



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



# **State Workforce Innovation Board Program Year 2025 – Meeting 3**

**June 9, 2026**

**1:00 pm – 4:00 pm**

**Meeting Location:**

**New Hampshire Audubon**

**PSNH Room**

**84 Silk Farm Road, Concord NH 03301**

📍 100 North Main Street, Suite 100  
Concord, New Hampshire 03301

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🖱 [visithh.gov](http://visithh.gov) [nheconomy.com](http://nheconomy.com) [choosenh.com](http://choosenh.com)



## **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, approval, 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 3

June 9, 2026, 1:00 pm

#### Agenda

##### 1:00 pm – Call to Order

- 1a. Roll Call
- 1b. Approval of February 3, 2026, Meeting Minutes.....[4](#)
- 1c. Welcome
- 1d. Public Comment

##### 1:10 pm – Informational Items

- 2a. Presentation to the Board - GO-NORTH .....[35](#)
- 2b. Rapid Response Update .....[37](#)
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##### 2:00 pm – Board Motion & Discussion

- 3a. NH Works Conference Funding .....[62](#)
- 3b. Adult Education & Family Literacy Act Competitive Grants Review .....[64](#)
- 3c. One Stop Operator Certification .....[66](#)
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- 3f. High Demand Occupational List .....[87](#)
- 3g. SWIB Meeting Dates for 2027 .....[88](#)
- 3h. Topic for October 13, 2026, Meeting .....[89](#)
- 3i. Board Motions and General Discussion .....[90](#)

##### 4:00 – Adjourn

Next Meeting: October 13, 2026

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SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 1b. Approval of February 3, 2026, Meeting Minutes

NAME OF PRESENTER: Joseph Doiron, Director, Office of Workforce Opportunity

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P R O C E E D I N G S

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James Key-Wallace: Okay. Good afternoon, everybody. Thanks for coming. I'm going to call the meeting to order. By way of introduction, my name is James Key-Wallace. I'm executive director of the New Hampshire Business Finance Authority, currently Interim Commissioner of the Department of Business and Economic Affairs. Newest, I think maybe tied for newest appointee to the SWIB. Happy to be here. I've been asked to be acting chair for the meeting, I think as a one-time favor or curse to the group, as it might be. So, (A) it's nice to meet you, and what I'd like to do first is just go around and get things started. So, I have a script. So, some quick notes as we get started. This meeting is being recorded. So, before you speak, please state your name so everyone on the record knows who's talking. Today's meeting is an official meeting of the board. It's open to the public. It'll be run-in a manner compliant with RSA 91-A. Materials for the meeting, and for the board, and the public can be found by visiting the Department of Business and Economic Affairs website. So, we have a number of items to work through today. They're on the agenda with the supportive documents. It's been handed to the board electronically. Printed copies are available for anyone who needs them. So, Joe, if you would be so kind to lead us through the roll call for the meeting.

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

Mike Alberts: Here.

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

Stephanie Ashworth: Here.

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

Alan Beaulieu: Here.

Joe Doiron: Anya Burzynski? Kenneth Clinton? Ryan Clouthier?

Ryan Clouthier: Here.

Joe Doiron: Mary Crowley?

Mary Crowley: Here.

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Joe Doiron: Kristine Dudley?

Kristine Dudley: Here.

Joe Doiron: Tiler Eaton? Patrick Fall?

Patrick Fall: Here.

Joe Doiron: James Gerry? Cynthia Harrington? James Key-Wallace?

James Key-Wallace: Here.

Joe Doiron: Richard Lavers?

Richard Lavers: Here.

Joe Doiron: Shane Long?

Shane Long: Here.

Joe Doiron: Lori-Ann Lundergan? Larry Major?

Larry Major: Here.

Joe Doiron: Ashok Patel? Tracey Pelton?

Tracey Pelton: Here.

Joe Doiron: Jim Proulx? Jay Ruais? Richard Sala?

Richard Sala: Here.

Joe Doiron: Gary Thomas? Cullen Tiernan?

Cullen Tiernan: Present.

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

James Key-Wallace: Thank you, Joe. So, I would accept the motion to accept the minutes for consideration. Anyone like to make the motion?

Female Speaker: So moved.

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Richard Sala: Moved.

Female Speaker: Second.

James Key-Wallace: Perfect. Thank you. Second. Any discussion or amendments to the minutes?

Joe Doiron: Could we get names for the motion and the seconds?

James Key-Wallace: Yeah. Actually, I think Richard actually got his hand up first, and I heard a couple seconds over here. I don't know who Alan. Any discussion on the minutes? Okay, hearing none, all those in favor?

Group: Aye.

James Key-Wallace: All right. Please have the record of the chair abstain as I was not present at the meeting. So again, everyone, this meeting is open to the public. So, we'll take a moment to see if anyone from the public would like to make a comment? If you would, please state your name. Not all at once. Anybody? Okay. Great. All right. No one here from the public, so we'll close that portion of the meeting. So, we're going to start here with our informational items. It says here staff will not be presenting. Instead, they'll be answering your questions on the items at hand. So, I'd like to turn it over to Joe. Would you please guide us through this?

Joe Doiron: Thank you, Mr. Chairman. We're – Item 2A on page 30 is a presentation from New Hampshire Job Corps. New Hampshire Job Corps is an important member of the New Hampshire work system and an important workforce development partner here in the state of New Hampshire. Board member Stephanie Ashworth is also the Center Director at the Manchester location, is going to introduce herself, introduce Job Corps, and then we're going to go through first a moderated question and answer with some Job Corps participants, and then we're going to open it up to the board. So, I'll kick it off – kick it over to Stephanie.

Stephanie Ashworth: Can you guys hear me?

Jessica Miller: Yes.

Stephanie Ashworth: Yeah? Okay. Hi everybody, I'm Stephanie. Nice to see most of you, and there's some new faces in the room, so look forward to getting to know you guys a little bit more. So as Joe said, I am the Center Director at the Manchester New Hampshire Job Corps Center. So, I'm extremely passionate about the mission that we uphold, and a lot of people aren't 100% familiar with what we truly do and what the program entails. We've mostly been in the news the past year, unfortunately, with the, you know, funding crisis and closure of Job Corps. So, we are open, we are fully enrolling students. We are currently in a pretty positive place right now. We are still going through the court journey and the legal stuff, but we thought

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what better way to truly learn about Job Corps than to hear it from some of our students. So, I'll give you a little quick gist, but they're the important ones of the day.

So, for those of you guys who aren't super familiar with the program, we house and educate students between the ages of 16 and 24 years old. They need to enter the program between 16 and 24 years old. They can stay in the program for two years to complete a basic trade, and they get an additional third year if they want to extend that trading into an advanced trade of some sort. There are, like, veterans can enter at any age and certain disabilities qualify for any age. So, we do have some students in their 30s, and actually recently I've had a student in their 40s. So, the age thing can be weighed depending on the reason and the circumstance. Enrollment for the most part, our students coming in and our applicants have to either meet the economical requirement, and, so that can be if they get food stamps, housing, anything like that automatically qualifies them for Job Corps, or any disability from ADHD and beyond automatically is a qualifier for Job Corps.

So, with those things being said, you know, our students, have all special journeys and special lives, which you'll hear a little bit about, but it's truly an amazing opportunity. I tell every student coming in, you basically have a free scholarship to get a free education. Then we follow our students for about a year after they graduate, so they can spend that two to three years with us. Some finish in as quick as four months, depending on what they're there for. Then we follow them for a year to make sure that they have that great career path, whether that's college, military, or that trade. You know, if they came for electrical, we want them to get that job in electrical. And then we also ensure that they have safe housing and all the extra things that they may need to have.

So, that's a quick job for gist of what we do, and after you guys have any questions, I'm happy to answer some of them. But we'll hear mostly from the lovely students. So, if you guys want to start and just introduce yourselves with your name, age, where you're from, and what trade you're doing. If you want to start, Jess?

Jessica Miller: All right. This one.

Stephanie Ashworth: Okay.

Jessica Miller: Hi, my name is Jessi Miller. I am 18 years old, and I have my diploma from Laconia High School.

Stephanie Ashworth: Awesome. What trade are you doing?

Jessica Miller: I am doing facilities maintenance. I have just started.

Stephanie Ashworth: Awesome. Thank you. You can pass it right down.

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Alex Luarte: Hello. My name is Alex Luarte. I am 16 years old. I am not coming with a diploma. I'm planning to get one in the next coming months. I'm currently in culinary.

Stephanie Ashworth: That's perfect. Yes. You guys can stay seated if you want?

Lucas Estrella: My name is Lucas Estrella. I'm 17 years old and come from Nashua, New Hampshire.

Stephanie Ashworth: What trade do you do?

Lucas Estrella: I'm in electrical currently.

Stephanie Ashworth: Perfect.

Lucas Estrella: I got my HiSet from *[inaudible]* [00:08:40].

Stephanie Ashworth: Awesome. That's cool.

Elijah Burker: My name is Elijah Burker. I'm 19 years old. I came from Keene, New Hampshire. I came with my diploma from the high school, and I'm currently in electrical.

Stephanie Ashworth: Perfect. So, just so you guys know our students can come and get their HiSet diplomas or their HiSet or their high school diplomas. And some come in at 16 and some are coming in at 23, 24 still needing that. So, it's offered to everybody along with math and reading classes to just enhance their skills further. And we also offer nine trades. So, hotel and lodging, culinary, certified medical assistant, medical administrative assistant, facility maintenance, electrical, security and protective services, and electronic engineer technician. If students are doing really well and they graduate a first trade, we can take students from all over the country in our advanced trades. We offer cybersecurity in our advanced trade, and we also offer robotics. Those are all through the Manchester Community College, and they get their associate's degrees with that. So, it's another amazing opportunity for our students to gain. So, if you guys don't mind next, a little bit about your why. Why you chose to come to Job Corps?

Jessica Miller: I chose to come to Job Corps because despite graduating high school with my diploma, and I've been working almost nonstop since I hit 14, I realized with how much I was making no matter how – what job I had, I would not make enough to be able to afford a home. And despite graduating high school, I was dealing with things at the time where I was not able to get the information that I needed that would be useful for me in my day-to-day life. So, thankfully, now that I have gone into Job Corps, I have just recently been put into a math class. I have been tutoring with Mr. Milam, an amazing teacher so far. And if I do finish my facilities maintenance, I'd like to move into electrical. In the future, I do know there is someone

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who has graduated Job Corps that has gone to the Portsmouth Naval Shipyard. And in the future, I think that is something I may want to do.

Stephanie Ashworth: Awesome. Anything else?

Jessica Miller: In the future, although whoever Job Corps, they want you to stick with what your trade is, and I do plan to stick with my trade for as long as possible. I would like to go into higher education for law school.

Stephanie Ashworth: Awesome.

Jessica Miller: But it is a great opportunity because most people, especially those at Job Corps cannot afford to do that higher education. So, it will give us jobs that we can use to then do what we want.

Alex Luarte: I'm Alex. I've come from Texas. I originally was not a great high school student with an average of maybe 2.5 GPA. High school wasn't really my thing. I didn't fit in with really anyone there. Coming to a Job Corps was really my best option and probably one of my most, best choices I've ever made. It's awesome people, great staff. I've met one of them, probably going to be my soon to be best friends in my life now. And, you know, culinary was a great option too because I need culinary school skills. Cooking is a very valuable skill to have. Not to mention, I like making good food for myself. I will try to stick with culinary when it comes to the arts of culinary in general for the rest of my life. I'm probably going to be going for a different trade like security or electrical in the soon future, six to eight months probably. So I can have a much more, you know, I guess, enjoyable job. I'm not a big fan of working in fast food. Electrical would be more of a better choice for me since I have multiple people in my family that work in electrical. Nick Mirage is one of them. He's more of a – someone to look to up to, so.

Stephanie Ashworth: Awesome. Thank you.

Lucas Estrella: Hi. I'm Lucas Estrella. The reason I came to Job Corps was due to financial burdens. I started working at the age of 14 for my grandfather's remodeling company, to help out my mother. But the cost of staying there, the food, rent, I was just being a little bit more of a burden than so called helpful. So, Job Corps is a great opportunity to provide me with food, housing, shelter. I was able to properly eat, get proper education. I've gotten five certifications while being in there. Ladder safety, scaffolding, OSHA 10, fall protection, MRM stuff. A lot of things are going to help me the in future, hopefully, acquire a good job to be able to properly support my household, hopefully. A great teacher, Eric Fisher, does a great job of teaching there. That's about it.

Stephanie Ashworth: Awesome. Thank you.

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Elijah Burker: My name is Elijah. So, originally, I came to Job Corp already with my diploma, my driver's license, kind of everything I've already needed. I only came really for the trade. I've always known I wanted to be an electrician since I was a little boy. My family's in it. I have whole bunch of people who have told me its good trade, good opportunity to get into it. So, I graduated, and I've done course in Job Corps previously, and I kind of knew immediately I wanted to get into it and go. And I had a really good role model in my life who wanted me – he was a very high energy person, wanted me to kind of follow my dream, don't give up. As he says, life is never easy, it's not sort of things that you do all the time. Honestly, there's never a straight path in life. You kind of got to take the mountains or the woods, trails, stuff like that.

I ended up losing him February 20 of last year. It was a really hard time for me personally. I kind of broke down. Honestly, I wasn't going to come to Job Corps because of it because it was just a lot for me. I didn't know what to do at the time. And then I kind of ignored everything. I ignored his celebration of life. Like, I went – I just didn't talk to anyone, kind of sat in the corner and pouted, to be honest with you. And then a few weeks ago, I kind of – after that I went on to Facebook, and I read his picture of... obituary[*overlapping conversation*] [00:15:27], yeah, for the first time. And I didn't want to. I didn't care enough to, but I know I needed to for myself personally. So, then I read it, and there was – don't get me wrong, there was comments that were people saying, like, rest in peace, all of that. But he made a huge impact on people, and it was a lot of inspirational things of saying how he was there. He saved many lives. He was a respiratory therapist, so he made a huge impact on multiple people. Goofy guy. You never heard anything bad about him. He was more than one that people laughed at when they went to Walmart or whatever, wherever he was.

And in that moment, I kind of realized, like, he was my role model. I wanted to be that inspiration. Like, I want my friends to be, like, Elijah is a good kid. You know what mean? Like, he has a lot of potential. I want to be that impact on people that I saw in him. So, I ended up kind of overseeing everything and decided to go and kind of push through and took his advice of life is not easy. It's never going to be. I'm guessing many of you guys probably know that because I'm still learning that. So, it's a really good opportunity. I've gotten quite a bit of certs, Ramset. I already had my OSHA 10 when I got there. So, I'm currently working on my OSHA 30 right now, which is a really good opportunity. My Ramset, my ladder safety, scaffold safety, HPIP. I'm working on my NCCER right now. But, yeah, it's a good program. I've met a lot of good people. You hear a lot of different stories and kind of past that helps you kind of help people fit in a little bit more and kind of learn different perspectives and kind of help people move on from tough times, really. Staff are all great, but yeah. Thank you.

Stephanie Ashworth: Thank you. And if you guys want to just last kind of question, some of you already answered it, but a little bit of what you've learned, not necessarily just your credential, but what you've learned from the program and what you want to do afterwards, if you don't mind chatting about that?

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Jessica Miller: So far, I am almost done with my HPIP, which is about insulation, and I believe I have gotten my Ramset. Pretty soon, I'm going to get started on my OSHA 30 as well. Because I am relatively new, I have not gotten as many certifications as the others might have, but I'm making my way up there.

Stephanie Ashworth: Jess, how long have you been in the program?

Jessica Miller: Almost 90 days.

Stephanie Ashworth: So, she's hit the road running pretty well.

Jessica Miller: Yeah.

Stephanie Miller: And then what do you want to do after? I think you talked a little bit about it.

Jessica Miller: Yeah, after here the Portsmouth Naval Shipyard for the past two seasons, I have been working at the Mount Washington Cruises, and I really hope that I can continue to work for them or go into a higher role because they do a lot for the community. And a lot of the jobs I worked before that, it was pretty isolated. I was a janitor at one point. I was working in the backs of kitchens. And I realized after working with so many people in such a social setting, I prefer it.

Stephanie Ashworth: Awesome. Thank you.

Alex Luarte: I'm Alex. What was the question?

Stephanie Ashworth: So, what you've earned or learned? So not necessarily, that, if you've learned anything from the program and then what you want to do when you complete?

Alex Luarte: I've earned my food handler certification. I'm halfway through my allergens. I plan to get my manager certification so I can, at some point, maybe be a manager of a restaurant for a little bit. I'm a little over my 90-day mark.

Stephanie Ashworth: And your kind of end goal?

Alex Luarte: My end goal?

Stephanie Ashworth: Big, dream big. What's your goal?

Alex Luarte: Owner of food chain.

Stephanie Ahsworth: Okay. Perfect.

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Lucas Estrella: Hi, I'm Lucas Estrella. I have my credentials, I'm just OSHA 10, which will be helpful. So work with my grandfather on the weekend, brought to modeling. We do remodeling, worked with him for a couple of summer groups. That's pretty good work. While I'm at Job Corps helps me build my body more physically for the job I'm hoping to get and mental state. After Job Corps, I'm hoping to go into the National Guard for an interior electrician to build my skills up more. After that, possibly getting to AE because my grandfather used to work there. Hopefully, I have a decent recommendation. Start off with that, work my way up. Hopefully, become a journeyman, and that's about it.

Stephanie Ashworth: Great.

Lucas Estrella: Thank you.

Elijah Burkner: My name is Elijah. So, like I said, I've had most of my certs, you know, and one I don't have that I'm currently working on is my OSHA 30. And I've learned a lot of life skills, more to say, here. Like, kind of how to react with people in certain situations, how to kind of just live on your own, how to be independent, more to say. Even though the staff do help with kind of helping us with that, it is still on us to learn how to be independent even though they do help us and guide us in the right direction. I'm looking to, you know, I've been in the program for about a year, a little less than a year. After the program, I hope to build up to my master's license and then maybe run my own business for electrical, but yeah.

Stephanie Ashworth: Awesome. Thank you. So, that's kind of the questions that we prepare for you guys and to hear a little bit from each of them about kind of their journey, their why, what they've done so far since being there, what they're looking to do. So, whether it's apprenticeships, the military, a little bit of everything. The partnerships and the community support is vital for our students and their success, so we appreciate everybody around the table that helps with that. So, without the support, they truly could not earn all of these credentials and do all of this stuff. So, whether it's internships, work-based learning opportunities, or just we have a couple community members that come in and do mock interviews with the students.

So, Elijah talked a little bit about it, but life skills and building their confidence, all of that is – the soft skills are just as important as the credentialing. So, Job Corps really, really prides ourselves on that. So, we want to make sure they're leaving here not just with all the certificates, but also, they're feeling really good about themselves, they're confident in the work that they're going to go do, and that means their supervisor can be confident in the work that they're going to do. Do you guys have any questions for the students?

Nick Masi: Can I ask you a question? How did you guys find out about Job Corps? Any of you, or all of you?

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Jessica Miller: I found out about it through my school counselor. Thankfully, he was somebody who helped me a lot through my time there. I wasn't able to show up to high school because I had things going on at home. I had to talk to my parents' lawyers a lot. We had a lot of things coming in and out of the house, stuff like that. So, despite being in higher classes, you can't show up to class you're not going to get a grade. And then he pointed me in the direction of Job Corps, so finally, I'm out of the house. I would have gone homeless if he did not recommend me to this place. So, now I'm not only getting an education, but I have somewhere to stay. If I wasn't sent to Job Corps by that individual, I don't know where I would be at.

Alex Luarte: My mother originally told me about it back in Texas when I thought, you know, I didn't much to do left, but...

Stephanie Ashworth: Did you re – you relocated from Texas. Right?

Alex Luarte: Yes, ma'am.

Stephanie Ashworth: For Job Corp?

Alex Luarte: Yes, ma'am.

Stephanie Ashworth: Okay. So, that's how you ended up at our center?

Alex Luarte: Yeah. I [*inaudible*] [00:23:21] something else.

Stephanie Ashworth: Perfect.

Lucas Estrella: I'm Lucas Estrella. I heard through the program, my grandfather was talking about his uncle that went into the program and became a master electrician who now owns his own company that got me interested in it. So, I pursued it, and the program's great. It gave me more food than I could imagine from going – bringing one plate of food a day to now being at least three. Went from the weight of 120 to 135, came back up to a more healthy weight now. I have the proper equipment to work out, build my body up more physically, so I'm no longer struggling on the jobs with the way that I used to, and yeah.

Stephanie Ashworth: Thank you.

Elijah Burkner: So, I found out from – about Job Corps from my construction teacher. I think it was a lot that it was hands on, not really a big computer guy or whatnot. So, I did a lot more hands on type of stuff. He suggested it. Like I said earlier, I did a few tours and then kind of just knew I wanted to come here and build a future for myself really.

Stephanie Ashworth: Great.

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James Key-Wallace: Great. Guys, please make sure to say your name and your question and then we will go over to Mike after yours.

Cullen Tiernan: Thank you. So, Cullen Tiernan. I'm a political director for the State Employees Union, so I kind of wanted to do something similar and ask you all just whether you've ever thought of working for the state of New Hampshire and if you thought of unions. I know you mentioned Portsmouth Naval Yard. And then also just want to give you guys kudos because I think you guys what you're doing is amazing, and your ability to articulate yourself and present is very adult tonight, and certainly kudos to the National Guard too. But, yeah, just curious state employment and unions.

Jessica Miller: Portsmouth Naval Shipyard, honestly, I don't know as many details about it yet because I did meet with that kid who was brought into the program once. But sorry, I can't *[inaudible]* [00:25:22] today.

Cullen Tiernan: It's all right. No worries.

Stephanie Ashworth: So, yes, Portsmouth Naval Shipyard and I believe Elijah is interested in that as well.

Jessica Miller: Yes.

Stephanie Ashworth: It's similar union type base. And before the meeting started, we were actually chatting about the benefits that you would get from a state job and things like that and how important that is to the student, so.

Jessica Miller: Yes. And in the future, you know, I did say I'd like to be a lawyer. That's probably not anytime soon. But, honestly, anything legal that could go through the state is something I've always been interested in.

Stephanie Ashworth: Okay.

Jessica Miller: So, who knows? I hope to meet more people from Job Corps who can help me reach new goals.

Alex Luarte: My name is Alex. I'm looking for people that would tell me what kind of state employment I'm looking, like, for the culinary arts and stuff. I don't think I'm going to join the union. I don't see the appointment for a culinary. But, you know, looking for anyone that would definitely hire a 16-year-old for, you know, that's in culinary.

Cullen Tiernan: Okay.

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Lucas Estrella: I'm Lucas Estrella. Planning on working for the government or union, hopefully, when I get older in electrical or security, preferably. It would be beneficial and, you know?

Elijah Burkner: So, I had debated on doing the naval shipyard. Honestly, I don't know where I want to go in the sense of, like, work wise. Like, I know I want to be an electrician, but I don't know exactly what I want to do yet. There's different like, you never know what's going to happen. Someone could offer you a job offer that is better than a naval shipyard or really anything. Like, you never know what doors are open. But I know I do want to do electrician at some point. Just don't really know in what roof yet, so hard to explain that.

Stephanie Ashworth: One of our main goals is expanding our apprenticeship opportunities for our students. So, that's kind of a goal for 2026 for us at New Hampshire.

Jessica Miller: Do you mean just state unions or, like, unions in general?

Cullen Tiernan: Unions in general. Yeah. Because that...

Jessica Miller: Because I feel like it would be awesome for somewhere at Job Corps for them to teach us more about unions because I know personally people in my family, a lot that work through UPS and go through Teamsters. So, I've been desperately searching for a job that would have a good union. But me, personally, I don't know all the details about it.

Cullen Tiernan: I could not agree with you more.

Jessica Miller: Yeah.

James Key-Wallace: Great. Thank you.

Stephanie Ashworth: We're going to work on...

James Key-Wallace: Yeah.

Stephanie Ashworth: Getting you the best *[overlapping conversation]* [00:27:55].

Jessica Miller: Yeah.

James Key-Wallace: Perfect. Sorry. That's great. Mike, I think you had a question? Go ahead.

Mike Alberts: Mike Alberts New England Wire Technologies. Are there two different programs in electrical and one sort of the journeyman's where it's residential and maybe commercial wiring and all that, and then is there an industrial part of the two?

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Stephanie Ashworth: So, they do mostly – so the basic electrical trade at our center is mostly residential. They'll dabble into the industrial a little bit, and then they can go on to an advanced trade at another center where they do more of the, it can be industrial focused or there's a couple different avenues in electrical. And then we also order electronic engineer technician, so more the soldering and the fixing of electrical components.

Mike Alberts: Okay.

Stephanie Ashworth: So, hope that makes sense. Did I answer that question?

Mike Alberts: Yeah, makes sense, yeah. If they go for the master's license and all that does the Job Corps sponsor that and help that or?

Stephanie Ashworth: So that's – we don't sponsor, so that's kind of where the apprenticeship struggle is, is finding the people willing to sponsor is really where we struggle. So, if anybody knows anybody out there that's willing to sponsor apprenticeships, that's where we are really – we keep kind of getting halted. Doug Cullen, who works with the Timbers Association, the owners association, he's been really helpful in trying to help us with the apprenticeship buildup, which would help them eventually get up towards the journeyman and then eventually keep going. Yeah. So, it's really the opportunities that arise for them that would help them get there.

James Key-Wallace: Great. Thank you. I think Tracey and then Commissioner Lavers, I believe, had a question?

Tracey Pelton: Tracey Pelton with PROCON. We're the largest designer and builder in the state. Thank you for being here and sharing your stories and congratulations on what you're accomplishing with Jobs Corp. It's amazing. We do work with Bring Back the Trades, which is a nonprofit organization that hands out scholarships to students your ages to help you get your journeyman licenses. And we also are partnered with Good to Grow and Bring Back the Trades Task Force. And we're hosting a summit June 23rd to 24th that'll give you all the details on, for the, at The Inn at Mills Falls, and we will have a lot of job opportunities there and apprenticeship opportunities. So, I would love to partner with you to get that information out to the students and through our, you know, avenues to get that information out because we are going to have a lot of companies that have opportunities for apprenticeships and job, you know, internships and different ways for you to start in the – in your career. So, I just wanted to thank you for being here, for sharing your stories, and just to share that with you. There are lots of companies that are looking for young talent who are driven and motivated who want to do excellent work. And so, to know that you came through the Job Corps and that you have that drive, you will get hired right away. Thank you.

James Key-Wallace: Okay. Commissioner Lavers and then can't quite read it down to Patrick I think you said?

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Patrick Fall: Patrick Fall.

James Key-Wallace: Patrick, Mr. Fall. Thank you.

Richard Lavers: Hey, everybody. Thank you for your willingness to come here today and sharing your stories and all the, you know, quite a bit of ambition over there at that table, which is impressive. I'm Richard Lavers. I should be better at identifying myself considering how good all of you are at it each time you speak. So, I'm with one of the state agencies that partners in delivering all of the workforce related programs with training and education opportunities. So, two relatively quick questions. One, have you guys had an opportunity to go over to the New Hampshire Works Office yet in Manchester? No? Okay. So, we'll be getting you over there, and you'll be able to learn more about some of the other supports and opportunities that can kind of facilitate your continued growth with different training opportunities, different employment opportunities. So, we'll be getting you guys over there. We're on Hanover Street in Manchester. And then I know Jessica, you've kind of indicated where you're hoping to get to with the shipyard, but just generally, all of you are, what are your plans in terms of staying in New Hampshire? Are you hoping to remain in New Hampshire, and how do you see that future?

Jessica Miller: I plan on staying in New Hampshire for most of my life. Maybe for schooling, later on, I can go to Massachusetts, but I do plan to come back.

Alex Duarte: I plan to stay in New Hampshire since I've lived in Texas for so long, so I'd like a change in mine.

Lucas Estrella: I'm Lucas Estrella. I plan on going to Oklahoma State University to get my master's, but I plan on living in New Hampshire as my family's lived here for hundreds of years.

Elijah Burkner: I also do plan to stay in New Hampshire, but yeah.

Stephanie Ashworth: Future workforce.

Richard Lavers: *[Overlapping conversation] [00:32:50]*.

James Key-Wallace: Perfect. Thank you. Patrick.

Patrick Fall: Patrick Fall, Local 131, Plumbers and Pipefitters. I can speak to the sponsorship, if you will, of apprentices in my trade where when I came in you go to Union Hall, you sign up, get put on the list to be one of the candidates for our apprenticeship, and you don't pay for school. You come in and you start your training and they put you to work. So, you get paid and you go to school two nights a week, three hours a night, two nights a week, and for us it's

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a five-year apprenticeship. I don't know the specifics of the IBEW, which is the International Brotherhood of Electrical Workers. I'm, you know, assuming slightly that it's quite similar. You don't pay upfront to go to school. You enter there, you put yourself on their list, you start their training, you get put to work as an apprentice, and depending upon your level of training upfront you are all getting your OSHA 10, that's a requirement. You have that already. They will see that as a good thing. And actual electrical training and experience is also a good thing.

I would say don't limit yourself to electrical. There's electrical in other fields as well, union and non. And I'm not strictly a union person. I support all trades, union and non. We need each other to be strong, okay? Both sides need to be strong. So, I'm not trying to take one down and fill this up. I can just speak about that. So, throughout your training, you are building to get your journeyman's license and then master's license if you – if that's what you want. Now certain companies, they may pay you to get those licenses, but typically, you're paying out-of-pocket to get the license and all that. However, all the experience along the way is paid for upfront through the union's dues. And then what happens after that is you work for x amount of hours in the field as a union worker. And then once you've worked for that amount of time, you have paid off your apprenticeship through a few years and time. That's how that goes.

If you happen to leave the field and work for a competitor, if you will, doing the same work, then they may ask for however many years that you didn't work in that trade for the union they might ask for that scholarship back. And it's not – I mean, money is money, so nobody wants to be shelling out extra money, but it's not as expensive as you would think. So, anyway, thank you for your time. I appreciate you all putting the effort in to do what you're doing.

James Key-Wallace: Great. Thank you. I think we have time for one more question and then we need to move on. I don't know who had it first, Richard or Shane here, and then I would encourage you to definitely speak with Stephanie, if there's other questions.

Stephanie Ashworth: I'll be here after this.

Richard Sala: Not a question, it's really a comment. Personally I just want to tell you, I don't know you personally, but I'm proud of the fact that you're sitting here talking to us about your experience and I just want to, really quick, tell you, each one of you talked about having a vision for your life, and you talked about why. When I was 13, I was removed from my home by the state of New York. I lived in a boy's home for many years, and I lived on the street. Sometimes I was lucky I could have – I can stay at a friend's house, but I lived on the street till I was 17 years old. And I joined a different corps. Joined the Marine Corps, and it changed my life. But what got me there was I had a vision for my life, and I held on to it. And I had a why, and my why was I just wanted to be a good role model for my younger brother.

I had a great career in the Marine Corps. And then I went on to go to law school. My younger brother and I both retired from the Marine Corps. We lived in the same town. I lived here in New Hampshire, and now I'm the Deputy Commissioner of the Department of Education. So,

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as you're going through this and you hit obstacles along the way, if you can hold on to those two things, your vision and your why, you will get there. So, congratulations to each of you for taking the time to put effort into your own success.

James Key-Wallace: Great. Thank you on that. Now, let's give a hand for our presenters.

Group: Applauds.

James Key-Wallace: All right. Thank you all so much. And my apologies Shane.

Shane Long: Oh.

James Key-Wallace: But I encourage you to reach out.

Shane Long: That was a good ending.

James Key-Wallace: Yeah.

Stephanie Ashworth: That was.

James Key-Wallace: Perfect. So, thank you all very much. We're now going to proceed with the remainder of our informational items. I'll turn it back over to Joe to guide us through that.

Joe Doiron: Thank you, Mr. Chairman. Again, for the record Joe Doiron, we're on page 31 of packet. Item 2B Rapid Response update, and that is Nick Masi.

Nick Masi: Nick Masi, Workforce Development Administrator. So, since our last update, was October 14, 2025, we've had 13 Rapid Response activities. That's been a decrease from the ones we had in the prior time period. We had 17 prior to that for the year. We've had a decrease in effective employees, so during the last session we had 364 – 63, 64 people were affected. This time we had 408. That's been due to the two large manufacturing employers who have decided to transfer those jobs out of New Hampshire. One was ICU Medical, which used to be Smiths Medical out of Keane, the other was Anheuser-Busch out of Merrimack. So, between those two companies there were 400 – 365 people. For both of those companies we had multiple sessions. Both companies were running three shifts. One of them we were there at 06:00 in the morning to do Rapid Response because that's when the third shift got off.

So, what else did we do here? So, not only did we provide three rapid responses to both companies. We were able to do a separate Q&A session so people could address personal questions. They would have them either about their employment, about healthcare, about what the process is in getting a resume. And with Anheuser-Busch, we set up a separate date just for resumes where we had employment security was there, we were there, and we would

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sit down with anybody who wanted to work on their resume. And Anheuser-Busch was good about giving them a *[inaudible]* [00:39:53] so they could come in with a skeletal resume to start with. And also with both companies, we were able to working again with Employment Security, I have nothing good, but good things to say about it *[inaudible]* [00:40:05].

We were able to set up job fairs for both companies on-site. So, on a more positive note, we were able to avoid layoffs at *[indiscernible]* [00:40:17] Laconia. They had 39 employees who were able to go into the work share program, so they went down to reduced hours for I think it was, like three months, and then they were back to work full time as of January. And so the only two industries that are really affected so far during this time period has been manufacturing and healthcare. With 358 of the 408 layoffs occurring in manufacturing, and that was in Hillsborough and in Cheshire Counties, so we're really concentrating on the layoffs so far. That's pretty much it for the report. Anybody have any questions?

James Key-Wallace: Go ahead.

Cullen Tiernan: Cullen Tiernan. So, I'm just curious if you could – I think, what I read Anheuser-Busch was offering the employees job at other facilities?

Nick Masi: Yes, they closed one facility in California. They sold the one in Newark and closed the one here. And some of the employees were moving to St. Louis, but most of decided to not because they've been there for 20 years. Union jobs or their family has been here for a long time just *[inaudible]* [00:41:27]. So, it's more of the management who decided to move to St. Louis.

Cullen Tiernan: And then with the ones that were – the people who were staying here, could you expand a little bit more what the conversations were like? You feel like people were connected?

Nick Masi: Well, most of the – were banking companies that came to the job fair and most of them were manufacturing. BAE was there, the chem manufacturer was there, the post office was there, and so there was a good turnout on that one. So, it was kind of lot of the local manufacturers particularly knowing that they had a high quality employees there for a number of years and, you know, there would be good pickups.

Cullen Tiernan: Thank you.

James Key-Wallace: Commissioner Lavers?

Richard Lavers: Nick the attendance at the rapid response events, could you just go over, is that, this was, you know, about 90%...

Nick Masi: Up to 90%.

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Richard Lavers: For the affected employees. Is that high or is that above normal?

Nick Masi: I think we had a good turnout results for them, I think we had, 146 people, with 90 at ICU Medical, and it's about the same at Anheuser-Busch.

Richard Lavers: Great.

Nick Masi: A lot of times it depends upon how HR spins it. We've had some companies that say it's mandatory, and so we do get hired. But, you know, we never say that it's mandatory that the employees attend.

James Key-Wallace: Well, I think we all know Rapid Response does a fantastic job. It's a team effort, so thank you to everybody involved, and I hope that you have a terribly slow 2026. So, Joe, okay?

Joe Doiron: Thank you, Mr. Chairman. For the record, Joe Doiron, we're going to pass it over to Melissa Carter for Item 2C, which is on page 32, for a fiscal update.

Melissa Carter: All right Melissa Carter. For our WIOA grant, we're required to automate each of the funds at the beginning of the first year. Our program year 2025, we've already made that. For program year 2023, as you can see we have the tables in there to show you all the numbers, but basically it's 100% extended. Program year 2024, we're not far off. At the end of the first quarter, we were 72%. At this point it's higher because we're now starting the third quarter. We're trying to put more money towards our program, so we're running a higher budget. So, we're keeping more detail on what goes where, and we're spending them faster than we were in the past because we're putting more money towards those programs. And if you have any questions, we have the tables for the first quarter on the following three pages, but the much you look at those, I don't need to do *[inaudible]* [00:44:16].

James Key-Wallace: Are there any questions?

Joe Doiron: Okay. Thank you, Mr. Chairman. Again, for the record, Joe Doiron. We're going to go to page 36, which is Item 2D, a program performance update, and passing it over to Lisa Gerrard.

Lisa Gerrard: Lisa Gerrard for the record. So, you will see starting on page 36 and going all the way to 42. This is a little bit of a different format than in the past. A table was released by the Department of Labor back in January 2025 regarding sanctions for WIOA programming. All WIOA program titles in the state of New Hampshire accept one another, so we all have to be aware of each of the title programs' performance because we're all kind of in the same boat. So, if one of us fails, we're all held accountable. And the money that gets sanctioned is actually are WIOA Title I Governor Reserve Fund. So, in all actuality, the Title I programs really get hit

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if the other programs don't respond – don't perform. So, we changed the format so that we can start giving the board as well as the consortium a bigger picture instead of just the Title I Programs.

We're now including all the other titles. We created a work group within the state from all of the different titles, and we meet on a regular basis to go over performance measures and where we're at the end of quarters. So, the information is being gathered and then disseminated to the managers of programs and the directors of the department. So, I wanted to point out the difference in kind of the formatting. The chart that is on page 37, you'll notice that all of the titles run across the top. They have a negotiated column. That's our negotiated performance measures that we negotiate each, every two years with – for us it's Department of Labor, Department of Education for the other titles. So, you'll see the negotiated goals for the year, and then you'll see the actual program 2025 quarter one. We color code the performance measure to tell us whether or not we are meeting or exceeding, and that is if we've met that goal head on or exceeded it, it gets a green color. The yellow is if we're meeting 90% to 99% of the goal, and the red is we're falling below that performance, that negotiated performance goal.

You will see that there is red in our chart, but we are very early in this program year. This is only quarter one. We usually, especially with measurable skill gains, that is a yearlong performance measure, and you will not going to see it out of the red until probably the fourth quarter, when we finally are done the year. The other ones that might be in red, we're all aware of the red. We work towards trying to bring those into at least yellow or green. But at the end of every program year, everything goes through a statistical adjustment model. So, the departments that we work with will run it through this. It's a lot of math. I have no understanding of it. But they take into consideration our unemployment rates, our demographics, all kinds of different data. And a lot of times that can make or break if we're in yellow at the end, it will bring us into the green. So, it's kind of this ever moving thing that we all monitor.

So, right now we're doing really well across the titles even though we have some red because the way that it gets reported, it's always changing, quarter two, quarter four, so we just kind of have to see who's in the demographic and where we can make some adjustments. For Title I, I will tell you that the two measures that we really make a difference in are credentials and measurable skill gains, and we have contract with a company, it's actually, this is our third year, with FutureWorks BI. And they take our data from – that we submit to the Department of Labor and they make it into a dashboard that we can easily look at our performance on a daily basis. We update the system every month, so it's pretty accurate. And we can run reports that show us who's in the measure and who didn't get a credential or who didn't get a measurable skill gain.

We can go back to those cases individually and start looking, did we miss something? Is there a problem with the case management where there is a certificate but we just failed to enter it?

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So, with those tools and with the reporting in our case management system, we try to keep a really close handle on how we're doing at any given time. I think that's it, but if you have any questions, feel free to throw them out.

Stephanie Ashworth: Stephanie Ashworth for the record. More of a comment, but even though Job Corps been a WIOA program, we haven't – our report cards that we get on a monthly and annual basis have not always followed this, which we've been arguing for a long time that it should. So, it was supposed to kick off this year, but with the closure of Job Corp that was announced, it's been postponed. Starting July, we will have these exact same measures, which I think will kind of just change our outlook and push those goals. But in the credentialing itself this past year we had one of the largest improvements in the country. So, I do – we will now be 100% focused on a lot of the same things, which is great.

Lisa Gerrard: Lisa Gerrard, just a comment. And we can add Job Corps to our group and get you in with our performance measures as well. And anything that we can do, because we've been doing this for multiple years, so especially around the negotiation of your goals and things like that, please feel free to reach out.

James Key-Wallace: Wonderful.

Cullen Tiernan: Cullen Tiernan, thank you for this. I'm curious if you could just expand a little bit on the median earnings? What all the numbers kind of entail and how you get them?

Lisa Gerrard: Sure. So, there is on the following pages some descriptions of each of the different measures, but for median wages, that's second quarter after exit, and the way that we get that is through an MOU with New Hampshire Employment Security, and what happens is basically our file goes through a wage match system, and pulling the median wages for the individuals that exited two quarters ago. So, we get a median wage. And really, there's – we say that there's some measures you really can't do anything about. Median wages is either going to be there or not. We can either meet it or not it's based on some of these wages. So, we don't see the data. It's basically an exchange of files, and then it comes back into our, we call it the PIRL. It's our reporting from the Department of Labor. But that's what immediate, the median wages are. It's tied to the exit – the second quarter exit.

Cullen Tiernan: Thank you.

James Key-Wallace: Thank you. Joe?

Joe Doiron: Okay.

James Key-Wallace: Was there a question down there I missed? Sorry.

Male Speaker 3: No.

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Female Speaker 2: No.

James Key-Wallace: Okay.

Male Speaker 1: A number of *[inaudible]* [00:52:34].

Joe Doiron: Thank you, Mr. Chairman. Item 2E, the success story found on page 43. We, just because I know we have a few board members here we always include in the board packet some success stories from current WIOA participants. So, I'm happy to take any questions that you might have, and if you have particularly tough questions, I may ask some of the team to help me. So, any questions? I got...

James Key-Wallace: So, none?

Joe Doiron: Yeah. I'm off the hook. So, we're going to jump to page 58. Again, for the record, Joe Doiron. Give everybody an opportunity to flip. So, you know, please do take a look at the success stories. That's our why. You know, this is why we do what we do. It's not all about spreadsheets and numbers and stuff, but we have some really great stories in there of folks getting help. So, Item 2F is just a recap the New Hampshire Works Conference. We have a few board members there, which was awesome. So, thank you all for, one, your support. The board has been very supportive over the past few years. This was our second annual conference. We're going to do it again. We're going to go for the Triple Crown, and we're – so we're going to be plan, starting that planning in the next few weeks, so we're going to add that to a list of things to do. But we put together a conference. We came in under budget. We had 185 attendees. We had volunteers from all the different agencies helping us the day of. The event venue was donated by NHTI Community College Systems, so thank you. The food and the opening speaker was donated by CAPHR. We had staff from NHES, Adult Ed, VR, CAPHR, all the partners. I know I'm forgetting folks forgive me, but we had everybody there helping. It was great. It's awesome that we're investing in professional development.

We came in, I think the board gave us, I think, a \$5,000 budget. We came in under budget. We spend \$243.55, and that was for printing and whatnot. But also, too during that, we were able to – we have awards as well, and so it's great to be able to acknowledge folks, and we also acknowledge Commissioner Copadis who had just announced his retirement, I think, a day or two prior, and also Donnalee Lozeau from CAPHR. So, it was an emotional afternoon, but a great event. Well, we put together an after-conference survey to gain some insight on where we can improve. And so, on page 59 and 60, I took just the first few questions from that and we can certainly provide you the whole data that we, I think it was about 12 or 13 questions, something like that. But, I mean, you know, I was hoping for five stars, like my Uber rating, but, you know, we have 4.39, which is pretty darn good.

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If you look, I mean, we had a 185 attendees. We had about 50% participation. 48%, actually, exactly 48%. That's pretty darn good for a survey. You know, we had a few folks that didn't seem to love it at the bottom, but that's okay. We responded well to feedback, but some highlights, what did they like most about the event? The opening plenary was a huge favorite. It was like a three-way tie. Opening plenary, the presentations, and the networking. And the one thing that they liked least was the food.

Tracy Pelton: And the facility, it looks like a facility though.

Joe Doiron: Yeah. Yeah. And the facilities in the...

Tracy Pelton: It's a great facility.

Joe Doiron: I know.

Stephanie Ashworth: Job Corps is happy to host.

Joe Doiron: Yeah.

James Key-Wallace: And for food, this is Chairman Key-Wallace. I believe we met a gentleman this morning named Alex.

Female Speaker: *[Overlapping conversation]* [00:57:01].

James Key-Wallace: Maybe we should ask him for his thoughts.

Joe Doiron: But it was, you know, feedback is what it is, right? And, so, we're going to look to hosting the next years. Happy to take any questions.

Cullen Tiernan: Cullen Tiernan. When do you think it would be next year?

Joe Doiron: So, we are, I'm looking at my good friend and colleague Kris Dudley, you know, from the Community College System, so we were going to chat at some point about booking out because, you know, although, you know, there are potentially other options, NHTI is centrally located. Everything is, of course, handicap accessible, a little easier for the North Country folks, folks coming from East. It's just more centrally located, also free. We love that. So, you know, we're going to take a look at putting this together very soon. Did I answer your question? I'm sorry.

Cullen Tiernan: I think you did the where and not the when.

Joe Doiron: When? Oh, thank you. I'm so sorry.

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Cullen Tiernan: Yeah. I found that interesting.

Joe Doiron: My coffee is wearing off. I do apologize, sir. So, the – we're looking in October. Primarily, we're probably going to keep it to that October time because when we get into November, we start having to deal with snow. But, so, probably October would be our goal. And a Friday because Fridays are – we have to avoid governor and council. We have to avoid because, you know, we don't want, we want directors to be there so we don't want, like, a GNC meeting to prohibit people from coming. And then we try to avoid dates when the legislature might be in session. I understand it's a fall, but you never know. That sort of thing.

Cullen Tiernan: Thank you.

Stephanie Ashworth: Stephanie Ashworth for the record, we will happily, our new culinary chef is a pastry chef who will bring desserts if needed. They can host and we can provide some desserts to make *[inaudible]* *[00:58:56]*.

James Key-Wallace: The sweet taste of 5 Stars.

Joe Doiron: Exactly.

James Key-Wallace: Yeah. All right. Thank you. Go ahead.

Joe Doiron: Thank you. Sorry that I lost my train of thought.

James Key-Wallace: No, I'm a 5 Star man.

Joe Doiron: Yeah. So, we're going to go to page 61. Again Joe Doiron 2H. So, our partners at New Hampshire employment security through the Economic Labor Market Information Bureau, ELMI, they are always very kind. They do a lot of really great – you all have amazing data, and I love looking at your website. But we get a report annually about the economic impact of WIOA funds here in New Hampshire, and the full report is after the bridge version on page 61 that you can read it so you understand that I'm not making things up. But the great news is for every – for every dollar we spend, we get \$3 of economic activity output in the state. So, you know, for every dollar we spend from WIOA, \$3 of economic activity, which is pretty not good – pretty, pretty – goodness I'm so sorry, pretty darn good, I should say.

Also, that should be in the report. It details that that should be the minimum. We actually think the impact is more, but we just don't have the ability to track when folks leave Medicaid or welfare or other government programs because they've gotten gainful employment through our assistance, that sort of thing. And that's WIOA across the board, so the other partners at NHES, Department of Ed, and whatnot. So pretty darn good \$3 of return for every \$1 spent.

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James Key-Wallace: So, this is Chairman Key-Wallace. Joe, would it be fair to assume that we could track some those other metrics, you know, of removing from the public funded programs, the return on investment would only grow?

Joe Doiron: Correct. Yes. Yes. Very much so.

James Key-Wallace: Okay. Probably substantially?

Joe Doiron: Yes. Yes.

James Key-Wallace: Great. Thank you. Okay.

Lisa Gerrard: This is Lisa Gerrard. I just wanted to add one more thing about that. It also doesn't include any of the economic kind of ripple effect that you would have with somebody whose family has been on benefits their entire, you know, generationally. And if the individual then comes into the workforce that change what that does to the family dynamics that is hard to quantify. So, there's that other piece, not just leaving the benefits and not utilizing them, but what does the benefits do for that entire family and/or social network whether somebody is going to work or obviously needs some of our training.

Joe Doiron: Certainly, again Joe Doiron. It's a very conservative estimate.

Lisa Gerrard: Yes.

Joe Doiron: Very, you know, which. Mr. Chairman?

James Key-Wallace: Perfect.

Joe Doiron: Should I continue or?

James Key-Wallace: Yes. I think that concludes the informational item portion of the meeting. So, thank you all for your attention. It's been some great stories, from Job Corps. So, thank you, Stephanie, for bringing those young folks in. So, now we will move on to the board motion and discussion portion of the meeting. I again will turn to my right to Joe Doiron.

Joe Doiron: Thank you. Item 3A is just to see if there's any general discussion or votes that need to be taken thus far. And then if we're okay, Mr. Chairman, can we jump to item 3C, which is the One Stop Certification?

James Key-Wallace: Please.

Joe Doiron: Item 3C on page 67 is the One Stop Operator Certification, and Lisa Gerrard will present this item.

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Lisa Gerrard: Lisa Gerrard for the record. The One Stop Operator Certification is a statutory requirement under WIOA that is one of the many things that we get tasked with statutorily, and that kind of falls on the Office of Workforce Opportunity (OWO) because it's connected to the SWIB. We are your staff support, so it kind of comes down to us to take care of it. But the One Stop Operator Certification is a process that needs to happen every three years. The last time that we did this was in 2023. It was the first time that this staff, the OWO staff had done a One Stop Certification. The previous time was during COVID, so it was actually a virtual One Stop Certification, and it was prior to all of this staff joining the team. So at that time, we just took the policy that was already there and ran with it, but what we determined was the policy was very vague, it did not outline who was supposed to do what, it didn't provide us with tools, it was very, very vague in what we were looking for and what we should be doing.

So, because the certification is up June 30, we decided it would be a good opportunity to look at that policy and really kind of draft a brand new, you know, policy. This was done obviously with New Hampshire Employment Securities input because the setup in the state of New Hampshire is very different than any other state. We run the One Stop Centers as a consortium, but New Hampshire Employment Security owns the buildings, so they're essentially the One Stop Operator. So, we worked with NHES to kind of make sure that the policy would be effective for not only what we need to do for the SWIB to provide you with the reports and the documentation after we go out, but also work with NHES to make sure that the amount of things that we're all going to have to do wasn't too burdensome, but yet allowed us to have all the information that we need to draft the reports for the SWIB.

So, we created a new policy and a new, a whole bunch of new forms, checklists, documents, and really just thought about it from beginning to end. So, the old policy is on page 70. So, the old policy starts on page 70, and then the draft of the new policy begins hold on one second. Let me make sure. So, the new policy begins on 70, I apologize. The new policy itself starts on 70, and then nope, hold on, yes, it's all together. So, the draft is there, and then you have the tools as well in the draft. So, what we were trying to do is really make it outline whose responsibility, what documents we would be asking for and the process when we went out to the, to the New Hampshire Works offices.

You'll also see starting on page 68 is our schedule. The schedule starts in March, two days after the state plan is due. The state plan is due on March 3rd. This starts on March 5th. So again, the statutory requirements that we have to commit and complete really do drive a lot of the work that we have to do, whether we want to or not. But it will be a busy few months for the OWO team. It is a very aggressive schedule because we need to get through the entire state, all 12 New Hampshire Works locations in time to draft individual reports, to then submit a brand report to you all by June, the June meeting. Because you will have to basically vote on whether or not the One Stop Centers can be certified again for three years. So, it is very aggressive. It puts a bunch of the team on the road for most of March, and then the rest of the

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team will be doing what we call desk reviews, which is reviewing documentation without having to go up to the fields.

It's documents, contracts, reviewing all different things that they can review without having to leave the office. So, the whole team, even except Melissa Carter because she's the money person, all the rest of us will be involved in this process. Again, two days after the state plan is due into the portal that is not working currently with the government shutdown, so we have no idea when we'll be able to enter state plan into the portal. So again, statutory requirements that we have to do. So, we hope that the draft that we've provided you is satisfactory to the SWIB. It is, you all get to vote on the policy as well as the certification. So, I'm happy to answer any questions about the policy, about the process, about anything having to do with this item.

James Key-Wallace: Are there any questions?

Cullen Terinan: Cullen Terinan, I guess, there is some key changes that you've made?

Lisa Gerrard: It's basically a brand new policy. We did not keep pretty much anything from the original policy, but we revamped the entire thing. We changed basically everything. It went from a couple page document to it is now a – we're calling it an application packet, where we're building an entire packet of documentation to show that we have checked everything for effectiveness, for cost effectiveness, for basically anything that statutorily we're supposed to be looking for. Where that was missing before, it a vague policy that we would do this process, but it wasn't very detailed or outlined. So, when we did it three years ago, the team we kind of floundered a bit to what were we looking for, what were we supposed to be doing, what was the intent and the why. Again, like, why are we doing this? And what are we looking for? So, we really completely revamped it.

Cullen Terinan: And so make the communication with the Fed easier?

Lisa Gerrard: This really won't affect any kind of communication with Department of Labor. It is an important requirement, but when we undergo our audit, they will be looking at our policy, so hopefully they will like the changes that we've made, but they will also look at the certification. But it's a requirement, but they're kind of hands off audit. It really comes down to the partners, the New Hampshire Works partners. So, they will have a voice in it, so vocational rehabilitation, even if they're not in that location will be wanting to talk to staff from all the different partners to get input as to that local office. We'll be talking to staff to type up the real programming to get their input as well. You know, what's working, what's not working, what do you like? Can we change anything? Can we, you know, fix processes or make things leaner? Anything like that.

That's our purpose for this as well as to make sure that the One Stop Operator is providing everything that they are mandated to provide under WIOA, which we kind of know they are because there are New Hampshire Employment Security, but we go through the process, and

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last time we did find a couple things it was really minor, vinyl details on the door, and that's really kind of where, and professional development. That's where a huge push for professional development came from was our One Stop Certification three years ago. It was the theme when we talked to the ground staff. They didn't feel like they had enough. So, we really have been pushing that with our lunch and learns. We started doing WIOA Title I training. We've just put a conference. Those are the things that we implemented from that certification three years ago.

Male Speaker 1: Okay. Thank you.

James Key-Wallace: Wonderful. Do you, oh sorry.

Male Speaker 2: Not *[inaudible]* [01:13:12] now for the record. Not a question. Just a compliment. I read through this and was struck by how complete and well-structured this is. So, kudos to you and your team.

Lisa Gerrard: Thank you, sir.

James Key-Wallace: You're here. Do we need to vote on this item?

Joe Doiron: We do, Mr. Chairman.

James Key-Wallace: Great. So, I would accept the motion. I would like to make it to accept the draft policy as the new policy going forward as proposed.

Tracey Pelton: So, moved. Tracey Pelton.

James Key-Wallace: Tracey.

Mike Alberts: Second.

James Key-Wallace: Mike Alberts, second. Any discussion?

Tracey Pelton: Tracey Pelton, it sounds like this is very productive. Maybe on the years that you're not going physically out in a month to all 12 locations, you can do surveys in between to say, give us feedback, how can we improve instead of waiting every three years?

Lisa Gerrard: Lisa Gerrard, so there is a mechanism now in the new policy that on the off years the New Hampshire Works office manager, we have some questions in there, and they are to draft an annual narrative on the off years to tell us what's going well, what are they working on, where they need help. We look at their numbers. So, we did build in something to look at the other, the off years, as you said, so that if there is something that's coming up, we are

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addressing it each and every year, then we only have to actually physically go out once every three years. But we do have a new mechanism in the new policy.

Tracey Pelton: That's fantastic. Thank you.

James Key-Wallace: Great. Further discussion? All those in favor as proposed?

Group: Aye.

James Key-Wallace: Aye. All those opposed? Hearing none, chair votes aye. The motion passes. Congratulations.

Tracey Pelton: Thank you. Good job yourself, good job to *[overlapping conversation]* [01:14:55].

James Key-Wallace: A lot of work well done, well done. Great. Joe?

Joe Doiron: Thank you, Mr. Chairman. Again, for the record, Joe Doiron. And I do feel bad for Lisa and Jess who are going to be subject to my carpool karaoke yet again.

Female Speaker: Oh, that sounds funny.

Joe Doiron: We'll see if they're here in at the June meeting. So, we're going to jump to page 85, which is Item 3D, which is one of my favorite things to talk about, which is the New Hampshire Combined State Plan. So, where do we begin? And I see my colleague and friend Kris Dudley laughing at me a little bit, which is not unheard of. The, so the government is currently, at this point, shut down. I'm not sure if it has opened up. Why I mentioned that is because we don't have access to the portal. Nobody does actually. So, we're in with 50 states and the territories. In order to upload this document, we are not able to even ask for the credentials. So, because everybody is currently furloughed. But also, if the government was open, they'd likely be unable to provide us those credentials because the people that ran the portal were either let go or retired.

So, we're unclear as to when we will get the opportunity to put in to the portal the New Hampshire State Plan because it is due by March 3rd. The feds have said, however, that we can request for an extension up until April 30 if we essentially can't handle it. Putting it in the laps of the states to say if we can't make that deadline, we can always ask them to give an extension. Our intent is to still try to make the March 3rd deadline for multiple reasons. One, we have the One Stop Certification. Two, we built our work plan for the year to accommodate that. Not to say that we're not flexible, but we also want to get it done. And with this process, when we get – if and when we get approval from the board, which we'll talk about in a moment, I just wanted to kind of provide this little narrative prior. If the board approves what we put together, it's going to take about two to two and half weeks to enter it into said portal with the partners. That's obviously getting very close to that March 3rd deadline.

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Once it's in the portal, the Feds have an opportunity then to go and review everything that we put in and provide feedback. And we're unclear as to how much scrutiny we will be getting. And I mentioned that because we were receiving guidance on what to do with the state plan as late as last Monday, including a deadline to get a letter in to give me authority from the Governor of New Hampshire to input the plan. The deadline was Monday. The government was closed Monday. We got in early, got in on Thursday afternoon, so we were – we'd like to be ahead of time. So, I want to throw out all these challenges because we've had a lot of challenges up until this point, but they continue to be – there's continued to be more and more challenges, which are great character building activities, but we're working through it. So, we have, we sent out to you all the state plan. We got it from partners who works very well getting that all together. We don't have printed copies. However, we can – we do have a projector.

We have, and Lisa's volunteered to drive on if we have any specific issues or deficiencies that you've identified as a board. We did not print out copies because they are about 400 pages off, which would be an administrative burden, and I think it might have killed our printer. So, we have a draft. We have on page 86, we have an action, a staff recommendation in draft motion. This is something too I will also mention that we're going to have to do in two years. We're going to have to revisit this and do a whole new complete plan. The motion that we put forward gives staff the latitude to ensure full compliance with US Department of Labor guidance requirements and identify deficiencies. Every time we put this into the portal and submit it, it always gets kicked back. It always – nobody gets it on the first go and last time we had, I think, the easiest of all time, we worked with a consultant. They said it was amazing. We had minor deficiencies. I think they were nitpicking, but we got it done in way ahead of time, and it was done. They may pick it back more this time because they are still providing guidance, again, as late as last Monday. Not this past Monday, but the Monday prior.

So, we put this motion together to not burden the board with then having to do an emergency meeting. Any changes is based on statute and what they're requiring us to do, so it's not editorializing. It's just meeting the obligations that are set forth by statute. So, I'm sorry, I feel like I've talked a lot. At view, this is some – this is one of my least favorite things to talk about. I can't wait till after the June meeting when this is all done, and we're going to take a break from talking about it for at least a year.

Lisa Gerrard: Lisa Gerrard just for the record, just to add a couple of things about the timeline. The plan has to be approved by the entities, which are all the departments at the federal level by June 30. So, if we were to push it back and take the April deadline, not only is it going to interfere with our One Stop Certification, but we will have less time to do any of the revisions that they're going to require. So, that's why we're still sitting with that March 3rd deadline, and that will give us time, and hopefully we'll be one of the states that are in early, so that we can get our revisions back early. If other states take advantage of the extension, we might be able to kind of get in there and get our revisions so that we can move quicker. It has to be place

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under legislation. So, they can approve the plan conditionally, and they can approve it outright. So that's – I just wanted to mention that as well.

James Key-Wallace: Great. So, this is Chairman Key-Wallace. So, just to make sure we all understand what's being asked for, you all are going to hopefully get your credentials soon. You're asking for the board to approve the revisions to the state plan as presented in the materials and authorize staff to make any changes and further adjustments as indicated by the feedback you received to comply and requirements.

Joe Doiron: Correct.

James Key-Wallace: Great. So, there is a motion written in here. So, I think for the technicalities of this, for anyone that would like to make the motion, I would just request that you read the motion as written, and then we can go through a further discussion. So, if anyone would love to read the motion that's written on page 86, then we'll introduce that motion.

Tracey Pelton: Tracey Pelton. Approve the draft revisions to the New Hampshire 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.

James Key-Wallace: Thank you, Tracey. Is there a second?

Ryan Clouthier: Ryan Clouthier, I'll second.

James Key-Wallace: Great. Thank you very much. Any discussion on the motion? Wonderful. Hearing none, all those in favor?

Group: Aye.

James Key-Wallace: Aye. All those opposed? Great. Chair votes aye. Motion passes. Thank you. Godspeed.

Tracey Pelton: I did read the goals and all that. It was really well done.

Lisa Gerrard: Thank you.

Tracey Pelton: Very well written and very succinct. I loved it. It was great. It read like 10 pages, but...

Joe Doiron: And thank and for the record Joe Doiron. Thank you for that and we really appreciate the board. We did those virtual sessions, which were really productive. So, thank you for those who attended those and provided feedback. It's not only there, but also in between those

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sessions. I know, you reached out separately and a few other board members as well. And we will bring an update to the June meeting where fingers crossed everything is fine, but also too it gives us that opportunity at the June meeting that if there are more deficiencies that go beyond the scope of the motion, we can try to address it there as well. So that's also something I wanted to mention, but we're fingers crossed hoping everything goes well and easy.

James Key-Wallace: Very good. So, this is Chairman Key-Wallace, for the record, before I ask for a motion to adjourn, is there any other business that anyone would like to bring forward to the board?

Richard Lavers: Just one that I failed to mention or to note in the first vote on the prior meeting minutes that I needed to abstain since I also was not at that meeting.

James Key-Wallace: Wonderful. But the record show Commissioner Lavers' abstained from the vote to ratify the minutes from the previous meeting. Thank you, commissioner. Is there any other business that would come before the board? No. Great. So again, for the record, this is Chairman Key-Wallace, and this concludes the duly noticed meeting of the State Workforce Innovation Board. This meeting has been recorded and was conducted in the manner of compliance with RSA 91-A, as always. I would accept the motion to adjourn.

Richard Sala: Richard Sala Moved.

James Key-Wallace: Richard, thank you. Moved. Second?

Richard Lavers: Second.

James Key-Wallace: Great, second. All those in favor?

Group: Aye.

James Key-Wallace: All those opposed? Chair votes aye. Motion passes. We are adjourned. Please end the recording. And for the record, it is 02:33.

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 2a. Presentation to the Board - GO-NORTH  
 NAME OF PRESENTER: Donnalee Lozeau; Director of GO-NORTH

**Background:**

Governor Kelly Ayotte established the Governor’s Office of New Opportunities & Rural Transformational Health (GO-NORTH) to oversee New Hampshire’s Rural Health Transformation Program, which received over \$204 million for 2026 to expand access to affordable and innovative health care in rural areas of our state. The Rural Health Transformation Program, administered at the federal level by the Centers for Medicare & Medicaid Services (CMS), dedicates \$50 billion, an annual investment of \$10 billion, over a 5-year period from 2026-2030 across all 50 states.

Goals for GO-NORTH and New Hampshire’s Rural Health Transformation Program include:

- Make rural New Hampshire healthier through prevention, chronic disease management, and improved behavioral and maternal health.
- Ensure sustainable access to care by strengthening rural hospitals, health centers, EMS, and telehealth services.
- Build and retain a skilled rural health workforce through education, training, and career pathways.
- Promote financial sustainability with innovative payment model and value-based care.
- Modernize care delivery by expanding technology, interoperability, and data security.

You can find more information on the efforts of GO-NORTH at [www.gonorth.nh.gov](http://www.gonorth.nh.gov).

**Presentation/Discussion:**

The SWIB will be joined by Donnalee Lozeau, Director of GO-NORTH for a discussion on the GO-NORTH Initiative and its potential intersection with workforce development efforts across New Hampshire.

The Go North Initiative is focused on advancing economic opportunity, community vitality, and population growth in northern New Hampshire. As the state continues to address workforce shortages and demographic challenges, there are significant opportunities to align workforce development strategies with broader regional efforts to attract, retain, and support workers and their families.

This discussion will provide SWIB members with an overview of the initiative's goals, current activities, and long-term vision, while exploring opportunities for collaboration with the Office of

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Workforce Opportunity (OWO), NH Works partners, educational institutions, employers, and other stakeholders. Topics may include workforce attraction and retention, housing and community development, career pathways, talent pipeline development, and strategies to support economic growth in the North Country.

The conversation is intended to foster greater understanding of the Go North Initiative and identify areas where workforce system investments and partnerships can support shared statewide and regional objectives.

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SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 2b. Rapid Response Update

PRESENTING STAFF MEMBER: Nick Masi, Workforce Development Administrator

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### **Background:**

Since the last update on February 2, 2026, Rapid Response has had eleven (12) Rapid Response activities up through today across New Hampshire. This is a decrease over the last report, which was thirteen (13) as well as a decrease in the number of employees affected or laid off, dropping to 378. This is 31 positions less than during the previous reporting period. Although the number of businesses having layoffs fluctuates, the number of employees affected has been holding steady over the last three reporting time periods, running between 350 and 400 jobs eliminated.

### **Current:**

There were 5 in-person Rapid Response during this period, with one that was done virtually. There were several companies where Rapid Response services were offered but decline, and several that conducted layoffs without warning. The two largest layoffs were Sturm Ruger, located in Claremont, and Phoenix Precast Cement, in Concord. Sturm Ruger laid off 80 employees with no warning, and Phoenix filed bankruptcy and scheduled the layoff of 95 employees.

The other layoff that had a big impact was the closure of North Country Growers in Berlin. They had lost their line of credit and laid off 40 employees. We were able to provide Rapid Response services on site in Berlin.

The affected industries were manufacturing, retail, farming, and education. The counties where these businesses were located are Cheshire, Coos, Merrimack, Rockingham, Strafford, and Sullivan.

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 2c. Fiscal Update  
 PRESENTING STAFF MEMBER: Melissa Carter, Fiscal Administrator

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**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.

***PY25Q2 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 2nd quarter, the grant had \$6,702,135.23 (99.99%) expended with a remaining balance of \$131.77 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 2nd quarter, the grant had \$5,406,811.85 (83.89%) expended with a remaining balance of \$1,038,245.15 and an obligation rate of 98.99% 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 2nd quarter, the grant had \$746,914.98 (12%) expended with a remaining balance of \$5,477,629.02 and an obligation rate of 82.53% in the aggregate (accruals, expenditures and obligations).

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# PY23 WIOA SUMMARY -- as of December 31, 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 12/31/2025	Remaining Balance 12/31/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,074,499.00</b>	<b>\$ 2,074,499.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,074,499.00</b>	<b>\$ 0.00</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,781,362.82	\$ 1,781,362.82	\$ -	100%	\$ 1,781,362.82	\$ (0.00)	\$ (0.00)	100%	100%
Local Admin	\$ 178,136.18	\$ 178,136.18	\$ -	100%	\$ 178,136.18	\$ 0.00	\$ 0.00	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,651,712.00</b>	<b>\$ 1,651,712.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,651,712.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ 330,342.00	\$ -	\$ -	100%	100%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ 1,201,245.00	\$ -	\$ -	100%	100%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ 120,125.00	\$ -	\$ -	100%	100%
Transfer between Adult					-				
<b>ADULT</b>	<b>\$ 1,970,717.00</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	1,892,838.76	\$ 1,892,838.76	\$ -	100%	\$ 1,892,838.76	\$ -	\$ -	100%	100%
Local Admin	77,878.24	\$ 77,878.24	\$ -	100%	\$ 77,878.24	\$ -	\$ -	100%	100%
Transfer between Dislocated Worker					-				
<b>STATE 15%</b>	<b>\$ 1,005,339.00</b>	<b>\$ 1,005,207.23</b>	<b>\$ 131.77</b>	<b>100%</b>	<b>\$ 1,005,207.23</b>	<b>\$ 131.77</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
OWO 5%	\$ 335,112.00	\$ 334,980.23	\$ 131.77	100%	\$ 334,980.23	\$ 131.77	\$ -	100%	100%
Discretionary 10%	670,227.00	\$ 670,227.00	\$ -	100%	\$ 670,227.00	\$ -	\$ -	100%	100%
<b>TOTALS</b>	<b>\$ 6,702,267.00</b>	<b>\$ 6,702,135.23</b>	<b>\$ 131.77</b>	<b>100%</b>	<b>\$ 6,702,135.23</b>	<b>\$ 131.77</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>

Total Local Admin \$ 376,139.42 6.60%

0.00

0.00

# PY24 WIOA SUMMARY -- as of December 31, 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 12/31/2025	Remaining Balance 12/31/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 1,971,125.00</b>	<b>\$ 1,946,040.51</b>	<b>\$ 25,084.49</b>	<b>99%</b>	<b>\$ 1,009,958.58</b>	<b>\$ 961,166.42</b>	<b>\$ 936,081.93</b>	<b>52%</b>	<b>51%</b>
Local Program	\$ 1,687,386.00	\$ 1,687,386.00	\$ -	100%	\$ 808,290.41	\$ 879,095.59	\$ 879,095.59	48%	48%
Local Admin	\$ 168,739.00	\$ 168,739.00	\$ -	100%	\$ 111,752.66	\$ 56,986.34	\$ 56,986.34	66%	66%
OWO Program	\$ 115,000.00	\$ 89,915.51	\$ 25,084.49	78%	\$ 89,915.51	\$ 25,084.49	\$ -	100%	78%
<b>DISLOCATED WRKR</b>	<b>\$ 1,624,880.00</b>	<b>\$ 1,624,880.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,624,870.31</b>	<b>\$ 9.69</b>	<b>\$ 9.69</b>	<b>100%</b>	<b>100%</b>
Rapid Response	174,976.00	\$ 174,976.00	\$ -	100%	\$ 174,966.31	\$ 9.69	\$ 9.69	100%	100%
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									
<b>ADULT</b>	<b>\$ 1,872,316.00</b>	<b>\$ 1,872,316.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,835,159.74</b>	<b>\$ 37,156.26</b>	<b>\$ 37,156.26</b>	<b>98%</b>	<b>98%</b>
Local Program	1,702,105.00	\$ 1,702,105.00	\$ -	100%	\$ 1,702,105.00	\$ -	\$ -	100%	100%
Local Admin	170,211.00	\$ 170,211.00	\$ -	100%	\$ 133,054.74	\$ 37,156.26	\$ 37,156.26	78%	78%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 976,736.00</b>	<b>\$ 936,823.22</b>	<b>\$ 39,912.78</b>	<b>96%</b>	<b>\$ 936,823.22</b>	<b>\$ 39,912.78</b>	<b>\$ -</b>	<b>100%</b>	<b>96%</b>
OWO 5%	\$ 321,664.00	\$ 293,088.62	\$ 28,575.38	91%	\$ 293,088.62	\$ 28,575.38	\$ -	100%	91%
Discretionary 10%	655,072.00	\$ 643,734.60	\$ 11,337.40	98%	\$ 643,734.60	\$ 11,337.40	\$ -	100%	98%
<b>TOTALS</b>	<b>\$ 6,445,057.00</b>	<b>\$ 6,380,059.73</b>	<b>\$64,997.27</b>	<b>98.99%</b>	<b>\$ 5,406,811.85</b>	<b>\$ 1,038,245.15</b>	<b>\$ 973,247.88</b>	<b>85%</b>	<b>83.89%</b>

Total Local Admin \$ 362,980.40 8.12%

0.00  
(973,247.88)

# PY25 WIOA SUMMARY -- as of December 31, 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 12/31/2025	Remaining Balance 12/31/2025	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,002,333.00</b>	<b>\$ 1,887,333.00</b>	<b>\$ 115,000.00</b>	<b>94%</b>	<b>\$ -</b>	<b>\$ 2,002,333.00</b>	<b>\$ 1,887,333.00</b>	<b>0%</b>	<b>0%</b>
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	0%	\$ -	\$ 115,000.00	\$ -	#DIV/0!	0%
<b>DISLOCATED WRKR</b>	<b>\$ 1,496,536.00</b>	<b>\$ 1,139,689.79</b>	<b>\$ 356,846.21</b>	<b>76%</b>	<b>\$ 388,370.15</b>	<b>\$ 1,108,165.85</b>	<b>\$ 751,319.64</b>	<b>34%</b>	<b>26%</b>
Rapid Response	258,023.00	\$ 258,023.00	\$ -	100%	\$ 7,583.12	\$ 250,439.88	250,439.88	3%	3%
Local Program	1,114,662.00	\$ 558,787.32	\$ 555,875	50%	\$ 308,347.44	\$ 806,314.56	250,439.88	55%	28%
Local Admin	123,851.00	\$ 322,879.47	\$ (199,028)	261%	\$ 72,439.59	\$ 51,411.41	250,439.88	22%	58%
Transfer between Adult									
<b>ADULT</b>	<b>\$ 1,916,486.00</b>	<b>\$ 1,916,486.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 165,246.30</b>	<b>\$ 1,751,239.70</b>	<b>\$ 1,751,239.70</b>	<b>9%</b>	<b>9%</b>
Local Program	1,724,837.00	\$ 1,724,837.00	\$ -	100%	\$ 160,463.45	\$ 1,564,373.55	1,564,373.55	9%	9%
Local Admin	191,649.00	\$ 191,649.00	\$ -	100%	\$ 4,782.85	\$ 186,866.15	186,866.15	2%	2%
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 809,189.00</b>	<b>\$ 193,298.53</b>	<b>\$ 615,890.47</b>	<b>24%</b>	<b>\$ 193,298.53</b>	<b>\$ 615,890.47</b>	<b>\$ -</b>	<b>100%</b>	<b>24%</b>
OWO 5%	\$ 311,225.00	\$ 18,855.93	\$ 292,369.07	6%	\$ 18,855.93	\$ 292,369.07	\$ -	100%	6%
Discretionary 10%	497,964.00	\$ 174,442.60	\$ 323,521.40	35%	\$ 174,442.60	\$ 323,521.40	\$ -	100%	35%
<b>TOTALS</b>	<b>\$ 6,224,544.00</b>	<b>\$ 5,136,807.32</b>	<b>\$ 1,087,736.68</b>	<b>82.53%</b>	<b>\$ 746,914.98</b>	<b>\$ 5,477,629.02</b>	<b>\$ 4,389,892.34</b>	<b>15%</b>	<b>12.00%</b>

Total Local Admin \$ 77,222.44 13.95%

0.00

(4,389,892.34)



SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 2d. Program Performance Update PY25Q2

PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

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**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.

**PY25Q2 WIOA Program Performance Updates:**

(See Chart on Next Page)

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**PY25Q2 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 PY25Q2	Title I Dislocated Worker goal	DW PY25Q2	Title I Youth goal	Youth PY25Q2	Title II Adult Education goal	Adult Ed PY25Q2	Title III Wagner Peyser goal	WP PY25Q2	Title IV Vocational Rehabilitation goal	VR PY25Q2
Employed 2 <sup>nd</sup> Quarter After Exit (2QAE)	79.0%	85.4%	84.5%	79.6%	78.0%	91.1%	33.5%	28.34%	72.0%	73.7%	65.0%	79.0%
Employed 4 <sup>th</sup> Quarter After Exit (4QAE)	76.0%	87.4%	75.0%	85.3%	75.5%	82.9%	32.5%	28.27%	67.5%	75.9%	62.0%	76.0%
Median Earnings (2 <sup>nd</sup> Q)	\$8,750	\$10,703	\$10,250	\$12,769	\$4,800	\$7,236	\$7,000	\$9,213	\$9,250	\$11,575	\$4,600	\$8,750
Credential Attainment Rate	75.0%	60.8%	70.0%	78.6%	73.5%	80.6%	24%	28.72%	N/A	N/A	59.0%	75.0%
Measurable Skill Gains	67.50%	65.2%	63.5%	68.8%	55.5%	25.6%	31%	21.09%	N/A	N/A	60.0%	67.50%



SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 2e. Program Performance Update PY25Q3  
 PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

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**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.

**PY25Q3 WIOA Program Performance Updates:**

(See Chart on Next Page)

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**PY25Q3 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 PY25Q3	Title I Dislocated Worker goal	DW PY25Q3	Title I Youth goal	Youth PY25Q3	Title II Adult Education goal	Adult Ed PY25Q3	Title III Wagner Peyser goal	WP PY25Q3	Title IV Vocational Rehabilitation goal	VR PY25Q3
Employed 2 <sup>nd</sup> Quarter After Exit (2QAE)	79.0%	79.5%	84.5%	80.6%	78.0%	84.6%	33.5%	36.4%	72.0%	74.0%	65.0%	55.0%
Employed 4 <sup>th</sup> Quarter After Exit (4QAE)	76.0%	85.3%	75.0%	94.3%	75.5%	69.0%	32.5%	35.4%	67.5%	77.0%	62.0%	55.3%
Median Earnings (2 <sup>nd</sup> Q)	\$8,750	\$10,042	\$10,250	\$11,460	\$4,800	\$5,547	\$7,000	\$9,145	\$9,250	\$12,177	\$4,600	\$5,091
Credential Attainment Rate	75.0%	86.5%	70.0%	74.0%	73.5%	75.0%	24%	28.5%	N/A	N/A	59.0%	53.3%
Measurable Skill Gains	67.50%	60.0%	63.5%	71.2%	55.5%	52.9%	31%	26.3%	N/A	N/A	60.0%	22.0%



SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 2f. Success Stories  
 PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

Participant Success Story							
Program Year:	2025-2026			Quarter:	3		
Program enrolled in: ISY HISET							
<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 checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Evanique						
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>Evanique has been enrolled in the HiSET program for the past two years and has shown consistent dedication and growth throughout her time in the program. She has worked hard toward completing all five HiSET exams and has successfully passed each one. Although she is just a few points shy of the required scores in one area, this has not discouraged her. Instead, Evanique remains motivated and is fully prepared to retake the Reading exam to achieve a higher score and officially complete her HiSET.</p> <p>In addition to her academic progress, Evanique has maintained steady employment at Five Below. She has demonstrated responsibility and commitment by balancing both work and her educational goals, showing strong time management and perseverance.</p> <p>As Evanique approaches graduation, she has been actively exploring her next steps. She has expressed interest in continuing her education and is looking forward to enrolling in the MY TURN OSY program after graduation. Through this program, she plans to work toward obtaining her Veterinary Technician certificate, a field she is excited to pursue.</p> <p>Evanique’s determination, resilience, and forward-thinking mindset highlight her readiness for the next chapter. She continues to be a strong example of perseverance and goal-setting, and she is well on her way to achieving her career aspirations.</p>							

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Participant Success Story							
Program Year:	PY25			Quarter:	Q3		
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:	Stephen						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input checked="" type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Stephen is definitely a compelling success story. He feels as if it wasn't for WIOA that he would not be where he is at this point. Employed full-time, with overtime, a CDL-A, and loving his job, he has an employer that is grateful to have found him, but it was a long road for Stephen.</p> <p>Last year he was living in the woods behind his mother's house in a trailer without running water, electricity or heat, and only a homemade solar panel. He was living on very little UI benefits and bartering for most of his needs.</p> <p>Stephen came to Dislocated Worker with a desire to obtain his CDL and chose to enter training at 160 Driving Academy. He had previously earned his GED in prison, and obtained experience in multiple trades while incarcerated, but didn't have strong writing or reading skills, and computers were a challenge for him. To prepare for training, he read the entire DMV manual a few times, listened to hours of it and viewed other training videos while at the local office.</p> <p>Even when classes were cancelled, in the heat outside, bad weather and rain, he went to every class anyway, brought tarps and trained in 4 different trucks. Stephen experienced setbacks with training and had to take multiple parts of the exam again but was convinced and determined he would take it 100 times if he needed to. He has severe anxiety and PTSD and has a service dog but refused to use her as an excuse and did all the training without her, making it more difficult for him.</p> <p>After obtaining his CDL-A, due to his conviction, Stephen struggled with obtaining employment. Even though CDL drivers are in high demand, with his record, he received almost 50 denials. Open with employers, he applied in person most of the time, handing prospective employers his resume, references, providing explanations, and asking for a chance.</p> <p>When finally given a chance, he excelled at his new position, making a lasting impression with his new employer. His boss spoke with the Employment Counselor a few months after he started and said Steve is the best employee he has ever had! Once he took on Steve, he found out how little some of the other employees were doing and that many of them just cannot keep up with Steve. Stephen's employer provider a generous bonus and food basket for both Thanksgiving and Christmas this past year.</p>							


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Participant Success Story							
Program Year:	2026			Quarter:	3		
Program enrolled in: Nashua MFG OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Wyatt						
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>Wyatt is well known to team My Turn. Having first come up through the ISY ranks in Nashua to now carving his own path forward in the Nashua MFG program, he has been a real joy to work with. Wyatt identified a real spark early on for hands on, “busy” work and quickly identified the NH School of Mechanical Trades as the best partner to express this outlet.</p> <p>Wyatt has been successfully attending his weekly Oil Heat Technician classes and has reported back that his scores on the weekly notes’ exams are going well. He has shown a real love and affinity for the lab time and always lights up with energy and goes into detail when you ask him about a lap aspect of the class.</p> <p>Recently, due to staffing shortages at his employment, Jersey Mikes, he has been elevated into the role of a manager, which comes with an increase in pay and hours. Wyatt has shown success in managing both his class and work schedules.</p> <p>We are very excited for him as he continues to work through this course and will be here in his corner to root and support him on every step of the journey ahead.</p>							

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Participant Success Story							
Program Year:	2025-2026			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Caden						
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>Caden is the latest success story at My Turn ISY in Nashua! Caden had a hard start in his senior year and was not taking his classes seriously. Caden was getting in trouble both in and out of school. Once January came around, his teachers, admin, counselor, and his My Turn specialist, all sat Caden down and broke the news that he was not on the track to graduate. This was a huge upset to Caden, and he started to reflect on some of the decisions he was making. A week later, Caden came to My Turn and started talking about how he could pull it together so he could graduate in June. We met with his counselors and admin and enrolled Caden in PLATO classes as well as night school classes. This was a big wake call to Caden, and he completed his online PLATO classes in record time, showed up to every night school session, and is now on track to graduate in June. We are incredibly proud of Caden and will be at graduation to cheer him on. Caden's post-secondary plan is to attend Job Corp to focus on the electrical program. Caden's end goal is to work as an electrician for a few years, with hopes of opening his own business down the line.</p>			


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Participant Success Story							
Program Year:	PY25			Quarter:	Q3		
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:	Denise						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input checked="" type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap		<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos		<input type="checkbox"/> Grafton
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Denise enrolled in Dislocated Worker earlier in this program year after being laid off from an employer where she had worked for more than 20 years in various customer service roles. The layoff was especially difficult, as she had spent the majority of her career with the same company and was navigating a significant unexpected transition. By providing career services, the Employment Counselor and participant focused on resume development, identifying and highlighting transferable skills, career exploring and researching labor market information. During the career exploration, Denise shared that she had always wanted to become a paraprofessional but had never pursued the field. With lots of encouragement and staff assisted job search support, Denise found a position with Alton School district as a paraprofessional since the start of the school year. She recently stopped into the Local Office to share how much she loves her new role and express her appreciation for the encouragement and support she received throughout her time in the program.</p>							

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Participant Success Story							
Program Year:	2026			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input checked="" type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Gabe						
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"/> Rockingham	<input type="checkbox"/> Strafford		<input type="checkbox"/> Sullivan	
Success Story:							
		<p>When Gabe joined JAG NH, he already knew his gentle, caring nature made him a natural fit for the healthcare field. Inspired by growing up alongside a sibling with special needs, he was motivated to pursue training as a Licensed Nursing Assistant. However, he initially faced challenges with organization, communication skills, and had no prior work experience.</p> <p>Through his participation in JAG NH and the successful completion of his LNA training with LNA Health Careers in October, Gabe made remarkable progress. He developed essential workplace readiness skills, including effective communication, problem-solving, and the ability to respond appropriately in complex care situations.</p> <p>After earning his high school credential, obtaining his LNA license, and gaining confidence in his abilities, Gabe was ready to take the next step. He recently shared the exciting news that he has secured his first job at a local nursing home. With his strong skill set and warm, compassionate presence, Gabe is sure to be a valuable asset to both residents and his new team.</p>					

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Participant Success Story							
Program Year:	2025-2026			Quarter:	3		
Program enrolled in: Rochester OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Karli						
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>Karli demonstrated incredible determination and perseverance throughout Q3 as she worked tirelessly toward completing her HiSET testing. She remained focused and motivated, consistently putting in the effort needed to succeed. Not only did Karli complete test after test, but she also achieved high scores across each testing category, which led her to officially completing her HiSET! Her hard work, dedication, and commitment to her goals have been truly impressive, and she should be very proud of all she accomplished this quarter.</p>							

Participant Success Story							
Program Year:	PY25			Quarter:	Q3		
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:	Lauretta						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input checked="" type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Laurette was laid off from her job as a logistics manager in the manufacturing industry and decided to use this transition period to pursue a career change into accounting/bookkeeping. To support this goal, the Employment Counselor and participant worked on highlighting her transferable skills and she enrolled in and completed the Business Applications Certificate program through Hyslop &amp; Associates. As of now, she is currently gaining hands-on experience by working as a tax preparer with H&amp;R Block during tax season, with potential for it to turn into a full-time year-round position. She, however, is also expanding her professional network and has begun receiving referrals for bookkeeping services for small businesses in the local area.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Grace						
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>Grace came to Nashua OSY MY TURN during a difficult time in her life, but she stayed focused on making positive changes for herself and her future. While dealing with some legal challenges, Grace continued showing up for herself and working toward her goals.</p> <p>Since joining the program, Grace has been taking important steps forward. She has been attending therapy every week and has stayed committed to her personal growth and mental health. Through everything, she has continued trying to better herself and stay on the right path.</p> <p>One of Grace’s biggest accomplishments so far has been enrolling at Nashua Community College (NCC) for Paralegal Studies, with classes starting on the 26th. She’s excited for this new opportunity and motivated to build a stable future for herself through education and hard work.</p> <p>Grace has shown a lot of strength and determination over the past few months. We’re proud of the progress she’s made and excited to continue supporting her as she moves forward toward her goals.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input checked="" type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker			<input type="checkbox"/> Youth:		
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Timothy						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input checked="" type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input checked="" type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Timothy is a 54-year-old single male who was enrolled into CAPHR’s WIOA Adult program in May 2025 based on Priority Of Service: low income and receiving public assistance. At time of enrollment, he was receiving SNAP &amp; SSI payments. Timothy had not worked since October 2023 due to health issues. His last job was an Uber Driver. He also had to travel to NY once a week for ongoing medical appointments. Barriers include disability and long-term unemployed. Timothy indicated an interest in CDL-A training and was informed he would need a doctor’s approval clearing him for employment and to pass the DOT physical. Timothy provided a Dr’s note clearing him for FT employment as a CDL-A driver with restrictions, needing to be touchless freight only, and passed his DOT physical. Due to Timothy’s medical condition, he is very limited to what he can do for employment. Timothy contacted a local CDL school regarding his interest in becoming a CDL-A driver. He informed them of his need to go to NY every Thursday and the school was able to work around his schedule while still providing the same amount of training. Timothy’s training voucher was approved and he successfully completed the training in July 2025. He was unable to practice and take the CDL-A driving test right away due to health reasons, but that did not stop him. Timothy took the CDL-A driving test in August 2025 and he passed the first two parts, but failed the basic control test by an inch and needed to re-test. Timothy failed two more times and was in and out of the hospital for the next few months, but again, that didn’t stop him. He finally passed the CDL-A exam in December 2025 and started a job the following month, January 2026, as a CDL-A Truck Driver, long haul, with touchless freight. He makes about \$1,000 per week, depending on miles, and has health insurance through his employer. He is no longer receiving SSI and SNAP. Timothy is doing much better health wise and recently got a raise in April, averaging about \$1,200 per week. He was beyond grateful for the CAPHR Career Navigator’s help along the way and grateful for this opportunity.</p>							

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Participant Success Story							
Program Year:	2025-2026			Quarter:	3		
Program enrolled in: WIOA							
<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 checked="" type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Janessa						
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>Janessa successfully obtained her HiSET in a few short months with the Manchester MyTurn HiSET ISY program in 2025. Janessa overcame many obstacles in pursuit of her education, but flourished in the HiSET program – graduating at just 16 years old. After obtaining her HiSET, Janessa enrolled in the Manchester MyTurn OSY program. Janessa is currently enrolled in LNA classes with LNA Health Careers and reports that she is doing well. She will be completing her theory classes shortly and beginning her practices.</p>							

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Participant Success Story							
Program Year:	PY25			Quarter:	QT3		
Program enrolled in: Statewide OSY							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input checked="" type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input checked="" type="checkbox"/> OSY		
Participant First Name:	Lydia						
Age:	<input type="checkbox"/> 14-18	<input checked="" type="checkbox"/> 19-24	<input type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input checked="" type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Lydia entered the Statewide program while recovering from surgery, after her sister informed her about the program.</p> <p>As we began the career exploration portion of the program, Lydia informed Staff that she was interested in working with animals, specifically horses. Staff worked with Lydia on exploring veterinary programs of which Lydia could accomplish as she continued to recover from her surgery.</p> <p>Staff and Lydia worked to find a program that would provide her with the foundation skills of the veterinarian field. Staff presented an online self-paced veterinarian assistant program. Although the online program was not exactly what Lydia wanted, Staff discussed the benefits of engaging in this program format and how completing the program would provide her with the foundational skills and knowledge of the career field, and provide the time and opportunity to get back to working in the field.</p> <p>Included in the online program is an externship, which requires the participant to apply their knowledge and learning into the field. Staff encouraged and assisted Lydia in reaching out to veterinarian clinics/hospitals to ask if they would be at all interested in hosting her as an intern to complete the program.</p> <p>Along with progressing through her program, Staff worked with Lydia on her employability skills. Having worked in the animal industry prior, Staff assisted Lydia in creating a strong resume, cover letter, and applying for jobs within the animal care industry.</p> <p>Lydia continues to demonstrate drive and determination as she progresses swiftly through her online veterinarian technician program. Lydia attends every meeting with a smile, an open mind, and ready to work. She demonstrates a willingness to learn and grow. During our meetings, we focus on building up her employability skills, skills for independence and self-sufficiency, financial literacy, and much more.</p>							

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With the assistance of the MY TURN Staff, Lydia has entered into a post-secondary training program and will hopefully participate in a work-based learning opportunity as she nears the end of the academic portion of the veterinarian technician program.

Participant Success Story							
Program Year:	PY25			Quarter:	Q3		
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:	Erica						
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>After leaving a career working with farming/agriculture, this participant made the courageous decision to explore a new professional path through the WIOA Dislocated Worker Program. While the transition brought understandable apprehension, she demonstrated resilience and openness to growth by enrolling in project management training with Visible Edge to build transferable skills for a new industry.</p> <p>Stepping away from a familiar field required bravery, especially amid uncertainty about entering a new work environment. Through consistent engagement, goal setting, and now, skill development, she has shown a strong commitment to her training and increased confidence in her ability to succeed in a new role. Her willingness to confront discomfort and invest in herself aligns with the purpose of the WIOA DW program: supporting individuals as they rebuild and reimagine their careers after employment separation. Erica is currently employed part time with a temporary position while continuing training at a steady pace staying on track with an anticipated completion date of 6/26/26.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input checked="" type="checkbox"/> Youth:			
				<input 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:	Angelleah						
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 checked="" type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>Before being introduced to JAG NH, I didn't have a clear plan for how I was going to pay for school or what direction I wanted to take. I felt uncertain about my future and wasn't sure how to move forward. Through JAG NH, my Career Specialist helped me explore career paths that matched my interests and strengths. With that support, I learned about the Licensed Nursing Assistant (LNA) program being offered at Lakes Region Community College, I took it and successfully completed it! Since completing the program, I have received my LNA license and am employed at a family care center. Looking back, without JAG NH, I likely would have taken on debt without a clear goal in mind. Instead, I was able to complete my training and move forward with confidence, direction, and a clear sense of purpose with a good paying job with benefits. Thank you.</p>							

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Participant Success Story							
Program Year:	2025			Quarter:	3		
Program enrolled in:							
<input checked="" type="checkbox"/> Adult		<input type="checkbox"/> Dislocated Worker		<input type="checkbox"/> Youth:			
				<input type="checkbox"/> NH JAG	<input type="checkbox"/> My Turn	<input type="checkbox"/> AYC	
				<input type="checkbox"/> ISY	<input type="checkbox"/> OSY		
Participant First Name:	Briana						
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>Briana was a 23-year-old single female who entered CAPHR’s WIOA Adult program in August of 2025 under Low-Income Priority Of Service. She is bi-lingual in Vietnamese and was residing with her parents in a home in Nashua and did not have a driver’s license. She was a referral from NCC and WorkReadyNH. She was unemployed for 5 weeks out of the 26-week period at the time of enrollment. She had poor work history where she was an unpaid intern for 4 months, then employed as the Cable Assembler, but she was recently laid off from that position due to lack of skills/speed. She is a woman seeking training to move into a nontraditional field of employment, manufacturing. For education, Briana graduated high school and earned a Bachelor’s Degree in Graphic Design. Briana’s goal was to enter the manufacturing industry sector in the area of electronic assembly and work her way up to a Graphic Designer role.</p> <p>Given her current situation and the cost of the program, Briana was unable to pursue this goal without CAPHR’s assistance. With funds provided by CAPHR’s WIOA Adult program, Briana had the financial means to pursue her career goals. She entered Nashua Community College’s 10-week Microelectronic Bootcamp in October 2025 where WIOA Adult paid for \$5,500 in tuition.</p> <p>Briana excelled in her training, getting positive remarks on her time sheets. She completed her training from NCC in January 2026 and earned a Certificate of Completion.</p> <p>She started working at Analog Devices in January 2026 as an Assembly Manufacturing Operator. She is currently working full-time at \$23 per hour, with a benefits package. She is currently working on getting her Driver’s License and looking for a place to live on her own.</p>							

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Participant Success Story							
Program Year:	PY25			Quarter:	Q3		
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:	Naresh						
Age:	<input type="checkbox"/> 14-18	<input type="checkbox"/> 19-24	<input checked="" type="checkbox"/> 25-45	<input type="checkbox"/> 46-55	<input type="checkbox"/> 56-65	<input type="checkbox"/> 66-75	<input type="checkbox"/> 75+
County:	<input type="checkbox"/> Belknap	<input type="checkbox"/> Carroll	<input type="checkbox"/> Cheshire	<input type="checkbox"/> Coos	<input type="checkbox"/> Grafton		
	<input type="checkbox"/> Hillsborough	<input type="checkbox"/> Merrimack	<input checked="" type="checkbox"/> Rockingham	<input type="checkbox"/> Strafford	<input type="checkbox"/> Sullivan		
Success Story:							
<p>After entering the Dislocated Worker Program through NHES, Naresh enrolled in the Visible Edge AI in the Workplace program and completed it early. From the very beginning, it was pedal to the metal, fully engaged, intellectually curious, and intentional about applying what he was learning in real time. He consistently approached leadership as a student first, which is what makes him such an effective change agent, where investment translated into a major leadership role.</p> <p>Naresh has accepted a full-time position as Senior IT Program Manager with Beth Israel Lahey Health (BILH), with total compensation of \$145K base plus full FTE benefits. He will lead and own the system and technology migration as Dana-Farber Cancer Institute transitions from Mass General Brigham into the BILH system over the next two years. BILH Corporate IT supports 14 hospitals across Massachusetts and New Hampshire in this merger. This is a high-visibility, high-complexity enterprise migration, the kind of initiative that requires strategic clarity, operational discipline, stakeholder management, and technical depth. He is stepping directly into that responsibility.</p> <p>His story demonstrates measurable impact, not just program completion, but executive level placement in a critical role. From dislocated worker, to leading a multi-system hospital migration across major healthcare networks, that is economic mobility.</p> <p>Naresh is always responsive and continues to engage and communicate for quarterly follow-ups.</p>							

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 2g. NH Works Conference 2026  
 PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

**Background:**

On November 8<sup>th</sup>, 2024, the first NHWorks Conference since 2018 took place. Staff from 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 for the last two years has 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.

In 2025, the conference was well attended with 180 attendees representing all the different NHWorks partners from across the State of New Hampshire.

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

**Details:**

Friday, October 23<sup>rd</sup>

8:00am-4:00pm

NHTI-Concord’s Community College

31 College Drive, Concord NH 03301

**Request for Volunteers:**

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

The Award Selection Committee is tasked with reviewing nominations for the three awards that will be presented at the 2026 NHWorks Conference. The Committee will receive the nomination materials including score sheets in September, with the goal of meeting in early October to deliberate and make decisions.

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

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 3a. NH Works Conference Funding  
 PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

**Background:**

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

On November 8<sup>th</sup>, 2024, the first NHWorks Conference since 2018 took place. Staff from 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 has previously authorized funds to be utilized for food and ancillary costs for the conference. Educational sessions were led by volunteer presenters who donated their time and expertise at no cost.

Currently, there is an NHWorks Conference planning committee that has been meeting since March. The committee is developing the agenda and coordinating the 2026 NHWorks Conference.

The funds requested are to help with costs including food, materials and other expenses that may come up. We have identified a source of funding for the food, but this request is a contingency plan. Last year’s food bill came to approximately \$3,500.00 for breakfast and lunch for 180 attendees not counting staff and presenters. This will be the third NHWorks conference since bringing the conference back. Please note that the venue, NHTI-Concord’s Community College, is generously provided at no cost.

**Details:**

Friday, October 23<sup>rd</sup>

8:00am-4:00pm

NHTI-Concord’s Community College

31 College Drive, Concord NH 03301

**OWO Staff Recommendation:**

Staff recommend authorizing the use of Board funds for the 2026 NHWorks Conference.

**Requested Action:**

Take a vote to authorize staff from the Office of Workforce Opportunity to utilize Board funds to plan and execute the 2026 NHWorks conference.

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**Draft Motion:**

To authorize staff from the Office of Workforce Opportunity to utilize Board funds not to exceed \$5,000.00 to plan and execute the 2026 NHWorks conference.

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SWIB MEETING DATE: 6/9/2025  
 AGENDA ITEM: 3b. Adult Education & Family Literacy Act Competitive Grants Review  
 PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

**Background:**

The Adult Education & Family Literacy Act (AEFLA), under Title II of the Workforce Innovation and Opportunity Act of 2014 (WIOA), is required to award multiyear grants or contracts to eligible providers on a competitive basis. The Request for Applications was released on April 15, 2026. Proposals were due on May 29, 2026, and will be evaluated by a team of reviewers beginning June 1, 2026. Reviewers include staff members from the WIOA core partner agencies, including Vocational Rehabilitation, the New Hampshire Department of Business and Economic Affairs, and the Community College System of New Hampshire. This is following past practice, most recently in 2023.

For the Program Year 2026-2027, the New Hampshire Department of Education has received a grant estimated award amount of \$1,590,408, of which no less than 82.5% of the grant funds shall be used to award grants and contracts to programs providing adult education and literacy services.

New Hampshire’s Adult Education funding formula distributes funds to eligible providers in each of the 12 regions outlined by the New Hampshire Department of Employment Security based on the outcome of a multiyear grant competition as required by WIOA (Sec. 231(a)). Providers must demonstrate past effectiveness of improving the skills of eligible individuals who have low levels of attainment in the context domains of reading, writing, mathematics and English language acquisition, and other relevant subject areas. During the three-year award cycle from 2023-2026, New Hampshire funded 19 Adult Education and Literacy programs, 17 Adult Diploma Programs, and three Integrated English Literacy and Civics Education programs. After subrecipients are finalized for the 2026-2029 award period, the Office of Adult Education will provide an update to the State Workforce Innovation Board (SWIB).

Grant recipients must meet the AEFLA definition of an eligible provider. Any applicants who are not Local Education Agencies will enter into grant agreements that must be approved by the New Hampshire Executive Council at the first available Governor and Council (G&C) meeting after the grant competition, with an estimated G&C date in August 2026.

In accordance with WIOA §107(d)(11), the SWIB is required to take part in the review of the applications to determine whether the applications are consistent with the WIOA Combined State Plan and make recommendations to promote alignment with such plan. As in past practice, back in 2023 having OWO staff participate in the Adult Education procurement process satisfies the federal requirements.

The Office of Workforce Opportunity (OWO) staff supports the efforts of the Office of Adult Education and finds that their efforts, although separate, are consistent with the State Plan.

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The SWIB does not have authority to select the applicants, but the SWIB, via review by OWO staff, are required to ensure that the proposals align with the WIOA Combined State Plan. This board item is essentially a check placed on the process and staff certifies that the process was followed. The awards must follow all contingencies and processes set forth by the State of New Hampshire and WIOA rules and regulations.

**OWO Reviewers:**

Joseph Doiron, Nick Masi, and Melissa Salmon on behalf of the SWIB.

**Requested Action:**

A motion to support the efforts of the Bureau of Adult Education in awarding their contracts for services. This motion will help ensure compliance with federal regulations.

**Staff Recommendation:**

Staff Recommends a motion from the SWIB as the Bureau of Adult Education has met the federal requirements and is complying with all state procurement requirements. The SWIB will be briefed at a future meeting regarding the final selection and contract awards.

**Draft Motion:**

To allow and approve the use of OWO staff to review application on behalf of the SWIB as submitted to the Office of Adult Education.

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 3c. One Stop Operator Certification  
 PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

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**Background:**

WIOA envisions a 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, evaluated each site for compliance with one-stop center service requirements.

**One Stop Certification Results**

**Noted Practices:**

Throughout the certification process, OWO heard how each NH Works office is integrated into their communities through noted practices. Since no two communities are alike, each office targets their engagement based on the specific needs of the job seekers and businesses in the area. We would like to highlight a few practices that we found to be especially unique. This is not an exhaustive list.

**Berlin:** The staff at this office has also forged a relationship with the Federal Prison located in Berlin. The staff work with inmates by providing resume writing workshops designed to help the individual address their incarceration period.

**Claremont:** The Claremont office houses staff from the Department of Health and Human Service Division of Family Assistance. This co-location of staff is incredibly important for the individuals as well as the staff who often serves the same client. Having both the NH TANF Employment Program and the SNAP Employment and Training Program housed within the NH Works Office brings the workforce programs of two separate state agencies under one roof.

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**Conway:** The Conway office is partnering with the Peer Support Center in town to provide a convenient location for individuals to receive employment assistance services. Staff from NHES will be providing individuals who are applying for town assistance with resume writing/preparation, job searching skills, and interviewing techniques, etc. Although this is still early in the process, it is another way of trying to get services to those most in need.

**Laconia:** The Laconia office shared their practice of researching employers who have signed up for NHES job fairs. This way they can have in-depth conversations with the employers about their company and their needs. This also gives staff at the Laconia office a better understanding of the individuals the company is looking for so that direct referrals of customers can occur.

**Littleton:** The Littleton office only has a business service representative (BSR) half time but the engagement with the business community is not lacking. In fact, the BSR, with the approval of NHES, has been able to keep the connection with businesses strong by initiating a postcard campaign. On one side of the postcard is beautiful picture of NH. On the other side is a place for the BSR to send a handwritten note to a business. This way, the postcard can be displayed by the business and when needed, the business will have the contact information for the BSR.

**Manchester:** The Manchester office sends staff to the local homeless shelter to help individuals who may need more assistance than the average customer. Individuals who are experiencing homelessness don't often have the documentation required by state or federal programs. The staff help identify the documents needed and how to request them. Additionally, this winter, a tenement building adjacent to the office caught fire displacing the residents during one of the frigid cold spells. There were multiple individuals including children standing in the bitter cold. The first responders asked the staff if they would be able to open the office to allow the residents to get warm and have a safe place while the fire was put out. They opened the doors and provided warmth and comfort to their neighbors during this time.

**Portsmouth & Nashua:** Both offices look for ways to braid funds to get the most out of the available funding for their clients. The use of the NH Works Referral form is vital as this allows them to get high-cost training covered by utilizing multiple funding sources.

**Observations:**

As part of the certification process, interviews were conducted with staff across all centers. A consistent and notable theme was the high level of commitment and professionalism demonstrated by frontline staff.

Employees expressed a strong dedication to serving job seekers and employers, as well as a clear investment in the success of their local communities. Staff conveyed a genuine passion for workforce development and an understanding of the critical role the one-stop system plays in supporting economic opportunity. This was reflected in their willingness to assume additional

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responsibilities to maintain service delivery in the face of staffing challenges, as well as their focus on meeting customer needs to the greatest extent possible.

This level of engagement represents a key strength of the system. The commitment of staff provides a solid foundation for addressing the operational and structural challenges identified through certification and supports continued progress toward full alignment with WIOA’s vision for a high-quality, integrated workforce system.

**Continuous Improvement:**

Although it is the OWO’s recommendation that the 12 NH Works office be certified, the One-Stop Operator Certification process identified several areas where system performance can be strengthened to meet WIOA certification criteria related to effectiveness, integration of services, and physical and programmatic accessibility.

**Effectiveness of Operations and Staffing Capacity**

In evaluating operational effectiveness, all centers reported significant staff vacancies. Current staff are maintaining service delivery by assuming additional responsibilities; however, this approach limits capacity to consistently deliver the full range of WIOA-required services, including individualized career services, business engagement, and follow-up activities. Sustained staffing shortages may affect the system’s ability to meet performance expectations and deliver services at the level of quality and timeliness envisioned under WIOA. Addressing staffing capacity is essential to improving overall operational effectiveness and maintaining compliance with certification standards.

**Integration of Services and Partner Engagement**

Certification criteria emphasize a fully integrated, partner-driven service delivery model. Throughout the certification, observations indicate that most centers operate primarily with New Hampshire Employment Security (NHES) staff, with limited routine on-site participation from required partners. This limits opportunities for co-enrollment, coordinated case management, and integrated service delivery—key components of WIOA’s one-stop framework.

Increasing partner presence, whether through consistent on-site staffing, scheduled rotations, or structured virtual access, will be critical to strengthening alignment with WIOA’s integration requirements and improving service coordination for customers.

**Physical and Programmatic Accessibility**

Consistent with certification standards related to accessibility, it is noted that conditions at multiple locations exist that may impede access to the facility or negatively impact a customers experience. These include deteriorating sidewalks that present potential barriers to individuals with disabilities, as well as outdated or insufficient exterior signage that reduces visibility and ease of access for customers. Addressing these issues in the near future is necessary to ensure compliance with accessibility expectations and to support an inclusive, customer-centered environment.

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**Continuous Improvement and System Alignment**

These observations underscore the need for targeted system improvements aligned with WIOA certification criteria. Priorities include stabilizing staffing levels to enhance service delivery effectiveness, strengthening partner engagement to support full system integration, and investing in facility improvements to ensure accessibility. Advancing these efforts will better position the system to meet physical and programmatic accessibility and achieve WIOA’s vision of a coordinated, high-quality workforce delivery system.

**Requested Action:**

Based on the results of the One-Stop Operator Certification process, it is recommended that the State Workforce Innovation Board (SWIB) approve the certification of all twelve NH Works offices as meeting WIOA requirements. Please see the One Stop Certification coversheets attached to this memo.

In addition, it is recommended that the SWIB task the One-Stop Consortium with reviewing the Infrastructure Memorandum of Understanding (MOU) to identify opportunities to better support consistent on-site or regularly scheduled partner presence within NH Works offices. This review should specifically consider cost-sharing and infrastructure funding approaches that make participation financially feasible for WIOA core partners and support a more fully integrated service delivery model, consistent with WIOA’s intent.

**Staff Recommendation:**

Staff recommend that the State Workforce Innovation Board approve the certification of the NH Works Centers evaluated by the Office of Workforce Opportunity. Further, staff recommend that the One-Stop Consortium be directed to review the Infrastructure MOU in order to identify opportunities to better support consistent on-site or regularly scheduled partner presence within NH Works offices.

**Draft Motion(s):**

1. Move that the State Workforce Innovation Board approves the certification of all twelve NH Works offices as meeting the requirements of the Workforce Innovation and Opportunity Act (WIOA) based on the results of the One-Stop Operator Certification process.
2. Move that the State Workforce Innovation Board direct the One-Stop Consortium to review the Infrastructure Memorandum of Understanding (MOU) and identify opportunities to strengthen consistent on-site or regularly scheduled partner presence within NH Works offices.

[RETURN TO AGENDA](#)

**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION PACKET**

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**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION APPLICATION**


Under the Workforce Innovation and Opportunity Act (WIOA) New Hampshire's State Workforce Innovation Board (SWIB) is required to establish criteria and procedures 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 to comply with WIOA and receive one-stop infrastructure funds. In New Hampshire, the SWIB will certify two types of sites, comprehensive sites and affiliates sites. This certification criterion applies to both types of sites.

Site Being Certified: **Berlin**  
Contact Person/Title: **Diana Berthiaume, Manager**  
Address: **151 Pleasant St Berlin NH 03570**  
Telephone: **603-752-5500**  
E-Mail: **[Diana.S.Berthiaume@nhes.nh.gov](mailto:Diana.S.Berthiaume@nhes.nh.gov)**  
Hours of Operation: **8:00am-4:30pm Monday-Friday**  
One Stop Certification Review Completion Date: **3/18/2026**  
Certification Period: **July 1, 2026 to June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

**If Provisional Status specify date that final review must occur by (within 6 months):**

I certify to the best of my knowledge and belief that the One-Stop Center named above has met the Certification criteria in this One-Stop Certification Review. I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26  
Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/23/26

**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION PACKET**

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**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION APPLICATION**



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Site Being Certified: **Claremont**  
Contact Person/Title: **Rose Brooke, Manager**  
Address: **404 Washington Street, Claremont, NH 03743**  
Telephone: **(603) 543-2114**  
E-Mail: **[Rose.M.Brooke@nhes.nh.gov](mailto:Rose.M.Brooke@nhes.nh.gov)**  
Hours of Operation: **8:00 am to 4:30 pm, Monday through Friday**  
One Stop Certification Review Completion Date: **3/19/2026**  
Certification Period: **July 1, 2026 through June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26  
Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/23/26

**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION PACKET**

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**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION APPLICATION**



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Site Being Certified: **Concord**  
Contact Person/Title: **Jorge Archundia, Office Manager**  
Address: **45 South Fruit Street Concord, NH 03301-2410**  
Telephone: **603-228-4100**  
E-Mail: **[Jorge.f.archundia@nhes.nh.gov](mailto:Jorge.f.archundia@nhes.nh.gov)**  
Hours of Operation: **8:00 am to 4:30 pm, Monday through Friday**  
One Stop Certification Review Completion Date: **3/4/2026**  
Certification Period: **7/1/2026-6/30/2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26  
Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

## STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION APPLICATION

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Site Being Certified: Conway  
Contact Person/Title: Scott Koblich, LO Manager  
Address: 518 White Mountain Highway, Conway, NH 03818  
Telephone: 603-447-1422  
E-Mail: [scott.i.koblich@nhes.nh.gov](mailto:scott.i.koblich@nhes.nh.gov)  
Hours of Operation: 8:00am – 4:30pm, Monday through Friday  
One Stop Certification Review Completion Date: 3/18/2026  
Certification Period: July 1, 2026 through June 30, 2029  
OWO Certification Review Team Members: Joseph Doiron and Lisa Gerrard

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ 4/22/26  
Date:

Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ 4/22/26  
Date:

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Keene**  
Contact Person/Title: **Robert Campbell / Manager**  
Address: **149 Emerald Street Suite Y Keene, NH 03431**  
Telephone: **(603)358-5808**  
E-Mail: **[Robert.G.Campbell2@nhes.nh.gov](mailto:Robert.G.Campbell2@nhes.nh.gov)**  
Hours of Operation: **Monday – Friday 8:00am – 4:30pm**  
One Stop Certification Review Completion Date: **4/9/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron

Signature of OWO Review Team Member



4/22/26  
Date:

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member



4/22/26  
Date:

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Laconia**  
Contact Person/Title: **Michael Gianunzio, Manager**  
Address: **426 Union Ave**  
Telephone: **(603) 528-9322**  
E-Mail: **[Michael.r.gianunzio@nhes.nh.gov](mailto:Michael.r.gianunzio@nhes.nh.gov)**  
Hours of Operation: **8:00 am – 4:30 pm, Monday - Friday**  
One Stop Certification Review Completion Date: **3/11/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26  
Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ Date: 4/22/26

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Littleton**  
Contact Person/Title: **Martijn Mosselman / Manager**  
Address: **646 Union Street, suite 100, Littleton NH**  
Telephone: **(603) 444 3605**  
E-Mail: **[martijn.a.mosselman@nhes.nh.gov](mailto:martijn.a.mosselman@nhes.nh.gov)**  
Hours of Operation: **Mon-Fri 8:00 AM – 4:30 PM**  
One Stop Certification Review Completion Date: **3/19/2026**  
Certification Period: **July 1, 2026 through June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron

Signature of OWO Review Team Member



4/22/26  
Date:

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member



4/22/26  
Date:

**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION PACKET**

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**STATE OF NEW HAMPSHIRE  
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Site Being Certified: **Manchester**  
Contact Person/Title: **Kevin A. Meyers, Manager**  
Address: **300 Hanover St Manchester, NH 03104**  
Telephone: **603-656-6505**  
E-Mail: **[Kevin.a.myers@nhes.nh.gov](mailto:Kevin.a.myers@nhes.nh.gov)**  
Hours of Operation: **8:00 am to 4:30 pm Monday through Friday**  
One Stop Certification Review Completion Date: **3/5/2026**  
Certification Period: **July 1, 2026 to July 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron

Signature of OWO Review Team Member

  
Date: 4/22/26

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member

  
Date: 4/22/26

**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION PACKET**

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**STATE OF NEW HAMPSHIRE  
ONE-STOP CERTIFICATION APPLICATION**


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Site Being Certified: **Nashua**  
Contact Person/Title: **Karen Desrosiers-Hogan**  
Address: **6 Townsend West, Nashua, NH 03063**  
Telephone: **603 880-5218**  
E-Mail: **[Karen.M.Desrosiers-Hogan@nhes.nh.gov](mailto:Karen.M.Desrosiers-Hogan@nhes.nh.gov)**  
Hours of Operation: **8:00 am to 4:30 pm, Monday through Friday**  
One Stop Certification Review Completion Date: **3/26/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron  
Signature of OWO Review Team Member  \_\_\_\_\_ 4/22/26  
Date: \_\_\_\_\_

Printed Name of OWO Review Team Member: Lisa Gerrard  
Signature of OWO Review Team Member  \_\_\_\_\_ 4/22/26  
Date: \_\_\_\_\_

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Portsmouth**  
Contact Person/Title: **Cindy Noble-Hanson, Manager**  
Address: **[Click or tap here to enter text.](#)**  
Telephone: **(603) 559-9120**  
E-Mail: **[cindy.j.noble-hanson@nhes.nh.gov](mailto:cindy.j.noble-hanson@nhes.nh.gov)**  
Hours of Operation: **Monday through Friday; 8 am to 4:30 pm**  
One Stop Certification Review Completion Date: **3/25/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron

Signature of OWO Review Team Member

  
Date: 4/22/26

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member

  
Date: 7/22/26

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Salem**  
Contact Person/Title: **Melanie Axelson, Local Office Manager**  
Address: **29 South Broadway, Salem NH 03079**  
Telephone: **603-870-5623**  
E-Mail: [Melanie.J.Axelson@nhes.nh.gov](mailto:Melanie.J.Axelson@nhes.nh.gov)  
Hours of Operation: **8-4:30**  
One Stop Certification Review Completion Date: **3/26/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Signature of OWO Review Team Member



4/22/26  
Date:

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member



4/22/26  
Date:

# STATE OF NEW HAMPSHIRE ONE-STOP CERTIFICATION PACKET

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Site Being Certified: **Somersworth**  
Contact Person/Title: **Catherine Gordon/ Manager**  
Address: **6 Marsh Brook Drive Somersworth, NH 03878**  
Telephone: **603-740-1024**  
E-Mail: **[Catherine.v.gordon@nhes.nh.gov](mailto:Catherine.v.gordon@nhes.nh.gov)**  
Hours of Operation: **8:00 am to 4:30 pm Monday - Friday**  
One Stop Certification Review Completion Date: **3/25/2026**  
Certification Period: **July 1, 2026 – June 30, 2029**  
OWO Certification Review Team Members: **Joseph Doiron and Lisa Gerrard**

**Recommendation:**                       **Certified**                       **Not Certified**                       **Provisional**

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Printed Name of OWO Review Team Member: Joseph Doiron

Signature of OWO Review Team Member



4/22/26  
Date:

Printed Name of OWO Review Team Member: Lisa Gerrard

Signature of OWO Review Team Member



4/22/26  
Date:



SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 3d. Workforce Pell  
 PRESENTING STAFF MEMBER: Joe Doiron, Director, Office of Workforce Opportunity

**Background:**

Launch & Scope

Under H.R. 1, signed into law on July 4, 2025, federal Pell Grants will be expanded to include approved short-term workforce programs that meet established federal requirements. These programs must fall within defined hour and week ranges, lead to a recognized credential, and clearly connect to a career pathway.

This marks a significant shift in federal financial aid policy, as Pell has traditionally been limited to degrees and longer-term certificate programs. The expansion recognizes the value of short-term training in preparing individuals for high-demand jobs while also supporting continued education through academic programming. Eligible institutions will need to carefully review program structures and adjust as needed to ensure eligibility.

Although the final federal launch timeline is still subject to rulemaking, Workforce Pell is currently expected to begin on July 1, 2026. Federal negotiated rulemaking sessions were held in December 2025 and January 2026 and the consensus language from those are beginning to provide further clarity. As of May 2026, final guidance has not been provided by the U.S. Department of Education (USDOE).

Student Aid

While Workforce Pell is a new category of eligibility, standard Pell Grant rules still apply. Students must complete the Free Application for Federal Student Aid (FAFSA), meet Satisfactory Academic Progress (SAP) requirements, and enroll in an approved program. Students may not receive Pell funding for both a Workforce Pell program and a traditional Pell-eligible program during the same enrollment period (Summer, Fall, Spring), ensuring appropriate use of federal aid. Eligible institutions must have intake and verification processes in place to prevent overlapping awards, and they must communicate clearly with students about which type of Pell Grant they are receiving.

The maximum Pell Grant for 2025-2026 is \$7,395 but Workforce Pell recipients will not receive the full amount as the programs are of a shorter nature. Most short-term programs will result in partial awards, reducing the total Pell Grant available for future degree-seeking enrollment.

Three-Level Eligibility

Approval of Workforce Pell programs occurs through three levels of oversight. The State Workforce Innovation Board (SWIB), on behalf of and in consultation with the Governor, confirms alignment with labor market demand and recognized credentials. In New Hampshire, this responsibility rests with the

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Office of Workforce Opportunity (OWO). An accreditor such as the New England Commission of Higher Education (NECHE) must recognize the eligible institution as eligible for Title IV funding.

The final authority rests with the U.S. Department of Education, which is required by law to render a decision about program eligibility within 120 days of submission of an updated ECAR (Eligibility and Certification Approval Report).

### Planning Update

The Office of Workforce Opportunity (OWO) has begun preliminary planning efforts related to the implementation of Workforce Pell following the recent release of the final federal rule governing the program. At the time this agenda item was prepared, the federal guidance had only recently become available, and additional review and analysis of the requirements is ongoing.

In anticipation of implementation needs, OWO convened a Workforce Pell working group in March to begin discussing potential framework development, program approval considerations, and alignment with existing workforce and education systems. This early planning effort is intended to position New Hampshire to respond efficiently and compliantly as federal requirements are finalized and operationalized.

Under the federal legislation, the process established for Workforce Pell eligibility and program approval must be reviewed and approved by the Governor's Office and must meet all applicable federal compliance requirements. As part of this effort, OWO is seeking authority from the State Workforce Innovation Board (SWIB) to develop a formal process and framework that can ultimately be reviewed and approved by the Governor.

The implementation of Workforce Pell will also create additional responsibilities for the SWIB. Specifically, the SWIB is expected to play a role in the review and approval process for programs seeking Workforce Pell eligibility. Given the anticipated workload and ongoing oversight responsibilities associated with Workforce Pell implementation, OWO anticipates recommending an increase in the regular meeting schedule of the SWIB from three meetings annually to four meetings annually to ensure adequate time for review, governance, and program approval activities.

OWO will continue coordinating with partners, reviewing federal guidance, and developing recommendations for SWIB consideration as implementation planning progresses.

### **Staff Recommendation:**

Staff recommend being given the authority to develop a formal Workforce Pell process and implementation framework.

### **Requested Action:**

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Request that the State Workforce Innovation Board authorize the Office of Workforce Opportunity (OWO) to develop a formal Workforce Pell process and implementation framework, in alignment with federal requirements, for future review and approval by the Governor's Office and the SWIB.

**Draft Motion:**

Grant authority to the Office of Workforce Opportunity staff to develop a formal process and framework for Workforce Pell implementation in accordance with federal guidance and compliance requirements, with the understanding that the final framework will be subject to review and approval by the Governor's Office.

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SWIB MEETING DATE: 6/9/2026  
AGENDA ITEM: 3e. State Plan  
PRESENTING STAFF MEMBER: Joseph Doiron, Director

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### **Background:**

WIOA requires the Governor of each state to submit a Combined State Plan that includes a four-year strategy and operational plan for the continuing implementation of the state's workforce development system, with an update after two years. The Combined State Plan was submitted in 2024, and a new plan will need to be submitted in 2028. The initial deadline for the revisions was March 3, 2026, with the required revisions needing to be approved by both by the U.S. Department of Labor (USDOL) and the U.S. Department of Education (USDOE) by May 30, 2026. After submitting the revisions, both USDOL and USDOE review the submitted revisions. The standard practice is that each state will have to work with USDOL and USDOE to address any identified issues with the submission. Staff worked diligently to address any and all concerns in a timely manner.

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

The revision process began in earnest in 2025. Staff from OWO and the NH Works partners held seven public comment sessions across the State of New Hampshire and solicited written comments from the citizens of the State of New Hampshire. These actions were advertised in the NH Union Leader, on the NH Works website and by our partners. Public comment sessions were held in Concord, Conway, Berlin, Keene, Laconia, Lebanon, Littleton, Manchester, Nashua, Salem and Somersworth. There were also discussions at the SWIB about the state plan revisions along with two virtual conversations with members of the SWIB providing guidance and direction. This was the first time the State of New Hampshire submitted revisions without the assistance of an independent consultant. As a result, a great deal of staff time went into this effort.

In accordance with the Workforce Innovation and Opportunity Act (WIOA), each state must have their revisions to WIOA Combined State Plan approved by May 30, 2026. Staff submitted the WIOA Combined State Plan revisions prior to the deadline of March 3, 2026, and as a result we were the second state in the nation to submit their plan.

### **State Plan Update:**

On May 29, 2026, the Office of Workforce Opportunity (OWO) received formal notification that New Hampshire's Workforce Innovation and Opportunity Act (WIOA) Combined State Plan has been approved by the U.S. Departments of Labor and Education.

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Following the plan's original submission, OWO staff along with partners worked collaboratively with both the U.S. Department of Labor (USDOL) and the U.S. Department of Education (USDOE) to address requested revisions and clarifications as part of the federal review process. These revisions were technical in nature and did not result in any substantive changes to the goals, strategies, priorities, or commitments contained within the State Plan.

With federal approval now secured, OWO and its partners will continue implementation of the State Plan and its workforce development strategies across New Hampshire. Further, we will also begin compiling a work plan to complete the submission of the 2028 Combined State Plan.

**Requested Action:**

Review, discuss, and adopt the revisions to the NH 2024-2028 WIOA Combined State Plan. The final approved plan will not be included in the board packet but has been provided electronically to the board and is found on the Department of Business and Economic Affairs website.

**Staff Recommendation:**

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

**Draft Motion:**

Approve the revisions to the NH 2024–2028 WIOA Combined State approved by the United States Department of Labor.

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SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 3f. High Demand Occupational List

PRESENTING STAFF MEMBER: Lisa Gerrard, WIOA Program Administrator

**Background:** The Workforce Innovation and Opportunity Act (WIOA) requires each workforce development area to maintain a High Demand Occupation List (HDOL). As a single-state workforce area, New Hampshire develops and maintains a statewide HDOL. To support this requirement, the Office of Workforce Opportunity (OWO) contracts with the New Hampshire Employment Security (NHES) Economic and Labor Market Information (ELMI) Bureau to analyze labor market data and develop the list.

Two years ago, OWO collaborated with ELMI staff to establish the criteria used to identify occupations that are in high demand within New Hampshire's labor market. Following a review of available methodologies, OWO determined that the criteria below produced the most comprehensive and representative list of occupations meeting employer demand across the state. As these criteria were recently reviewed and updated, OWO elected to maintain the same methodology for Program Year 2026 to ensure consistency and comparability of results.

The current criteria include:

- Occupations with an average wage of \$15.00 per hour or greater and at least 106 projected annual openings;
- Occupations with projected growth of 5 percent or greater and at least 20 projected annual openings, regardless of wage level;
- Occupations identified as apprenticeship occupations or occupations within WIOA-targeted industry sectors with at least 20 projected annual openings, regardless of wage level or projected growth rate; and
- Occupations requiring a doctoral degree have been excluded, as the educational requirements generally exceed WIOA-funded training limitations.

The approved criteria were applied to the most recent labor market information available from ELMI to develop the PY26 High Demand Occupation List. There were 51 occupations removed and 182 added from the PY24 list to PY26 list.

Please note that the complete PY26 High Demand Occupation List will not be included in the printed board packet due to its length. The full list will be distributed electronically to board members for review.

**Staff Recommendation:**

Approval of the PY26 High Demand Occupation List.

**Requested Action:**

The SWIB to vote on approval of the High Demand Occupation List for Program Year 2026 (7/1/26-6/30/28) or until updated.

**Draft Motion:**

Approve the PY26 NH High Demand Occupation List for WIOA Title I programs.

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SWIB MEETING DATE: 6/9/2026  
 AGENDA ITEM: 3g. SWIB Meeting Dates for 2027  
 PRESENTING STAFF MEMBER: Joseph Doiron, Director

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**Background:**

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

The current bylaws require 3 meetings a year and a schedule of the meetings to be developed annually. The bylaws will have to be changed, and staff can present that as an item for the October meeting.

**OWO Staff Recommendation:**

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

**Requested Action:**

Approval of the next four proposed meetings dates and times for calendar year 2027.

Proposed Meeting Dates

February 9, 2027, and February 16, 2027 (second date is for inclement weather)

June 8, 2027

September 14, 2027

December 14, 2027

**Draft Motion:**

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on February 9, 2027, at 1:00pm, June 8, 2027, at 1:00pm and September 14, 2027, at 1:00pm and December 14, 2027, at 1:00pm.

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



SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 3h. Topics for October 13th Meeting

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

Item 3h. serves as an opportunity for the Board to have a general discussion and make any motions and take votes as applicable. Please note the next meeting is October 13<sup>th</sup>, 2026.

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SWIB MEETING DATE: 6/9/2026

AGENDA ITEM: 3i. Board Motions and General Discussion

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

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

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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)

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

### State Workforce Innovation Board (SWIB) Members

Last Name	First Name	Organization	Industry/Agency	Email Address
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