Program Year:	2025			Quarter:	2		
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"/> ISY		<input checked="" type="checkbox"/> OSY	
Participant First Name:	Kamara						
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>Kamara entered the MY TURN program shortly after graduating from her senior year at high school. From the beginning, Kamara demonstrated a strong sense of purpose and motivation. She knew she wanted a career where she could care for others, expressing interest in either working with children or becoming a Licensed Nursing Assistant (LNA). With guidance and support from MYTURN staff, Kamara enrolled in LNA Health Careers. Throughout the program, she remained focused, dedicated, and determined, successfully completing the course requirements. Although understandably nervous, Kamara sat for the state LNA exam and passed, earning her LNA license. After becoming licensed, Kamara continued to pursue her interest in working with children. She has since applied and is currently in the interviewing stage with a large local childcare center, where she is seeking a position working with infants and hopes to incorporate the skills and knowledge gained through her LNA training into her future role. Kamara's success is especially meaningful as she overcame significant personal obstacles, including having little to no family support throughout her journey. Despite these challenges, she remained resilient and committed to her goals. Through her hard work, determination, and the support of MYTURN, Kamara has made significant progress toward achieving meaningful employment in a field she is passionate about.</p>							

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Participant Success Story

Program Year:	2025		Quarter:	2			
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:	Ximena						
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>Ximena came to the Nashua OSY MY TURN with a clear interest in building a future in the healthcare field. After exploring different career pathways, she chose to begin with the Licensed Nursing Assistant (LNA) program at LNA Health Careers. As a new mom balancing work and family responsibilities, finding a class that fit her schedule was essential and she made it happen.</p> <p>She began her LNA training in September and remained actively connected with her career specialist throughout the program. Ximena especially loved the hands-on clinical portion, where she could apply her new skills in real time while working directly with clients. Her dedication paid off: she completed her training in December, passed all required testing, and is now in the process of applying for her Nursing Assistant license.</p> <p>Ximena is excited by the possibilities ahead. She sees this achievement as just the beginning, sharing that her long-term goal is to become a Registered Nurse. She also expressed deep gratitude for MY TURN's support, noting that she would not have been able to complete her LNA program without the guidance and resources she received.</p> <p>Ximena's future is bright, and we're excited to cheer her on as she continues building the career she's always envisioned.</p>							

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Participant Success Story

Program Year: 2025 Quarter: 2

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: Andrew

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

Andrew joined the Nashua Manufacturing program in April 2025 with a clear goal in mind: he wanted to become an electrician. As he explored different career pathways, his research only strengthened his commitment to the electrical field. Determined to take the next step, he researched training options and ultimately chose The NH School of Mechanical Trades, beginning classes in September 2025.

From day one, Andrew was fully engaged. He checked in weekly with his career specialist, eager to share what he was learning and proud of each new skill he mastered. Through conversations with working electricians in his program, Andrew recognized the importance of earning his OSHA 10 certification before completing his coursework, knowing that many employers require it for entry level roles. He took initiative, completed OSHA 10 in October, and successfully finished his Electrical 101 class in December 2025.

Now, Andrew is actively applying for positions and following up with potential employers as he prepares to launch his career. He is excited for this next chapter and deeply motivated to put his training into practice. Andrew has shared that without MY TURN's support; he would not have been able to enroll in the program or gain the foundational skills he needs to succeed in the electrical trade. His dedication, initiative, and perseverance have positioned him for a strong start in a high demand field, and MY TURN is proud to be part of his journey.

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Participant Success Story

Program Year: 2025-2026 Quarter: 2

Program enrolled in:

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

Participant First Name: Aaliyah

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

Success Story:

Nashua's ISY success story has been a work in progress since day 1 of the new school year! During the summer, Aaliyah came to me with goals for this coming school year. She wanted to start thinking about life after high school and making her dreams, her reality. The biggest goal Aaliyah set was to find a job before the holidays to help with buying gifts, start a savings account, and even look into investing! Aaliyah also wanted to get into the routine of attending school every day and to be on time. Well in late October, Aaliyah started working at Starbucks in Nashua and has loved it ever since! She has made new friends, learned some new traits, and has come out of her bubble. In school, she attends all classes, shows up on time, and only has missed school due to being sick! Looking into the near future with graduation right around the corner, Aaliyah will be applying to culinary school and is looking to relocate to Massachusetts for school. Proud would be an understatement! Within the past year, Aaliyah set goals and are achieving them and more!

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Participant Success Story

Program Year: 2025 Quarter: 2

Program enrolled in:

Adult

Dislocated Worker

Youth:

NH JAG

My Turn

AYC

ISY

OSY

Participant First Name: Julianna

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

Julianna's journey in the OSY program is a powerful example of perseverance and determination. After finding the LNA course very difficult the first time, Julianna refused to give up on her goal. She worked closely with the program director of LNA Health Careers to retake the class with a different instructor who better supported her learning style. Her dedication paid off when she successfully earned her LNA license on December 19th, proving her resilience and commitment to her future.

Through this achievement, Julianna has become an inspiration to her younger siblings and a positive role model within her family. She is now stepping into a new role that will be both financially and mentally rewarding, providing her with greater stability and confidence. Julianna's success reflects her hard work and the support of the OSY program. She is one of many success stories this quarter, and her journey highlights the impact of perseverance, advocacy, and believing in oneself.

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Participant Success Story

Program Year:	2025		Quarter:	1 & 2				
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:		Julianna						
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>Julianna has been a part of our HiSET program for just under a year and is currently in our Follow-Up phase. With the help of MY TURN staff, Julianna was able to overcome many challenges her and her family experienced. Julianna comes from a low-income household and will be the first member of her family to attend college. MY TURN was able to assist Julianna in obtaining her HiSET high school equivalency with scores high enough to earn merit-based scholarships to Rivier University where she will be pursuing her Bachelor of Science in Health Sciences: Pathway to Nursing in the fall.</p>								

Participant Success Story

Program Year:	2025		Quarter:	1				
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:		Nyah						
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>At 22 years old, a single parent overcame significant personal and financial challenges to pursue a career in healthcare. While balancing parenting responsibilities and coursework, she successfully completed her Licensed Nursing Assistant (LNA) training. Through determination, time management, and commitment to her goals, she earned her certification and secured employment at Epsom Health Care shortly after completing the program. This achievement has provided her with stable income, increased confidence, and a clear career pathway in the healthcare field. Her success demonstrates resilience, motivation, and the ability to achieve long-term stability for herself and her child.</p>								

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Participant Success Story

Program Year: 2025 Quarter: 1

Program enrolled in:

Adult

Dislocated Worker

Youth:

NH JAG

My Turn

AYC

ISY

OSY

Participant First Name: Madelyn

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

Madelyn came into the program, not knowing a single thing about MY TURN, the program, or myself. It was apparent that she was somewhat nervous and very cautious. Not knowing what to expect, as we began talking and discussing the opportunities that MY TURN could provide and assist her with, her walls came down. It seemed as though it was a shock to her.

As we started to explore different career paths, Madelyn informed me that she had been passionate about being a nail technician since she was little. She spoke about how providing nail services would allow her to design and create artistically, but most importantly provide a service to others. She wants to help others feel good about themselves. Madelyn aspires to be the technician that you come to after a bad day, sit down in her chair, vent whatever you need to, and walk out with a smile, and feeling better than how you came in. It was apparent that this wasn't just a hobby for Madelyn, but she had a true passion for the industry.

Madelyn stated she was interested in attending the American Academy for Health and Beauty in Manchester. That same day, we made a call and set up a time for a tour, and we went on a tour together and applied for the program that same day.

As we dove deeper into what ignited this spark in Madelyn, she expressed the challenges and difficulties she had endured when COVID had interrupted her senior year of high school, which in turn, brought in a lot of challenges that she has had to overcome throughout the years. I recall during one of our meetings, Madelyn says, "you know, it's hard to imagine that I am actually here right now because just last year at this time, I could not have even imagined being here." As Madelyn continues to work on those challenges, her perspective and eagerness to pursue her career and goals is inspiring.

Getting to know and observe Madelyn's drive, determination and commitment to MY TURN, pursuing her career, and getting to where she wants to be is remarkable. She is moving at the speed of light and won't stop until she gets what she wants. She never misses meetings. She arrives on time, prepares, and is ready to work.

This past October, I had the honor of watching Madelyn graduate from the American Academy of Health and Beauty. She was named a valedictorian of her nail technician program. She was one of few students in her program to be graduating with a job already lined up. I am excited for Madelyn to fulfill her dream career as a nail technician.

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Participant Success Story

Program Year:	2025		Quarter:	2			
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:	Jennifer						
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>Jennifer enrolled in DW after being laid off from a long-term position with a realty agency. She initially was interested in pursuing PMP, but after some career exploration, decided her transferable skills were best suited by pursuing a Certificate of Digital Marketing & Web Design at Visible Edge. She quickly secured employment and continued training while working full-time. Completing 19 courses in 250 hours over 6 months all while working a full-time, Jennifer earned a Google Analytics 4 Certification and a Certified Agile Professional (CAP) Certification from Six Sigma Global Institute. She is now the Director of Marketing for Brar Family Dentistry.</p>							

Participant Success Story

Program Year:	2025		Quarter:	1 & 2			
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:	Sante						
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>Sante has been a part of our HiSET program for just under a year and is currently working with MY TURN OSY Staff. With the help of MY TURN staff, Sante was able to overcome many challenges he experienced. Sante had many struggles with his health and attendance in school prior to joining the HiSET program. MY TURN was able to assist Sante with obtaining his HiSET high school equivalency. Sante is currently working part-time as an HVAC apprentice and will begin the Microelectronics Bootcamp program at Nashua Community College in February.</p>							

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Participant Success Story

Program Year:	2025		Quarter:	1			
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"/> ISY		<input type="checkbox"/> OSY		
Participant First Name:		Molly					
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>Molly came to CAPHR's WIOA Adult program as a "Ticket to Work" holder from the Social Security administration as she was receiving disability payments and was only able to work part-time as an LNA. The goals of the Ticket Program are to:</p> <ul style="list-style-type: none"> • Increase the financial independence and self-sufficiency of beneficiaries with disabilities; and • Reduce and, whenever possible, eliminate reliance on disability benefits. <p>Her only form of income was SSDI and part-time employment. As a single mother of 4, she wished to return to full-time work, and realized she would need a higher salary to support her family. Molly was currently employed at program entry, but needed to become certified as a Medication Nursing Assistant (MNA) to move up in her employer. Her highest level of education was 10th grade, but was currently enrolled online to get her HiSET.</p> <p>Molly wanted to become trained as an MNA and had already been promised she would be able to transition to this role with her current employer. Her employer was unable to offer tuition assistance. CAPHR's WIOA Adult program paid \$2,750 for the tuition and also paid for scrubs, shoes, and stethoscope required for training. Without CAPHR's assistance she could not have afforded the training.</p> <p>Molly completed her training in August 2025. Since September of 2025, she got a promotion and has been working full-time as an MNA. Molly has expressed gratitude CAPHR's WIOA Adult program for providing this life changing opportunity.</p>							

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Participant Success Story

Program Year:	2025		Quarter:	1			
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:		Crystal					
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>Crystal became a participant of CAPHR's WIOA Adult program in May 2024. She was unemployed for 31 weeks, where she was laid off as an Advertising Sales Executive. With her unemployment compensation coming to an end, and no luck finding employment, she was struggling to provide for herself and 2 children. She started getting SNAP and Medicaid for her children. She was not getting any child support or public assistance at the time. Her highest level of education consisted of a high school diploma and some college, no degree earned. A career change was necessary because Crystal could no longer manage the stress of a high-level sales job or the long sedentary hours at a desk. Her target occupation became Massage Therapist where the outlook was bright and hours flexible. This career path aligned better with her interests. She chose NEIWH for its proximity to her home and the post training job referrals offered. Partnering up with WNNH was essential to help cover the full cost of tuition. She was also referred to SNAP E & T for additional support services along the way. CAPHR's WIOA Adult program paid \$6,500 for the cost of tuition. WNNH paid the remainder of tuition. She started the massage training on 07/17/2024 and successfully completed it on 09/29/2025. During training, CAPHR's WIOA Adult program was able to cover emergency auto repairs so that she could get to and from training. She was also behind on her utility bill and was referred to CAPHR's Fuel Assistance program. She successfully completed the course and went on to pass the state exam to work as a Licensed Massage Therapist. She started her own business making \$60 per hour.</p>							

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Participant Success Story

Program Year:	2025		Quarter:	1			
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:		Cole					
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>Cole came to CAPHR's WIOA Adult program seeking assistance with getting into the manufacturing industry. He had been unemployed for 12+ months at the time of program entry with his most recent job as a Bartender. His highest level of education was a GED with some college. His previous educational and career goals were derailed by an injury. He was receiving SSDI, but wished to find full-time employment in a growing industry so that he could work in a field that would accommodate his disability, close his SSDI benefits, and add skills and competencies that would benefit his long-term goal.</p> <p>Cole was accepted into the Microelectronics Boot Camp held at Nashua Community College. The course was an intensive 40-hours per week, 10-week course and included guaranteed job interviews following completion. CAPHR's WIOA Adult paid \$5,500 for his needed training. Cole did very well in the course, and earned his "White Belt Lean Six Sigma" certificate and successfully completed the class. He had job interviews lined up even before the end of the program, and had an immediate job offer. He is now working full-time as an Operator, earning \$25 per hour with a benefits package.</p> <p>In one of his final emails before closure, he wrote: "Thank you so very much for the aid through this process, it was more than just a doorway."</p>							

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Participant Success Story

Program Year:	2025		Quarter:	1			
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:		Jessica					
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>Jessica is a 36-year-old single mother who entered CAPHR's WIOA Adult program in November 2023. She was a referral from NHEP. She was unemployed for more than one year at the time of program entry, was receiving TANF and SNAP benefits, and was living with her mother in Section 8 housing with her daughter. Her previous work experience was in the medical field as a Patient Care Technician, and she completed some college credits towards a BS in Nursing and Biology. Jessica's goal was to reenter the healthcare field by becoming an LPN. Her first goal was to study and pass the TEAS. She successfully passed the TEAS in March 2024.</p> <p>Given her current situation and the cost of the program, Jessica was unable to pursue this goal without CAPHR's assistance. CAPHR's Career Navigator recognized the need for additional funding sources and referred Jessica to WNNH and recommended she apply for a scholarship through the NH Charitable Foundation. With funds provided by WIOA Adult, WNNH, NHEP, Pell, and the NH Charitable Foundation, Jessica now had the financial means to pursue her career goals. She entered Harmony Healthcare's 13-month LPN program in March 2024 where WIOA Adult paid for \$6,500 in tuition. With all the help listed above, she was still left with \$2,965 to pay out of her own pocket. WIOA Plus was able to assist with this additional cost and Jessica didn't have to pay anything out of pocket.</p> <p>Jessica excelled in her training, maintaining an A average, making the Dean's List, and receiving the Student of the Session Award in recognition of her outstanding performance in Session One. She completed her training and graduated from Harmony Healthcare in April 2025. In August she sat for and passed the NCLEX exam and achieved her goal of becoming an LPN.</p> <p>Once she obtained her LPN, Jessica started working with the CAPHR Career Navigator, practicing her interviewing skills and developing a professional resume. During this time her family experienced some health issues which delayed her job search, but gave her time to complete a course on IV Therapy in December 2025. Once she committed herself to her job search, it didn't take long for her to find employment. Jessica is scheduled to start working as an LPN on 1/13/2026, making \$36/hr and working full time.</p>							

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Participant Success Story

Program Year: 2025 Quarter: 1

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: Autumn

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

<input type="checkbox"/> Belknap	<input checked="" 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:



After talking with a friend who is also a participant, Autumn realized that JAG NH could provide the help and support she needed to start a new career path. Autumn was in an entry level position at a company where she felt the work environment was not a good fit for her strengths and ambitions. Autumn had a long-term goal of employment at the local hospital where she could have an exciting career and supportive work environment. Both her clinical instructor and her career specialist worked with Autumn to improve her communication skills, professionalism and punctuality. She worked hard on her resume and interview skills and Autumn was very proud when she was hired to work as an LNA with adults in post-operative care.

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Participant Success Story

Program Year: 2025 Quarter: 1

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: Mia

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

<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos
<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford
			<input type="checkbox"/> Sullivan

Success Story:



Mia had first reached out to JAG with several limitations and her story tells of how commitment and patience will lead to promising results. Being from the small town of Warner NH, there are limited opportunities and resources. This is doubly so for individuals experiencing low income, communication, and transportation barriers.

Once the ground work was completed, Mia's application was accepted into an early childhood education program. JAG was also able to remove a few barriers right away at this point. Mia had the ability to develop a plan for success and started progressing with her goals. The first one was accomplished by creating her first ever resume and understanding the importance of gaining access to her finances.

Mia was then introduced to the hiring staff at the Boys and Girls Club. From that point Mia had found an intrinsic connection for this line of work. While it did take some time, Mia was able to submit an application to the Boys and Girls Club and was accepted to work there. In conversations with Mia she is thriving in this work setting and is actively pursuing a credential in the Early Childhood Education field. This field of work is so crucial for working families of NH and with Mia working directly with these children, they are receiving some of the best care and creative opportunities.

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Participant Success Story							
Program Year:	2025			Quarter:	1		
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:		Skylar					
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 checked="" type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Skylar is only 18, but she has been living on her own for two years. Skylar had the goal of becoming a nurse for as long as she can remember, inspired by her RN aunt that she looks up to. After working part-time at several food service jobs, she decided that she was ready to start on the road to a career. She was excited and nervous to start LNA training, but she dove right in and was very successful. Skylar enrolled in LNA clinicals at the same time as two other JAG participants who are also quite young. When the group faced some challenging dynamics and situations, Skylar proved to be both a leader and an empathetic, supportive classmate. Her instructor sang her praises for the quality of her work in patient care and thanked her for helping to make the class successful. Skylar is working on other aspects of her life to prepare herself for full time LNA employment, but when she is ready she will be both a qualified and empathetic LNA and also a very good coworker.</p>							

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2f. NH Works Conference 2025

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

Background:

On October 17th, 2025, the second annual NHWorks Conference 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 185 attendees representing all the different NHWorks partners from across the State of New Hampshire.

We will begin planning the third annual conference in the coming weeks.

Professional development is a critical component of effective WIOA programming and the delivery of high-quality workforce services. WIOA places a strong emphasis on system alignment, accountability, and continuous improvement, all of which rely on knowledgeable and skilled workforce development staff. As federal and state workforce policies, performance accountability measures, and data-reporting requirements continue to evolve, ongoing professional development ensures staff are equipped to implement programs in compliance with WIOA statute and regulations while maintaining consistency across partners.

Investing in professional development strengthens staff capacity to deliver customer-centered services, effectively serve priority populations, and respond to the changing needs of employers and jobseekers. Training and professional learning opportunities support staff in understanding labor market trends, sector strategies, career pathways, and evidence-based service delivery models, which are central to WIOA's goals. In addition, professional development promotes cross-program collaboration among core and required partners, supporting a more integrated one-stop system and improving service coordination.

Ultimately, sustained professional development enhances program quality, supports performance outcomes, and contributes to the long-term effectiveness and sustainability of the workforce development system. By prioritizing staff training and continuous learning, WIOA programs are better positioned to meet federal expectations, support economic growth, and deliver impactful services to individuals and employers.

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**Cost:**

Food Cost: \$3,747.21 - Donated by Community Action Partnership of Hillsborough and Rockingham Counties (CAPHR)

Opening Plenary Speaker: \$500 - Donated by Community Action Partnership of Hillsborough and Rockingham Counties (CAPHR)

Ancillary Costs (printing, supplies, etc.): \$243.55 – Use of Board funds

Total: \$4,490.76

Feedback:

Staff provided all attendees with an anonymous virtual survey after the NHWorks Conference. We had a survey participation rate of 48%. We asked a series of eight questions and provided the first three questions. Additional questions and results can be provided.

1. How would you rate this event? 4.39 rating out of 5

1. How would you rate this event?



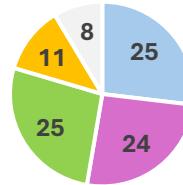
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2. What did you like the most about the event?

People enjoyed the Opening Plenary and Networking the most from the event.

Question 2: What did you like most about this event?

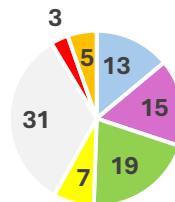


■ Opening/Dr. Alison Roy ■ Presentations/presenters ■ Networking ■ more than one of the topics/All ■ Other (Positive,N/A)

3. What did you like the least about the event?

Most people had only positive things to say. The area people focused on the most was the food.

Question 3: What did you like least about this event?



■ Facility ■ Presentations/Presenters ■ Food ■ Date/Time ■ Positive or N/A ■ In general negative ■ more than one of the topics

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 2h. PY24 Analysis of the Impact of the Workforce Innovation and Opportunity Act

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

Background:

The Economic and Labor Market Information Bureau (ELMI) of the New Hampshire Department of Employment Security (NHES), in cooperation with the U.S. Bureau of Labor Statistics, is the state agency responsible for collecting and disseminating labor force, employment, and economic data for the State of New Hampshire. BEA has an MOU with ELMI to provide several data points including return on investment and the economic impact of WIOA expenditures in New Hampshire. Using the Regional Economic Models Inc. (REMI) model for the State of New Hampshire, it shows that WIOA programs produced approximately three dollars of economic activity (output) in the state for every one dollar of program expenditures as well as increasing employment, income, population and labor force in the state. Please note that these are the economic benefits of direct WIOA expenditures in the state, but they should be interpreted as the minimum estimated impact of WIOA in New Hampshire.

The full report from ELMI is included in the packet.

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Analysis of the Impact of Workforce Innovation and Opportunity Act Funding on the New Hampshire Economy

October 2025

Introduction

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

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

Analytical Methods

ELMI performs complex economic analysis of events and issues affecting the state's economy, using a computable general equilibrium (CGE) model of the State of New Hampshire economy. Specifically, ELMI performs economic analyses using the Regional Economic Models Inc. (REMI) model of the state of New Hampshire.¹

We modeled the impact on the New Hampshire economy of WIOA expenditures for the 2023-2024 and 2024-2025 fiscal years by inputting expenditures into two of the REMI model's policy variables – federal government civilian program expenditures and state government expenditures and based on the expenditure breakdowns presented in Table 1. Because annual expenditures have impacts that extend beyond a single year and the model used for the analysis is a "dynamic" as opposed to a "static" economic model, both the 2023-2024 and 2024-2025 fiscal year expenditures were input into the model and the results in this report reflect impacts that those years have on the New Hampshire economy.

¹ The REMI PI+ model is a software solution for conducting dynamic macroeconomic impact analysis of public policies. <https://www.remi.com/model/pi/>

Table 1 WIOA Expenditures in New Hampshire					
2023-2024	Federal	%	State/Other	%	Total
Workforce Services	\$9,993,796.77	100.0%	\$0	0.0%	\$9,993,797
Adult Education	\$1,796,885.46	38.3%	\$2,889,097	61.7%	\$4,685,983
Wagner-Peyser	\$2,625,284.00	100.0%	\$0	0.0%	\$2,625,284
Vocational Rehabilitation	\$13,626,957.87	70.9%	\$5,588,791	29.1%	\$19,215,748
Totals	\$28,042,924	76.8%	\$8,477,888	23.2%	\$36,520,812
2024-2025	Federal	%	State/Other	%	Total
Workforce Services	\$7,126,542.59	100.0%	\$0	0.0%	\$7,126,543
Adult Education	\$1,841,525.38	36.5%	\$3,208,563	63.5%	\$5,050,088
Wagner-Peyser	\$2,576,103.00	66.2%	\$1,314,712	33.8%	\$3,890,815
Vocational Rehabilitation	\$15,908,364.19	73.4%	\$5,778,217	26.6%	\$21,686,581
Totals	\$27,452,535	72.7%	\$10,301,491	27.3%	\$37,754,026

Results

Compared to the baseline New Hampshire economy (the in the absence of WIOA expenditures), the State of New Hampshire had an increase of 548 jobs in FY2023-2024 and 569 jobs in FY2024-2025 resulting from WIOA program expenditures in the state. WIOA expenditures increased New Hampshire's output (sales by \$114.8 million in 2023-24 and \$132 million in 2024-2025. Gross state product (GSP) increased by \$70.4 million in 2023-2024 and \$80.8 Million in 2024-2025. Increased economic activity generated by WIOA expenditures also increased New Hampshire's population and labor force, as well as personal income by \$52.5 million in 2024-2025 (Table 2).

Table 2 Impact of WIOA Expenditures in New Hampshire		
Impact	2023-2024	2024-2025
Total Employment	548	569
Private Non-Farm Employment	306	315
Population	171	293
Labor Force	123	201
Output (Sales in Current Dollars)	\$114,798,830	\$132,041,179
Gross Domestic Product (Current Dollars)	\$70,399,498	\$80,836,938
Personal Income (Current Dollars)	\$46,631,181	\$52,487,409

Conclusions

Results in Table 2 show that WIOA programs continue to produce approximately three dollars of economic activity (output) in the state for every one dollar of program expenditures as well as increasing employment, income, population, and labor force in the state. These results highlight the economic benefits of direct WIOA expenditures in the state, but they should be interpreted as the minimum estimated impact of WIOA in New Hampshire. New Hampshire is confronting longer-term labor force constraints that argue for policies and programs that maximize the labor force participation and skill level of individuals in the state. Although not estimated here, additional, significant, longer-term economic benefits to the New Hampshire economy are realized from WIOA program impacts on labor force participation, skill levels, and earnings of individual program participants. These benefits accrue to individuals for their entire working lives, producing cumulative benefits for the state's economy with each year of program operation. Compounded, over the life of WIOA programs, the economic impacts from WIOA program activities greatly exceed the benefits implied by annual impact estimates.



SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 3a. Topics for June 9th Meeting

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

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 June 9th, 2026.

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SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 3b. Board Motions and General Discussion

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

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: 2/3/2026

AGENDA ITEM: 3c. One Stop Operator Certification

PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

Background:

WIOA envisions high-quality workforce one-stop systems that are business driven, customer-centered, integrated, and tailored to meet the needs of the local workforce development area. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs throughout the state.

The workforce one-stop system must be comprehensive, flexible, innovative, employer-driven, customer-focused and performance-based. The workforce one-stop system must also respond to customer needs and be adaptable to the rapid changes in the global economy.

The Workforce Innovation and Opportunity Act (WIOA) specifies in section 101(d)(6) and 121(g)(1) that the State Workforce Innovation Board (SWIB) shall establish the minimum criteria for certification of one-stop centers and the one-stop delivery system. The certification process establishes a minimum level of quality and consistency of services in the NH Works Centers across the state. The Office of Workforce Opportunity (OWO), using the criteria established by the SWIB, shall evaluate each site at least once every three years for compliance with one-stop center service requirements.

The current One Stop Certification Policy was released in 2017 with minimal changes occurring since its release. The most recent one stop certification was completed in June 2023 and is due to expire on June 30, 2026.

Due to the current certification expiring shortly, OWO staff reviewed the existing policy for enhancements and modifications. OWO staff reviewed the WIOA regulations, our current policy, as well as other information to draft revisions to this policy and procedure. In drafting the revisions, the goals were to make sure processes were lean and efficient, federal and state regulations were in alignment with the policy, the roles and responsibilities of the parties involved were clearly identified, and checklists and templates were created to assist all parties in completing the certification process.

For review, we have provided the 2017 policy and attachments as well as the proposed draft policy and procedures. Staff from OWO worked collaboratively with our NH Works partners, including NH Employment Security.

Proposed dates of visits to centers:

Concord

Date: Wednesday, March 4, 2026

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 45 S Fruit St, Concord, NH 03301

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**Manchester**

Date: Thursday, March 5, 2026

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 300 Hanover St, Manchester, NH 03104

Laconia

Date: Wednesday, March 11, 2026

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 426 Union Ave, Laconia, NH 03246

Conway

Date: Wednesday, March 18, 2026

Time: 8:30 am – 11:30 am

Location: One Stop Center at 518 White Mountain Highway, Conway, NH 03818-4205

Berlin

Date: Wednesday, March 18, 2026

Time: 1:30 pm – 4:30 pm

Location: One Stop Center at 151 Pleasant Street, Berlin, NH 03570-2006

Littleton

Date: Thursday, March 19, 2026

Time: 8:00 am – 11:00 am

Location: One Stop Center at 646 Union Street, Suite 100, Littleton, NH 03561-5351

Claremont

Date: Thursday, March 19, 2026

Time: 1:30 pm – 4:30 pm

Location: One Stop Center at 404 Washington St, Claremont, NH 03743

Keene

Date: Tuesday, March 24, 2026

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 109 Key Rd, Keene, NH 03431

Portsmouth

Date: Wednesday, March 25, 2026

Time: 8:30 am – 11:30 am

Location: One Stop Center at 2000 Lafayette Rd, Portsmouth, NH 03801

Somersworth

Date: Wednesday, March 25, 2026

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 6 Marsh Brook Drive, Somersworth, NH 03878-1595

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**Salem**

Date: Thursday, March 26, 2025

Time: 8:30 am – 11:30 am

Location: One Stop Center at 29 S Broadway, Salem, NH 03079

Nashua

Date: Thursday, March 26, 2025

Time: 1:00 pm – 4:00 pm

Location: One Stop Center at 6 Townsend W, Nashua, NH 03063

Inclement Weather and Potential Make-Up Dates

Thursday, April 2, 2025

Thursday, April 9, 2025

Action:

Review, discuss, and adopt the Draft changes to the One Stop Certification Policy and Procedures for implementation.

Staff Recommendation:

Approve the changes to the One Stop Certification Policy and Procedures as proposed.

Draft Motion:

Adopt the changes to the One Stop Certification Policy and Procedures as proposed.

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NH WORKS ONE-STOP CENTER CERTIFICATION POLICY GUIDANCE

Policy #: 2020-A-01 Previous #: 005-2020

Source: July 1, 2021, July 22, 2024, eff. July 9, 2025

PURPOSE:

To provide guidance, process and deadlines for the certification of one-stop centers and the one-stop delivery system. The Office of Workforce Opportunity shall conduct the certification process on behalf of the State Workforce Innovation Board (SWIB).

POLICY:

Background:

WIOA envisions high-quality workforce one-stop systems that are business driven, customer-centered, integrated, and tailored to meet the needs of the local workforce development area. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs throughout the state.

The workforce one-stop system must be comprehensive, flexible, innovative, employer-driven, customer-focused and performance-based. The workforce one-stop system must also respond to customer needs and be adaptable to the rapid changes in the global economy.

WIOA requires the State Workforce Innovation Board (SWIB), in consultation with Chief Elected Officials, to establish criteria and procedures used to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

The SWIB must certify one-stop sites in order to receive one-stop infrastructure funds. New Hampshire has one comprehensive site (Concord, NH) and eleven affiliated sites. This policy applies to both types of sites.

Definitions:

1. One Stop Delivery System: The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop

partners administer separately funded programs as a set of integrated streamlined services to customers. Title I of the Workforce Innovation and Opportunity Act (WIOA) assigns responsibilities at the local, State, and Federal level to ensure the creation and maintenance of a one-stop delivery system that enhances the range and quality of education and workforce development services that employers and individual customers can access. The system must include at least one comprehensive physical “one-stop” center in each local area as described in § 678.305.

2. American Job Centers (AJCs): The U.S. Department of Labor Employment and Training Administration (ETA), in coordination with the Department of Education, has established the American Job Center network, a unifying name and brand that identifies online and in-person workforce development services as part of a single network. In connection with this activity, ETA established trademark ownership of the following logos: 1) “American Job Center network”; and 2) “a proud partner of the American Job Center network” (“Logos”) for use in the public workforce system. WIOA sec. 121(e)(4) requires each one-stop delivery system to include in the identification of products, programs, activities, services, facilities, and related property and materials, a common one-stop delivery system identifier, in addition to using any State- or locally developed identifier.
3. NH Works Centers: NH Works is the State developed identifier for the one-stop delivery system in New Hampshire. There are 12 physical locations known as NH Works centers, each is located within a NH Employment Security building. Other names associated with the Centers are, NH Works offices, One-stop Centers or American job Centers. The NH Department of Business and Economic Affairs maintains the NH Works We'll Help you Find Your Future trademark.
4. Comprehensive Center: A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must: The comprehensive one-stop center must provide:
 - a. Career services, described in 20 CFR 678.430 and TEGL 16-16;
 - b. Access to training services described in 20 CFR 680.200;
 - c. Access to any employment and training activities carried out under sec.134(d) of WIOA;
 - d. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
 - e. Workforce and labor market information.

“Access” to each partner program and its services means:

- f. Having a program staff member physically present at the one-stop center; or

- g. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- h. Making available a direct linkage through technology to program staff who can provide meaningful information or services.

5. Affiliate Center: An affiliated site, or affiliate one-stop center, is a physical location that makes available to job seeker and employer customers one or more of the one-stop partner programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program.
6. Direct Linkage: A direct linkage means providing direct connection at the AJC, within a reasonable time, by phone or through a real- time web-based communication to a program staff member who can provide program information or services to the customer.
7. Specialized Center: A center that address specific needs. (i.e. youth, key industry sectors, etc.). The specialized centers are not required to be certified.
8. NH Works MOU: WIOA requires the SWIB, with the agreement of the chief elected official, establish a one-stop delivery system and conduct oversight of that system. The SWIB is responsible for developing a memorandum of understanding (MOU) with the required one-stop partners that outlines each partner's responsibilities within the one-stop system. Each one-stop partner that carries out a required program or activity "shall provide access through the one-stop delivery system to such program or activities carried out by the entity, including making the career services that are applicable to the program or activities available at the one-stop centers (in addition to any other appropriate locations)." See NH Works MOU 07/01/2020 – 06/30/2023 for more details.
9. Infrastructure Funding Agreement (IFA): MOU infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NH Works Center, including, but not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the NH Works Center, including technology used for the center's planning and outreach activities.

Parties to the NH Works MOU recognize that infrastructure costs are applicable to all required partners, whether they are physically located in the Center or not. Each partner's contributions to these costs, however, may vary. Contributions are determined based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and Uniform Guidance. Partners to the MOU sign an Infrastructure Funding Agreement (IFA) to pay fair share costs.

PROCEDURE:

WIOA specifies that the SWIB shall establish the minimum criteria for certification of one-stop centers and the one-stop delivery system. The certification process establishes a minimum level of quality and consistency of services in the NH Works Centers across the state. The Office of Workforce Opportunity, using the criteria established by the SWIB, shall evaluate each site at least once every three years for compliance with one-stop center service requirements. In addition, the SWIB may direct "for-cause" site evaluation and certification as determined appropriate and warranted in support of the goal of continuous improvement.

In an effort to ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services, the SWIB has developed minimum One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of New Hampshire's WIOA State Plan. The Office of Workforce Opportunity, under the authority of the SWIB will certify New Hampshire's One-Stop Career Centers using these criteria. At a minimum, the certification process will include a review of each center based on the One-Stop Certification checklist and the Americans with Disabilities Act (ADA) checklist (see attachments)

The State Workforce Director will coordinate with the One-Stop Operator Consortium and the manager of the NH Works Center to schedule a certification review. The Director will notify center staff with 30-day notice and Center Managers will receive a copy of the checklists in advance to prepare for the certification process.

The State Workforce Director will render written determinations within 30 days of conducting one-stop site evaluations. There are three possible determinations:

1. certification
2. provisional certification with a requirement that one-stop centers provide action plans and timelines for meeting certification standards, and
3. not certified or decertified

Provisional certifications shall include a detailed description of the issues/concerns identified so one-stop operators have sufficient information around which to develop required action plans and timelines. A determination to not certify a one-stop site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team believed the deficiencies could not be addressed or resolved provisionally.

One-Stop Evaluation and Certification Criteria:

The SWIB has established objective criteria and procedures for the OWO staff to use in evaluating effectiveness, physical and programmatic accessibility, and continuous improvement of the NH Works Centers. This includes the comprehensive, as well as affiliate NH Works Centers. In order to be certified, one-stop centers and the one-stop delivery system must meet or exceed the standards established for each of the following areas:

Focus Area	Criteria to be Used	Standards to Meet
Effectiveness	<ul style="list-style-type: none"> • Performance accountability as outlined in grant agreements and expenditure authorizations • State Performance Measures • Sector Partnerships • Career Pathways • Enrollment objectives for targeted populations • Alignment of services with needs of the area • Fiscal Responsibility 	<ul style="list-style-type: none"> a) Outcomes defined in grant agreements and expenditure authorizations b) Thresholds related to negotiated performance targets c) Coordination of goal setting across programs exists d) Active involvement in initiatives and discretionary grants and expected outcomes for initiatives and discretionary grants are met e) Demonstrate that strategies are based on an analysis of the area f) Satisfaction of employers with services provided g) Expenditure rate exceeds the minimum requirement to maintain compliance
Physical and programmatic accessibility	ADA Guidelines	In compliance as shown by an inspection, audit, or review within the last three years.
Continuous Improvement of NH Works Centers	As outlined in MOU and directives from the NH Works Consortium and/or their designees.	<p>Standards are connected to current goals and may shift as goals change:</p> <ul style="list-style-type: none"> • Business Services activities in compliance with annual goals • Reemployment and youth activities in compliance with annual goals
Integration of available services	MOU Agreements	<p>At a minimum</p> <ul style="list-style-type: none"> • An MOU is in place • The MOU requires all required partners • Co-enrollment is addressed • A referral procedure for all programs is in place • Demonstrate that the level of integration has improved in the past three (3) years. • Review of the MOU components with comprehensive centers every three years.
Common Identifier	NH Works Logo Americas Job Works Center Logo	At a minimum, the NH Works and America's Job Center logos on all promotional materials.

Appeals and Non-Certification:

Appeals: A comprehensive one-stop site that is not certified may choose to appeal the determination, in writing, to the SWIB Chair. The Chair will review and respond in writing within 30 days of official receipt of a formal appeal. Final determinations for the resolution of an appeal shall rest with the Governor.

Non-Certification: In the event that an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, the NH Works Consortium (i.e., One-Stop Operator) must have a plan to ensure continuity of service until such time the center is brought into compliance.

ACTION:

All staff must be knowledgeable about the contents of this directive.

REFERENCES:

Title I of the Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6),21(e)(2), 121(g)(1), 121(g)(3), 188

Training and Employment Guidance Letter (TEGL) 16-16 One-Stop Operations Guidance for the American Job Center Network, January 18, 2017

20 CFR 678.800 (a)(3), and CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b)); 20 CFR 678.300(d)(3);

20 CFR 361.400-430

29 CFR 38

34 CFR 463.410-430

Title I, II, III of the Americans with Disability Act

NH WORKS ONE-STOP CENTER CERTIFICATION POLICY GUIDANCE

Policy #: 2020-A-01 Previous #: 005-2020

Source: July 1, 2021, July 22, 2024, July 9, 2025, eff. XXXXXXXX

PURPOSE:

To provide guidance, process and deadlines for the certification of one-stop centers and the one-stop delivery system in New Hampshire. The Office of Workforce Opportunity (OWO) shall conduct the certification process on behalf of the State Workforce Innovation Board (SWIB).

POLICY:

Background:

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can access. The system must include at least one comprehensive physical “one-stop” center in each local area as described in § 678.305.

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4. **Comprehensive One Stop Center:** A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. The comprehensive one-stop center must provide:
 - a. Career services, described in 20 CFR 678.430 and TEGL 16-16;
 - b. Access to training services described in 20 CFR 680.200;
 - c. Access to any employment and training activities carried out under sec.134(d) of WIOA;
 - d. Access to programs and activities carried out by one-stop partners listed in section 361.400 through 361.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
 - e. Workforce and labor market information.

“Access” to each partner program and its services means:

 - f. Having a program staff member physically present at the one-stop center; or
 - g. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
 - h. Making available a direct linkage through technology to program staff who can provide meaningful information or services.
5. **Affiliate Center:** An affiliated site, or affiliate one-stop center, is a physical location that makes available to job seeker and employer customers one or more of the one-stop

partner programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program.

6. **Direct Linkage:** A direct linkage means providing direct connection at the AJC, within a reasonable time, by phone or through a real- time web-based communication to a program staff member who can provide program information or services to the customer.
7. **Specialized Center:** A center that addresses specific needs. (i.e. youth, key industry sectors, etc.). The specialized centers are not required to be certified.
8. **NH Works MOU:** WIOA requires the SWIB, with the agreement of the chief elected official, establish a one-stop delivery system and conduct oversight of that system. The SWIB is responsible for developing a memorandum of understanding (MOU) with the required one-stop partners that outlines each partner's responsibilities within the one-stop system. Each one-stop partner that carries out a required program or activity "shall provide access through the one-stop delivery system to such program or activities carried out by the entity, including making the career services that are applicable to the program or activities available at the one-stop centers (in addition to any other appropriate locations)." See current NH Works MOU for more details.
9. **NH Works Consortium:** Section 121(d) (2) (A) of Workforce Innovation Opportunity Act (WIOA) requires one-stop operators to be designated or certified through a competitive process. Procurement of a one-stop operator must occur no less than once every four years. Per WIOA 121(d) (2) (B), the one-stop operator must be an entity (public, private, or nonprofit) – or a consortium of entities that, at a minimum, includes three or more of the required one-stop partners. The NH Works Consortium (Consortium) is the designated one-stop operator in New Hampshire. The State Workforce Innovation Board selected the NH Works Consortium of partners to serve as the statewide one-stop operator through a sole source procurement process in accordance with state procurement rules, OMB Unified Guidance and WIOA rules and regulations governing the procurement process for a one-stop operator. The New Hampshire Department of Employment Security (NHES) is the state agency responsible for maintaining the physical location for each of the State's 12 NH Works Centers. NHES employs an office manager in each location to oversee on-site daily activities for co-located staff. The employer of record retains formal leadership, supervision, and performance responsibility.
10. **Infrastructure Funding Agreement (IFA):** MOU infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NH Works Center, including, but not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the NH Works Center, including technology used for the center's planning and outreach activities.

Parties to the NH Works MOU recognize that infrastructure costs are applicable to all required partners, whether they are physically located in the Center or not. Each

partner's contributions to these costs, however, may vary. Contributions are determined based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and Uniform Guidance. Partners to the MOU sign an Infrastructure Funding Agreement (IFA) to pay fair share costs.

11. **Program Year:** Program year is the period that runs from July 1 through June 30 of the subsequent year.
12. **Program Accessibility:** Program Accessibility is physical accessibility of facilities, programs, services, technology, and materials for individuals with disabilities.
13. **Programmatic Accessibility:** Programmatic Accessibility is accomplished when policies, practices, and procedures provide effective and meaningful opportunity for persons with disabilities to participate in or benefit from aid, benefit, service and training. According to WIOA Section 188 it ensures full participation of people with disabilities from policy to practice. Programmatic accessibility includes communications accessibility.
14. **Communications Accessibility:** Communications Accessibility is accomplished when whatever is written or spoken is as clear and understandable to all individuals, including those who are Deaf/Hard-of-Hearing or with other disabilities, unless it would fundamentally alter the nature of the service or program in question or would result in an undue financial and administrative burden.
15. **Job Match System (JMS):** The Job Match System (JMS) is the system of record for the WIOA Title I and III programs in New Hampshire

Roles and Responsibilities

The SWIB, in consultation with chief elected officials, is responsible for establishing objective criteria and procedures for use by the OWO in certifying One-Stop Centers. The SWIB is also responsible for ensuring the One-Stop certification criteria is reviewed and updated, as appropriately.

The OWO, on behalf of the SWIB, is responsible for the oversight of the One-Stop Center certification process and conducting the One-Stop certification reviews for each One-Stop Center (comprehensive and affiliate).

The NH Works Consortium has responsibility for ensuring the achievement of certification and quality standards for One-Stop Career Centers. New Hampshire must have, at a minimum, one certified Comprehensive One-Stop Center. The goal is to assure that each NH Works Center has been determined to meet uniform certification standards, such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location.

The NH Works Centers are to be supported by One-Stop partner program leaders who shall work collaboratively to ensure that policies are clear and enforced, resources are properly allocated, and problems are resolved in a timely fashion. It is expected that service-level certification expectations and reporting metrics are integrated.

PROCEDURE:

Background:

WIOA specifies that the SWIB shall establish the minimum criteria for certification of one-stop centers and the one-stop delivery system. The certification process establishes a minimum level of quality and consistency of services in the NH Works Offices across the state.

The Office of Workforce Opportunity, using the criteria established by the SWIB, shall evaluate each site at least once every three years for compliance with one-stop center service requirements. In addition, the SWIB may direct “for-cause” site evaluation and certification as determined appropriate and warranted in support of the goal of continuous improvement.

In support of the goal of continuous improvement, each certified center will provide an annual report detailing the progress toward reaching higher standards. The annual report template will be utilized, will be based on program year, and will be submitted to the OWO no later than September 30th of each year that a certification has not been completed.

One-stop criteria

To ensure the New Hampshire One-Stop delivery system meets minimum quality standards, including the effective integration of services, the SWIB has developed minimum One-Stop Career Center certification criteria. This certification criterion promotes the objectives of New Hampshire’s WIOA State Plan.

The SWIB has established objective criteria and procedures for the OWO staff to use in evaluating effectiveness, physical and programmatic accessibility, and continuous improvement of the NH Works Centers. This includes the comprehensive, as well as affiliate NH Works Centers.

The OWO shall determine whether a One-Stop Center has sufficiently met the certification Criteria for certification is as follows:

- A. **Evaluations of Effectiveness** examine the extent to which the One-Stop integrates available services and meets the needs of local employers and participants. Effectiveness of “customer focused” program standards include:
 1. Integrates available services for participants and businesses
 2. Meets the workforce development needs of participants and the employment needs of local employers
 3. Operates in a cost-efficient manner
 4. Coordinates services among the One-Stop partner programs
 5. Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified
 6. Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers

7. Services funded through other partner programs are accessed through One-Stop Centers
8. Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers
9. Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area
10. Identify One-Stop Center customer flow business process and how job seekers access career and training services
11. The MOU between all required One-Stop partners is signed and in place
12. There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings
13. The center has a “center manager” (may be referred to by other titles) who has oversight of center operations
14. The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo. At a minimum, the NH Works and America’s Job Center logo is on all promotional materials.
15. WIOA Title I and III staff utilize the NH Job Match System (JMS) to document all customer activities for job seekers and employers
16. The One-Stop Center abides by Veterans Preference and Priority of Service Requirements
17. The One-Stop Center ensures Priority of Service for Adult program participants
18. A document containing partner agency contact information and services offered is available to all center staff

B. Evaluations of physical and programmatic accessibility must include how well the One-Stop ensures equal opportunity for individuals with disabilities to benefit from One-Stop services. The American with Disabilities Act and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

1. Provision of reasonable accommodations for individuals with disabilities
2. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities
3. Administration of programs in the most integrated setting appropriate
4. Communication with persons with disabilities is conducted as effectively as with others
5. Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity
6. Verify that programmatic and physical accessibility exists, including reviewing each location’s ADA checklist for existing facilities for any updates.
7. Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours
8. There is at least one Title I staff member present at the One-Stop Center at all times during business hours
9. Regular business hours are clearly visible outside of the One-Stop Center building
10. The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates
11. The required Equal Opportunity tagline is included on all documents

12. There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed

C. Continuous Improvement requires the One-Stop network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could stem from: customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply latest policies and procedures. Evaluations of continuous improvement include:

1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area
2. Contributes to negotiated local levels of performance
3. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking

D. Quality Assurance requires that four critical factors must exist in balance in order to be successful. “Customer Relations” govern the manner in which partners focus on the needs of employers and job seekers. “Operations” governs the way in which Centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure staff at every level are properly trained to provide highly professional service to customers. Finally, “Resource Management” focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

1. Customer Relations: Job seeker and business customer satisfaction survey results
2. Operations: Registrations, participants, service and training activities, job orders, hires, and customers served
3. Professional Development: Activities and staff certifications
4. Resource Management: Data related to adherence to the Resource Management Plan
5. Assure standards established for state workforce performance are met

One-stop certification process:

The OWO State Workforce Director (or their representative) will coordinate with the NH Works Consortium, the New Hampshire Employment Security (NHES) Director of Operations and the manager of the NH Works Center to schedule certification review(s). The OWO State Workforce Director (or representative) will provide the Consortium and NHES Director of Operations and the NH Works Center Manager with at least a 30-day notice prior to the onsite visit.

The OWO will send the One-Stop Certification Application at least 30 days prior to the onsite review. The Center Manager will work with NHES Operation staff to complete Section V – Certification Criteria. The NHES Operations Director and/or the Center Manager will provide the requested electronic documents as well as Section V of the Certification Application to OWO prior to the scheduled onsite visit.

The OWO shall review all necessary documentation including, but not limited to the following:

- NH Works MOU/IFA
- State level as well as any local office (if available) policies, procedures, manuals
- Complaints and compliance findings
- Marketing and other printed materials
- Local staff training schedules
- Customer feedback reports

After the initial desk review, OWO will conduct the onsite One-Stop certification review. During the onsite certification review, the OWO will conduct staff interviews with applicable staff. Interviewees shall include the Center Manager and a random sample of the frontline (state and partner) service staff at the one-stop center to determine their level of knowledge pertaining to the following:

- WIOA partner programs/services;
- Local Initiatives;
- One-Stop Center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The OWO may hold an exit interview with a local office if requested. In addition, OWO will address any questions or concerns that may arise during the One Stop Certification process with NHES's Operations Director.

The OWO shall determine whether a One-Stop Center has sufficiently met the certification criteria. To be certified the center must meet all certification criteria as identified in this policy and its attachments. OWO staff must submit a written determination to the OWO State Workforce Development Director within thirty (30) days after conducting the One-Stop Center onsite review. The written documentation must include (for each location):

- A determination of "Certified" "Not Certified", or "Probationary";
- Completed One-Stop Certification Application
- Listing of interviews conducted and documents reviewed;
- Details regarding areas denoted "Doesn't Meet";
- In the event of non-certification, an action plan and timetable prepared in consultation with the NH Works Consortium to bring the One-Stop Center into compliance; and
- In the event of "Probationary Status", a date for follow-up review within 6 months

Upon completion of all the One-Stop Center certification reports, the OWO will provide the SWIB with recommendations and a compiled report for their review and approval.

Provisional certifications shall include a detailed description of the issues/concerns identified so the NH Works Consortium and NHES Operations Director has sufficient information around which to develop required action plans and timelines.

A determination to not certify a one-stop site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team believed the deficiencies could not be addressed or resolved provisionally.

Appeals and Non-Certification:

Appeals: A comprehensive one-stop site that is not certified may choose to appeal the determination, in writing, to the SWIB Chair. The Chair will review and respond in writing within 30 days of official receipt of a formal appeal. Final determinations for the resolution of an appeal shall rest with the Governor.

Non-Certification: In the event that an existing comprehensive one-stop site is ultimately not certified following a standard or “for-cause” evaluation, the NH Works Consortium (i.e., One-Stop Operator) must have a plan to ensure continuity of service until such time the center is brought into compliance.

ACTION:

All staff must be knowledgeable about the contents of this directive.

REFERENCES:

- Workforce Innovation and Opportunity Act Section 121(g) Certification and Continuous Improvement of One-Stop Centers
- United States Department of Labor, Workforce Innovation and Opportunity Act; Joint Final Rule, 20CFR, Part 678, Part 679, Part 361.400-430, 29CFR Part 38, 34 CFR 361.800, and 34 CFR 463.800
- Training and Guidance Letter No. 04-15, Vision for One-Stop Delivery System Under WIOA
- Training and Guidance Letter No. 16-16, One-Stop Operations Guidance for the American Job Center Network
- United States Department of Labor, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide
- State of New Hampshire WIOA Combined Plan
- Title I, II, III of the Americans with Disability Act



SWIB MEETING DATE: 2/3/2026

AGENDA ITEM: 3d. State Plan

PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

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.

All states must revise their plans two years into the 4-year WIOA Combined State Plan. The revisions required a large amount of effort and staff time.

Board members are encouraged to focus their review primarily on the goals and strategies sections of the plan, as these areas reflect the policy direction and priorities of the workforce system.

Submission Process:

The NH 2024–2028 WIOA Combined State Plan was developed collaboratively with WIOA core and required partners and will be submitted to the U.S. Departments of Labor and Education in accordance with federal requirements. In addition, all required revisions must be entered into the federal online submission portal, a time-intensive process that requires careful formatting and

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validation to ensure accuracy and compliance. Following submission, the plan is subject to federal review, during which the U.S. Departments may request clarifications or revisions. Very few if any plans are approved in the first submittal. Further, at this time, a final submission or approval date has not been provided by USDOL.

Action:

Review, discuss, and adopt the draft revisions to the NH 2024-2028 WIOA Combined State Plan.

Staff Recommendation:

Approve the draft revisions to the NH 2024-2028 WIOA Combined State Plan.

Draft Motion:

Approve the draft revisions to the NH 2024–2028 WIOA Combined State Plan and grant staff the authority to make necessary modifications to ensure full compliance with U.S. Department of Labor guidance, requirements, and identified deficiencies.

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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
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

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HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance
HISSET	High School Equivalency Test	UI	Unemployment Insurance
IDG	Interagency Directors Group	VOC ED	Vocational Education
ISS	Individual Service Strategy (youth programs)	VR	Vocational Rehabilitation Agency (Voc. Rehab.)
ISY	In-School Youth	WARN	Worker Adjustment & Retraining Notification Act
IT	Information Technology	WDB	Workforce Development Board
ITA	Individual Training Account	WIOA	Workforce Innovation & Opportunity Act
JTF	Job Training Fund	WRIS	Wage Record Interstate System
LLSIL	Lower Living Standard Income Levels	YY	Younger Youth

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